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COUNCIL PLAN

INITIATIVES AND
MAJOR INITIATIVES

2017–18



**HOBSONSBAY
CITY
COUNCIL**



GOAL 1: AN INCLUSIVE AND HEALTHY COMMUNITY

Enhancing the health and quality of life of the community through the equitable provision of quality services and opportunities for greater wellbeing.

No.	Initiative/Major Initiative	Lead Department	Outcome/Measure
Objective 1.1 Provide access to high quality services that enhance community health and wellbeing			
1.1.1	Develop a policy position on the provision of community aged care and disability services, including Home Care Package Pilot (HPCC) and National Disability Insurance Scheme (NDIS) rollout	Community Care	Comprehensive service review completed and recommendations on future service provision parameters presented to Council for their consideration
1.1.2	An embedded and adequately resourced community transport program which caters for older residents and those with a disability who are transport disadvantaged	Community Care	Community transport program commences operation
1.1.3	Transitioning to Regional Assessment Service and aligning functions with My Aged Care	Community Care	Intake assessment service aligned with My Aged Care and operating as regional assessment service
1.1.4	Implementation of a new Library Management System (LMS)	Learning Communities	Scope and prepare for new Library Management System (LMS) implementation in 2018-19
Objective 1.2 Deliver, support and facilitate projects and programs that encourage equity and diversity, so everyone can reach their full potential			
1.2.1	Development of Youth Digital Engagement Strategy for Young People	Family Youth and Children's Service	Finalise the phasing and commence roll out of a new brand. Finalise Implementation Plan for a website/portal to communicate, connect and celebrate young people from Hobsons Bay
Objective 1.3 Ensure all community members will have access to quality community, sport and recreation facilities, cultural experiences and open spaces to encourage a healthy and active lifestyle			
1.3.1	Work towards the opening of the Altona Early Years Hub in 2019	Family Youth and Children's Services	Progress made towards opening of the Altona Early Years Hub in 2019
1.3.2	Altona Sports Centre Extension - complete business case, commence internal project brief and prepare grants to external bodies	Property, Sport and Recreation	Business case completed, project brief commenced and grant opportunities investigated
1.3.3	Development of an Aquatic Strategy which assesses the future of the Laverton Swim and Fitness Centre and general aquatic provision in Hobsons Bay	Property, Sport and Recreation	Aquatic feasibility background paper developed
Objective 1.4 Work in partnership with stakeholders to advocate to all levels of government for quality education, training, and lifelong learning opportunities for all community members			
Objective 1.5 Understand the current and future needs of our community, and work to ensure those most vulnerable in our community are safe and have equitable and timely access to the support they need			
1.5.1	The development of a 'one social policy' background paper	Strategy and Advocacy	Background paper presented to Council
1.5.2	Implement the 2017-18 Gender Equity Action Plan which works towards reducing the incidence of family violence	Strategy and Advocacy	Gender Equity Action Plan implemented

• Major Initiatives are highlighted

GOAL 2: A GREAT PLACE

Ensure Hobsons Bay is a vibrant place to live, work and visit.

No.	Initiative/Major Initiative	Lead Department	Outcome/Measure
Objective 2.1 Protect and promote public health and community safety			
2.1.1	Development of a program of regular Essential Safety Measures (ESM) inspections	Planning, Building and Health	Delivery, and ongoing monitoring of ESM inspection program
2.1.2	Update and review the Influenza Pandemic Plan	Planning, Building and Health	Updated plan endorsed by the Municipal Emergency Management Planning (MEMP) Committee
2.1.3	Redraft the Municipal Public Health Emergency Management Sub Plan	Planning, Building and Health	Updated plan endorsed by the MEMP Committee
2.1.4	Update and review the Heat Health Plan	Planning, Building and Health	Updated plan endorsed by the MEMP Committee
Objective 2.2 Celebrate and promote the diversity of our community			
Objective 2.3 Support the growth of our local economy, and encourage business investment that creates and maintains local jobs			
2.3.1	Work with Western Business Accelerator and Centre for Excellence (BACE) to explore feasibility of establishing an incubator/hub in Hobsons Bay	Cultural and Economic Development	Feasibility completed
2.3.2	Explore feasibility of establishing an economic development advisory committee to ensure economic development activity aligns with stakeholder needs	Cultural and Economic Development	Feasibility completed
Objective 2.4 Deliver, support and promote arts, cultural, heritage, recreational and sporting events and programs that foster a sense of belonging and contribute to the liveability of the city			
2.4.1	Coordinate the Gold Coast Commonwealth Games Queens Baton Relay and produce associated events taking place in Williamstown in February 2018	Cultural and Economic Development	Event delivered
2.4.2	Development of the Arts and Culture Plan 2018-21	Cultural and Economic Development	Arts and Culture Plan adopted by Council
2.4.3	Development of the Cultural Collection and Heritage Management Plan	Cultural and Economic Development	Cultural Collection and Heritage Management Plan adopted by Council
Objective 2.5 Work with all levels of government and other stakeholders to improve our transport network and to address gaps and capacity in public transport, our roads, foot paths and cycle routes			
2.5.1	Review the Road Management Plan	Strategic Asset Management	Road Management Plan reviewed
2.5.2	Finalise the Integrated Transport Plan	Strategy and Advocacy	Integrated Transport Plan adopted by Council

• Major Initiatives are highlighted

GOAL 3: A WELL DESIGNED, MAINTAINED AND ENVIRONMENTALLY SUSTAINABLE PLACE

Manage future growth and development to ensure it is well-designed and accessible whilst protecting our natural and built environments.

No.	Initiative/Major Initiative	Lead Department	Outcome/Measure
Objective 3.1 Work with all levels of government, key stakeholders and the community to ensure urban development is appropriate and considers neighbourhood character and heritage			
3.1.1	Development of Open Space Developer Contributions Framework	Property, Sport and Recreation	Developer contributions framework completed as part of the Open Space Strategy
3.1.2	Undertake a Statutory Planning Service Review	Planning Building and Health	Service review completed and outcomes presented to Council
Objective 3.2 Deliver and maintain well-designed, accessible and environmentally sustainable community assets			
3.2.1	Develop 10 year asset renewal programs including undertaking condition audits for the main asset classes (roads, drains, buildings, bridges, pathways and open space)	Strategic Asset Management	Condition audits undertaken and 10 year capital works program developed
3.2.2	Develop asset management plans	Strategic Asset Management	Asset management plans completed for buildings, drainage, pathways and parks and open space
3.2.3	Develop long term maintenance plans for the main asset classes	Strategic Asset Management	Long term maintenance plans for the main asset classes (roads, drains, buildings, bridges, pathways and open space) developed
3.2.4	Re-tendering of the roads and drainage maintenance contract	City Services	Tender of maintenance contract awarded
3.2.5	Finalise the development of the Universal Design Policy Statement	Strategy and Advocacy	Universal Design Policy Statement adopted by Council
Objective 3.3 Protect and enhance our coastal environment, biodiversity and natural areas, in partnership with major stakeholders and the community			
3.3.1	Formulation of Tree Strategy	City Services	Audit of Tree Population completed. Situation analysis paper presented to Council.
3.3.2	Finalise the Open Space Strategy	Property, Sport and Recreation	Open Space Strategy adopted by Council
Objective 3.4 Maintain a clean city and encourage the community, business and industry to reduce, reuse and recycle			
3.4.1	Develop a new Waste and Litter Management Strategy	Strategy and Advocacy	Waste and Litter Management Strategy adopted by Council
Objective 3.5 Work with the community, businesses and all levels of government to actively and innovatively address climate change and promote sustainable living			
3.5.1	Development of an Environmentally Sustainable Design (ESD) policy	Strategy and Advocacy	ESD policy adopted by Council

• Major Initiatives are highlighted

GOAL 4: A COUNCIL OF EXCELLENCE

We will be a leading and skilled council that is responsible innovative and engaging to deliver excellence in all we do.

No.	Initiative/Major Initiative	Lead Department	Outcome/Measure
Objective 4.1 Collaborate with all levels of government, service providers, not for profit organisations and the private sector to address the concerns of our community			
Objective 4.2 Be a more efficient and effective organisation by having a strong focus on continuous improvement, innovation, strategic planning and responsible financial management			
4.2.1	Development of a service planning and continuous improvement framework	Strategy and Advocacy	Framework adopted by CMT in order to cement Service planning, review and continuous improvement into the organisational practices
4.2.2	Development of an Enterprise Digital Strategy	Information Services	Marked improvement in online customer satisfaction and business efficiency and productivity over the course of the strategy
4.2.3	Introduction of an electronic Council Agenda Management system	Governance and Local Laws	Automation and streamlining the production of Council Meeting Agendas, Minutes and Actions
4.2.4	Undertake a tender for Insurance Broking and Risk Management Services	Governance and Local Laws	Achievement of operational savings in insurance premiums
Objective 4.3 Provide excellent customer service whilst ensuring all our communications are clear and easy to understand			
4.3.1	As part of the implementation of the Customer Focus Strategy and Action Plan, increase digital customer service with a strong focus on payment portals and integration with systems to ensure payments occur in "real time"	Customer Service	Increase online payment portal options and self service capabilities
4.3.2	As part of the implementation of the Customer Focus Strategy and Action Plan develop an organisation wide change culture program to improve customer satisfaction and performance	Customer Service	Change culture program developed
4.3.3	As part of the implementation of the Customer Focus Strategy and Action Plan, explore innovative opportunities to share costs and look at resource opportunities	Customer Service	Working group established
4.3.4	As part of the implementation of the Customer Focus Strategy and Action Plan, carry out projects to improve the usability of our website and online customer experience	Customer Service	Increased usage of website and online options. Improved online customer satisfaction
Objective 4.4 Actively seek the community's views by providing a range of opportunities for the community to contribute to Council's decision making			
Objective 4.5 Support and develop an engaged, skilled and professional workforce who are committed to maintaining a high performing and sustainable organisation			
4.5.1	Development of Organisation Development Strategy	Organisation Development	Organisation Development Strategy has been drafted, approved and action plan implemented
4.5.2	Reward and Recognition program has been developed and implemented	Organisation Development	Program implemented

• Major Initiatives are highlighted