



# **Council Plan Progress Report**

**Period ending 31 March 2025**

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## Front cover image

Councillors visited Orbost for a Council in the Community Event in February 2025.

## Acknowledgement of Country

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

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

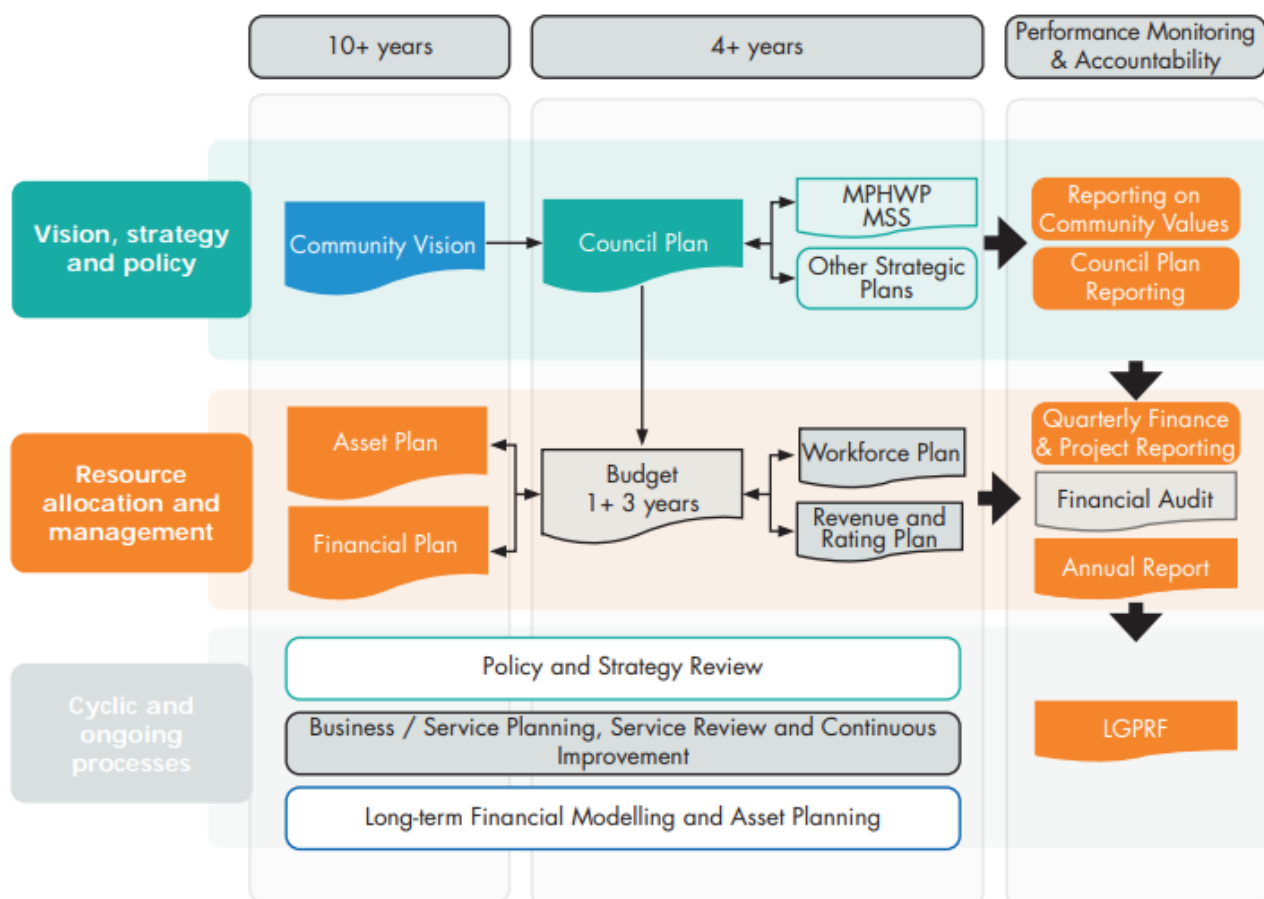
## Our Vision

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

## Our Strategic Planning Framework

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

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



Terminology:

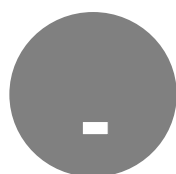
- MPHWP = Municipal Public Health and Wellbeing Plan
- MSS = Municipal Strategic Statement
- LGPRF = Local Government Performance Reporting Framework

# Major Initiatives

## Status of major initiatives

Council identified eight major initiatives for 2024-25. Major initiatives are high priority activities from the Council Plan that will require substantial time and resources to deliver.

Overall progress against these initiatives is summarised below.



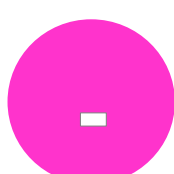
Not commenced

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



Behind schedule

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



On hold

Progress has been placed on hold.



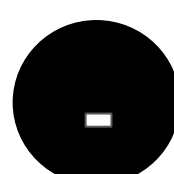
On schedule

Progress is on schedule



Completed

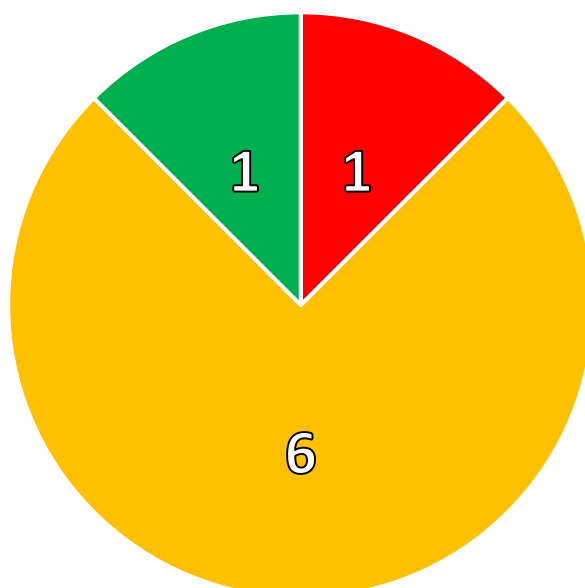
Activity or project is fully completed



Withdrawn

Activity is no longer a focus and has been withdrawn.

## Major initiatives



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



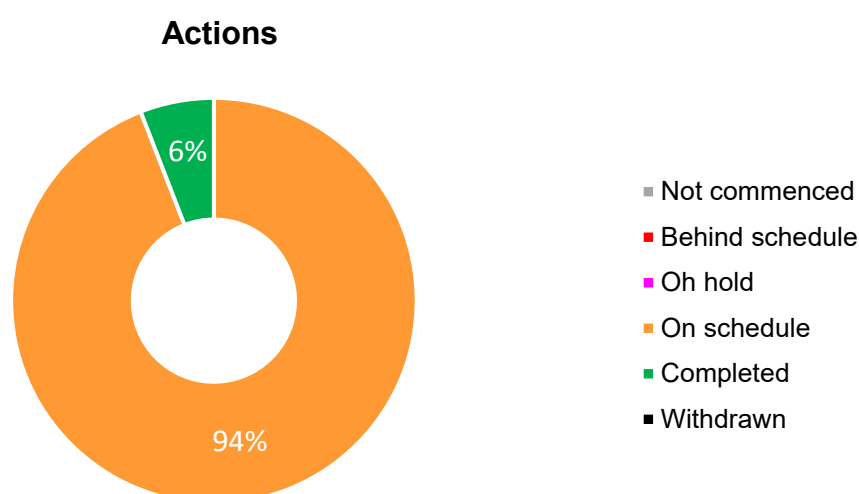
Australia Day Award nominees pictured with Mayor Cr John White at the East Gippsland Australia Day Awards held in Orbost.

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

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

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

## Summary of performance



## Council services provided

Arts and Culture  
 Community and Place- based Planning  
 Community Engagement  
 Community Laws  
 Community Programs

Community Support and Development  
 Environmental Health  
 Library  
 Performing Arts  
 Recreation Centres

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

| Action Code | Action Name                                                                                                                                                                                                       | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Progress | Traffic Lights                                                                      |
|-------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------------------------------------------------|
| 1.1.1       | Implement Gender Impact Assessments for all new projects that have a significant impact upon the community to ensure consideration for gender equity, access and inclusion, socio-economic, and age demographics. | Equity Impact Assessments (formerly known as Gender Impact Assessments) now take a broader approach, addressing not only gender equity but also inclusion, socio-economic factors, and age demographics. Council has made significant progress in embedding this process, including training more than 70 staff and launching an online EIA toolkit. During this quarter, EIAs have been completed for the Council Plan, Asset Management Policy, Customer Engagement Policy, and Leasing and Licensing Policy.                                                                             | 75%      |  |
| 1.1.2       | Engage with the local community groups to identify culturally sensitive programming and service opportunities.                                                                                                    | Council officers have reviewed actions from the Access Policy and commenced planning to adapt services in ways that reflect the cultural needs of our diverse community. Initial considerations include improved access to aquatic and fitness facilities, including pools, gyms, and group fitness classes, as well as enhancements to the visual presentation of our facilities to ensure they are welcoming to all. Officers continue to work on growing placed based Culture and Creativity programmes and activities including the delivery of diverse performances in many locations. | 65%      |  |

### Strategic Indicators

| Name                                                                                | Comments                                                                                                                                                                                                                                                                                                                                            | YTD Actual | Target                   |
|-------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|--------------------------|
| Community satisfaction with accessibility to Council facilities                     | Accessibility audits are now being conducted on council facilities, to ensure that they are adequately accessible.                                                                                                                                                                                                                                  | 50%        | Baseline to be confirmed |
| Number of community facilities and infrastructure upgraded to improve accessibility | Accessibility upgrades were carried out at the Wy Yung Main Pavilion.<br>Paynesville Service Centre accessibility upgrades are scheduled to be completed by June.                                                                                                                                                                                   | 7          | ≥ 10                     |
| Utilisation of aquatic facilities                                                   | BARC and the Aquadome both saw strong growth in use this quarter. BARC's increase was driven by higher swim enrolments, group fitness participation, and user group activity. The Aquadome had 4,500 more visits than the same time last year, with rising membership and swim school numbers. Continued growth is expected across both facilities. | 7.87       | ≥ 10                     |

#### Progress Indicator Legend

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

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

| Action Code | Action Name                                                                                                                   | Comments                                                                                                                                                                                                                                                                                                                                           | Progress | Traffic Lights                                                                      |
|-------------|-------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------------------------------------------------|
| 1.2.1       | Identify opportunities to support cultural and creative practitioners to develop their professional skills within the region. | Council is continuing to support cultural and creative practitioners by delivering the Producer Training Program. This program provides mentorship to local producers, helping them develop and deliver high-quality arts and cultural projects in East Gippsland. Currently, four local producers are participating in the program.               | 75%      |  |
| 1.2.2       | Support the development and activation of public spaces to provide opportunities for the community to present cultural works. | Council recently delivered 11 live performances during the summer school holidays at 8 different venues across East Gippsland, introducing the arts to new local audiences. Building on this success, a further 6 performances are planned for the Easter school holidays, featuring acts such as Josaphine Wants to Dance and Trash Test Dummies. | 75%      |  |

### Strategic Indicators

| Name                                                                                                                    | Comments                                                                                                            | YTD Actual | Target |
|-------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|------------|--------|
| Number of cultural and creativity focused organisations / individuals funded through Council's community grants program | No Council grants program was released this quarter and no further culture and creativity grants have been awarded. | 5          | ≥ 9    |

### Progress Indicator Legend

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

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

| Action Code | Action Name                                                                                                                                                                                 | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Progress | Traffic Lights                                                                        |
|-------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|---------------------------------------------------------------------------------------|
| 1.3.1       | Recognise volunteer contributions across the region through the delivery of the Annual Australia Day Awards, National Volunteer Week programs and other volunteer initiatives and programs. | <p>The East Gippsland Australia Day Awards program was held, celebrating volunteers and community events held across the shire.</p> <p>Twenty-five nominations were received across the categories, however other volunteers were also included in the celebrations, such as Girl Guides, Lions etc.</p> <p>The event followed the tradition of rotating locations each year and was hosted in Orbost. Despite being further from larger population centres, the event was well attended, with around 150 people turning out from Orbost and surrounding communities. The program received positive media coverage.</p> <p>Promotion of the East Gippsland Volunteer Honour Roll also began ahead of National Volunteer Week in May. This included recognition at another volunteer-run, Council-supported event—the Orbost Show and Landcare Expo. Volunteer contributions were also acknowledged at the opening of several major projects.</p> | 75%      |    |
| 1.3.2       | Support community Committees of Management to oversee the operation of a range of council facilities.                                                                                       | <p>Council processed 76% of annual funding allocations offered to Committees of Management.</p> <p>A draft Annual Allocations Policy has been prepared and is awaiting Executive feedback before presentation to Councillors.</p> <p>Council also assisted committees in developing user agreements, including navigating emerging challenges related to anticipated changes in management or facility use.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | 75%      |  |

#### Progress Indicator Legend

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

| Action Code | Action Name                                                                                                                                                             | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Progress | Traffic Lights                                                                      |
|-------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------------------------------------------------|
| 1.3.3       | Harness the benefits of volunteering and the availability of volunteering opportunities across the shire including targeted opportunities to increase youth engagement. | <p>Council supported inclusive youth-focused events—such as Halloween and pool parties—while promoting youth volunteering through the Youth Ambassadors program.</p> <p>Further support was given to community-led initiatives such as tree planting days, R U OK? Day, and IDAHOBIT, which provided leadership opportunities for young people to engage in meaningful volunteer work.</p> <p>Council continued to assist emergency volunteers with training, planning, and infrastructure upgrades, and maintained partnerships with volunteer groups across the region.</p> | 75%      |  |
| 1.3.4       | Support community-led emergency relief centre volunteers and continue to build volunteer capacity.                                                                      | <p>Council continues to engage with the Mallacoota Emergency Relief Centre (ERC) action group, which is currently developing a procedures booklet for activating their assembly area.</p> <p>Planning is underway for ERC training tailored to seven Aboriginal organisations and communities.</p> <p>Council is also developing “How to Use” manuals for all Assembly Area and ERC facilities, ensuring local volunteers can confidently operate these spaces during emergencies.</p>                                                                                        | 80%      |  |

## Progress Indicator Legend

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

## Strategic Indicators

| Name                                                        | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | YTD Actual | Target             |
|-------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|--------------------|
| Community group satisfaction with Council support           | <p>Data collection for this KPI is obtained from the annual allocation survey.</p> <p>The survey has been distributed with information still being returned from Committees of Management.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | No Data    | Baseline Developed |
| Number of events held that recognise and support volunteers | <p>The East Gippsland Australia Day Awards event was held during the quarter.</p> <p>Twenty-five nominations were received across the categories, however other volunteers were also included in the celebrations, such as Girl Guides, Lions etc.</p> <p>The event followed the tradition of rotating locations each year and was hosted in Orbost. Despite being further from larger population centres, the event was well attended, with around 150 people turning out from Orbost and surrounding communities. The program received positive media coverage.</p> <p>Promotion of the East Gippsland Volunteer Honour Roll also began ahead of National Volunteer Week in May.</p> | 1          | ≥ 4                |

### Progress Indicator Legend

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

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

| Action Code | Action Name                                                                                                                                                | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Progress | Traffic Lights                                                                        |
|-------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|---------------------------------------------------------------------------------------|
| 1.4.1       | Review the Ageing Well in East Gippsland - Age Friendly Communities Strategy 2017-2030 and implement key actions to support the region's aging population. | <p>Council progressed the 2024 review of the Ageing Well strategy, identifying priority outcomes to realign delivery with the strategy's goals.</p> <p>Research into transport options led to the inclusion of community bus services in the updated Community Directory, improving information access for older residents.</p> <p>Free information sessions were held on aged care, rights and entitlements, staying active, and mental wellbeing, with strong attendance in Orbost and Paynesville.</p> <p>Council supported the launch of Mallacoota Cares: Ageing at Home Care Coordination and helped connect the group with Services Australia to explore pilot opportunities.</p> <p>Further engagement included community events in Benambra and Bairnsdale, and emergency preparedness efforts through the Municipal Emergency Management Plan and Fire Prevention Program, contributing to the safety and wellbeing of older residents.</p> | 60%      |    |
| 1.4.2       | Collaborate with key stakeholders to deliver on the actions of the Well place for Wellbeing Plan 2021-25.                                                  | <p>Collaboration continued during the quarter, with a range of activities including:</p> <ul style="list-style-type: none"> <li>Orbost Food Initiative with local schools, health providers, and youth groups</li> <li>VicHealth Vaping Grant Project</li> <li>Establishing an East Gippsland Mental Health and Wellbeing Partnership</li> <li>A homelessness research project led by Deakin University</li> <li>The Errinundra to Snowy Service Equity Project</li> <li>Whole-of-workforce planning with Monash Rural School of Health</li> </ul> <p>These partnerships are driving coordinated, community-focused wellbeing outcomes.</p>                                                                                                                                                                                                                                                                                                           | 80%      |  |

#### Progress Indicator Legend

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

| Action Code | Action Name                                                                                                                                                                                                                                                               | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Progress | Traffic Lights                                                                        |
|-------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|---------------------------------------------------------------------------------------|
| 1.4.3       | Work with key service providers and government to increase the resilience of telecommunications infrastructure during disasters, improve the quality and extent of coverage to support regional living and provide equitable access to services and digital technologies. | <p>The Council collaborated with CSIRO and Optus on the Telecommunications Resilience Investment Pilot, which aims to enhance telecommunications infrastructure to better withstand natural hazards such as bushfires, floods, and wind. This project involves developing a shared understanding of patterns of vulnerability and potential risk mitigations with a broad range of stakeholders across the telecommunications and adjacent sectors.</p> <p>Council met with Telstra early in the quarter to discuss Mobile Black Spots.</p> <p>Council reviewed organisation's and politician's entries into the Mobile Black Spot Program Round 8 Project Noticeboard. These reflected Council's understanding of priority locations and we continue to meet and advocate with telecommunications providers on delivery of current and future black spot areas.</p> <p>Additionally, the Council's investment in infrastructure to support reliable power and Wi-Fi connectivity at emergency relief centres and community hubs further strengthens regional living and ensures equitable access to essential services and digital technologies. These efforts reflect the Council's commitment to building resilient communities and supporting regional living through improved telecommunications infrastructure.</p> | 75%      |    |
| 1.4.4       | Encourage health and wellbeing through the delivery of recreation services, including the allied health service program                                                                                                                                                   | <p>Allied health service programming continued as per current arrangements with Bairnsdale Regional Health Service and Gippsland Community Health.</p> <p>The Facilities continue to display Health and Wellness marketing when available.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | 60%      |  |

### Strategic Indicators

| Name                                                                                                   | Comments                                                                                                                                                             | YTD Actual | Target |
|--------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|--------|
| Number of referrals to Council's recreation centres through an allied health service program delivery. | Unable to report against due to changes to the process due to logistics for BRHS. We will discuss if this is to be reportable or if we can change the way we report. | -          | ≥ 800  |

### Progress Indicator Legend

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

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

| Action Code                 | Action Name                                                                                                                                     | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Progress | Traffic Lights                                                                        |
|-----------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|---------------------------------------------------------------------------------------|
| <b>Major Initiative One</b> | Develop engagement and collaboration agreements to build sustainable and beneficial relationships with Aboriginal organisation and communities. | <p>Council supported Aboriginal-led recovery initiatives through the Black Summer Bushfire Recovery Aboriginal Culture and Healing Projects. This included support for Community Emergency Management Plans, cultural infrastructure development in Mallacoota, and the release of two Requests for Quote for emergency management training and community capacity building.</p> <p>The Reconciliation Action Plan (RAP) Working Group met regularly to support the development of Council's Innovate RAP. This plan will guide efforts to embed cultural safety, strengthen relationships, and foster sustainable, respectful partnerships with Aboriginal and Torres Strait Islander communities.</p> <p>Council continues to support the economic empowerment of Gunaikurnai Land and Waters Aboriginal Corporation (GLaWAC) by recognising and utilising them as a supplier.</p> | 75%      |    |
| 1.5.2                       | Collaborate with Traditional Owners to ensure cultural heritage values are integrated into infrastructure planning and design.                  | Council worked closely with GLaWAC on several projects, including the Jemmy's Point Interpretative and Kiosk Signage, and the completion of the Krauatungalung Walk and Foreshore Park installation. Council also supported GLaWAC's application to the First Peoples Tourism Industry Strengthening Program for the Keeping Place Feasibility Plan. Signage for Eagle Point Foreshore Hub has been ordered and is scheduled for installation.                                                                                                                                                                                                                                                                                                                                                                                                                                       | 75%      |  |
| 1.5.3                       | Introduce cultural awareness training to enhance knowledge of Aboriginal Culture across our organisation.                                       | Council engaged GLaWAC to deliver a new Aboriginal Cultural Awareness Program aimed at building knowledge of Aboriginal culture and history, and fostering stronger partnerships with local Aboriginal communities. The training continues to be rolled out across the organisation.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | 100%     |  |

### Progress Indicator Legend

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

| Action Code | Action Name                                                                                                                  | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Progress | Traffic Lights                                                                      |
|-------------|------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------------------------------------------------|
| 1.5.4       | Embed a culture of safety and inclusivity into our internal processes to deepen our connections with Aboriginal Communities. | <p>Four leadership-focused cultural awareness training sessions were delivered over the past two quarters, helping senior staff champion inclusivity across their teams. In April 2025, training was extended to all staff. Council is now working with GLaWAC to develop tailored sessions for staff in remote areas like Mallacoota, Orbost, and Omeo, providing more locally relevant cultural experiences.</p> <p>The RAP is a key tool to embed inclusivity in Council's processes. It promotes meaningful reconciliation actions, supports accountability through reporting, and strengthens Council's long-term commitment to Aboriginal and Torres Strait Islander peoples.</p> | 75%      |  |

### Strategic Indicators

| Name                                                                                                | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | YTD Actual | Target |
|-----------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|--------|
| Number of projects and service reviews that have included formal engagement with traditional owners | A total of 47 Cultural Heritage Assessments have been completed this financial year. Council maintained active engagement with Traditional Owners, particularly on the Krauatungalung Walk Stage 1 art installations and with GLaWAC on the delivery of Hoddinott Reserve Playground. Currently our Heritage Advisor is engaging Traditional Owners on the Eagle Point Foreshore Trail. We are also in discussions with GLaWAC to deliver the Dinni Birrark Walk in Paynesville. | 47         | ≥ 10   |
| Percentage of Council directorate representation on Reconciliation Action Plan working group        | All directorates now have representation on the Reconciliation Action Plan Working group, with 2 meetings held during the quarter.                                                                                                                                                                                                                                                                                                                                               | 100%       | = 100% |
| Percentage of staff who have participated in culture awareness training in the past 24-months       | Data for this indicator is calculated annually, and an update will be provided at the end of the financial year.                                                                                                                                                                                                                                                                                                                                                                 | -          | = 100% |

### Progress Indicator Legend

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

## 1.6: Council is culturally and linguistically inclusive and celebrates diversity

| Action Code | Action Name                                                                                                                                           | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Progress | Traffic Lights                                                                      |
|-------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------------------------------------------------|
| 1.6.1       | Promote Council programs that support cultural and linguistic diversity and continue to embed diversity and inclusion in Council events and programs. | <p>Key initiatives this quarter included working with the G3 for the Cape Conran Indigenous Community Surfing Day, supporting and working with community for their establishment of the Lake Tyers Aboriginal Trust community relief centre, and participating in BRHS National Close the Gap Day event.</p> <p>Council's Reconciliation Action Plan (RAP) Working Group held multiple meetings, and the Council participated in Harmony Week and Ochre Ribbon Week initiatives.</p> <p>The Youth Team organised inclusive events like Halloween and pool parties, and upcoming volunteer opportunities include tree planting days, RU Ok Day, and IDAHOBIT day.</p> <p>Council also launched the East Gippsland Community Directory and continues to seek youth volunteers for the new 'Engage' project, focusing on co-designed, youth-led skill-building and leadership opportunities.</p> <p>Hearing loops have been implemented in several libraries to improve accessibility for individuals with hearing impairments. These hearing loops are designed to assist those using hearing aids by providing a clearer audio signal, reducing background noise and making it easier to hear conversations and announcements.</p> | 75%      |  |

### Strategic Indicators

| Name                                                         | Comments                                                                                                                                                                                                                          | YTD Actual | Target |
|--------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|--------|
| The number of multicultural initiatives supported by Council | Several initiatives continued throughout the quarter, including internal training, the RAP Working Group, and initial discussions with the multicultural community about creating culturally safe spaces in community facilities. | 5          | ≥ 10   |

### Progress Indicator Legend

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



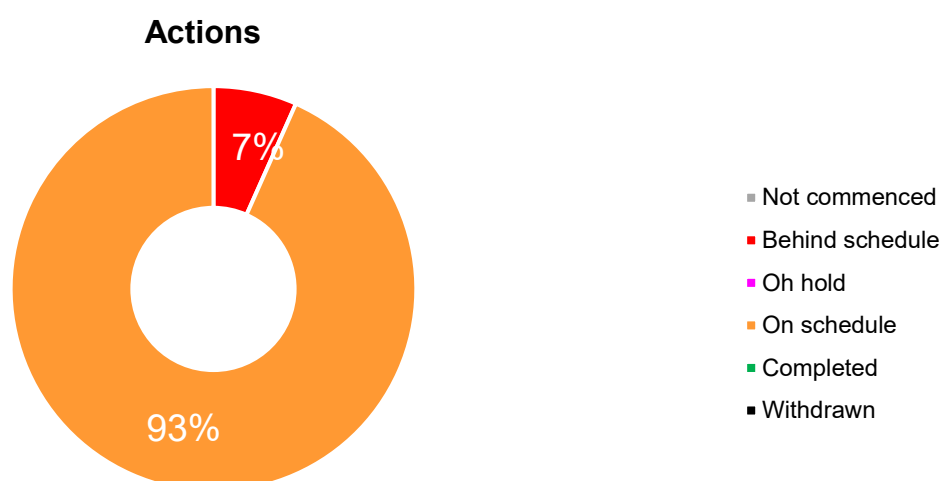
Progress at the Air Ambulance Transfer Facility at Bairnsdale Airport - January 2025.

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

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

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

### Summary of performance



### Council services provided

Asset Maintenance  
 Asset Management  
 Building Controls  
 Capital Works  
 Emergency Management  
 Emergency Response

Land use Planning  
 Open Space Management  
 Recreation and Sporting Reserve Management  
 Statutory Planning and Development Services  
 Strategic Planning

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

| Action Code                  | Action Name                                                                                                                                                                                                                     | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Progress | Traffic Lights                                                                        |
|------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|---------------------------------------------------------------------------------------|
| 2.1.1 - Major Initiative Two | Initiate and progress Planning Scheme Amendments including the Municipal Planning Strategy, Planning Policy Framework, Housing and Settlement Strategy, Rural Land Use Strategy and the Paynesville Growth Area Structure Plan. | <p>Council has made progress on several Planning Scheme Amendments:</p> <ul style="list-style-type: none"> <li>C169 – Municipal Planning Strategy, Planning Policy Framework, and Housing and Settlement Strategy: Public notification will occur in Q4.</li> <li>C170 – Rural Land Use Strategy: Documentation prepared, pending public notification after Councillor briefing.</li> <li>C171 and C172 – Eagle Point Structure Plan and Paynesville Growth Area Structure Plan: Public notification concluded, with Council reporting set for quarter four.</li> </ul>                                                                                                                                                                                                                                                        | 75%      |    |
| 2.1.2                        | Finalise and commence delivery of the actions of the Coastal and Marine Management Plan.                                                                                                                                        | The draft Coastal and Marine Management Plan was presented at the March 2025 Council Briefing. Once direction is confirmed, it will be released to the community as an informational piece.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | 85%      |    |
| 2.1.3                        | Implement the year one actions of the Public Open Space Strategy.                                                                                                                                                               | <p>Although the Public Open Space Strategy is still in draft, several key actions are underway, including:</p> <ul style="list-style-type: none"> <li>Planning for a public toilet at Dejarlais Park.</li> <li>Engaging with Newlands Arm and Swifts Creek communities to gather feedback on future open space priorities.</li> <li>Developing the Fort King Landscape Management Plan to address competing community interests.</li> <li>Installing a music system and upgrading lighting in Nicholson Street Mall.</li> <li>Reviewing the Mallacoota Recreation Reserve Masterplan with both community and internal teams.</li> <li>Ongoing discussions with Scouts Victoria and local Scout groups regarding the future use of the Eagle Point Scout Facility, with a masterplan for the site under development.</li> </ul> | 80%      |  |
| 2.1.4                        | Deliver actions from key growth area plans including Lakes Entrance Northern Growth Area and Paynesville Growth Area Structure Plan.                                                                                            | Growth area plans are progressing, and associated Planning Scheme amendments have been prepared.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | 75%      |  |

### Progress Indicator Legend

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

| Action Code | Action Name                                                          | Comments                                                                                                                         | Progress | Traffic Lights                                                                      |
|-------------|----------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------------------------------------------------|
| 2.1.5       | Finalise the 'Bairnsdale 2050' Project and seek Council endorsement. | The Bairnsdale 2050 project is currently on hold, with a review of key themes underway with the Community Panel and consultants. | 50%      |  |

### Strategic Indicators

| Name                                                                | Comments                                                                                                                                                                                                                                                                                   | YTD Actual | Target                        |
|---------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|-------------------------------|
| Completion of 2024-25 milestones for the Public Open Space Strategy | While the Public Open Space Strategy is still in draft, several key actions are underway. These include planning the design and siting of the public toilet at Dejarlais Park, engaging with Newlands Arm and Swifts Creek communities to gather feedback on future open space priorities. | 80%        | ≥ 90%                         |
| Council planning decisions upheld at VCAT                           | During the quarter there were 6 appeal outcomes, with 2 being set aside, 1 varied and 3 withdrawn.                                                                                                                                                                                         | 60%        | 100%                          |
| Planning applications decided within required time frames           | Significant improvements have been made for this indicator. This improvement is attributed to weekly progress reports to track timeframes and a focus on processing applications within timeframe.                                                                                         | 50.65%     | ≥ 40%                         |
| Time taken to decide planning applications                          | High improvement from same quarter last year. This is due to improved processing and reporting. Continued delegation of complex applications to appropriate officers have also contributed to this improvement.                                                                            | 64.50      | ≤ 110 days                    |
| Community satisfaction with building and planning                   | Data for this indicator is calculated annually, and an update will be provided at the end of the financial year.                                                                                                                                                                           | -          | ≥ Large Rural Council average |

### Progress Indicator Legend

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

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

| Action Code | Action Name                                                                                                         | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Progress | Traffic Lights                                                                      |
|-------------|---------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------------------------------------------------|
| 2.2.1       | Improve the management of Council's assets, by enhancing data accuracy within the Asset Management Framework system | Council is focusing on improving data accuracy through regular condition audits of Council buildings and continued implementation of the draft process maps for Capital Works Handover, Contributed Assets Handover, and Maintenance Data Handover. This process is currently delayed but is scheduled for approval and implementation by August 2025. Additionally, desktop assessments completed as part of the Stormwater Management Plan aim to improve stormwater asset data accuracy by identifying key areas of the shire requiring further investigation. | 55%      |  |
| 2.2.2       | Set and implement service standards for the maintenance of key asset classes.                                       | The draft Asset Plan 2026-2035 was presented to Council and is on track to be adopted in June 2025. The Asset Plan incorporates improvement actions from all individual Asset Management Plans, including one focused on improving the understanding of service standards across all asset classes. This will be reviewed as part of the organisation-wide service planning initiative set to begin in 2025, which will guide the scheduling of maintenance and renewal programs to optimise value for Council.                                                   | 65%      |  |

### Progress Indicator Legend

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

| Action Code | Action Name                                                                                                                           | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Progress | Traffic Lights                                                                        |
|-------------|---------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|---------------------------------------------------------------------------------------|
| 2.2.3       | Deliver the WORLD Sporting Precinct, Omeo Mountain Bike Trails and Bairnsdale Airport Terminal (Air Ambulance Facility) projects.     | <p><b>Omeo Mountain Bike Trails:</b> Stages 1 and 2 are progressing well, with 101 kilometres of trail completed, which represents 85% of the total network. Stage 1 (Part A) is finished, and Stage 2 (Parts B, C, and D) is on track for completion by June 2025. An additional 20 kilometres of trail will open on 4 April, bringing the total to 70 kilometres. The project remains on budget and on schedule, with final trail signage now installed. Engagement with local emergency services continues, and about 40% of this engagement is complete.</p> <p><b>Air Ambulance Victoria – Patient Transfer Station:</b> Construction is approximately 75% complete, with kerb works finished, pavement construction underway, and the steel structure in place. Ceiling and roof works have begun. Temporary lighting remains in use until earthworks are completed.</p> <p><b>Helipad Area:</b> Around 80% complete, with drainage and apron works ongoing. Completion is expected between late April and mid-May.</p> <p><b>WORLD Soccer Precinct:</b> Design work for the two soccer fields and pavilion is progressing well. Following a review, architects are finalising concept and detailed designs. EPBC consultants have responded to the Department of Climate Change, Energy, the Environment and Water, addressing water management and offset strategy requirements.</p> | 70%      |    |
| 2.2.4       | Maintain Council's roads, footpaths, and other infrastructure to provide safe and suitable physical connectivity for all communities. | <p><b>Sealed Roads:</b> 1274.79 km of Council's road network were within intervention levels, with 56.68 km outside intervention levels, representing a 95.7% compliance rate against the 95% target. This represents a slight improvement on last quarter.</p> <p><b>Footpaths:</b> 284 km of the council managed footpath network is within intervention levels, with 7 km outside intervention levels, achieving a 97.76% compliance rate against the 95% target. This represents a slight improvement on last quarters figures.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | 75%      |  |

## Progress Indicator Legend

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

| Action Code | Action Name                                                                                                                                                                                                                         | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Progress | Traffic Lights                                                                      |
|-------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------------------------------------------------|
| 2.2.5       | Implement the key actions of the Road Safety Strategy.                                                                                                                                                                              | <p>Implementation goals of the Road Safety Strategy were achieved again this quarter with some of the more standout highlights being:</p> <ul style="list-style-type: none"> <li>• Securing \$2 million in TAC funding for two major safety projects: the installation of new pedestrian crossings on Church St in Lakes Entrance and the upgrade of the pedestrian/cyclist-friendly intersection at Pyke and Francis St in Bairnsdale.</li> <li>• Implementing speed reductions on rural roads, including Scriveners and Colquhoun Roads.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                           | 75%      |  |
| 2.2.6       | Commence detail designs for capital projects that have been identified as priority projects for future years, including the Lakes Entrance Indoor Sports Facility, Benambra Streetscape and the West Bairnsdale Recreation Reserve. | <p><b>Benambra Streetscape:</b> After community engagement, priorities shifted to focus on constructing a public toilet in Dejarlais Park. Scoping for the location and design is underway, and a Land Capability Assessment has been completed. A consultant has been appointed to prepare the Cultural Heritage Management Plan.</p> <p><b>Lakes Entrance Indoor Sports Facility:</b> The contract has been awarded, pending finalisation of the funding agreement with Sport and Recreation Victoria.</p> <p><b>Swifts Creek Pavilion:</b> Construction is progressing well, with the building frame, roofing, and external cladding completed. Electrical, plumbing, concrete pathways, and emergency parking are currently being worked on.</p> <p><b>West Bairnsdale Oval Redevelopment:</b> Planning is on hold, awaiting resolution of the design and funding for the soccer precinct as part of the WORLD project.</p> | 75%      |  |

## Progress Indicator Legend

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

| Action Code | Action Name                                                                                                        | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Progress | Traffic Lights                                                                      |
|-------------|--------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------------------------------------------------|
| 2.2.7       | Implement key actions for the East Gippsland Sporting Facilities Plan and the Bairnsdale Sporting Facilities Plan. | <p><b>Howitt Park Masterplan:</b> Under review, with stakeholder engagement ongoing.</p> <p><b>Bairnsdale Basketball Association:</b> Options for additional facilities are being explored by the committee and supported by Council.</p> <p><b>Lakes Entrance Indoor Sports Stadium:</b> Design consultancy contract is pending finalisation of the funding agreement.</p> <p><b>Swan Reach Recreation Reserve Masterplan:</b> Review has commenced, with engagement from the Committee of Management.</p> | 85%      |  |

### Strategic Indicators

| Name                                                                                                                               | Comments                                                                                                                                                                                                                                                                                                                        | YTD Actual | Target                        |
|------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|-------------------------------|
| Percentage of Committees of Management and volunteer groups for Council managed land with a guiding plan                           | Recreation Reserves are happier to adopt a plan with Council help, however facilities such as halls or reserves without organised sport, often need additional support from Council to get on board with creating a plan.                                                                                                       | 25%        | > 70%                         |
| Percentage of community recreation reserves and halls asset condition above target condition rating                                | Officers continue to undertake repairs, minor and major upgrades at community recreation reserves and halls to improve their condition.<br>Council also supports user groups and Committees of Management to make improvements and maintain their facilities to provide functional and attractive facilities for the community. | 50%        | > 70%                         |
| Sealed local roads maintained to condition standards                                                                               | Works continue to be programmed to maintain roads to an acceptable standard, resulting in a slight increase to the kilometres of roads above the intervention level.                                                                                                                                                            | 98%        | ≥ 80.00%                      |
| Asset renewal and upgrade expenses as a percentage of depreciation                                                                 | Data for this indicator is calculated annually, and an update will be provided at the end of the financial year.                                                                                                                                                                                                                | -          | > 100%                        |
| Community satisfaction with appearance of public areas in East Gippsland                                                           | Data for this indicator is calculated annually, and an update will be provided at the end of the financial year.                                                                                                                                                                                                                | -          | ≥ Large Rural Council average |
| Percentage of adopted capital projects completed at the conclusion of the financial year (based on the most recent amended budget) | Data for this indicator is calculated annually, and an update will be provided at the end of the financial year.                                                                                                                                                                                                                | -          | > 80%                         |

### Progress Indicator Legend

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

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

| Action Code                    | Action Name                                                                                                                                                                  | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                     | Progress | Traffic Lights                                                                      |
|--------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------------------------------------------------|
| 2.3.1 - Major Initiative Three | Undertake a climate risk assessment to identify and respond to the likely impact of extreme weather and climate events on Council and community infrastructure and services. | The final climate risk methods verification workshop was held this quarter, involving all agencies engaged in the initial development phase. Internal and external stakeholder engagement is now complete, and the final methodology is nearing completion, with an expected finalisation date of April 2025.                                                                                                                                | 70%      |  |
| 2.3.2                          | Commence the use of recycled materials in road maintenance projects.                                                                                                         | <p>During this quarter, no new locations were identified for the deployment of recycled asphalt beyond previously selected sites: Giles Street and Bosworth Road in Bairnsdale, and Langford Parade and Victoria Street in Paynesville.</p> <p>Ongoing monitoring of these sites will continue throughout the year, as part of Council's preparation for the road renewal and upgrade programs planned for the 2025/2026 financial year.</p> | 75%      |  |

### Progress Indicator Legend

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

| Action Code | Action Name                                                                                                                     | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Progress | Traffic Lights                                                                      |
|-------------|---------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------------------------------------------------|
| 2.3.3       | Enhance community and business emergency management planning and resilience through an understanding of placed based strengths. | <p>Council is actively involved in planning for the Emergency Mass Casualty Exercise at the Bairnsdale Aerodrome, which is scheduled for May 2025.</p> <p>The steel framework for the Air Ambulance Victoria Patient Transfer Station has been erected, and new plans to achieve slope gradients have been received, with all works progressing well.</p> <p>Council has supported the development and review of Local Incident Management Plans (LIMPs) for Raymond Island, Metung, and Newlands Arm.</p> <p>The Lakes Entrance District Community Emergency Management Plan (CEMP) project made significant progress, engaging multiple communities to identify local capacities and vulnerabilities.</p> <p>Investments in infrastructure to support reliable power and STAND Wi-Fi connectivity at emergency relief centres and community LIMP assembly areas ensure effective community-led emergency responses.</p> <p>Additionally, Council soft-launched the Emergency Dashboard, providing a comprehensive platform for emergency information.</p> <p>Collaboration with CSIRO and Optus continued on the Telecommunications Resilience Investment Pilot to improve telecommunications infrastructure during disasters.</p> <p>The Recovery and Resilience Grant Program supported projects such as the Buchan Recreation Reserve Upgrade, trauma counselling programs, and community capacity mapping, further enhancing community resilience.</p> | 75%      |  |

### Strategic Indicators

| Name                                                                                   | Comments                                                                                                         | YTD Actual | Target                        |
|----------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------|------------|-------------------------------|
| 2024 - 25 milestones achieved for climate risk analysis                                | All milestones for the quarter have been completed.                                                              | 100%       | 100%                          |
| Percentage of communities that need a Local Incident Management Plan have one in place | Strong relationships with communities continues.                                                                 | 100%       | 100%                          |
| Community satisfaction with emergency and disaster management                          | Data for this indicator is calculated annually, and an update will be provided at the end of the financial year. | -          | ≥ Large Rural Council average |

### Progress Indicator Legend

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



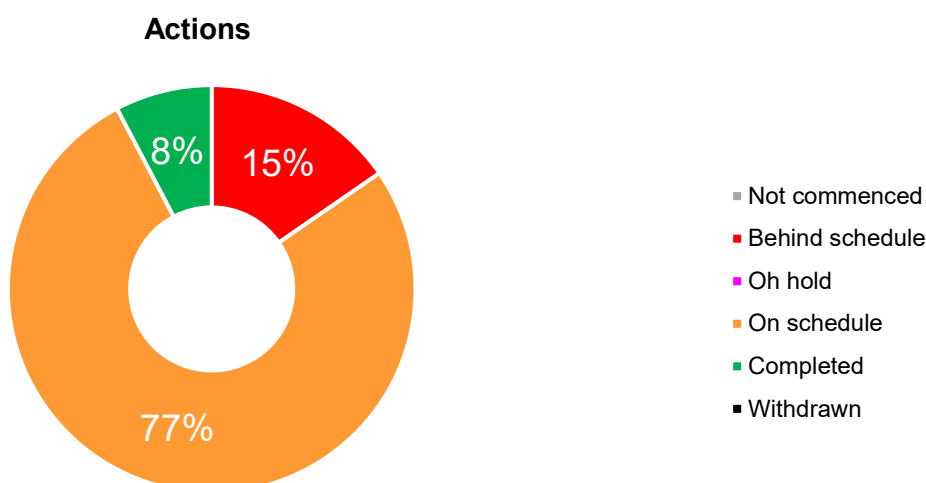
Fort King foreshore and Raymond Island Southwest Management Plans have been drafted.

### **3 A natural environment that is managed and enhanced**

## 3: A natural environment that is managed and enhanced

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

### Summary of performance



### Council services provided

Building Maintenance  
 Delivery of new assets  
 Environment Projects Management

Environmental Sustainability  
 Waste Services

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

| Action Code                   | Action Name                                                                                                                                                                                       | Comments                                                                                                                                                                                                                                                                                                                                                                                                                     | Progress | Traffic Lights                                                                        |
|-------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|---------------------------------------------------------------------------------------|
| 3.1.1 - Major Initiative Four | Finalise Councils Greenhouse Gas Emissions Reduction Plan and commence delivery of year one actions.                                                                                              | <p>The Greenhouse Gas Emissions Reduction Plan, an internal plan, has been finalised.</p> <p>Activities are underway to support the plan's actions in alignment with Council's 2032 emissions reduction target. A particular focus is on actions that lead to positive financial outcomes.</p> <p>Any significant investments will be evaluated through business cases and, where necessary, require Council resolution.</p> | 100%     |    |
| 3.1.2                         | Work with community, business and industry to develop a community greenhouse gas emissions profiles, support actions to reduce emissions and increase awareness of the impacts of climate change. | <p>Phase one of the 'arts-based' programs was delivered during February, which included a series of exhibitions and art installations completed in March in partnership with RMIT University.</p> <p>The rollout of home energy audit kits from libraries and service centres continues.</p>                                                                                                                                 | 40%      |    |
| 3.1.3                         | Work with local developers and stakeholders to apply Environmentally Sustainable Design principles across new subdivisions and developments.                                                      | Ongoing discussions and negotiations with developers continue to ensure subdivision designs meet Environmentally Sustainable Design (ESD) principles.                                                                                                                                                                                                                                                                        | 75%      |  |

#### Progress Indicator Legend

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

## Strategic Indicators

| Name                                                                                             | Comments                                                                                                                         | YTD Actual | Target   |
|--------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|------------|----------|
| New public electric vehicle charging stations operational                                        | New chargers are now operational in Buchan and Mallacoota. Lakes Entrance is working towards a June 2025 opening.                | 10         | ≥ 7      |
| Proportion of Council passenger vehicle fleet is electric, hybrid or uses alternate fuel sources | Of the 45 private and pool vehicles that have a viable alternative fuel option, 20 are alternate fuel (19 Hybrids & 1 Electric). | 44.44%     | > 20%    |
| Percentage of Council's electricity use from renewable sources                                   | Data for this indicator is calculated annually, and an update will be provided at the end of the financial year.                 | -          | > 95.00% |
| Reduce Carbon emissions from Council's operations                                                | Data for this indicator is calculated annually, and an update will be provided at the end of the financial year.                 | -          | < 2,010  |
| Total Kilowatt hours output from renewable energy systems at Council Owned facilities            | Data for this indicator is calculated annually, and an update will be provided at the end of the financial year.                 | -          | > 10.00% |

### Progress Indicator Legend

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

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

| Action Code | Action Name                                                                                                                       | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Progress | Traffic Lights                                                                        |
|-------------|-----------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|---------------------------------------------------------------------------------------|
| 3.2.1       | Ensure Water Sensitive Urban Design principals are utilised in urban areas to improve the health of local waterways and wetlands. | <p>Council is improving stormwater and flood management across the Shire by updating the Asset Register to include Water Sensitive Urban Design (WSUD) infrastructure. This includes capturing new assets through development and validating older ones via a long-term program.</p> <p>The Shire-wide Stormwater Management Plan is prioritising flood-prone areas, with data collection ongoing at key sites and hotspots.</p> <p>Council is collaborating with developers to integrate stormwater management into new projects in Eagle Point, Paynesville, and Lucknow/East Bairnsdale.</p> <p>Flooding caused by February's heavy rainfall (up to 80mm) highlighted ongoing maintenance challenges, but contractors are actively addressing drainage issues.</p> <p>The Lakes Entrance Northern Growth Area planning continues, and funding options are under review. The Crook Street Wetland project has been completed, showing flourishing native vegetation.</p> <p>Flood mitigation works began at Livingston Park in Omeo, integrating WSUD elements like vegetated channels for stabilising creek banks and slowing water flow.</p> | 85%      |    |
| 3.2.2       | Support community education programs and funding incentives to promote the natural environment and its preservation.              | <p>The multi-agency grant application to the National Government's Future Drought Fund Resilient Landscapes Program was unsuccessful. However, a revised application was submitted for the Climate Smart Agriculture Program - Phase 2.</p> <p>Council officers participated in the Paynesville Streetscape Festival in March 2025, with community feedback collected for the preparation of draft verge garden policies.</p> <p>Officers continue to collaborate with Landcare groups on weed management, vegetation identification, and reserve management.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | 70%      |  |

#### Progress Indicator Legend

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

| Action Code | Action Name                                                                                                                                                    | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                   | Progress | Traffic Lights                                                                       |
|-------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|--------------------------------------------------------------------------------------|
| 3.2.3       | Deliver the Pest, Weed and Vegetation Management Program.                                                                                                      | <p>Weed treatment continues on council roadsides, with Blackberry treatment covering 188 kilometres of roads. Other weeds such as Broome, Serrated Tussock, and African Love Grass are being targeted across various regions.</p> <p>Mosquito monitoring is nearing completion for the season, with additional species surveillance occurring.</p>                                                                                         | 80%      |   |
| 3.2.4       | Develop and implement environmental management plans for areas of important biodiversity and develop recommendations for programs on Council and private land. | <p>Preliminary work has begun to establish a hierarchy of sites to prioritise the review and creation of new management plans and future work programs.</p> <p>The Bushland Reserves and Prioritisation Strategy has been completed.</p> <p>Other completed works include a Conservation work exemption request for Lighthouse Reserve Marlo and community consultation for the View St, Fort King Island Paynesville management plan.</p> | 60%      |   |
| 3.2.5       | Facilitate the provision of environmental planning assessments and commence the review of key environmental planning scheme tools.                             | Environmental planning assessments are undertaken as part of the planning permit assessment process. The review of key environmental planning scheme tools has not progressed due to the reprioritisation of resources to critical planning scheme amendments.                                                                                                                                                                             | 50%      |  |

### Strategic Indicators

| Name                                                                           | Comments                                                                                                         | YTD Actual | Target                        |
|--------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------|------------|-------------------------------|
| Community satisfaction with slashing and weed control                          | Data for this indicator is calculated annually, and an update will be provided at the end of the financial year. | -          | ≥ Large Rural Council average |
| Kilometres of regionally controlled and prohibited weeds treated on roadsides. | Data for this indicator is calculated annually, and an update will be provided at the end of the financial year. | -          | ≥ 200                         |

### Progress Indicator Legend

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

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

| Action Code | Action Name                                                                                                                | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Progress | Traffic Lights                                                                       |
|-------------|----------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|--------------------------------------------------------------------------------------|
| 3.3.1       | Establish partnerships with key organisations and stakeholders as a mechanism for managing natural values on Council land. | <p>Several stakeholder meetings and partnership opportunities were progressed with organisations such as Friends of Gippsland Lakes, various Landcare Networks, and the East Gippsland Catchment Management Authority (EGCMA).</p> <p>A key focus for the quarter was assisting community organisations with preparing applications for the Victorian Landcare Grants program. The 7 applications cover weed management, planting programs, and water monitoring, involving Council reserves, roadsides, and private properties.</p> <p>Following consultations with the EGCMA, East Gippsland Shire Council is now represented on the Victorian Landcare Grants Community Programs Committee (CPC).</p> | 70%      |   |
| 3.3.2       | Incorporate Environmentally Sustainable Design principles in all council project planning and design.                      | <p>Management plans for Raymond Island Southwest and Fort King foreshore have been drafted and are undergoing community and internal review. The Fort King Management Plan is still with the community for feedback. These plans aim to balance the use and management of these areas while protecting areas of high environmental value.</p> <p>Environmentally sustainable design principles are being integrated into all design processes for future capital works projects. Notable projects include the Gippsland Lakes Shared Community Hub and the WORLD Soccer pavilion.</p>                                                                                                                    | 80%      |  |

#### Strategic Indicators

| Name                                                              | Comments                                                                                                         | YTD Actual | Target           |
|-------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------|------------|------------------|
| Total investment in Council managed land to support natural areas | Data for this indicator is calculated annually, and an update will be provided at the end of the financial year. | -          | ≥ \$1,710,000.00 |

#### Progress Indicator Legend

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

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

| Action Code                   | Action Name                                                                                        | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Progress | Traffic Lights                                                                        |
|-------------------------------|----------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|---------------------------------------------------------------------------------------|
| 3.4.1 - Major Initiative Five | Progress development of an organic waste processing facility at Bairnsdale Landfill.               | <p>The application for an EPA license and planning permit has been submitted for the proposed organic composting facility at Bairnsdale Landfill and Waste Transfer Station (Johnston's Rd, Forge Creek).</p> <p>The new facility will separate organic waste, such as food scraps and garden trimmings, from general waste, enabling composting into nutrient-rich soil rather than sending it to landfill where methane emissions would be generated.</p> <p>A community information session was held on 27 March to inform neighbours and other interested parties about the proposed facility. The session was well attended, and in response to concerns raised during the event and in submissions, Council Officers are reviewing the proposal and considering design adjustments.</p> | 75%      |    |
| 3.4.2                         | Reduce waste going to landfill through the implementation of the Waste Minimisation Action Plan.   | <p>Results from audits on kerbside waste, street litter, and recycling were received. These outcomes will guide future waste education programs and the upcoming kerbside collection contract.</p> <p>Two Sustainability Victoria grant-funded programs continued: the compost batch trial and household education campaign.</p> <p>A key initiative this quarter was Council's Commercial Business team working with the Mallacoota Foreshore Holiday Park and the Friends of Mallacoota on a Container Deposit Scheme (CDS) trial. This initiative aims to reduce waste to landfill while creating new income opportunities. If successful, Council will invite expressions of interest from other community groups for similar projects</p>                                                | 70%      |   |
| 3.4.3                         | Review waste and recycling services to respond to changing regulations and needs of our community. | <p>The service review is progressing with the completion of the Background Report, Community Engagement Report, and Financial Model.</p> <p>A draft Key Directions and Recommendations report was received. A Councillor workshop is scheduled for April to introduce the project findings and recommendations.</p> <p>Preliminary work for an Expression of Interest process has started to inform future kerbside waste and recycling collection services.</p>                                                                                                                                                                                                                                                                                                                              | 75%      |  |

#### Progress Indicator Legend

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

## Strategic Indicators

| Name                                                                      | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | YTD Actual | Target                        |
|---------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|-------------------------------|
| Kerbside collection waste diverted from landfill                          | <p>Targets are no longer being met since the introduction of the container deposit scheme, which has positively resulted in a significant volume recyclable material being diverted from kerbside recycling bins. Conversely this appears as a lower % of recycling collected from household kerbside bins in the previous quarter.</p> <p>An audit was recently completed of kerbside waste and recycling bins. This information will be utilised to inform future waste diversion initiatives and targets.</p> | 49.12%     | ≥ 55%                         |
| Number of community waste education programs delivered                    | Council has delivered 10 waste education programs during the quarter, at various markets and festivals across the shire.                                                                                                                                                                                                                                                                                                                                                                                         | 20         | > 5                           |
| Number of new waste streams collected through waste facilities            | Fridge degassing services are now being undertaken by trained staff member prior to being separated for collection by steel recycler. The extension of textile recycling to additional transfer station locations was deferred to quarter four.                                                                                                                                                                                                                                                                  | 4          | ≥ 2.00                        |
| Proportion of recycled content in construction projects on Council assets | At the end of quarter three 152 projects within the capital works program were listed as either complete or in the delivery stage. Of these 152 projects, 54 reported utilising recycled materials. Our use of recycled materials remains predominately in the roads program, where the use of crumbed rubber from old tyres is being included in the bitumen content. 32 road projects have been delivered using this treatment so far this year.                                                               | 35%        | > 10.00%                      |
| Community satisfaction with waste management                              | Data for this indicator is collected annually, and an update will be provided at the end of the financial year.                                                                                                                                                                                                                                                                                                                                                                                                  | -          | ≥ Large Rural Council average |

## Progress Indicator Legend

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



Council is focused on improving agribusiness productivity and resilience through a range of programs, partnerships, and advocacy.

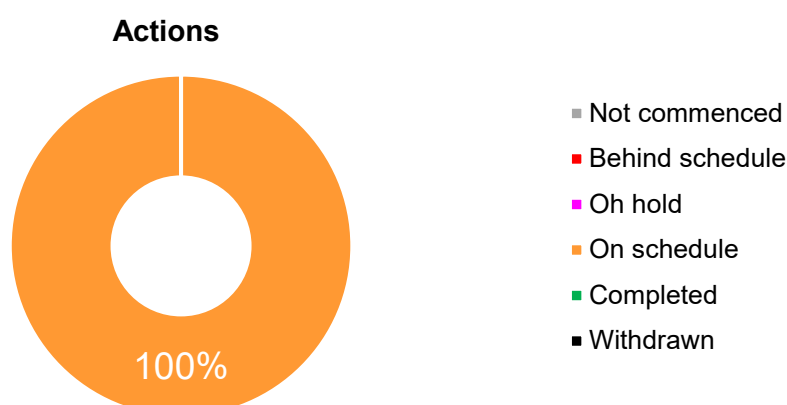
# 4

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

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

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

### Summary of performance



### Council services provided

Business Support  
Economic Development

Events  
Tourism and Visitor Information

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

| Action Code | Action Name                                                                                                                   | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Progress | Traffic Lights                                                                        |
|-------------|-------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|---------------------------------------------------------------------------------------|
| 4.1.1       | Support businesses to transition toward greater resilience in a changing economic landscape.                                  | <p>A variety of programs and projects are being implemented to enhance business resilience, including:</p> <ul style="list-style-type: none"> <li>The Small Business Voucher Program, which supports growth and expansion in forestry transition communities.</li> <li>Digital Confidence Round 2, aimed at boosting businesses' online capabilities.</li> <li>The delivery of Customer Service training modules to aid small and medium businesses in staff development.</li> <li>Agribusiness-focused financial and decision-making programs to strengthen the sector.</li> </ul>                                                                                                                                                                                                                                                                                     | 75%      |    |
| 4.1.2       | Support business to create a collective voice for regional representation.                                                    | The Agriculture Sector Advisory Committee and the Economic Development Advisory Committee are continuing efforts to foster a collective voice for regional representation, each meeting once this quarter.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | 75%      |    |
| 4.1.3       | Work with partners to establish the Gippsland Circular Economy Hub, to advance new investment and job creation opportunities. | <p>Ongoing work includes mapping materials in the region to identify opportunities for re-use, value-adding, and recycling. The data collected will be used for an online platform accessible to the community, businesses, and Council.</p> <p>A key initiative is the Silage Wrap Circularity Pilot, led by EGTSC in collaboration with Sustainability Victoria and the Gippsland Circular Economy Hub. Four bales (2 tonnes) of silage wrap were collected from farmers in Genoa, Omeo, Benambra, and Swifts Creek. This wrap has been transported to Olympic Polymers for recycling.</p> <p>Planning for the 2025 season is underway, with an expanded collection area to include Marlo and Orbost farmers. Other opportunities for recycling are being investigated with PACT Group and Integrated Recycling to recycle silage wrap back into new silage wrap.</p> | 65%      |  |

#### Progress Indicator Legend

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

| Action Code | Action Name                                                                                                                                                                                           | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Progress | Traffic Lights                                                                      |
|-------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------------------------------------------------|
| 4.1.4       | Advocate for and support projects aimed at increasing the availability of reasonable priced housing to attract critical workers (including support services, businesses, and industry) to our region. | <p>A social and affordable housing paper has been presented to Council.</p> <p>Two significant planning scheme amendments for Paynesville and Eagle Point have been presented to Council and will now proceed to a Planning Panel. These amendments aim to assist with housing availability in the medium term if endorsed by Council.</p> <p>Officers continue to work with key stakeholders to improve the time taken for planning applications and approvals.</p> | 80%      |  |

### Strategic Indicators

| Name                                                                                         | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | YTD Actual | Target |
|----------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|--------|
| Percentage of actions implemented from the Economic Development Strategy Action Plan 2022-26 | <p>Council has developed an annual Implementation Plan that assists with the delivery of the strategy throughout the year.</p> <ul style="list-style-type: none"> <li>The Small Business Voucher Program, which supports growth and expansion in forestry transition communities.</li> <li>Digital Confidence Round 2, aimed at boosting businesses' online capabilities.</li> <li>The delivery of Customer Service training modules to aid small and medium businesses in staff development.</li> <li>Agribusiness-focused financial and decision-making programs to strengthen the sector.</li> </ul> | 65%        | ≥ 80%  |

### Progress Indicator Legend

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

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

| Action Code | Action Name                                                                                                                                        | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                  | Progress | Traffic Lights                                                                      |
|-------------|----------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------------------------------------------------|
| 4.2.1       | Engage young people, youth organisations, training organisations and industries to understand and address the barriers to training and employment. | During the quarter, Council has maintained engagement with local industries and networks including participation in the Federation University Local Government Industry Advisory Group, discussions with Workforce Australia around supporting disengaged youth, supporting the delivery of the remote study hubs in partnership with Federation University, Gippsland East Local Learning Education Network (GELLEN) and TAFE Gippsland. | 75%      |  |
| 4.2.2       | Support networks and programs that will retain young professionals in the region.                                                                  | This quarter Council met with the Monash Rural School of Health to further progress planning for a 'Welcome to the Region' session for new students.                                                                                                                                                                                                                                                                                      | 75%      |  |

### Progress Indicator Legend

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

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

| Action Code | Action Name                                                                                                                                                                                      | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Progress | Traffic Lights                                                                      |
|-------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------------------------------------------------|
| 4.3.1       | Support the development and implementation of Local Development Strategies for communities impacted by changes to the native timber industry with a focus on Orbost, Swifts Creek and Nowa Nowa. | Council is actively involved in the Local Development Strategy for Nowa Nowa, Swifts Creek, and Orbost through working groups. Council is still awaiting the outcome of a funding application for the Swifts Creek Structure Plan. Additionally, Council continues to deliver the small business voucher program to support applicants to the Forestry Transition Fund. In collaboration with DEECA, five community engagement sessions were held across the Shire to promote this funding. | 65%      |  |
| 4.3.2       | Advocate for a new approach to agri-forestry to improve forest health, reduced bushfire risk and provide benefits for a range of forest users.                                                   | Council has submitted feedback to the Great Outdoors Taskforce and now awaits a position to be put forward from State Government. Officers continue to meet with plantation companies and landowners as required and will present to Council on the planning requirements for plantations at a future Council briefing.                                                                                                                                                                     | 75%      |  |

#### Strategic Indicators

| Name                                                                                                | Comments                                                                                                        | YTD Actual | Target                      |
|-----------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|------------|-----------------------------|
| Number of businesses that participate in Council run programs delivered to support business growth. | The participation in programs that we are running is high and fully subscribed.                                 | 306        | ≥ 300                       |
| Number of new businesses registered                                                                 | Data for this indicator is collected annually, and an update will be provided at the end of the financial year. | -          | Increase from previous year |

#### Progress Indicator Legend

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

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

| Action Code | Action Name                                                                                              | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Progress | Traffic Lights                                                                      |
|-------------|----------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------------------------------------------------|
| 4.4.1       | Streamline the business approval process and strengthen customer information and services for investors. | <p>This quarter work has continued on the relaunch of the Invest East Gippsland website. Key initiatives include:</p> <ul style="list-style-type: none"> <li>Finalising the East Gippsland Investment Prospectus</li> <li>Preparing for the release of the New Energy Opportunities Study</li> <li>Developing a New Business Kit</li> <li>Updating the Council website to improve access to business support programs and information. support programs and information.</li> </ul> | 60%      |  |

#### Strategic Indicators

| Name                                                              | Comments                                                                                                                                                                                    | YTD Actual | Target |
|-------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|--------|
| Council processing time for Domestic Animal Business Registration | No new Domestic Animal Businesses were issued permits in the quarter.                                                                                                                       | 0          | < 6    |
| Council processing time for Trading Permits                       | A total of 4 Trading permits were issued this quarter with an average processing and issue time of 2 days. There was a low volume of applications in this quarter.                          | 1.6        | < 6    |
| Council processing time for Goods on Footpath Permits             | A total of 8 Goods on Footpath Permits were issued this quarter, out of those 8, a maximum of one day was taken after approval and measurement of goods by officers and receipt of payment. | 7.48       | < 8    |

#### Progress Indicator Legend

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

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

| Action Code                  | Action Name                                                                                                                                                        | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Progress | Traffic Lights                                                                        |
|------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|---------------------------------------------------------------------------------------|
| 4.5.1 - Major Initiative Six | Support the delivery of the Pathways to Growth program from the Tourism Events Action Plan 2022-26.                                                                | Four events are participating in the third year of the Pathways to Growth Program: Twin Rivers Bream Classic, East Gippsland Winter Festival, Paynesville Classic Boat Rally (biannual), and Wild Harvest Seafood Festival (biannual). Council continues to provide support and guidance to help these events meet their performance targets. Two events are in their final year of funding, and Council has engaged an independent consultant to review the program and suggest future improvements.                                                        | 75%      |    |
| 4.5.2                        | Plan, deliver and support major project developments that enhance the amenity of our towns, improve the visitor experience and facilitate new business investment. | <p>The Gippsland Lakes Shared Community Hub has been successful in securing a \$6,351,385 grant from the Growing Regions Program Round 2 for the redevelopment of the Gippsland Lakes Yacht Club.</p> <p>The Lakes Entrance Indoor Stadium is also a recipient of SRV funding for the design of a new three-court indoor stadium to be located at the Aquadome site.</p>                                                                                                                                                                                     | 75%      |    |
| 4.5.3                        | Implement priority recommendations from the Visitor Information Services review.                                                                                   | <p>Several recommendations from the Visitor Information Services Review are being delivered, including:</p> <ul style="list-style-type: none"> <li>Promoting the East Gippsland's Official Visitors Guide.</li> <li>Completing the design of visitor signage for communities without an accredited information centre.</li> <li>Appointment of a web designer to improve the Visit East Gippsland website.</li> <li>Options reviewed for visitor services in Bairnsdale and Orbost, as well as using the mobile VIC van for place-based servicing</li> </ul> | 70%      |  |

#### Progress Indicator Legend

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

## Strategic Indicators

| Name                                                                              | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | YTD Actual | Target                |
|-----------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|-----------------------|
| Number of tourism events held during the low and shoulder season periods          | <p>There were 15 events held so far in the low and shoulder season periods.</p> <ul style="list-style-type: none"> <li>• East Gippsland Winter Festival: 21 June - 21 July 2024 (includes 7 events in July)</li> <li>• MLF Australia Fishing Comp: 6-7 July 2024</li> <li>• Tour De Tambo: 7 July 2024</li> <li>• Twin Rivers Bream Classic: 19-21 July 2024</li> <li>• Bayer Big Fish Challenge Bream Classic: 17-18 August 2024</li> <li>• Australian National Retrieving Championships: 7-8 September 2024</li> <li>• Great East Rail Trail Ride: 4-6 October 2024</li> <li>• Chevrolet Nationals Lakes Entrance: 5 October 2024</li> <li>• Head of the Mitchell: 12-13 October 2024</li> <li>• Rocktober 2024 LEADA: 12-13 October 2024</li> <li>• Vic Bream Classic Series: 12-13 October 2024</li> <li>• Joyride Rookie Cup: 19-20 October 2024</li> <li>• Hobie Kayak Fishing Series 15: 19-20 October 2024</li> <li>• Expedition Australia: 21 October 2024</li> <li>• Victoria Mountain Bike Series (VDHS): 23-24 November 2024</li> </ul> | 15         | > 30                  |
| Total visitation to East Gippsland (international, domestic and daytrip combined) | Data for this indicator is calculated annually; an update will be provided at the end of the financial year.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | -          | > 1,300,000           |
| Tourism expenditure in East Gippsland                                             | Data for this indicator is calculated annually; an update will be provided at the end of the financial year.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | -          | ><br>\$360,000,000.00 |

## Progress Indicator Legend

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

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

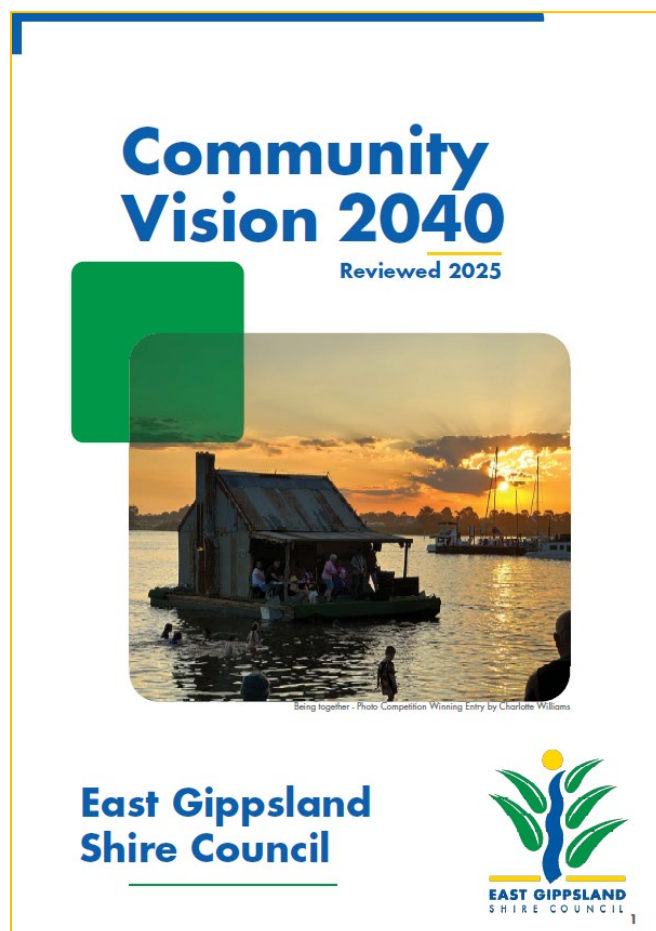
| Action Code | Action Name                                                          | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Progress | Traffic Lights                                                                      |
|-------------|----------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------------------------------------------------|
| 4.6.1       | Support the enhancement of agribusiness productivity and resilience. | <p>Council is actively working to improve agribusiness productivity and resilience through various programs, partnerships, and advocacy. Key achievements so far include:</p> <ul style="list-style-type: none"> <li>• Delivery of an AgCareers session at the Orbost Community College.</li> <li>• Working with GippsDairy to deliver the Broadening Horizons Program, enabling on farm learning in the dairy industry.</li> <li>• Attendance at the high-country sales to share information relevant to the ag sector.</li> <li>• Sponsoring the East Gippsland Red Meat Conference in February.</li> <li>• Running programs to improve agribusiness financial skills and on-property decision making.</li> <li>• Collaborating with service providers and industry groups to host farmer wellbeing events, such as the Buchan screening of "Just a Farmer."</li> <li>• Engaging with the agribusiness community through farm visits and logistics tours.</li> </ul> | 75%      |  |

#### Strategic Indicators

| Name                                                       | Comments                                                                                                     | YTD Actual | Target                      |
|------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|------------|-----------------------------|
| Number of jobs in the agriculture sector in East Gippsland | Data for this indicator is calculated annually; an update will be provided at the end of the financial year. | -          | Increase from previous year |
| Value added by the agriculture sector in East Gippsland    | Data for this indicator is calculated annually; an update will be provided at the end of the financial year. | -          | Increase from previous year |

#### Progress Indicator Legend

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



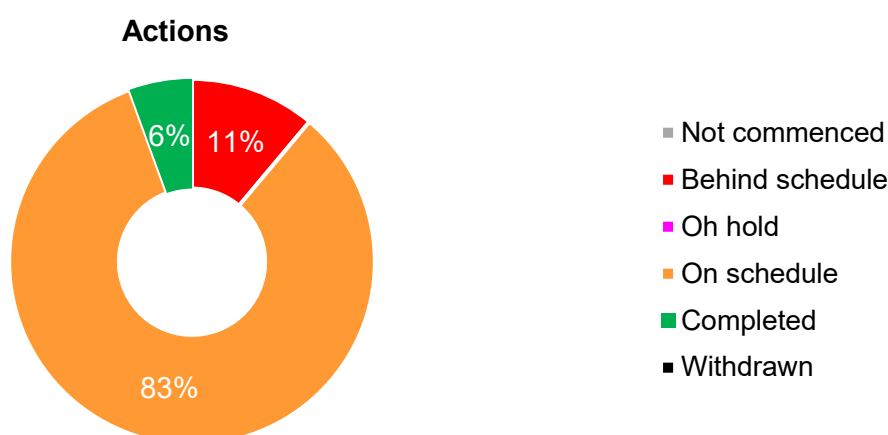
The community participated in the Waste Review this quarter, sharing valuable insights and feedback at pop-up sites across the shire.

## 5 listens and delivers effective, engaging, and responsive services

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

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

### Summary of performance



### Council services provided

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

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

| Action Code | Action Name                                                                                                               | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Progress | Traffic Lights                                                                      |
|-------------|---------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------------------------------------------------|
| 5.1.1       | Undertake customer interaction surveys to inform the development of service improvement plans.                            | <p>Customer interaction surveys undertaken this quarter include:</p> <ul style="list-style-type: none"> <li>- the Local Government Customer Service Benchmark survey,</li> <li>- customer satisfaction feedback terminals located at the Visitor Information Centres, Recreation Centres, Forge Theatre, Mallacoota Foreshore Holiday Park, Orbost Show and the East Gippsland Field Days</li> <li>- Direct surveying of customers who utilise councils Statutory Planning services.</li> </ul> | 75%      |  |
| 5.1.2       | Refine our customer service and response times to improve customers over all experience when doing business with Council. | <p>As part of the Customer Experience Improvement Project, clear response timeframes for all customer contact channels have been established to ensure consistent and timely communication.</p> <p>A comprehensive review of the existing Customer Response Policy and Procedure was undertaken.</p> <p>A key achievement this quarter has been a resolution of 86% of calls at First Point of Resolution (FPR).</p>                                                                            | 70%      |  |

#### Strategic Indicators

| Name                                         | Comments                                                                                                     | YTD Actual | Target                        |
|----------------------------------------------|--------------------------------------------------------------------------------------------------------------|------------|-------------------------------|
| Community Satisfaction with Customer Service | Data for this indicator is calculated annually; an update will be provided at the end of the financial year. | -          | ≥ Large Rural Council average |

#### Progress Indicator Legend

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

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

| Action Code | Action Name                                                                                                        | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Progress | Traffic Lights                                                                       |
|-------------|--------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|--------------------------------------------------------------------------------------|
| 5.2.1       | Actively participate in networks, forums and alliances to advocate for shire wide community issues and priorities. | <p>Council officers have participated in the Municipal Association of Victoria Working Group, reviewing proposed changes to the Planning and Environment Act 1987.</p> <p>Council officers have also participated in Victorian Government forums discussing housing targets.</p> <p>Council meets monthly with other Gippsland Planning Managers to discuss mutual interests and develop common approaches.</p> <p>One Gippsland</p> <p>The CEO is also part of the Rural Councils Victoria executive which has been advocating strongly against the Emergency Services and Volunteer Fund Levy and for a range of Federal election commitments.</p>                     | 75%      |   |
| 5.2.2       | Actively undertake and promote the advocacy work of Council.                                                       | <p>Promotion of advocacy work has included the strong campaign around the Emergency Services Volunteer Fund levy, which commenced late in the previous quarter, with Council as an early advocate for change, and continues with media releases, social media campaign, and direct correspondence and conversations with MPs and targeted crossbench MP request to block proposed legislation.</p> <p>Statewide and local traditional media interest has been generated on the back of our advocacy media for the ESVF levy and glass recycling during the quarter. This has also been reflected in social media content, with strong sentiment towards our efforts.</p> | 75%      |  |

### Strategic Indicators

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

### Progress Indicator Legend

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

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

| Action Code                    | Action Name                                                                                                        | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Progress | Traffic Lights                                                                      |
|--------------------------------|--------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------------------------------------------------|
| 5.3.1 - Major Initiative Seven | Place Plans are developed for key areas to capture the needs and priorities of communities at a local level.       | Progress on developing Place Plans for key areas to capture the needs and priorities of communities at a local level is currently behind schedule. However, we have initiated a literature review and data gathering for the Omeo region to support the plan development. This necessary groundwork will provide valuable insights and inform the next steps in the development of the Omeo Region Place Plan. Recruitment has now been completed to resource this initiative                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | 40%      |  |
| 5.3.2                          | Incorporate effective community engagement into the development and delivery of all major strategies and projects. | <p>Community engagement activities have been expanded during the quarter to include early information and engagement, planned communications and closing the loop at the right time. Some examples include:</p> <p>Fort King Paynesville master planning (opportunities plan) is an example of early engagement planning and closing the loop communications in the quarter. In-person engagement included target resident site meeting.</p> <p>Draft Budget 'tell us about the services' slider tool engagement attracted almost 1,000 responses as early draft budget engagement that had previously been done. Public pop-ups in community were added to the online option.</p> <p>Planning Scheme Amendments c171 and c172 for Paynesville and Eagle Point have involved substantial community engagement through online submission processes and one-on-one contact with community members.</p> <p>An engagement step was added to the Nicholson land sale (for education purposes) to check in with the community about Council's decision. The engagement generated significantly more activity (approximately 120 responses) than what has historically been the norm. This included closing the loop communications.</p> | 75%      |  |

#### Progress Indicator Legend

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

| Action Code | Action Name                                                                                                           | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Progress | Traffic Lights                                                                      |
|-------------|-----------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------------------------------------------------|
| 5.3.3       | Implement and enhance community engagement practices across the organisation, utilising appropriate engagement tools. | <p>Councils internal Intranet was refreshed introduced additional engagement tools and simplified information, plus the creation of an engagement and communications plan template to support planning and communication.</p> <p>An internal Engagement calendar launched in March to track planned activities, reduce duplication/over engagement, and support closing the loop with the community.</p> <p>Ongoing collaboration with business units on engagement for projects like livestock exchange commercial review, Fort King Landscape Management Pam, and Swifts Creek Public Realm master planning.</p> | 75%      |  |
| 5.3.4       | Complete the review of General Local Law.                                                                             | An environmental scan has been completed on the General Local Law to benchmark against other Councils and a project plan has been developed to commence the review of the local law which will include mapping against the Council Plan Objectives.                                                                                                                                                                                                                                                                                                                                                                | 35%      |  |

### Strategic Indicators

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

### Progress Indicator Legend

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

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

| Action Code | Action Name                                                                                                                                  | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Progress | Traffic Lights                                                                      |
|-------------|----------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------------------------------------------------|
| 5.4.1       | Implement service reviews and system refinement across a range of services to improve our effectiveness and efficiency.                      | <p>Service reviews currently underway include:</p> <ul style="list-style-type: none"> <li>A commercial review of the Livestock Exchange</li> <li>An evaluation of Waste Services</li> </ul> <p>Internal improvement projects underway this quarter include:</p> <ul style="list-style-type: none"> <li>The commencement of an Assets Register process review and a Customer Response improvement project.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | 75%      |  |
| 5.4.2       | Delivery of the ICT Strategy 2024-2027, year one action plan including the introduction a new enhanced electronic records management system. | <p>Over the past quarter the following major milestones have been achieved:</p> <ul style="list-style-type: none"> <li>Successful Implementation of Council's new Electronic, Document and Records Management System (EDRMS) to ensure improved records management functions, business process efficiencies, and effective mitigation of current cyber security risks to Council information.</li> <li>Completion of the Geographic Information System (GIS) collaborative procurement tender process with Wellington Shire Council which will assist the replacement of Council's legacy GIS Mapping system and result in improved online mapping services for community.</li> <li>Completion of an external review of the Information Services team responsible for the management and provision of ICT Shared Services for East Gippsland and Wellington Shire Councils to ensure an effective and reliable service that continues to deliver efficiency benefits for both Councils.</li> </ul> | 85%      |  |

#### Progress Indicator Legend

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

| Action Code | Action Name                                                                     | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Progress | Traffic Lights                                                                      |
|-------------|---------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-------------------------------------------------------------------------------------|
| 5.4.3       | Implement improvement process to reduce statutory planning approval timeframes. | <p>A process improvement plan has been developed for the financial year.</p> <p>Completed actions include:</p> <ul style="list-style-type: none"> <li>Updated regulatory application form templates</li> <li>Improved website information on objections</li> <li>Reviewed and updated Planning Consultation Meeting templates</li> </ul> <p>Ongoing initiatives:</p> <ul style="list-style-type: none"> <li>Comprehensive review of all forms</li> <li>Integration of processes with the Electronic Document and Records Management System</li> <li>Further updates to website information</li> <li>Review of Ministerial permit information</li> <li>Privacy Act review of Planning Permit notice instructions</li> </ul> | 75%      |  |

### Strategic Indicators

| Name                                                | Comments                                                                                                    | YTD Actual | Target              |
|-----------------------------------------------------|-------------------------------------------------------------------------------------------------------------|------------|---------------------|
| Permanent workforce has access to mobile technology | Data for this indicator is calculated annually; an update will be provided at the end of the financial year | 92%        | ≥ 70.00%            |
| Number of service reviews undertaken                | Data for this indicator is calculated annually; an update will be provided at the end of the financial year | -          | 2 reviews per annum |

### Progress Indicator Legend

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

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

| Action Code                    | Action Name                                                                                                                          | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Progress | Traffic Lights                                                                        |
|--------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|---------------------------------------------------------------------------------------|
| 5.5.1 - Major Initiative Eight | Review the Community Vision 2040 and support Council in the development of the Council Plan 2025-29.                                 | The Community Panel presented the updated Community Vision to Council on 4 February, including recommendations from their deliberative engagement on the Long-Term Financial Plan, Asset Plan, and Health & Wellbeing Plan. Council adopted the revised Community Vision 2040 on February 18th. The draft Council Plan 25-29 is being developed and scheduled for release for community feedback on 7 May 2025.                                                                                                                                                                                                                                                                                                       | 75%      |    |
| 5.5.2                          | Review the 10 Year Financial Plan and develop the 2025/26 Annual Budget.                                                             | The 2025/26 annual budget and 10 Year Financial Plan are being developed. A number of workshops have been held with Councillors to ensure the budget and LTFP provide resources to deliver the objectives of the Council Plan in a financially sustainable way. Both the 2025/26 Budget and the Long Term Financial Plan are scheduled to be considered by Council at the meeting to be held on 24 June 2025                                                                                                                                                                                                                                                                                                          | 75%      |    |
| 5.5.3                          | Implement actions from the Workforce Plan 2021-25 to retain and support the council workforce to deliver services for the community. | <p>Implementation of Workforce Plan initiatives is on track, including:</p> <ul style="list-style-type: none"> <li>• Finalisation of the draft Industry Experience Program</li> <li>• Publication of an internal information resource library to support older workers looking at retiring.</li> <li>• Integration of the Capability Framework into key workforce processes such as recruitment, retention, and performance management.</li> <li>• Succession planning prioritisation underway to identify critical roles and the analysis of high potential employees.</li> </ul> <p>These initiatives support our commitment to building a skilled, adaptable workforce that thrives in a changing environment.</p> | 75%      |   |
| 5.5.4                          | Implement the on-boarding program for the newly elected Council, following the October 2024 Council Elections.                       | The final mandatory induction training sessions were conducted in the quarter. All Councillors have completed a declaration before the CEO confirming completion of their Induction Training.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 100%     |  |

### Progress Indicator Legend

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

### Strategic Indicators

| Name                                                                                                    | Comments                                                                                                     | YTD Actual | Target                 |
|---------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|------------|------------------------|
| Victorian Auditor-General's Office assessment of Council's overall Financial Sustainability is low risk | Data for this indicator is calculated annually; an update will be provided at the end of the financial year. | -          | Obtain Low Risk Rating |

### Progress Indicator Legend

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

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

| Action Code | Action Name                                                                                                                   | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Progress | Traffic Lights                                                                        |
|-------------|-------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|---------------------------------------------------------------------------------------|
| 5.6.1       | Deliver actions from the Gender Equality Action Plan 2021-25 to continue progress towards achieving workplace gender equality | Implementation of the Gender Equality Action Plan 2021-2025 is progressing, including the completion of a shared Gippsland-wide procurement process for an anonymous reporting platform                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | 75%      |    |
| 5.6.2       | Implement recruitment practices to attract and support a diverse workforce.                                                   | During quarter Council partnered with the Job Jump program by bringing together a group of council representatives across the directorates to talk to Year 9-12 students about career possibilities at council. Utilised applicant pool and direct recruitment to source candidates for short term roles, reducing the need to utilise agency recruitment, saving costs and supporting business continuity. Engaged with Aboriginal academies (Clontarf – Boys, Girls at the Centre – Girls) to build a relationship and discuss ways to offer opportunities to young Aboriginal people to enter the council workforce..                                                                                                                                                                                                         | 75%      |    |
| 5.6.3       | Programs and practices are introduced to support a strong positive culture connecting Council to its community.               | <p>From a communications perspective, linking community events such as a regional netball tournament at the WORLD, local basketball finals at the BARC, cricket finals at local ovals, and sharing local achievements (e.g. listings in top things to do lists) connect council services/infrastructure to the community.</p> <p>Attendance at the Orbost Show with library, sustainability, customer service and other council-related service information and engagement activities.</p> <p>Support for community-led advocacy (eg Lindenow South Primary School).</p> <p>CEO has been available as a speaker at forums including the future use of the old geriatric centre,</p> <p>Staff have presented at the Youth Ambassadors camp, attended school jobs expo, and welcomed music students to perform at the library.</p> | 75%      |  |

### Progress Indicator Legend

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

### Strategic Indicators

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

### Progress Indicator Legend

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