

TOWONG SHIRE COUNCIL
COUNCIL PLAN
2021 - 2025



Towong Shire... the ideal place to be

Front cover image: Bogong Moth at Jim Newman's Lookout.

Located on the Murray River Road, Jim Newman's Lookout is a must stop along the Great River Road touring route. It features breathtaking views, shaded picnic tables and a large scale metal art installation of a Bogong Moth overlooking the Murray River valley towards Welaregang and Ourie in NSW.

Stage one of the Great River Road touring route was funded with contributions from the Federal Government, State Government and Council, together with contributions from the Man from Snowy River Tourist Association and Upper Murray Business Inc and was completed in November 2019. Stage two of the project is one of the priorities in this Council Plan and is scheduled for completion in 2022 – it is funded by the Victorian Government's Bushfire Recovery Regional Economic Stimulus and Resilience Fund.

Contents

About the Council Plan	4
Our Planning and Reporting Framework	4
Message from the Mayor and Councillors	5
Our Councillors.....	6
Our Shire	7
Facts, Statistics and Characteristics	8
Community Vision 2031.....	9
Council Mission and Values.....	11
Strategic Objectives.....	12
1. Asset Management.....	13
2. Community Wellbeing	15
3. Economic and Tourism Development.....	17
4. Land Use	19
5. Environmental Sustainability	21
6. Organisational Improvement.....	23

About the Council Plan

The Council Plan 2021-2025 embodies the aspirations our communities have for Towong Shire and outlines the strategies and priorities that Council will strive to deliver in the pursuit of the ten year Community Vision.

In developing the plan comprehensive community engagement was undertaken including hands-on workshops in Corryong, Walwa, Tallangatta, Bellbridge and Mitta Mitta, supplemented by online and paper based surveys. Council has also relied on the feedback provided during the bushfire recovery consultation activities following the 2019/20 bushfires to develop the plan. Over 500 individual items of constructive feedback from community members was received and considered.

During the community engagement activities we heard what was important to our communities including aspirations and ideas for the future together with current and future challenges.

The resulting Council Plan outlines Council’s strategic objectives, strategies and priorities for the next four years, and the strategic indicators that we will use to track our progress.

The Plan is a key strategic document which will help to inform our capital works and service planning as well as budget and resource allocations. We will report back to the community on our progress through regular Council Plan Reporting and our Annual Report.

Our Planning and Reporting Framework

The table below shows how the Community Vision and Council Plan relate to our other major planning and reporting documents.

Planning			Reporting
Long term	Medium term	Short term	
Community Vision	Council Plan	Annual Budget Review	Annual Report
Asset Plan	Healthy Communities Plan		Council Plan Reporting
Financial Plan	Budget		Budget Reporting
Place-Based Master Plans	Revenue and Rating Plan		'Know Your Council' Website – Performance Reporting
<ul style="list-style-type: none"> Tallangatta Tomorrow UM2030 Vision Plan Our Valley, Our Future Our Bellbridge 	Workforce Plan		
	Planning Scheme		

Message from the Mayor and Councillors

We are very pleased to present the Council Plan 2021-2025.

As we continue to recover from the catastrophic bushfires of 2019/20 and the ongoing world-wide pandemic, we hope this Council Plan will clearly demonstrate Council's commitment to ensuring Towong Shire is the ideal place to be.

We are committed to providing quality facilities and services to support sustainable population growth and we will deliver critical projects to support ongoing economic and social development. We already have funding and plans in place for projects such as the Great River Road and various road safety and streetscape improvements, and will continue to seek funding for key community needs such as footpaths, recreational amenities and improved childcare facilities.

We want to ensure our communities are welcoming, vibrant and well positioned for sustainable growth. Our place-based master plans will provide the foundation for further development and we will develop and refresh plans across Tallangatta, Corryong, the Mitta Valley and the Peninsula. These master plans will support an integrated approach to the development of housing, community services, facilities, recreational, businesses and employment opportunities.

We will continue to advocate to the State and Federal government to ensure every person has access to adequate housing, transport, education and care. Locally, we will support the development of a variety of housing options to meet the diverse need of our communities. We will continue to evolve our Planning Scheme and associated planning, building and environmental health

services to support sustainable population growth while maintaining our environmental, landscape and heritage assets.

We will continue to support the development and diversification of our economy. Agriculture remains a key strength and we will continue to support its ongoing resilience and growth in the context of future risks and challenges. At the same time we will further develop our tourism offerings; embracing opportunities for cycling and further developing our touring routes. We will seek opportunities to support the growth of our businesses and continue to advocate for improvements to critical infrastructure including telecommunications and power.

Our pristine environment is one of our major attractions. We will integrate sustainable environmental management activities into all of our activities while supporting our communities in understanding and practicing sustainability, including climate change mitigation and responsible waste management.

Our activities will be underpinned by a high performing organisation that works with the community to develop and deliver priorities. We are committed to ensuring that community interests are core to our decision making while consistently delivering excellent customer service. We will provide good governance and financially responsible practices to support Council's long term sustainability.

We would like to thank our communities and staff for their contributions to the development of this Council Plan. We look forward to working with our communities over this Council term to make Towong Shire *the ideal place to be*.



Mayor

Our Councillors



Cr David Wortmann | Mayor

Cr David Wortmann was first elected to Council in November 2008. He was re-elected to Council on 24 October 2020 and now serves his fourth term. Cr Wortmann served three consecutive terms as Mayor from November 2014 and is now serving his sixth term as Mayor. He has lived in Granya all his life and is married with two children. He runs a beef and sheep farm and also operates a school bus service.



Cr Peter Dikschei | Deputy Mayor

Cr Peter Dikschei was elected to Council on 24 October 2020 for his first term and now serves as Deputy Mayor. He has retired to Towong after a respected career with the Victoria Police, and lives there with his wife. He is a member of the Corryong Baptist Church and the SES, and is a keen cyclist.



Cr Andrew Whitehead

Cr Andrew Whitehead was first elected to Council in October 2016. He was re-elected to Council on 24 October 2020 and now serves his second term. He has served two terms as Deputy Mayor and has been a resident of Towong Shire all his life. Upon finishing school he completed a Plant Mechanic Apprenticeship with Snowy Hydro. He was employed as a Diesel Mechanic for 30 years and is now working full time on the family beef and sheep farm at Towong Upper. He is actively involved in numerous community groups, including local Bushfire Recovery Committees. Cr Whitehead lives with his wife on the family farm where they are raising their four children.



Cr Aaron Scales

Cr Aaron Scales was first elected to Council in October 2012. He was re-elected to Council on 24 October 2020 and now serves his third term. He has served one term as Mayor. Cr Scales studied Law, Accounting and Hospitality/Tourism and has completed a Master's Degree in Business Administration. He was raised on his family's farm at Dartmouth and has now settled in the town with his two children. He is currently the owner and manager of the Dartmouth Hotel.



Cr Denise Anderson

Cr Denise Anderson was elected to Council on 24 October 2020 for her first term. She has been a resident of Towong Shire for 22 years and has lived in the region all her life. Together with her husband Bill, she has three adult children. Cr Anderson has owned a small business and has experience working in the banking and medical industries in the areas of customer service and management. She has been involved with a variety of school and community organisations such as the Community Recovery Committees and has been a strong voice advocating for her community on Local, State and Federal Government issues.

Our Shire



Towong Shire, in far North East Victoria, enjoys some of Australia's most pristine environments. Our unique wilderness areas, lakes, rivers and streams create diverse landscapes that are enjoyed by around 6,046* residents and many more visitors across an area of 6,635 square kilometres.

Our municipality includes many diverse townships and localities including Bellbridge, Bullioh, Berringama, Bethanga, Biggara, Burrowye Corryong, Cudgewa, Dartmouth, Eskdale, Granya, Guys Forest, Koetong, Lucyvale, Mitta Mitta, Mt Alfred, Nariel, Old Tallangatta, Shelley, Talgarno, Tallandoon, Tallangatta, Tallangatta Valley, Thologolong, Tintaldra, Towong and Walwa.

The economy of the region revolves around a rich agricultural sector, tourism and timber production and processing. Approximately two-thirds of businesses in the Shire are in the agricultural and forestry industries.

* 2016 Census

Facts, Statistics and Characteristics

Population (2016 census)	6,046
Area	6,675 km ¹
Property assessments	4,516
Roads and transport	
Council roads	1,183 km
Arterial roads	483 km
Number of registered vehicles ¹	7,342
People who live near public transport ²	5.3%
Economy	
Businesses ¹	925
Employment participation rate ¹	55.8%
Median weekly household income ²	\$850
Individuals and households	
Median age ¹	51.1
Average household size ¹	2.3
Access to internet at home ¹	74%
Social and health	
People who rated their community as a pleasant environment ²	96%
Children fully immunised between 24 and 27 months ²	100%
Kindergarten participation ²	93.6%
People who are members of a sports group ²	38.6%

Data sources:

¹ Australian Bureau of Statistics (<https://dbr.abs.gov.au>)

² Victorian Department of Health (<https://www2.health.vic.gov.au/about/publications/data/hume-region-2015>)

Unless otherwise indicated, statistics are taken from the latest year available. The statistics on this page are presented for information purposes and may differ from the data sources used for performance reporting purposes.

If Towong Shire consisted of 100 people there would be...



52 males



48 females



17 that were born overseas
 10 that speak a language other than English at home
 74 who have internet to their homes (of varying quality)



22 aged under 19 years
 53 aged between 20 and 64 years
 25 aged over 65 years



52 who completed higher education
 46 who did not complete year 12



58 who drove to work
 7 who walked to work
 3 who didn't have a car in their household



56 who work full time
 32 who work part time
 36 who volunteer
 5 who are unemployed and looking for work



76 who own or mortgage a house
 19 who rent
 5 who are experiencing rental or mortgage stress

Australian Bureau of Statistics (2016). 2016 Census QuickStats. Australian Government. Canberra Accessed at <https://dbr.abs.gov.au>.

Community Vision 2031

Under the *Local Government Act 2020*, Council must develop, maintain and review a Community Vision which describes the community's aspirations for the future of the municipality.

The Community Vision 2031 has been developed based on the feedback received during the Council Plan community engagement activities conducted during May 2021. The vision embodies the aspirations and themes shared by community members.

“Towong Shire will be the ideal place to be: welcoming, vibrant and diverse communities with quality facilities and services.”



Note: The comments above were received from community members during the Council Plan engagement activities.

Council Mission and Values

The Council Mission expresses the core purpose of the Council and guides our Councillors and staff in the pursuit of the Community Vision. It is underpinned by our Values which guide how we work with one another, our communities and stakeholders.

“To provide strong leadership and to work with our communities to enhance their social, economic and environmental wellbeing.”

Our Values

Respect	We will listen and consider other perspectives and treat each other with courtesy.
Integrity	We will be honest with strong moral principles.
Pride	We will always take care in what we do.
Teamwork	We will help others to achieve by being positive, enthusiastic and confident.

Strategic Objectives

In pursuit of the Community Vision 2031, Council will focus on the following six strategic objectives. These strategic objectives are supported by specific strategies, priorities and initiatives, together with strategic indicators (measures of success), which are detailed on the following pages.

Asset Management

Maintain and improve our Shire's infrastructure to meet the levels of service established in consultation with our communities.

Community Wellbeing

Encourage and support all people in our Shire to be healthy, happy, connected and resilient.

Economic and Tourism Development

Expand economic and employment opportunities across our Shire in a sustainable way.

Land-Use

Ensure that Council's planning, building and environmental health services support all aspects of liveability and sustainable population growth.

Environmental Sustainability

Integrate sustainable environmental management practices into all of our activities.

Organisational Improvement

Maintain a high performing customer-centred organisation that works with the community to develop and deliver priorities.

1. Asset Management

Maintain and improve our Shire's infrastructure to meet the levels of service established in consultation with our communities.

Strategies

Deliver key projects to support economic, tourism and social development in the Shire

Continue to develop services and facilities to support long term population growth

Implement safety improvements across our roads and footpath networks

Strategic Indicators

Intended outcome

Sealed local road requests	Reduction in number of requests*
Unsealed local road requests	Reduction in number of requests*
Requests per 100km of sealed local roads	Reduction in number of requests*
Unsealed road condition	Improvement in condition*
Fatal and non fatal crash statistics across the shire attributable to road safety	Improvement in crash statistics*
Completion of annual capital works projects	100% complete

* Based on 2020/21 data and information

Initiatives and Priorities		21/22	22/23	23/24	24/25
1.1	Deliver 100% of the annual capital works program and bushfire recovery projects	•	•	•	•
1.2	Deliver infrastructure projects that arise from place-based master planning		•	•	•
1.3	Complete Stage 2 Great River Road	•			
1.4	Continue the upgrade of Georges Creek Road	•			
1.5	Complete upgrades of Hanson Street from Sugarloaf Road to Kiel Street	•			
1.6	Complete the upgrade of the Stock Route in Corryong	•			
1.7	Progressively deliver the upgrade of the unsealed sections of Lake Road		•	•	•
1.8	Investigate upgrade options for Wisers Creek Road		•	•	•
1.9	Advocate for the upgrade of the Benambra Corryong Road from Staceys Bridge 40km South		•	•	•
1.10	Seek funding to deliver upgrades of key transport routes and hazardous road alignments to improve efficiency and safety			•	•
1.11	Seek funding to deliver upgrades of load limited bridges on strategic transport routes		•	•	•
1.12	Continue to deliver the upgrade of unsealed streets in urban areas program		•	•	•
1.13	Complete the upgrade of the Corryong CBD	•			

Initiatives and Priorities		21/22	22/23	23/24	24/25
1.14	Complete streetscape upgrades in Dartmouth and Mitta Mitta		•	•	•
1.15	Conduct planning for streetscape upgrades in Towong, Tintaldr and Cudgewa			•	•
1.16	Continue to deliver the strategic footpath network improvement program in urban areas		•	•	•
1.17	Address long vehicle and overflow parking issues in CBD areas		•	•	
1.18	Seek funding to deliver improved public toilets across the shire			•	•
1.19	Seek funding to deliver upgrades to town entrances and wayfinding signage across the shire		•	•	•
1.20	Seek funding to deliver an upgraded Corryong Integrated Community Centre		•	•	
1.21	Increase the recreation opportunities for young families in Dartmouth		•	•	•
1.22	Review and deliver the strategic parks and playgrounds upgrade program to completion		•	•	•
1.23	Undertake upgrades at the Colac Colac Caravan Park to ensure long term viability of the park	•	•		
1.24	Investigate options for additional boat ramps		•		•
1.25	Deliver the Corryong aerodrome 24 hour fuel project	•		•	•
1.26	Seek funding to deliver a rolling program for the maintenance of strategic limited access roads for improved emergency services access		•	•	•
1.27	Deliver annual asset inspection and renewal programs per asset management and road management plan requirements	•	•	•	•
1.28	Implement the maintenance program for Council's buildings	•	•	•	•

Services and responsibilities

- Respond to and action customer maintenance requests
- Maintain Asset Registers to inform asset renewal and replacement decisions
- Maintain the capital works database
- Consider, investigate and develop budget proposals for new and upgrade asset requests
- Prepare funding bids as required and deliver funded projects
- Ensure all capital works proposals are well designed, specified and estimated
- Ensure that all planning and environmental approvals and work authorities are in place for planned works
- Prepare maintenance and capital works tenders and manage the associated contracts
- Maintain and replace vehicles and plant in accordance with the vehicle policy and plant management plan
- Manage third party works within road reserves including road opening and property access
- Ensure subdivision and development proposals meet Council standards including access and drainage

2. Community Wellbeing

Encourage and support all people in our Shire to be healthy, happy, connected and resilient.

Strategies

Encourage active lifestyles and facilitate access to activities that have meaning to our community members in order to improve wellbeing

Support our communities to be inclusive, warm and welcoming

Advocate for every person to have access to adequate housing, transport, education and care

Support our communities to be more resilient and safe against future adverse events

Support our communities in understanding and mitigating climate change risk

Strategic Indicators

Wellbeing

Community Resilience Plans

Sedentary behaviour

Family violence and suicide occurrences

Participation in MCH, early education and early childcare services

Participation in Council run social inclusion activities

Intended outcome

Improved wellbeing

Plans developed

Reduction in sedentary behaviour

Decrease in occurrences*

Increased participation*

Increased number of participants*

* Based on 2020/21 data and information

Initiatives and Priorities		21/22	22/23	23/24	24/25
2.1	Undertake place-based master planning for the Peninsula including the investigation of options for early years and community facilities	•			
2.2	Undertake place-based master planning for the Mitta Valley, Corryong and Tallangatta		•	•	•
2.3	Maintain a contemporary Municipal Health and Wellbeing Plan which reflects our community priorities	•	•	•	•
2.4	Support the development of recreational activities and infrastructure to encourage active lifestyles for all ages and stages	•	•	•	•
2.5	Review opportunities for communities to access library resources and connect through libraries		•		
2.6	Develop a strategy for arts and cultural offerings across the Shire		•		
2.7	Expand and improve early years services across the Shire to support young families	•	•	•	•
2.8	Renew the Youth Plan to embed the 'youth voice' in all aspects of service delivery	•	•	•	•

Initiatives and Priorities		21/22	22/23	23/24	24/25
2.9	Advocate for the development of a variety of housing options to match community needs, particularly for older people	•	•	•	•
2.10	Encourage the establishment of innovative, sustainable transport solutions for remote communities	•	•	•	•
2.11	Support our communities to ensure that Shire places are welcoming to culturally and linguistically diverse (CALD) and LGBTIQ+ communities and are inclusive and connected	•	•	•	•
2.12	Build relationships and develop understanding of aboriginal people and consider the commitment to an ongoing reconciliation action plan process	•	•	•	•
2.13	Participate in key networks to support communities and key stakeholders on solutions to address family violence, suicide and mental health	•	•	•	•
2.14	Support our communities to drive their recovery from bushfires and the COVID-19 pandemic and improve their mitigation of and resilience to future adverse events	•	•	•	•

Services and responsibilities

- Provide childcare and kindergarten services
- Provide Maternal and Child Health services
- Deliver library services
- Operate the Corryong and Tallangatta pools
- Facilitate community access to an immunisation service
- Collaborate with community service providers and groups to collectively support community needs
- Apply an age friendly lens to all activities and projects
- Collaborate with health providers through the Towong Alliance to collectively support community health
- Advocate for community needs to relevant State Government departments

3. Economic and Tourism Development

Expand economic and employment opportunities across our Shire in a sustainable way.

Strategies

- Strengthen the capacity of existing and new businesses to thrive
- Expand tourism offerings, promotion and experiences across the shire
- Support the agriculture sector to increase resilience and grow to meet the future challenges of the sector
- Support the diversification of the Shire's economy
- Advocate for improvements to critical infrastructure: mobile connectivity, internet and power

Strategic Indicators

- Number of businesses
- Shire GDP and per industry
- Number of visitors
- Spend per visitor
- Diversification of agriculture sector

Intended outcome

- Increased number of businesses*
- Increased GDP*
- Increased number of visitors*
- Increased spend per visitor*
- Increased diversification*

* Based on 2020/21 data and information

Initiatives and Priorities		21/22	22/23	23/24	24/25
3.1	Connect businesses to learning, development and networking opportunities to increase capacity	•	•	•	•
3.2	Run a series of business expos to support local businesses	•	•		
3.3	Develop a business assistance service for new businesses including accommodation providers in the shared economy	•			
3.4	Support businesses to adapt to and recover from the impact of bushfires and the COVID-19 pandemic	•	•		
3.5	Support businesses to expand adventure tourism offerings across the shire	•	•	•	•
3.6	Advocate for the development and broadening of the Pine Mountain experience	•	•		
3.7	Advocate for the development of adventure tourism opportunities at Mount Elliot		•	•	•
3.8	Develop and implement a masterplan for cycling across the Shire	•			
3.9	Support Mitta Valley Inc to develop the Mitta Valley mountain bike park	•	•		
3.10	Seek funding to complete the High Country Rail Trail	•	•	•	•
3.11	Establish new annual cycling events in the Mitta Valley and Upper Murray	•	•	•	•
3.12	Seek funding to develop key touring routes as premier touring destinations, including the Great River Road, Omeo Highway, and the Benambra Corryong Road	•	•	•	•

Initiatives and Priorities		21/22	22/23	23/24	24/25
3.13	Seek funding to develop a master plan for Lake Hume as a tourism destination including houseboats and the Narrows project	•	•	•	•
3.14	Seek funding to develop and expand the tourism opportunities at Dartmouth Dam			•	•
3.15	Capitalise on Tallangatta's status as a Notable Town		•	•	•
3.16	Secure control of the Tallangatta Caravan Park and seek funding to implement the adopted recommendations from Tallangatta Holiday Park Planning Study	•	•	•	•
3.17	Deliver improved visitor information and experience across the Shire		•	•	•
3.18	Expand the reach of tourism marketing and promotional materials		•	•	
3.19	Seek to support the growth of value-add product and/or diversification opportunities for the agriculture industry	•	•	•	•
3.20	Facilitate the creation of a centre of excellence for innovation in agriculture	•	•	•	•
3.21	Seek funding to support efforts to attract and sustain new industries		•	•	•
3.22	Explore opportunities to activate the Corryong Aerodrome		•	•	•
3.23	Work with Upper Murray Inc to deliver outcomes from the UM2030 Plan	•	•	•	•
3.24	Attract investment to address key weaknesses (connectivity and reliability) in critical infrastructure (mobile telecommunications, internet and power)		•	•	•

Services and responsibilities

- Work with regional stakeholders such as Regional Development Victoria and Tourism North East to increase economic activity
- Engage with local businesses, networks and community groups to advance the interests of businesses
- Prepare and distribute promotional material
- Identify funding opportunities and prepare funding applications
- Provide information and advice on tourism and economic development related matters
- Offer agriculture development programs

4. Land Use

Ensure that Council's planning, building and environmental health services support all aspects of liveability and sustainable population growth.

Strategies

Deliver integrated statutory services to support community wellbeing, population growth, economic development, and the protection of the environment

Maintain a contemporary planning scheme

Support all users of Council's statutory services to have an excellent customer service experience

Strategic Indicators

Customer satisfaction (post interaction)

Time taken to decide planning applications

Residential building activity

Intended outcome

Increased level of satisfaction*

Within Statutory Time Limits

Increased number of certificates of occupancy issued*

* Based on 2020/21 data and information

Initiatives and Priorities		21/22	22/23	23/24	24/25
4.1	Support the rebuild process for fire impacted properties	•	•	•	•
4.2	Establish a Developer Contributions Policy and a Minimum Social Infrastructure Requirements Policy		•		
4.3	Develop structure plans for Corryong, Tallangatta and Bellbridge and incorporate into the planning scheme	•	•		
4.4	Review the Residential Settlement Strategy		•	•	
4.5	Support population growth outside of key townships through appropriate amendments to the planning scheme	•	•	•	•
4.6	Review the Rural Land Use Study		•	•	
4.7	Review the Schedule to the Rural Activity Zone		•		
4.8	Advocate for changes to the farming zone to allow for a second residence to enable succession planning		•		
4.9	Seek funding to extend the Heritage Study		•		
4.10	Update planning scheme overlays including:		•	•	
4.10a	- Bushfire Management		•	•	
4.10b	- Heritage				•
4.11	Review statutory service processes to ensure an excellent customer experience	•	•	•	•

Services and responsibilities

- Provide information and advice on planning, building, environmental health and related matters
- Assess development proposals against the Planning Scheme and State and Local Planning Policies
- Manage and assess planning objections
- Prepare Planning Certificates
- Prepare Land Information Certificates
- Assess and issue building permits in line with the Building Act and Building Regulations
- Address environmental nuisance complaints
- Monitor and provide guidelines in relation to infectious disease controls
- Enforce the Public Health and Wellbeing Act and the Tobacco Act
- Manage septic tank permit applications and investigate the operation of systems without permits
- Register new food businesses and assess food safety at events and festivals
- Prepare amendments to the Planning Scheme as required
- Represent Council at VCAT and Planning Panel hearings
- Maintain registers and statistical returns required under legislation
- Ensure ongoing compliance with planning, building and environmental health policies and permit conditions

5. Environmental Sustainability

Integrate sustainable environmental management practices into all of our activities.

Strategies

Embed improvements to support environmental sustainability and climate change mitigation across Council's operations

Support the community to improve environmental sustainability and encourage actions that mitigate the effects of climate change across the Shire

Facilitate improved waste management and recycling practises

* Based on 2020/21 data and information

Strategic Indicators

Kerbside bin collection requests per 1,000 households

Kerbside collection bins missed per 10,000 households

Organisational carbon emission

Kerbside recycling separation quality (contamination)

Kerbside recycling separation participation rates
(amount of recycling)

Increased use of recycled materials in infrastructure
projects

* Based on 2020/21 data and information

+Based on 2019/20 data

Intended outcome

Reduced number of requests*

Reduced number of bins missed*

Reduced carbon emission+

Improved separation quality (reduced levels of
contamination)

Increased participation rates (amount of waste recycled)*

Increased use of recycled materials*

Initiatives and Priorities		21/22	22/23	23/24	24/25
5.1	Continue to investigate options for domestic waste water management in high risk towns including Eskdale, Mitta Mitta and Bethanga			•	•
5.2	Advocate for reticulated potable water in Bethanga and Mitta Mitta		•	•	•
5.3	Continue to seek funding for integrated water management projects to maximise the use of recycled and raw water sources for public amenity and climate change mitigation	•	•	•	•
5.4	Seek funding to explore options for the establishment of a recycling industry	•	•		
5.5	Improve the use of recycled materials in infrastructure projects eg crushed concrete, glass and rubber	•	•	•	•
5.6	Investigate and implement options for the management of roadside vegetation for fire mitigation		•	•	•
5.7	Advocate for the establishment of roadside clearances on arterial roads for emergencies	•	•	•	•

5.8	Continue to implement noxious weed control and monitoring along roadsides within available funding	•	•	•	•
5.9	Continue to implement the tree planting strategy to achieve 40% canopy coverage in urban streets by 2025		•	•	•
5.10	Explore the diversification of options for the establishment of native vegetation offset sites		•	•	
5.11	Seek funding to establish a network of electric car charging stations	•			
5.12	Develop a climate change action plan (including actions to reduce carbon emissions, electric vehicle charging, etc)	•	•	•	•
5.13	Transition waste and recycling services operations as per Victorian Government Circular Economy Strategy to deliver a four bin system for waste and recycling collection including separation of glass, green waste and organics			•	•
5.14	Invest in community education programs and a waste services survey to improve waste and recycling separation		•	•	
5.15	Investigate options for hardwaste, greenwaste and agricultural waste management e.g silage wrap			•	•
5.16	Replace the retaining wall at the Tallangatta Transfer Station		•		
5.17	Investigate options for the future of the Corryong Landfill		•		
5.18	Implement required measures to ensure management of closed landfills is compliant with EPA requirements	•	•	•	•

Services and responsibilities

- Embed climate change mitigation measures in Council's operations and asset management activities
- Provide kerbside waste and recycling services
- Operate the Corryong Landfill and Tallangatta Transfer Station
- Provide community education in relation to environmentally sustainable practices
- Integrate environmentally sustainable practices into Shire activities
- Provide for community amenity through ranger services and local law enforcement

6. Organisational Improvement

Maintain a high performing customer-centred organisation that works with the community to develop and deliver priorities.

Strategies

- Engage with our communities to ensure that decision making is informed by community needs
- Promote Council activities that affect the community
- Advocate and collaborate with other agencies and stakeholders to progress priorities and activities
- Consistently deliver an excellent customer experience
- Provide a great place to work that supports a high performing organisation
- Provide good governance and actively manage evolving risks
- Continually review revenue sources and cost saving opportunities to improve our financial position
- Continually review expenditure to provide best value

Strategic Indicators

- Community satisfaction with community consultation and engagement
- Community satisfaction with council decisions
- Community satisfaction with customer service
- Percentage of customer requests resolved within target service levels
- Number of business improvements
- Percentage of staff who agree that Council is a great place to work
- Financial liquidity

Intended outcome

- Increased level of satisfaction*
- Increased level of satisfaction*
- Increased level of satisfaction*
- Increased percentage*
- Five (5) improvements per annum
- Increased percentage⁺
- Maintain ratio of at least 2.5

* Based on 2020/21 data and information

+ Based on September 2021/22 data

Initiatives and Priorities		21/22	22/23	23/24	24/25
6.1	Continue to improve awareness, engagement and involvement of the community in relation to matters that affect them	•	•	•	•
6.2	Continually improve customer service experience across the organisation	•	•	•	•
6.3	Continually improve processes to support improved service delivery	•	•	•	•
6.4	Deliver improved business technology - finance, rates, human resources	•	•	•	•
6.5	Update the technology strategy to support the ongoing delivery excellent customer service		•		•

6.6	Develop and implement a People Plan to support the ongoing development of a high performing, adaptable, resilient, engaged and cohesive organisation	•	•	•	•
6.7	Provide a safe and healthy workplace for all Councillors and staff in a continually evolving environment	•	•	•	•
6.8	Continue to seek opportunities to improve service delivery and achieve best value including further investigation of shared services	•	•	•	•
6.9	Continue to advocate for increased government funding support to ensure long term sustainability	•	•	•	•
6.10	Investigate alternative revenue streams	•	•	•	•
6.11	Review the Revenue and Rating strategy		•		
6.12	Consider options for the realisation of surplus Council assets	•	•		
6.13	Continually improve the risk management and governance frameworks and practices	•	•	•	•
6.14	Provide ongoing support and development of Councillors in fulfilling their roles	•	•	•	•

Services and responsibilities

- Produce and publish communications through a range of channels such as newspapers and social media
- Coordinate engagement activities to involve community members in decisions that affect them
- Manage and continually update the website
- Provide excellent customer service including management of queries in person, by phone and by email
- Advocate to other levels of government to support Council and community objectives
- Prepare the Council Plan and Annual Report
- Prepare the Council Budget, regular finance reporting and the annual Financial Statements
- Manage payments to Councillors, staff and suppliers
- Monitor cashflows and prudently invest funds
- Complete statutory financial returns
- Collect rates and other revenue
- Manage property and electoral databases
- Maintain appropriate insurance coverage and manage claims
- Monitor and facilitate management of Council's risk profile
- Support the operation of the Audit and Risk Committee
- Implement best practice occupational health and safety processes
- Manage human resources and support the ongoing development of Councillors and staff
- Maintain and improve the information technology and geographical information services
- Provide Protected Disclosure and Freedom of Information services
- Manage information and records in alignment with compliance requirements
- Manage governance processes and provide support to Councillors
- Support Council in its role as the Corryong Cemeteries Trusts