














# Council Plan 2017–2021










**ANNUAL PLAN – YEAR 2, 2018/2019**

# Annual Plan – Year 2, 2018/2019

Community				
Ref	Budget Activity	Measure	Classification	Service
<b>C1</b>	<b>Enhance community health and wellbeing outcomes through quality service delivery and strategic partnerships.</b>			
C1.1	Provide developmental assessments at key ages and stages and information and support through the maternal and child health service.	Measure participation rates of infants that attend key ages and stages assessments.	Service	Maternal and Child Health Care Services 
C1.2	Provide immunisation services.	Provide 77 immunisation sessions for under 5 year olds, 32 sessions for high schools, 2 staff flu sessions and a shingles program for over 70s.	Service	Maternal and Child Health Care Services 
C1.3	Work with Early Years Services providers to support the delivery of safe, high quality and affordable services to families.	Achieve 'Meeting Standards' or 'Exceeding National Quality Standards' with the Australian Children's Education and Care Quality Authority.	Service	Early Year Services 
C1.4	Work with allied health services and Council's maternal child health services to provide improved access to family support services for new parents.	Facilitate co-location of allied health services within the five maternal child health centres.	Initiative	Maternal and Child Health Care Services 
C1.5	Assess and provide relevant support services for frail aged, older residents, people with a disability and their carers including in-home and community-based services.	Meet Department of Health and Department of Health and Human Services funding service targets.	Service	Aged Services 
C1.6	Develop targeted public health and wellbeing programs.	Implement the Stonnington Public Health and Wellbeing Plan 2017–2021: Year 2 Action Plan.	Service	Corporate Planning 
C1.7	Prepare and coordinate research, policy positions and advocacy briefing papers related to regional forums, government, industry and peak bodies.	Initiate and provide timely submissions and reports on emerging issues.	Initiative	Social Policy and Planning 
<b>C2</b>	<b>Strengthen Council's commitment to support our diverse and inclusive communities.</b>			
C2.1	Provide and/or facilitate a range of services, programs and events for families, children and young people.	Develop and deliver Council events programs including FReeZA, expression fashion gala, skate event and transition programs from primary to secondary school.	Initiative	Children and Family Service Planning 
C2.2	Advocate to Victorian and Commonwealth Government to ensure appropriate levels of funding are achieved for the 0–25 year old service system.	Develop submissions to attain funding for The Hub.	Initiative	Children and Family Service Planning 
C2.3	Deliver programs and services to children and young people (aged 5–16 years) to support young public housing residents.	Deliver after school and holiday programs at The Hub.	Service	Youth Services 
C2.4	Support local culturally and linguistically diverse older persons groups.	Deliver the Cultural Diversity Grants Program and ensure all groups have signed annual service agreements in accordance with funding conditions.	Service	Cultural Diversity and Community Access 







## Community

Ref	Budget Activity	Measure	Classification	Service
C2.5	Facilitate and provide an accessible range of community services and facilities in partnership with the community and other agencies.	Revise and adopt a new Access and Inclusion Plan 2018–2021.	Initiative	Cultural Diversity and Community Access e i hw cc
C2.6	Provide a strategic framework for an organisational approach to culturally responsive service planning and provision.	Implement the Cultural Diversity Strategy 2015–2019: Year 4 Action Plan.	Service	Cultural Diversity and Community Access e i hw cc
C2.7	Continue Stonnington's representation and participation with Aboriginal and Torres Strait Islander people organisations and networks.	Continue dialogue with Traditional Owners, Citizens for Reconciliation, Reconciliation Victoria, Reconciliation Australia and Local Indigenous Network.	Service	Cultural Diversity and Community Access e i
<b>C3</b>	<b>Implement community safety initiatives and fair compliance processes to address community safety issues.</b>			
C3.1	Prepare for and respond to municipal emergencies, in partnership with emergency services and community agencies.	Maintain the Municipal Emergency Management Plan (MEMPC) in accordance with legislative changes and hold a minimum of three MEMPC meetings and one major exercise per calendar year.	Legislation	Municipal Emergency Management ** cs
C3.2	Monitor and minimise risks to public health through the enforcement of legislation and guidelines.	Inspect Class 1, 2 and 3 food premises and Category 1 health premises annually.	Service	Environmental Health hw cs
C3.3	Monitor and minimize risks to the community through the promotion of responsible pet ownership and the enforcement of legislation and guidelines.	Deliver community education programs to reduce animal infringements.	Service	Animal Management hw cs
C3.4	Encourage responsible pet ownership practices.	Implement the Domestic Animal Management Plan 2016–2021: Year 2 Action Plan.	Service	Animal Management cs
C3.5	Provide strategic assessment of Closed-Circuit Television (CCTV) systems.	Undertake annual evaluation and audit CCTV network and seek new funding opportunities, as appropriate.	Service	Social Policy and Planning cs
C3.6	Administer and enforce regulations for swimming pools and spas, and promote safety and awareness of owner responsibilities.	Conduct responsive inspections as required. Investigate and respond to complaints. Conduct proactive inspections in line with risk criteria.	Legislation	Community Amenity Services hw cs
C3.7	Administer and enforce the <b>Building Act 1993</b> and <b>Regulations 2006</b> .	Conduct responsive inspections as required. Investigate and respond to complaints. Conduct proactive inspections in line with risk criteria.	Legislation	Municipal Building Surveyor cs
C3.8	Administer and enforce Council's Local Laws.	Conduct local law investigations as required in response to complaints. Process building permit applications and Resource Management Act consents as required.	Legislation	Community Amenity Services cs hw

Community				
Ref	Budget Activity	Measure	Classification	Service
C3.9	Implement the Stonnington Road Safety Strategy.	Reduced road related fatalities and serious injuries.	Initiative	Transport and Parking Management 
C3.10	Undertake appropriate parking enforcement to encourage compliance with time limits displayed.	Ensure motorists comply with time limits on arterial roads (quarterly audits undertaken as part of the Parking Services Contract).	Service	Parking Enforcement and Administration 
C3.11	Respond to perceptions of community safety in partnership with Victoria Police and other agencies.	Manage Community Safety Committee, initiatives, projects and partnerships.	Service	Social Policy and Planning 
<b>C4</b>	<b>Enhance community engagement to ensure Council makes long-term decisions in the best interests of the community.</b>			
C4.1	Enhance customer service through the use of technology to improve business process (planning and delivery of e-services, including e-payments, e-forms and e-bookings).	Increase use of online customer service tools. Develop and deliver e-services.	Service	Business Systems and Projects 
C4.2	Provide a suite of digital communications (e.g. website, new media and social media) to enhance access to Council information and services.	Deliver a wide range of digital communications campaigns.	Service	Communications 
C4.3	Inform residents through InStonnington magazine, advertising, publications, website, social media, via the media and other resources as needed.	Deliver regular editions of InStonnington magazine, monthly advertising, weekly website updates, media releases and targeted publications.	Service	Communications 
C4.4	Support the Mayor, Councillors, CEO, broader Council and Executive to provide clear and consistent messaging across publications, media, issues management and advocacy.	Deliver a wide range of communications activities such as speeches and targeted communications.	Service	Communications 
C4.5	Provide enhanced community engagement.	Manage Connect Stonnington engagement portal, Connect Stonnington Survey Group, update Community Engagement Policy and support organisation on best practice engagement plans.	Service	Social Policy and Planning 
C4.6	Deliver a responsive customer service model to respond to enquiries received via phone, internet, mail, email and over the counter.	Assess number of calls answered within 30 seconds, number of calls unanswered, number of counter transactions.	Service	Customer Service 








## Community

Ref	Budget Activity	Measure	Classification	Service
<b>C5</b>	<b>Increase participation in physical activity through long-term recreation planning and service delivery.</b>			
C5.1	Optimise the future use of Council owned sporting facilities.	Adopt a new Sportsground Allocation and Pricing Policy.	Service	Sports and Recreation e i hw cc
C5.2	Redevelop Prahran Aquatic Centre.	Complete community consultation on preliminary concept plans (subject to Council resolution).	Initiative	Sports and Recreation i hw cc
C5.3	Redevelop Harold Holt Swim Centre outdoor areas.	Adopt masterplan (subject to Council resolution).	Initiative	Sports and Recreation i hw cc
C5.4	Redevelop multi-sport and recreation precinct at Percy Treyvaud Memorial Park.	Develop masterplan and concept (subject to Council resolution proceed to design development).	Major Initiative	Public Space Design and Construction i hw cc
C5.5	Redevelop Gardiner Park sport precinct.	Complete Gardiner Park redevelopment (landscaping).	Major Initiative	Capital Works i hw cc
C5.6	Redevelop Toorak Park sport precinct.	Adopt masterplan and implement stage 1 (subject to Council resolution).	Major Initiative	Sports and Recreation i hw cc
C5.7	Provide accessible and responsive aquatic, dry programs and services.	Assess total attendance (total membership, learn to swim enrolment, learn to swim occupancy, group fitness attendance, group fitness occupancy, active living attendances) and pool water test conformance.	Service	Aquatic Facilities e i hw cc
<b>C6</b>	<b>Enhance modern learning environments, community hubs and libraries to support connected communities.</b>			
C6.1	Upgrade Council's Children Services facilities in accordance with the Early Years Infrastructure Improvement Plan.	Deliver annual Capital Works Program (Armadale Early Learning Centre, Brookville Kindergarten, Princes Close Childcare Centre and Sunnyside Kindergarten).	Initiative	Capital Works e i
C6.2	Upgrade Council buildings in accordance with the recommendations of Stonnington Access and Inclusion Plan.	Deliver annual Capital Works Program.	Initiative	Capital Works e i hw
C6.3	Provide high quality and innovative library information services.	Assess total number of physical loans, total downloadable loans, total active members, total visitations, attendance at activities and events.	Service	Libraries e i cc
<b>C7</b>	<b>Support local community organisations with equitable access to facilities, training and resources.</b>			
C7.1	Assist community organisations to deliver services and activities that directly benefits the community.	Deliver annual Community Grants Program (including advertising, assessment, reporting and acquittal processes).	Initiative	Community Grants e i hw cc
C7.2	Support the arts in Stonnington.	Coordinate and manage acquisitions, implement street art projects, deliver community workshops, engage with Stonnington galleries.	Initiative	Economic Development, Tourism and Public Art e i cc

Liveability				
Ref	Budget Activity	Measure	Classification	Service
<b>L1</b>	<b>Strategically invest in open spaces, sporting fields and community facilities, and optimise use according to community needs.</b>			
L1.1	Increase planning opportunities for additional open space and landscaping.	Monitor and review provisions in the planning scheme to provide increased opportunities for landscaping, open space and advocacy for improved / additional open space.	Initiative	Strategic Planning 
L1.2	Improve Council facilities in accordance with the Council priorities.	Complete adopted Capital Works Program.	Initiative	Capital Works 
L1.3	Redevelop Prahran Town Hall.	Deliver Prahran Town Hall project – Year 1 (subject to Council resolution).	Major Initiative	Capital Works
L1.4	Improve public realm outcomes in accordance with adopted masterplans.	Deliver annual program (Windsor Siding Masterplan, Forrest Hill Masterplan, Princes Gardens Masterplan).	Initiative	Public Space Design and Construction 
L1.5	Create new open space / pocket parks.	Deliver adopted Capital Works Program (pocket parks and open space).	Service	Public Space Design and Construction 
L1.6	Redevelop Cato Square.	Deliver Cato Square project – Year 2.	Major Initiative	Public Space Design and Construction 
L1.7	Provide high quality and well-maintained public open spaces, including parks, gardens, reserves, golf course and sports grounds to cater for diverse community needs.	Deliver annual program and monitor community satisfaction levels.	Service	Parks and Open Space 
<b>L2</b>	<b>Preserve Stonnington’s heritage architecture and balance its existing character with complementary and sustainable development.</b>			
L2.1	Seek to preserve the municipal heritage building stock.	Implement the Heritage Strategy Action Plan (review gaps in the Heritage Overlay).	Initiative	Strategic Planning
L2.2	Review and monitor neighbourhood character provisions in the planning scheme.	Ensure that development enhances and contributes to the preferred neighbourhood character of an area. Advocate to State Government for stronger state policy.	Initiative	Strategic Planning

## Liveability











Ref	Budget Activity	Measure	Classification	Service
<b>L3</b>	<b>Balance the competing demands of maintaining residential amenity and population growth through appropriate planning.</b>			
L3.1	Monitor and review the application of the residential zones.	Adopt Housing Strategy to inform the residential zones review.	Initiative	Strategic Planning
L3.2	Ensure the Stonnington Planning Scheme and Planning Framework reflects Stonnington priorities and State Policy.	Undertake Planning Scheme amendments in accordance with Planning Scheme Review recommendations.	Major Initiative	Strategic Planning
L3.3	Ensure that the requirements of the Stonnington Planning Scheme and the <b>Planning and Environment Act 1987</b> are met and that breaches are dealt with appropriately.	Conduct inspections, investigate complaints and meet legislative requirements.	Legislation	Statutory Planning and Enforcement
<b>L4</b>	<b>Enhance design outcomes of public spaces, places and buildings.</b>			
L4.1	Advocate to Victorian Government for state-wide Environmentally Sustainable Design Policy.	Pursue advocacy opportunities (media, letters, submissions and meetings).	Service	Strategic Planning s hw
L4.2	Plan for areas that experience population growth and planning pressure.	Undertake urban design framework plans for identified areas.	Initiative	Strategic Planning i cc
L4.3	Encourage planning applicants to address environmentally sustainable design in development proposals.	Number of applications received that incorporated environmentally sustainable design.	Service	Statutory Planning and Enforcement s hw
L4.4	Advocate to the Victorian Government to improve public housing quality and amenity.	Pursue advocacy opportunities (media, letters, submissions and meetings).	Initiative	Social Policy and Planning e i hw
<b>L5</b>	<b>Advocate for improved and accessible public transport to enhance liveability and economic growth.</b>			
L5.1	Advocate for improved public transport, cycling and walking facilities.	Pursue advocacy opportunities (media, letters, submissions and meetings).	Initiative	Transport and Parking Management e i hw cc cs

Liveability				
Ref	Budget Activity	Measure	Classification	Service
<b>L6</b>	<b>Maintain Council's infrastructure and assets essential for the sustainable operation of the City.</b>			
L6.1	Ensure developer contributions keep pace with Stonnington infrastructure needs.	Investigate new Developer Contributions Plan.	Service	Strategic Planning
L6.2	Implement works identified in Conservation Management Plans.	Complete annual Capital Works (Chapel Off Chapel, Harold Holt Swim Centre, Malvern Town Hall, Prahran Town Hall and Toorak/South Yarra Library).	Initiative	Capital Works
L6.3	Undertake proactive road and footpath inspections.	Complete annual inspection in accordance with the Road Management Plan and undertake recommended rectification works.	Legislation	Infrastructure Maintenance 
L6.4	Ensure appropriate road expenditure in forward budget processes.	Implement Road Asset Management System and undertake full financial model of road assets.	Legislation	Strategic Asset Planning
L6.5	Maintain a high level of street cleanliness.	Provide street cleaning service in accordance with program schedule.	Service	Street Cleaning 
L6.6	Minimise graffiti on Council's assets.	Deliver sustainable graffiti prevention and eradication program and monitor number of graffiti requests.	Service	Buildings Maintenance 
L6.7	Maintain shopping centre infrastructure in a safe and serviceable condition.	Provide proactive maintenance of strip shopping centre infrastructure (monitor requests/complaints).	Service	Infrastructure Maintenance 
L6.8	Maintain Council's infrastructure maintenance program.	Deliver annual kerb, channel and footpath renewal, drainage improvements, pavement rehabilitation and asphalt resurfacing programs.	Service	Infrastructure Maintenance 
L6.9	Provide responsive maintenance services, including rapid and after hours response services.	Respond to all requests received through Customer Request Management System within service standards.	Service	Infrastructure Maintenance 
L6.10	Improve the performance of the drainage system.	Deliver annual drainage pit modernisation and maintenance program.	Service	Infrastructure Maintenance 










## Environment

Ref	Budget Activity	Measure	Classification	Service
<b>E1</b>	<b>Reduce energy use and associated greenhouse gas emissions.</b>			
E1.1	Reduce the energy consumed by Council's buildings through energy saving building development and alterations.	Complete annual Capital Works Program (replace old light fittings and air-conditioning plant at Council buildings).	Initiative	Capital Works s
E1.2	Reduce energy use and associated greenhouse gas emissions.	Reduce corporate greenhouse gas emissions (30 per cent below 2005 levels by 2020) by identifying opportunities for renewable energy generation systems, street lighting and other upgrade initiatives.	Initiative	Environment Sustainability s
<b>E2</b>	<b>Maximise efficiency of water use and improve water quality entering waterways.</b>			
E2.1	Maximise efficiency of potable water use.	Investigate opportunities for targeted irrigation system upgrades and Water Sensitive Urban Design features in our urban landscape.	Initiative	Environment Sustainability s
<b>E3</b>	<b>Enhance biodiversity values throughout the City to protect and increase flora and fauna.</b>			
E3.1	Enhance biodiversity values at key sites through targeted weed management, native vegetation planting and habitat creation programs.	Implement Yarra River Biodiversity Project – Stage 6.	Major Initiative	Environment Sustainability s
<b>E4</b>	<b>Protect, maintain and grow the City's street tree population to enhance the character, identity and liveability of the City of Stonnington.</b>			
E4.1	Maintain and grow Stonnington's tree population.	Implement Urban Forest Strategy – Annual Program.	Initiative	Environment Sustainability s hw
<b>E5</b>	<b>Deliver best practice waste management services to minimise waste generation and maximise resource recovery and recycling.</b>			
E5.1	Maintain the quality and amount of recyclables diverted from landfill.	Undertake a waste audit of domestic waste bins. Develop a program for diversion of recyclables from garbage.	Service	Waste Management s
E5.2	Efficiently operate the Stonnington Waste Transfer Station.	Recycle a broader range of materials.	Service	Waste Management s
E5.3	Deliver an efficient and effective hard waste collection service.	Collect hard waste twice per year.	Service	Waste Management s
E5.4	Provide a reliable and cost effective green waste recycling service.	Increase the percentage of participating properties.	Service	Waste Management s
E5.5	Encourage recycling practices in public places at community and Council events.	Provide recycling at all Council events and undertake three recycling contamination audits per year.	Initiative	Waste Management s

Environment				
Ref	Budget Activity	Measure	Classification	Service
<b>E6</b>	<b>Enhance sustainable purchasing of goods, materials and services with reduced environmental impacts.</b>			
E6.1	Embed sustainable purchasing policies and practices across the organisation.	Increase the proportion of goods, materials and services purchased by Council which have lower environmental impacts than alternatives.	Service	Environment Sustainability 
E6.2	Strengthen the environmental responsibility of Council's vehicle fleet by continuing to make fuel efficient purchases.	Reduce fuel consumption of Council's fleet by 5 per cent.	Service	Fleet Management 
<b>E7</b>	<b>Lead community sustainability through public programs.</b>			
E7.1	Positively influence environmental outcomes through the wider community.	Programs and events delivered and community participation levels recorded.	Initiative	Environment Sustainability   
<b>E8</b>	<b>Promote and facilitate the use of sustainable transport options across the City.</b>			
E8.1	Develop safe, accessible, functional and appropriate cycling initiatives.	Implement Stonnington Cycling Strategy – Year 1.	Major Initiative	Transport and Parking Management   
E8.2	Encourage increased use of car share services.	Manage FlexiCar Licence Agreement.	Service	Transport and Parking Management  

## Economy

Ref	Budget Activity	Measure	Classification	Service
<b>ECO1</b>	<b>Develop long-term plans to ensure sustainability of Stonnington's activity centres.</b>			
ECO1.1	Grow the status of Stonnington as a premier inner-city location to live, work and visit.	Implement Economic Development Strategy 2017–2021 – Year 2.	Initiative	Economic Development, Tourism and Public Art i cc
ECO1.2	Plan for activity centres.	Progress structure planning for Chadstone, adopt Activity Centres Strategy and progress planning provisions for Hawksburn Village.	Major Initiative	Strategic Planning cc
ECO1.3	Plan for the Chapel Street Activity Centre.	Review and monitor permanent planning controls for the Chapel Street Activity Centre and progress Chapel reVision implementation actions.	Initiative	Strategic Planning cc
ECO1.4	Improve the identity and amenity of shopping centres.	Deliver adopted Capital Works Program (shopping centre improvement projects).	Initiative	Public Space Design and Construction e i cc cs
ECO1.5	Improve the appearance of the public realm in Chapel Street.	Deliver adopted Capital Works Program (Chapel Street Masterplan).	Major	Public Space Design and Construction hw cc cs
<b>ECO2</b>	<b>Provide effective engagement and support to local business through business skills development and marketing.</b>			
ECO2.1	Coordinate the delivery of a comprehensive program of business events, seminars, workshops and networking events to support Stonnington businesses.	Deliver a yearly calendar of events (Business Bootcamp, Business Breakfast and International Women's Day) and evaluate programs for business relevance.	Initiative	Economic Development, Tourism and Public Art i cc
ECO2.2	Promote access to small business mentoring through Small Business Victoria.	Deliver mentoring program.	Service	Economic Development, Tourism and Public Art i cc
<b>ECO3</b>	<b>Leverage Stonnington's strategic location to attract new business and industry investment in key high value industries that are matched to the strengths of Stonnington.</b>			
ECO3.1	Provide opportunity for businesses and the business associations to leverage key events and partnerships to deliver local economic benefit and develop strategies for broad promotion.	Increase opportunities for businesses to leverage from Council and sector activities.	Service	Economic Development, Tourism and Public Art e i cc
ECO3.2	Continue relationships with Destination Melbourne and Visit Victoria, Department of Business and Innovation and Main Street Australia.	Seek to promote Stonnington precincts on regional tourism platforms.	Service	Economic Development, Tourism and Public Art e i hw

Economy				
Ref	Budget Activity	Measure	Classification	Service
<b>ECO4</b>	<b>Promote Stonnington's premier precincts, employment clusters and cultural assets as hubs for shopping, hospitality, entertainment and culture.</b>			
ECO4.1	Strengthen Chapel Off Chapel's unique identity and brand within the community and the Australian arts industry.	Optimise attendance and usage by developing a diverse calendar of high quality events.	Service	Chapel Off Chapel 
ECO4.2	Increase opportunities for corporate sponsorship and partnerships.	Seek new corporate sponsorships for Council's events and programs.	Service	Festivals and Events 
ECO4.3	Maximise the use of Malvern Town Hall and Functions On Chapel.	Monitor the number of bookings and venue occupancy rates.	Service	Venues Management 
ECO4.4	Strategically plan for innovative Stonnington-based activities that enhance the cultural, community and economic development.	Develop and adopt a new Arts and Cultural Strategy.	Initiative	Economic Development, Tourism and Public Art 
ECO4.5	Promote Stonnington's major shopping precincts.	Assess and administer the Special Rate Levy, including review action plans and quarterly reports received from special rated precincts.	Initiative	Economic Development, Tourism and Public Art 
ECO4.6	Assist the associations to leverage events and further promote Stonnington as a fashion and shopping destination.	Continue sponsorship with Virgin Australia Melbourne Fashion Festival and increase impact of Melbourne Fashion Festival attendees on Stonnington's retail strips. Develop brand knowledge, event relevance, and positive response from traders and participants.	Service	Economic Development, Tourism and Public Art 
ECO4.7	Offer a diverse program of ticketed and free events to the community.	Deliver Annual Program of Stonnington events (monitor visitor attendance).	Service	Festivals and Events 

## Stewardship

Ref	Budget Activity	Measure	Classification	Service
<b>S1</b>	<b>Governance</b>			
S1.1	Work with peak bodies including Municipal Association of Victoria and Local Government Victoria on proposed Local Government Act reform.	Participate on Committees and submit to proposed policy and legislative changes as required.	Service	Municipal Building Surveyor e i hw cs
S1.2	Recognise and celebrate the contributions of community groups and persons who have significantly contributed to the City of Stonnington.	Conduct annual Citizen of the Year awards ceremony.	Service	Governance e i hw cc
S1.3	Welcome new residents to the City of Stonnington.	Conduct regular citizenship ceremonies throughout the year.	Service	Governance e i hw cc
S1.4	Ensure Council's governance practices meet legislative requirements.	Review delegations in accordance with legislative requirements. Maintain registers and submit government reporting within timelines. Review and revise policies, practices and procedures as required.	Legislation	Governance
S1.5	Provide ongoing professional development, training and support for Councillors.	Councillors to receive professional development, training and support.	Legislation	Governance
S1.6	Ensure property revaluation program is completed within set timeframes.	Complete revaluation program on time.	Legislation	Valuations
S1.7	Continue to support the Inner Melbourne Action Plan (IMAP).	Maintain IMAP Executive membership. Conduct meetings and establish special interest working groups.	Service	Inner Melbourne Action Plan (IMAP) e i hw cc cs
S1.8	Monitor the implementation of Council Plan 2017–2021 to ensure Council activities are consistent with strategic direction.	Provide progress reports to EMT and fulfil legislative requirements.	Legislation	Corporate Planning
S1.9	Make information available to ensure accountability and transparency in Council business and decision-making.	Council Plan, Annual Report, Councillor Code of Conduct and Council meeting agenda and minutes available on website	Legislation	Governance
S1.10	Ensure services meet future community needs.	Develop Service Plans and complete annual Service Review Program.	Service	Corporate Planning
S1.11	Develop a clear process for dealing with complaints made to Council.	Develop, adopt and implement a new Complaints Policy	Service	Customer Service/ Governance
<b>S2</b>	<b>People</b>			
S2.1	Work with internal stakeholders to promote key organisational initiatives using a suite of internal communication channels such as the intranet and other activities.	Internal communication channels (intranet and other activities) delivered.	Service	Communications
S2.2	Ensure compliance with human rights legislation.	Conduct training and submit annual report.	Legislation	Governance e i hw

<b>Stewardship</b>				
<b>Ref</b>	<b>Budget Activity</b>	<b>Measure</b>	<b>Classification</b>	<b>Service</b>
S2.3	Support the City of Stonnington workforce through improved systems and processes.	Undertake ongoing system and process improvements in accordance with annual program.	Service	People and Culture
<b>S3</b>	<b>Asset Management</b>			
S3.1	Continue renewal and upgrade work at Council buildings in accordance with the recommendations of the triennial building condition audits.	Deliver the renewal and upgrade works.	Service	Capital Works
<b>S4</b>	<b>Business Systems and Technology</b>			
S4.1	Increase the use of remote office and mobile technology to improve operational efficiency of staff.	Implement improved business software to better support remote system access.	Service	Business Systems and Projects
S4.2	Investigate and implement business system improvement projects to assist in service delivery across Council, including e-services.	Implement the IT Project Register.	Initiative	Business Systems and Projects
S4.3	Support the organisation through the supply, maintenance and management of information systems and infrastructure.	Implement the Corporate Information Technology Strategy – Annual Plan.	Initiative	Business Systems and Projects
S4.4	Integrate the Geographic Information System (GIS) with other Council systems.	Integrate GIS mapping linked to systems.	Initiative	GIS
<b>S5</b>	<b>Risk</b>			
S5.1	Maintain a strong safety culture within Council that is aimed at delivering outcomes that achieve compliance with requirements of Occupational Health and Safety legislation, practices and procedures.	Maintain a schedule of internal reviews of the operation of Council's Occupational Health and Safety Management System at a local level to confirm compliance with OHS legislative requirements.	Legislation	Safety and Prevention
S5.2	Support Occupational Health and Safety committees, representatives, work groups and officers to identify risks and hazards to continuously reduce unnecessary and avoidable injuries.	Provide staff training and develop processes that encourage a safety culture of proactive identification of risk and implementation of preventative measures.	Legislation	Safety and Prevention
S5.3	Maintain certification under Australian Standard AS/NZS 4801.	Maintain AS/NZS certification. Monthly, quarterly and half yearly reports delivered and improvements made to Council's OHS Management system.	Initiative	Risk and Integrity
S5.4	Raise awareness with all Council units of risk identification and mitigation.	Review Council's risk policies annually and promote use.	Legislation	Risk and Integrity
S5.5	Establish processes that support compliance with Section 186 of the <b>Local Government Act 1989</b> .	Review the creditor listing twice yearly to confirm compliance with Council's Procurement Policy and the Act.	Legislation	Contracts