

Action update – 2022 Community Satisfaction Survey response

Road blitz

Action	Comment
1. Allocate more money. Council will commit an additional \$1 million in Federal Government funding to roads in 2022/23.	<p>The 2023/2024 Budget also provided for operating expenditure of \$34.4 million on services with new initiatives including:</p> <ul style="list-style-type: none"> • funding dedicated to the repair of roads, bridges and culverts following the October 2022 flood event • additional resources for our Operations team to support road, culvert and drainage repairs and maintenance.
2. Enact the Special Charge Scheme. This co-contribution arrangement will stretch funding further – meaning more road works throughout the Shire.	This project was put on hold after the October 2022 flooding, after which our focus has been on road and bridge funding advocacy and maintenance.
3. Improve our maintenance schedule. Reviewing our maintenance regime and service levels will establish better and more effective long-term outcomes.	
4. Share road management information better. Develop an interactive website content that ensures our community knows what, when, where and how when it comes to road maintenance.	This project was put on hold after the October 2022 flooding, after which our focus has been on road and bridge funding advocacy and maintenance.

The four Cs

Action	Comment
5. Take Council on tour. Build on the success of Talk to the Planner initiative by going bigger and better. We'll create a Talk to Council program that sees officers from across our organisation and Councillors hitting the streets and visiting townships throughout the Shire.	<p>Officers completed a series of flood recovery meetings in Euroa, Avenel, Kirwans Bridge and Nagambie. LEAP public events have also been held in Violet Town, Avenel and Euroa. Councillors have completed township tours in Avenel and Nagambie.</p>
6. Pop-up shops. Develop a program of pop-up shops across the Shire to create engaging on-street engagement events, interactive activities and community consultation sessions that inspire and motivate participation.	<p>Survey stations have popped up in every township throughout the shire and were strongly supporting during this year's Budget feedback.</p> <p>Pop up shops have also been held across the shire. Examples include the Avenel Market to seek feedback into the playground project, we attended community events such as the Council-lead community family fun days to drive engagement in Pitch My Project and the Community Panel.</p>

<p>7. Innovative information sharing. Launch monthly radio show with Seymour FM Community Radio, that can also be used as a podcast housed on our website – meaning people can listen from anywhere at any time.</p>	<p>Monthly radio shows are occurring. Unfortunately, the podcasts have not been possible as Seymour FM was working with a temporary set up following the floods.</p>
<p>8. Increase Councillor social media presence. Drive participation in Council engagement activities by sharing news and information.</p>	<p>Councillors are receiving monthly social media packs. SM tiles and suggested content are also sent with Project Alerts when new engagement projects are launched on www.share.strathbogje.vic.gov.au.</p> <p>All social media tiles and posts were provided to Councillors during the October 2022 flooding event. The C&E Team helps Councillors with content as requested.</p>

Building, planning and local laws

Action	Comment
<p>9. Streamline our planning process. We'll create a Planning Delegations Policy that will mean speedier approvals for our community.</p>	<p>The Planning Permit Applications Referral to Council Policy was adopted by Council in September 2022.</p> <p>This Policy provides clarity on the triggers for officers to refer a planning permit application to Council for a decision.</p> <p>The introduction of this Policy has provided a clear and transparent and efficient process for referring planning permit applications to Council for determination and planning permit applications that can be granted or refused under officer delegation.</p> <p>We are also participating in the Better Planning Approvals Program, which aims to give better advice to Applicants leading to a better standard of application and a timelier approval.</p>
<p>10. Local laws on patrol. We'll increase ranger patrols with a focus on:</p> <ul style="list-style-type: none"> • Responsible pet ownership • Livestock on roads, and • Ranger walks in the main street. 	<p>Following the completion of the contractual arrangement for compliance/ranger services, Council has engaged two rangers (with two vehicles), offering greater flexibility to cover the shire.</p> <p>A media campaign (newspapers and social media) was undertaken covering the topics of responsible pet ownerships. Our rangers have also been walking the main streets to encourage compliance with appropriate local laws.</p>
<p>11. Taking permits and licences online. We'll participate in a State Government pilot program to take local law pet registrations, permits and more online – making it quicker and easier for locals</p>	<p>As part of our collaboration through the Digital Transformation Project with neighbouring councils, streamlined processes within building, planning and local laws will be progresses commencing with a new software system late 2023.</p>

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