



Notice is given that an Ordinary Meeting of Council will be held on:

Date: Tuesday, 23 January 2018
Time: 3pm
Location: Council Chambers, Serpentine

AGENDA

Ordinary Council Meeting

23 January 2018

Order Of Business

1	OPENING PRAYER	3
2	APOLOGIES	3
3	DECLARATIONS OF CONFLICT OF INTEREST	3
4	PREVIOUS MINUTES	4
	4.1 CONFIRMATION OF MINUTES.....	4
5	REVIEW OF ACTION SHEET	5
	5.1 REVIEW OF ACTIONS	5
6	MAYORAL REPORT	12
	6.1 MAYORAL REPORT.....	12
7	COUNCILLORS' REPORT	13
	7.1 COUNCILLORS' REPORTS	13
8	DECISION REPORTS	14
	8.1 FINANCE REPORT FOR THE PERIOD ENDING 30 NOVEMBER 2017	14
	8.2 FINANCE REPORT FOR THE PERIOD ENDING 31 DECEMBER 2017	31
	8.3 CUSTOMER SERVICE STRATEGY 2018-2022	47
9	INFORMATION REPORTS	72
	9.1 PROGRESS OF 2018 REVALUATION	72
10	COMPLIANCE REPORTS.....	75
	10.1 SECTION 86 COMMITTEE OF MANAGEMENT MEMBERSHIP DETAILS- LITTLE LAKE BOORT.....	75
	10.2 SECTION 86 COMMITTEE OF MANGEMENT MEMBERSHIP DETAILS- INGLEWOOD COMMUNITY SPORTS CENTRE	77
	10.3 SECTION 86 COMMITTEE OF MANAGEMENT MEMBERSHIP DETAILS- PYRAMID HILL SWIMMING POOL.....	79
	10.4 QUARTERLY REPORT AGAINST COUNCIL PLAN	81
11	GENERAL BUSINESS	109
12	CONFIDENTIAL ITEMS	110
	12.1 REVIEW OF CONFIDENTIAL ACTIONS	110
	12.2 CONTRACT 406 CHAPEL STREET CIVIL WORKS SERPENTINE.....	110
	12.3 CONTRACT 397: BRIC LIBRARY EXTENSION	110

1 OPENING PRAYER AND ACKNOWLEDGEMENT OF COUNTRY

“Almighty God, we humbly beseech thee to bless this Council, direct and prosper its deliberations towards the true welfare of your people of the Shire of Loddon.”

ACKNOWLEDGEMENT OF COUNTRY

“The Loddon Shire Council acknowledges the Traditional Custodians of the land on which we are gathered and pays its respects to their Elders both past and present.”

2 APOLOGIES

3 DECLARATIONS OF CONFLICT OF INTEREST

4 PREVIOUS MINUTES**4.1 CONFIRMATION OF MINUTES**

File Number: 02/01/001

Author: Lynne Habner, Manager Executive and Commercial Services

Authoriser: Phil Pinyon, Chief Executive Officer

Attachments: Nil

RECOMMENDATION

That Council confirm:

1. The minutes of the Council Briefing of 12 December 2018
2. The minutes of the Ordinary Council Meeting of 12 December 2018
3. The minutes of the Council Forum of 9 January 2018

REPORT

Seeking approval of the unconfirmed minutes of the previous meetings.

5 REVIEW OF ACTION SHEET

5.1 REVIEW OF ACTIONS

File Number: 02/01/002
Author: Lynne Habner, Manager Executive and Commercial Services
Authoriser: Phil Pinyon, Chief Executive Officer
Attachments: 1. Action sheet

RECOMMENDATION

That Council receive and note the action sheet.

REPORT

Refer attachment.

Outstanding Actions	Division:	Date From: 1/10/2016
	Committee:	Date To: 31/12/2019
Action Sheets Report	Officer:	Printed: Wednesday, 10 January 2018 1:45:35 PM

Outstanding actions from previous meetings

ACTION NUMBER	COUNCIL MEETING	REF	DIRECTORATE	OFFICER
9	28/5/12	9.2	Operations	Manager Technical Services

ACTION

That Council:

1. Develop a process for the identification and prioritisation of minor community infrastructure projects which will allow for a structured approach in providing in-principle or financial support for external funding applications.

COMMENTS

12/11/14: Action item has been amended following completion of the BRIC gymnasium development project utilising "Putting Local's First" funding. Elements of this action have been simplified to exclude those relating to the BRIC project and focusing now on the remaining action element being the development of operational guidelines for receiving, prioritising and applying for external funding in respect to minor community infrastructure projects.

11/6/2015: Manager Infrastructure has commenced development of a draft project identification template and scoping document along with associated prioritisation criteria and explanatory notes.

11/09/2015: Progress on development of assessment and prioritisation criteria for minor community Infrastructure projects has been delayed due to competing operational priorities. Delivery of this action item shall be raised with the Manager of Infrastructure as a matter of urgency.

11/02/2016: Matter has been raised with the responsible officer however no further progress has been made on development of the required process and guideline.

12/05/2016: Development of minor community infrastructure project assessment and prioritisation guidelines has been incorporated into the 2016/17 performance objectives of the new Manager Technical Services.

10/6/2016: No progress to date - will be considered with review of building assets

11/08/2016: Review of methodology for identification and prioritisation of community infrastructure projects has commenced. Consideration is currently being given to frameworks which have been adopted by other LGA's (i.e. City of Greater Bendigo Capital Investment Assessment Framework).

20/02/2017: Progress on developing community infrastructure project prioritisation guideline has been delayed due to competing priorities and resource constraints. Project is being handed over to the recently appointed Project/Contract Officer for further progression.

19/04/2017: The Manager Technical Services and Project/Contract Officer are working together to progress the establishment of an Assessment Framework based upon the 2017/18 projects.

13/07/2017: No further action has been taken due to staff resource constraints.

02/08/2017: No further action. Benchmarking with other neighbouring Councils will be undertaken subject to successful recruitment of Assets and Buildings Coordinator.

11/09/2017: New Assets and Building Co-ordinator has commenced and will prioritise as matter of urgency.

17/10/2017: Process for evaluation and prioritising of minor community projects is being developed and a draft is planned to be reported early in 2018.

Outstanding Actions	Division:	Date From: 1/10/2016
	Committee:	Date To: 31/12/2019
Action Sheets Report	Officer:	Printed: Wednesday, 10 January 2018 1:45:35 PM

14/11/2017: Work has commenced and is continuing in developing this process.

06/12/2017: Manager Technical Services is developing project identification and prioritisation process.

ACTION NUMBER	COUNCIL MEETING	REF	DIRECTORATE	OFFICER
66	25/2/14	7.4	Operations	Manager Technical Services

ACTION

That Council look at the future needs of buildings under Council control but 'not currently covered by the Building Asset Management Plan and report to Council.

COMMENTS

8/4/14: All buildings identified within the shire are currently covered in the BAMP. Council have requested that the BAMP be reviewed in relation to the buildings that receive no financial support. A review of the BAMP is scheduled to be undertaken later this calendar year. At this time a review of all provisions will be undertaken with a subsequent report provided for Council consideration.

11/11/14: Review of the BAMP has been rescheduled to later this financial year due to commitments of staff in preparing the Road Asset Management and Stormwater Asset management Plans as a matter of priority. Preliminary discussions and consideration on service levels for various building categories has commenced however e.g. public toilets.

11/6/15: Review of the BAMP has been rescheduled following completion of the annual asset valuation data. It is expected that commencement of the BAMP review will occur following the completion of the Stormwater Asset Management Plan in September 2015.

11/09/15: Manager Policy & Strategy is finalising both the Urban Drainage Asset Management and Road Asset Management Plans. Following completion of these strategies focus shall be placed upon the revision of the Building Asset Management Plan. Due to delays in progress with the development of the UDAMP and RAMP, work on the BAMP is now scheduled to commence in November 2015.

11/02/16: Draft RAMP and UDAMP have been prepared. Final review of draft documents is occurring in preparation for discussion with Council in March. Enquiries are being made with appropriately qualified consultants to gather necessary building asset data in preparation of commencement on the BAMP review later this year.

10/6/2016: Consultants are currently being interviewed regarding building asset system and data capture. Consultant should be engaged July/August with data capture due by end of 2016.

5/7/2016: Consultants from Assetic has been engaged to perform condition assessment of all the Council owned/managed buildings. Additionally, Assetic system has been purchased as a new corporate asset management system for building assets with future inclusion of roads and drainage assets.

11/08/2016: Register of buildings for inspection has been finalised and consultants will be commencing on site inspections and data capture by the end of August. It is expected that the data capture process could take up to 60 days after which time processing and analysis will commence to inform investment scenario modelling within the revised BAMP

31/08/2016: Building audits have now commenced. A total of 178 Council buildings have been identified for audit. In addition to data capture on structure details, inspections will also identify immediate works required where building element conditions are below service level intervention standards. These works will then form the basis of future building capital works programs and inform preparation of the future investment demand for the LTFP and BAMP.

4/10/16: Building audits are approximately 80% complete. It is anticipated that full audit details and population of the Asset Management System which has been procured,

Outstanding Actions	Division:	Date From: 1/10/2016
	Committee:	Date To: 31/12/2019
Action Sheets Report	Officer:	Printed: Wednesday, 10 January 2018 1:45:35 PM

will be complete by the end of October 2016. Data modelling within the Asset Management package will then be used to inform development of the new draft Asset Management Plan.

10/11/16: Audit of Council buildings has been completed. Condition profiles for building stock are now being compiled to inform preparation of draft BAMP. It is anticipated that presentation of initial audit results to Council will occur in either December or January.

20/2/17: Post audit processing of building data has been slightly delayed due to resource constraints. Officers are in the process of finalising to produce renewal gap modelling prior to presentation of audit findings to Council. Outputs from audit process are also being utilised in the preparation of a building component of the 2017-2017 Annual Infrastructure Program.

20/03/2017: Preliminary modelling of long term investment requirements across the portfolio of Council buildings has now been completed. Summary report for Council is being prepared to convey initial findings however detailed analysis and adjustment is still required to take into consideration the current policies contained within the BAMP as well as preparation of various scenarios if service levels are changed. Scenario models will be presented to Council as part of developing the revised BAMP.

19/04/2017: First Draft of BAMP is expected in the first quarter of 2017/18.

13/07/2017: Due to delay in successful recruitment to the vacant position of Assets and Buildings Coordinator, it is very likely that the first draft of BAMP will be delayed.

02/08/2017: No further action.

11/09/2017: New Assets and Building Co-ordinator has commenced and will prioritise as matter of urgency.

17/10/2017: A draft of the Building Asset Management Plan is planned to be presented to Council December meeting.

14/11/2017: With the successful recruitment of Assets and Buildings Coordinator, revision of Council's Building Asset Management Plan is underway as per the recommendation of review undertaken in 2016/17. Financial information on Council owned buildings has been finalised and officers are currently working on the level of service for building assets. Once finalised, the data will be uploaded into the Asset Management system to identify Council's annual liability and renewal need and as such the draft BAMP will then be presented to Loddon Leaders and MEG for endorsement before presenting to Council for public comments.

06/12/2017: Draft preparation in progress.

Type	Meeting	Officer/Director	Subject	Est. Compl.	Emailed	Completed
Report	Ordinary Council Meeting 26 September 2017	Indivar Dhakal	Disposal of Water Supply Pipelines from Skinner's Flat Reservoir, Wedderburn Caravan Park Reservoir and Inglewood Reservoir	10/10/2017	9/10/2017	
8.7 2017/35		Steven Phillips				
RESOLUTION 2017/35						
Moved: Cr Cheryl McKinnon						
Seconded: Cr Colleen Condliffe						
That Council:						

Outstanding Actions	Division:	Date From: 1/10/2016
	Committee:	Date To: 31/12/2019
Action Sheets Report	Officer:	Printed: Wednesday, 10 January 2018 1:45:35 PM

1. In view of the pending construction of the South West Loddon Pipeline, approve the disconnection and abandonment of the entire existing water supply pipeline network from Skinner’s Flat Reservoir and Wedderburn Caravan Park Reservoir and notification of all affected pipeline users.
2. Endorse Council’s involvement in stakeholder engagement meeting(s) between affected customers of the existing pipeline and GWM Water.
3. Consent to the handover to Grampians Wimmera Mallee (GWM) Water, at no cost, of the ownership and management of the existing water supply pipeline from Inglewood Reservoir and that all affected users be notified.

CARRIED

08 Jan 2018 - 11:19 AM - Indivar Dhakal

No further discussion with GWM Water due to the break. Council officers are still waiting on a response from GWM Water’s officers to establish the procedure for asset handover.

06 Dec 2017 - 9:49 AM - Christine Coombes

There have been ongoing discussions with GWM regarding community engagement with affected stakeholders and Council is awaiting confirmation of the engagement arrangements.

08 Nov 2017 - 8:58 AM - Indivar Dhakal

Discussions with GWM Water has been started regarding the handover of Inglewood pipeline.

17 Oct 2017 - 12:11 PM - Christine Coombes

Letter sent to all users of Skinners Flat pipeline advising of Council decision and reason behind decision. Also advised that representatives of GWMWater and Council will visit affected residences in the coming weeks.

Letter being prepared to send to GWMWater regarding Council abandonment of Skinners Flat pipeline and agreement to obtaining "recreational" water for Skinners Flat, Wedderburn Caravan Park reservoir and Inglewood Reservoir.

Also advise that Council is prepared to handover the ownership and management of the existing Inglewood pipeline to GWMWater including the new extension works.

A letter to the Wedderburn Sports Clubs and the Inglewood sports Clubs affected is being prepared. A copy of Council decision will be provided to all Clubs.

Type	Meeting	Officer/Director	Subject	Est. Compl.	Emailed	Completed
New Item 11.1 2017/77	Ordinary Council Meeting 24 October 2017	Steven Phillips Phil Pinyon		7/11/2017	6/11/2017	

11.1 MEMSIE STATE SCHOOL

RESOLUTION 2017/77

Moved: Cr Gavan Holt
Seconded: Cr Geoff Curnow

Council resolved that the matter of the plaque for the Memsie State School should be expedited as quickly as possible.

CARRIED

08 Jan 2018 - 11:51 AM - Steven Phillips

The supplier of the plaque has been contact recently and confirmed that the plaque should be ready for delivery the first week of February. Once we have the plaque works will commence on its installation.

Outstanding Actions	Division:	Date From: 1/10/2016
	Committee:	Date To: 31/12/2019
Action Sheets Report	Officer:	Printed: Wednesday, 10 January 2018 1:45:35 PM

05 Dec 2017 - 5:21 PM - Steven Phillips
 The Plaque is on order ETA early in the New Year. Once the plaque arrives we should have access to the paddock for its installation.

10 Nov 2017 - 10:00 AM - Steven Phillips
 The land holders on which the old Memsie school site is located (Shannon & Steve Brown) have agreed for the plaque to be located on their property, at the old school site, just inside their property fence. The plaque has been ordered. The access to the site is limited due to the paddock being under crop, the installation of the plaque will take place after the crop has been harvested.

Type	Meeting	Officer/Director	Subject	Est. Compl.	Emailed	Completed
Report	Ordinary Council Meeting 28 November 2017	Allan Stobaus	Disability Access and Inclusion Plan 2017-2021	12/12/2017	4/12/2017	
10.2		Wendy Gladman				
2017/104						

RESOLUTION 2017/104

Moved: Cr Colleen Condliffe
 Seconded: Cr Neil Beattie

That Council endorses the draft Disability Access and Inclusion Plan 2017-2021 for public exhibition for a 28 day period.

CARRIED

09 Jan 2018 - 3:56 PM - Allan Stobaus
 DRAFT CAIP was advertised for public comment on 6 January 2018 to 4 February 2018.

09 Jan 2018 - 3:49 PM - Christine Coombes
 Action reassigned to Allan Stobaus by: Christine Coombes

04 Dec 2017 - 10:54 AM - Christine Coombes
 The Disability Access and Inclusion Plan will be prepared for public display shortly.

Actions completed since last meeting

Type	Meeting	Officer/Director	Subject	Est. Compl.	Emailed	Completed
Report	Ordinary Council Meeting 28 November 2017	Alexandra Jefferies	Planning application 5308 - NBN Tower (Wedderburn)	12/12/2017	4/12/2017	8/01/2018
8.3		Steven Phillips				
2017/88						

RESOLUTION 2017/88

Moved: Cr Neil Beattie
 Seconded: Cr Geoff Curnow

That Council approve application 5308 for the use and development of the land as a telecommunications facility (NBN co tower) subject to conditions.

CARRIED

08 Jan 2018 - 11:32 AM - Alexandra Jefferies
 Action completed by: Alexandra Jefferies
 permit issued

Outstanding Actions	Division:	Date From: 1/10/2016
Action Sheets Report	Committee:	Date To: 31/12/2019
	Officer:	Printed: Wednesday, 10 January 2018 1:45:35 PM

<p>08 Jan 2018 - 11:32 AM - Alexandra Jefferies Permit is to be issued 8 January 2017 no appeals lodged 04 Dec 2017 - 8:57 AM - Alexandra Jefferies NOD issued 1/12/2017 will be posted Monday 4/12/2017 and any appeals will be checked via VCAT website</p>						
Type	Meeting	Officer/Director	Subject	Est. Compl.	Emailed	Completed
Report	Ordinary Council Meeting 12 December 2017	Lynne Habner	Application for interest free loan - Boort Trotting Club	26/12/2017	18/12/2017	20/12/2017
8.1		Phil Pinyon				
2017/6						
<p>RESOLUTION 2017/6</p> <p>Moved: Cr Neil Beattie Seconded: Cr Gavan Holt</p> <p>That Council approves an interest free loan of \$20,000 to Boort Trotting Club to be repaid over a five year term to assist with funding to relocate four light poles at the Boort trotting track.</p> <p style="text-align: right;">CARRIED</p>						
<p>20 Dec 2017 - 8:47 AM - Lynne Habner Action completed by: Lynne Habner Completed. Documentation for loan has been sent to Boort Trotting Club.</p>						
Type	Meeting	Officer/Director	Subject	Est. Compl.	Emailed	Completed
Report	Ordinary Council Meeting 12 December 2017	Michelle Hargreaves	BOORT DEVELOPMENT SECTION 86 COMMITTEE OF MANAGEMENT REQUEST FOR CHANGE OF NAME TO BOORT TOURISM DEVELOPMENT	26/12/2017	18/12/2017	9/01/2018
10.5		Sharon Morrison				
2017/12						
<p>RESOLUTION 2017/12</p> <p>Moved: Cr Neil Beattie Seconded: Cr Gavan Holt</p> <p>That Council approves the change of name of Boort Development Section 86 Committee of Management to Boort Tourism Development Section 86 Committee of Management</p> <p style="text-align: right;">CARRIED</p>						
<p>09 Jan 2018 - 3:52 PM - Michelle Hargreaves Action completed by: Michelle Hargreaves letter sent to committee of management 18 Dec 2017</p>						

6 MAYORAL REPORT

6.1 MAYORAL REPORT

File Number: 02/01/001

Author: Lynne Habner, Manager Executive and Commercial Services

Authoriser: Phil Pinyon, Chief Executive Officer

Attachments: Nil

RECOMMENDATION

That Council receive and note the Mayoral Report

REPORT

The Mayor will present a report at the meeting.

7 COUNCILLORS' REPORT

7.1 COUNCILLORS' REPORTS

File Number: 02/01/001

Author: Lynne Habner, Manager Executive and Commercial Services

Authoriser: Phil Pinyon, Chief Executive Officer

Attachments: Nil

RECOMMENDATION

That Council receive and note the Councillors' reports

REPORT

Each Councillor will present a report at the meeting.

8 DECISION REPORTS**8.1 FINANCE REPORT FOR THE PERIOD ENDING 30 NOVEMBER 2017**

File Number: 08/06/001

Author: Deanne Caserta, Manager Financial Services

Authoriser: Sharon Morrison, Director Corporate Services

Attachments: 1. Finance Report for period ending 30 November 2017

RECOMMENDATION

That Council:

1. receives and notes the 'Finance report for the period ending 30 November 2017'
2. approves budget revisions included in the report for internal reporting purposes only.

CONFLICT OF INTEREST

There is no conflict of interest for any Council staff member involved in the preparation of this report, or involved in the subject matter of the report.

PREVIOUS COUNCIL DISCUSSION

Council is provided with Finance Reports on a monthly basis with the exception of when changes to the Council meeting timetable result in the Council meeting occurring before the completion of the end of month finance procedures.

BACKGROUND

The Finance Report for the period ended 30 November 2017 includes standard monthly information about budget variations, cash, investments, interest, debtors and creditors, and provides a comparison of year-to-date actual results to year-to-date budget (by dollars and percentage) and total revised budget (by percentage).

The information is in the format provided in the adopted 2017/18 Budget, and includes operating results, capital expenditure and funding sources.

ISSUES/DISCUSSION

Budgeted Surplus - Council's budgeted cash surplus has decreased from \$655K to \$643K.

Income Statement (revenue) - Council's year to date (YTD) operating revenue is at 100% of YTD budget. Revenue brought to account for November was \$1.4M. Vic Roads is slightly behind YTD budget, as are user fees with interest and reimbursements currently ahead of YTD budget.

Income Statement (expenditure) - Council's operating expenditure is at 97% of YTD budget. Payments for this month totalled just over \$2.21M, compared to \$2.45M last month. Labour is still slightly ahead of budget at 105% (107% last month) due to quarterly reconciliations of entitlements but is expected to be below Council's 104% cap.

Capital Works - The revised budget for capital works is \$19.4M and is 15% complete in financial terms for the current financial year (13% at the end of October). Asset types with major variations (10% or \$10K) include furniture and equipment; land and buildings; roadworks; recreation, leisure and community facilities; and footpaths with many projects timed for quarter one yet to be commenced. Further analysis is being undertaken by the Management Executive Group to identify projects where funds should be transferred to reserve for expenditure in future years.

Balance Sheet - Council has a cash total of \$18.9M with \$2.5M in general accounts. Debtors are \$9.6M which is a decrease of \$1.7M in the month. Sundry debtors total \$360K with invoices

outstanding for 60 or more days relating to community wellbeing debtors and local community groups totalling approximately \$59K.

There were no supplementary valuations updated in November. The total rateable CIV at the end of November remains at \$1.82B.

An update was also received from Vision Super in regards to the September 2017 VBI which is estimated at 103.8% which is higher than the 97.0% required of the fund.

COST/BENEFITS

The benefit to Council and the community is that accurate and regular financial reporting is being disclosed, along with an accurate representation of property valuations being reflected in Council's rating system and the distribution of rate notices for the year 2017/18.

Provision of financial reports on at least a quarterly basis is a requirement of the Local Government Act.

RISK ANALYSIS

The provision of regular and accurate finance reports to Council minimises the risk of Council not delivering projects within the approved budget. Council's risk exposure is also increased if the rating system does not reflect the valuation changes associated with supplementary valuations as Council will not be aware of the changes, which can alter the rate revenue in the current year and in future rating years.

CONSULTATION AND ENGAGEMENT

There has been considerable consultation internally with respective managers in understanding their budget responsibilities and keeping within budgetary constraints.

Consultation with ratepayers and authorities that act on behalf of ratepayers occurs when a change to a property is required or occurs by virtue of a sale.

External engagement with the community was undertaken during the submission period of the budget, and regular reporting provides a mechanism of monitoring the financial outcomes of Council against that expectation.

LODDON SHIRE COUNCIL

FINANCE REPORT FOR PERIOD ENDING 30 NOVEMBER 2017



CONTENTS

INTRODUCTION	3
1 CASH SURPLUS POSITION.....	3
1.1 Budget revisions	3
1.2 Operating revenue	3
1.3 Operating expenditure	3
1.4 Transfers from reserves.....	3
1.5 Other funding decisions	3
1.6 Capital expenditure.....	4
2 STANDARD INCOME STATEMENT	4
2.1 Operating revenue	4
2.1.1 Vic Roads	4
2.1.2 User fees	4
2.1.3 Reimbursements.....	4
2.1.4 Interest income	5
2.2 Operating expenditure	5
2.2.1 Materials and services	5
2.2.2 Contract payments	6
2.2.3 Payments.....	6
2.3 Operating surplus	6
2.4 Capital expenditure.....	6
2.4.1 Furniture and office equipment.....	6
2.4.2 Land and buildings	7
2.4.3 Roadworks	7
2.4.4 Recreation, leisure and community facilities.....	7
2.4.5 Footpaths.....	7
3 STANDARD BALANCE SHEET	7
3.1 Cash.....	7
3.2 Receivables	8
3.2.1 Debtors	8
3.2.2 Rates debtors.....	8
3.2.3 Sundry debtors.....	9
3.2.4 Supplementary valuations	9
3.3 Vision Super Defined Benefits Plan update	9
APPENDIX 1: STANDARD INCOME STATEMENT	10
APPENDIX 2: STANDARD CAPITAL WORKS STATEMENT	11
APPENDIX 3: STANDARD BALANCE SHEET	12
APPENDIX 4A: COMMUNITY PLANNING FINANCIALS BOORT	13
APPENDIX 4B: COMMUNITY PLANNING FINANCIALS TARNAGULLA.....	13
APPENDIX 4C: COMMUNITY PLANNING FINANCIALS TERRICK	14
APPENDIX 4D: COMMUNITY PLANNING FINANCIALS WEDDERBURN	14
APPENDIX 4E: COMMUNITY PLANNING FINANCIALS INGLEWOOD	14
APPENDIX 5: INVESTMENTS	15

INTRODUCTION

During November 2017 work has continued on the 2018 – 2028 Long Term Financial Plan with a review undertaken by MEG and a draft expected to be circulated to Councillors during December.

1 CASH SURPLUS POSITION

1.1 Budget revisions

The overall budget cash surplus, which has been included in the attached financial reports has decreased from \$654,967 to \$642,672.

These changes have adjusted the revised budget in the following areas:

Item	October Finance Report	November Finance Report	Change \$
Operating revenue	\$24,956,116	\$24,953,767	(\$2,349)
Operating expenditure	(\$31,395,051)	(\$31,404,997)	(\$9,946)
Transfers from reserves	\$15,086,077	\$16,705,278	\$1,619,201
Transfers to reserves	(\$2,182,392)	(\$2,182,392)	\$0
Other funding decisions	\$490,670	\$819,369	\$328,699
Capital expenditure	(\$17,420,073)	(\$19,367,973)	(\$1,947,900)
Other non cash adjustments	\$8,972,696	\$8,972,696	\$0
Accumulated surplus carried forward	\$2,146,924	\$2,146,924	\$0
Closing surplus (deficit) as reported in Appendix 2	\$654,967	\$642,672	(\$12,295)

Major changes are highlighted below:

1.2 Operating revenue

Operating revenue has increased by \$2K.

The increase to the budget relates to income received for failure to vote fines.

1.3 Operating expenditure

Operating expenditure has increased by \$10K.

The main increase to budget relates to a new website subscription package.

1.4 Transfers from reserves

Transfers from reserves has increased by \$1.6M.

The main increase to budget relates to the additional funds required to complete the fleet and plant program expected to be undertaken in 2017/18.

1.5 Other funding decisions

Other funding decision have increased by \$329K.

The main increase is the expected proceeds from sale of fleet and plant assets during 2017/18.

1.6 Capital expenditure

Capital expenditure has increased by \$1.9M.

The main increase is the additional funds required to purchase plant and equipment as part of the 2017/18 program.

2 STANDARD INCOME STATEMENT

In the analysis of the statements only those areas which have a variance greater than 10% and \$10,000 will be reported. Variances have been explained in further detail below.

2.1 Operating revenue

Total revenue brought to account for the month of November was \$1.4M.

Revenue YTD is at 100% compared to YTD budget, or \$34K ahead of budget.

2.1.1 Vic Roads

Vic Roads are currently \$86K or 29% behind YTD budget.

This is behind budget due to a lower amount of works that have requested by VicRoads than expected.

2.1.2 User fees

User fees are currently \$137K or 18% behind YTD budget.

Items behind YTD budget include:

- LSC packaged care program of \$97K with invoices yet to be raised
- gravel pit income of \$54K due with lower than expected usage to date this year.

2.1.3 Reimbursements

Reimbursements are currently \$76K or 42% ahead of YTD budget.

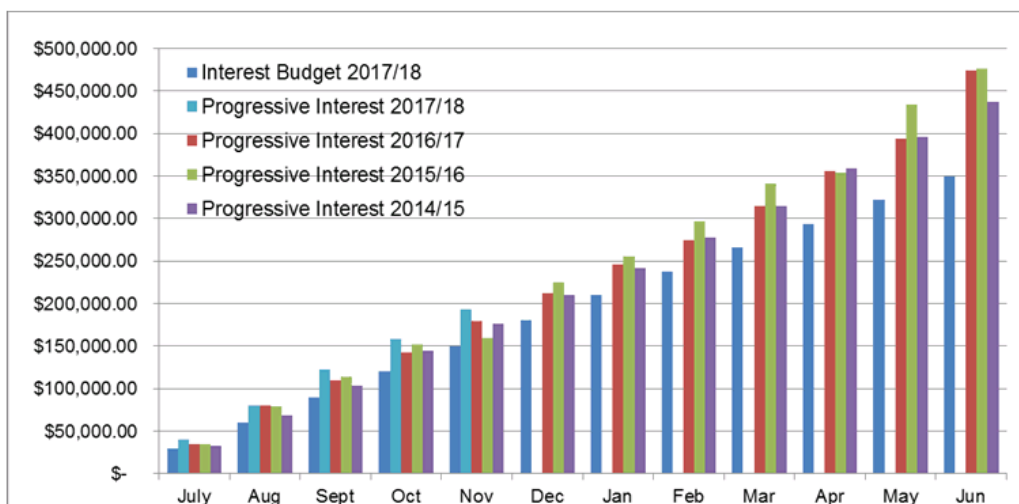
This is due to the recovery of WorkCover costs. This has a higher expenditure as an offset.

2.1.4 Interest income

Interest received on investments and rates for the month of November 2017 was \$46K. Year to date income from interest is \$204K.

The total investment interest received and accrued to date is \$193K, and rates interest amounted to \$11K. Year to date represents 54% of the yearly budget amount of \$378K (\$350K for investments only).

Progressive interest from investments for the years 2014/15 to 2017/18 are:



The appendices of this report include a table that shows all investments for the financial year to date for 2017/18. All investments are term deposits with National Australia Bank or the Bendigo Bank. Due to the short term nature of the term deposits, those deposits which have not reached maturity are included as cash in the Balance Sheet. Interest realised, and interest accrued on non-matured deposits, are shown separately on the appendix.

2.2 **Operating expenditure**

Total operating expenditure for November 2017 was \$2.21M.

Expenditure YTD is at 97% compared to YTD budget of \$12.67M or \$442K behind budget.

2.2.1 Materials and services

Materials and services are behind YTD budget by \$547K or 13%.

The main variances to budget include:

- Bridgewater Memorial Hall of \$41K; the project is ongoing with completion due in March 2018
- gravel pits of \$185K with little or no use in the half of the year
- landfills and transfer stations of \$76K with lower than expected operating costs to date within this activity
- plant operating of \$27K with less than expected usage
- Wedderburn Mechanics Institute of \$53K with works continuing for repairs to termite damage.

2.2.2 Contract payments

Contract payments are behind YTD budget by \$82K or 13%.

The main variance to budget is sustainable water project at Inglewood which has commenced but invoices are yet to be submitted.

2.2.3 Payments

During the month the following payments were made:

Creditor payments - cheque	\$30,379.31
Creditor payments - electronic funds transfer	\$1,655,473.16
Payroll (2 pays)	<u>\$613,852.47</u>
TOTAL	<u>\$2,299,704.94</u>

2.3 **Operating surplus**

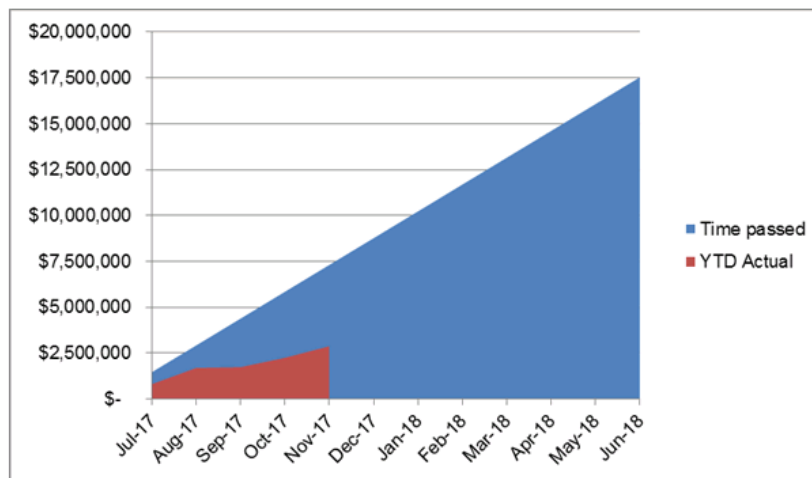
The operating surplus to date is \$3.4M which is \$476K or 16% ahead of YTD budget.

2.4 **Capital expenditure**

Total capital works expenditure for November was \$629K.

The total capital works expenditure is 15% complete in financial terms with 33% of the year elapsed.

YTD capital works is currently \$159K or 5% behind YTD budget.



Within the asset types the major variations to YTD budget are:

2.4.1 Furniture and office equipment

Furniture and office equipment is behind YTD budget by \$131K or 76%.

The main variation to budget is the IT strategy implementation works, which have commenced and are expected to progress as the year passes.

2.4.2 Land and buildings

Land and buildings are behind YTD budget by \$24K or 12%.

The main variations to budget are the Operations Centre expansion with works now complete and less than expected costs, and building safety audit works which have commenced and works are ongoing but yet to be completed.

2.4.3 Roadworks

Roadworks are ahead of YTD budget by \$216K or 22%.

The main variation to budget is Wedderburn streetscape with works progressing ahead of time.

2.4.4 Recreation, leisure and community facilities

Recreation, leisure and community facilities are behind YTD budget by \$66K or 24%.

The main variation is caravan park equipment with the purchase of mowers not yet undertaken.

2.4.5 Footpaths

Footpaths are currently behind YTD budget by \$185K or 48%.

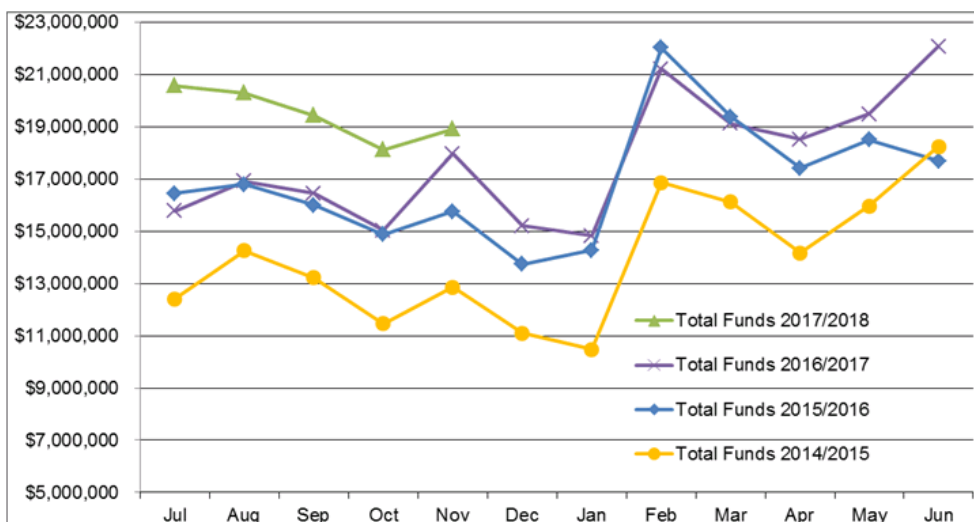
The main variations to budget relate to projects located in Rail Avenue, Serpentine car park and Barber Street due to delays in the commencement of the various projects.

3 STANDARD BALANCE SHEET

3.1 Cash

At the end of the month, Council's overall cash total was \$18.9M which includes a balance of \$2.5M in general accounts.

Month end balances for Council's cash, from July 2014 until the current month, are reflected in the graph that follows:



3.2 Receivables

3.2.1 Debtors

Monthly balances of the various categories of debtors for the financial year are:

Category of debtor	Nov 2016	June 2017	Oct 2017	Nov 2017
Rates	\$ 8,084,334	\$ 309,702	\$ 8,818,359	\$ 8,152,671
Fire Services Property Levy	\$ 968,007	\$ 42,826	\$ 1,028,010	\$ 947,309
Total Rates & Fire Services Property Levy	\$ 9,052,341	\$ 352,528	\$ 9,846,369	\$ 9,099,980
Sundry debtors	\$ 626,826	\$ 804,928	\$ 1,321,848	\$ 360,387
Community loans/advances	\$ 7,413	\$ 7,145	\$ 5,800	\$ 5,800
Long term loans/advances	\$ 240,000	\$ 160,000	\$ 160,000	\$ 160,000
Employee superannuation	\$ 6,948	\$ -	\$ 7,048	\$ 3,525
Magistrates court fines	\$ 103,293	\$ 101,663	\$ 100,823	\$ 100,763
LESS provision for doubtful debts	\$ (78,010)	\$ (110,620)	\$ (92,429)	\$ (92,429)
Total	\$ 9,958,811	\$ 1,315,642	\$ 11,349,459	\$ 9,638,025

3.2.2 Rates debtors

Outstanding rates and the Fire Services Property Levy at the end of selected months were:

	Nov 2016 (5/12/2016)	June 2017 (6/7/2017)	Oct 2017 (2/11/2017)	Nov 2017 (4/12/2017)
2005/06	\$ 340	\$ 357		
2006/07	\$ 909	\$ 953	\$ 246	\$ 250
2007/08	\$ 1,365	\$ 1,432	\$ 387	\$ 393
2008/09	\$ 1,584	\$ 1,661	\$ 404	\$ 411
2009/10	\$ 4,156	\$ 4,196	\$ 1,639	\$ 1,666
2010/11	\$ 9,004	\$ 8,351	\$ 3,263	\$ 3,316
2011/12	\$ 12,426	\$ 12,506	\$ 6,908	\$ 7,015
2012/13	\$ 14,476	\$ 14,341	\$ 8,193	\$ 8,317
2013/14	\$ 17,112	\$ 16,987	\$ 10,897	\$ 10,825
2013/14 Fire Services Property Levy	\$ 4,171	\$ 4,113	\$ 2,350	\$ 2,363
2014/15	\$ 49,234	\$ 45,994	\$ 21,430	\$ 21,210
2014/15 Fire Services Property Levy	\$ 6,853	\$ 6,112	\$ 3,859	\$ 4,471
2015/16	\$ 114,825	\$ 83,817	\$ 39,656	\$ 37,167
2015/16 Fire Services Property Levy	\$ 16,417	\$ 10,372	\$ 6,319	\$ 6,194
2016/2017	\$ 67,333	\$ 108,735	\$ 116,504	\$ 106,106
2016/2017 Fire Services Property Levy	\$ 9,618	\$ 32,600	\$ 15,567	\$ 14,778
2017/2018			\$ -	\$ 62,621
2017/2018 Fire Services Property Levy			\$ -	\$ 27,241
Sub-total: arrears	\$ 329,823	\$ 352,528	\$ 237,623	\$ 314,343
Current year (outstanding but not due)	\$ 7,791,571	\$ -	\$ 8,608,832	\$ 7,893,375
Fire Services Property Levy	\$ 930,949	\$ -	\$ 999,915	\$ 892,262
Total outstanding	\$ 9,052,343	\$ 352,528	\$ 9,846,369	\$ 9,099,980
<i>Summary</i>				
Rates in arrears	\$ 292,763	\$ 309,702	\$ 209,527	\$ 259,296
FSPL in arrears	\$ 37,058	\$ 42,826	\$ 28,095	\$ 55,047
Total arrears	\$ 329,821	\$ 352,528	\$ 237,623	\$ 314,343

The next instalment of Rates for the 2017/18 financial year will be due payment due on 28 February 2018, and for those ratepayer who pay in full the due date is 15 February 2018.

3.2.3 Sundry debtors

Outstanding sundry debtors at the end of the month consist of:

Current	\$20,971	18%
30 days	\$37,231	31%
60 days	\$19,350	17%
90 + days	\$39,385	34%
Sub total routine debtors	\$116,937	100%
Government departments	\$154,995	
GST	\$88,454	
Total	\$360,387	
60 + days consists of:		
Community Wellbeing debtors	\$41,309	
Local community groups	\$4,520	
Others	\$12,906	
Total	\$58,735	

Total outstanding for sundry debtors as at 30 November 2017 is \$360K.

The mainstream sundry debtors of \$117K have been broken into the amount of time they have been outstanding.

At present \$59K or 51% of that total has been outstanding for more than 60 days.

A claim for Roads to Recovery funding of \$834K was received during November 2017, as was Grants Commission funding of \$1.05M.

3.2.4 Supplementary valuations

All rateable and non-rateable supplementary valuations are included in this report.

There was no supplementary valuation submitted in November 2017.

The current balances remain at:

Valuation type	Opening balances	Supplementary changes	Closing balances
Site value	\$ 1,125,564,100	\$ -	\$ 1,125,564,100
Capital improved value	\$ 1,815,519,700	\$ -	\$ 1,815,519,700
NAV	\$ 93,424,128	\$ -	\$ 93,424,128

The total rateable CIV at the end of November 2017 was \$1.82B.

3.3 Vision Super Defined Benefits Plan update

On 13 November 2017, Council received official notification of the 30 September 2017 estimated VBI for the sub-plan being 103.8%

Currently, under the superannuation prudential standards, VBI's must generally be kept above a fund's nominated shortfall, currently 97%. When an actuarial review/investigation is in progress the fund's VBI must be at least 100% as is at June.

Below is the sub-plan's recent VBI history:

As at	30 June 2015 (actual)	30 June 2016 (actual)	30 June 2017 (actual)	30 September 2017 (estimated)
LASF DB	105.8%	102.0%	103.1%	103.8%

APPENDIX 1: STANDARD INCOME STATEMENT

	2017/18 Original Budget	2017/18 Revised Budget	YTD Budget	YTD Actual	Variance of YTD Actual & YTD Budget	% YTD Actual to YTD Budget	% YTD Actual to Revised Budget
REVENUE FROM ORDINARY ACTIVITIES							
Rates	\$10,406,865	\$10,406,865	\$10,207,716	\$10,269,077	\$61,361	101%	99%
Revenue grants	\$5,783,792	\$5,885,372	\$2,872,482	\$2,895,498	\$23,016	101%	49%
Capital grants	\$3,343,519	\$5,372,763	\$1,101,015	\$1,152,261	\$51,246	105%	21%
Vic Roads	\$710,647	\$710,647	\$296,100	\$210,211	(\$85,890)	71%	30%
User fees	\$1,681,277	\$1,753,860	\$760,276	\$623,657	(\$136,619)	82%	36%
Capital contributions	\$0	\$0	\$0	\$0	\$0	0%	0%
Recurrent contributions	\$15,000	\$65,000	\$30,000	\$28,257	(\$1,743)	94%	43%
Interest income	\$378,000	\$378,000	\$157,500	\$203,971	\$46,471	130%	54%
* Reversal of impairment losses	\$0	\$3,879	\$3,879	\$3,879	(\$0)	100%	100%
* Library equity	\$0	\$0	\$0	\$0	\$0	0%	0%
Reimbursements	\$305,320	\$377,382	\$179,669	\$255,603	\$75,934	142%	68%
Total revenue	\$22,624,420	\$24,953,767	\$15,608,637	\$15,642,414	\$33,777	100%	63%
EXPENDITURE FROM ORDINARY ACTIVITIES							
Labour	\$9,652,976	\$9,718,962	\$3,839,783	\$4,020,983	(\$181,200)	105%	41%
Materials & services	\$7,767,259	\$9,973,369	\$4,205,964	\$3,658,891	\$547,073	87%	37%
Depreciation	\$8,976,575	\$8,976,575	\$3,740,220	\$3,740,241	(\$21)	100%	42%
Utilities	\$430,439	\$430,439	\$156,817	\$168,136	(\$11,319)	107%	39%
Contract payments	\$1,565,480	\$2,000,915	\$621,205	\$539,640	\$81,565	87%	27%
Loan interest	\$0	\$0	\$0	\$0	\$0	0%	0%
Auditor costs	\$84,660	\$84,660	\$18,296	\$12,071	\$6,225	66%	14%
Councillor costs	\$220,078	\$220,078	\$91,700	\$91,992	(\$292)	100%	42%
Loss on sale of assets	\$0	\$0	\$0	\$0	\$0	0%	0%
* Impairment losses	\$0	\$0	\$0	\$0	\$0	0%	0%
Bad debts expense	\$0	\$0	\$0	\$0	\$0	0%	0%
Total expenditure	\$28,697,466	\$31,404,997	\$12,673,985	\$12,231,954	\$442,031	97%	39%
NET RESULT FOR THE PERIOD	(\$6,073,047)	(\$6,451,231)	\$2,934,652	\$3,410,460	(\$475,808)	116%	-53%
The operating expenditure shown above is represented in Council's key direction areas as follows:							
	2017/18 Original Budget	2017/18 Revised Budget	YTD Budget	YTD Actual	Variance of YTD Actual & YTD Revised Budget	% YTD Actual to YTD Budget	% YTD Actual to Revised Budget
EXPENSES FROM ORDINARY ACTIVITIES							
Economic development & tourism	\$1,419,980	\$1,464,993	\$532,740	\$527,974	\$4,766	99%	36%
Leadership	\$1,218,296	\$1,520,350	\$631,037	\$680,433	(\$49,396)	108%	45%
Works & infrastructure	\$12,931,292	\$13,114,558	\$5,446,274	\$5,332,577	\$113,697	98%	41%
Good management	\$4,549,875	\$4,946,422	\$2,130,382	\$2,074,844	\$55,538	97%	42%
Environment	\$2,056,061	\$2,298,679	\$837,859	\$792,451	\$45,408	95%	34%
Community services & recreation	\$6,521,964	\$8,059,995	\$3,095,693	\$2,823,676	\$272,017	91%	35%
Loss on sale of assets	\$0	\$0	\$0	\$0	\$0	0%	0%
Total operating expenditure	\$28,697,466	\$31,404,997	\$12,673,985	\$12,231,954	\$442,031	97%	39%
NET RESULT FOR THE PERIOD	(\$6,073,047)	(\$6,451,231)	\$2,934,652	\$3,410,460	(\$475,808)	116%	-53%

* Income and expense items required by Australian Accounting Standards (AAS)

APPENDIX 2: STANDARD CAPITAL WORKS STATEMENT

	2017/18 Original Budget	2017/18 Revised Budget	YTD Budget	YTD Actual	Variance of YTD Actual & YTD Budget	% YTD Actual to YTD Budget	% YTD Actual to Revised Budget
FUNDING DECISIONS							
Add loan interest accrued	\$0	\$0	\$0	\$0	\$0	0%	0%
Less loan repayments	\$0	\$0	\$0	\$0	\$0	0%	0%
Add transfer from reserves	\$6,557,088	\$16,705,278	\$0	\$3,318	(\$3,318)	0%	0%
Less transfer to reserves	(\$2,182,392)	(\$2,182,392)	\$0	\$0	\$0	0%	0%
Add proceeds from sale of assets	\$490,670	\$819,369	\$70,000	\$112,887	(\$42,887)	161%	14%
TOTAL FUNDING DECISIONS	\$4,865,366	\$15,342,255	\$70,000	\$116,205	(\$46,205)	166%	1%
NET FUNDS AVAILABLE FOR CAPITAL	(\$1,207,681)	\$8,891,024	\$3,004,652	\$3,526,666	(\$522,014)	117%	40%
CAPITAL EXPENDITURE BY ASSET TYPE							
Furniture and office equipment	\$312,000	\$433,774	\$173,240	\$42,161	\$131,079	24%	10%
Land and buildings	\$2,360,363	\$3,085,738	\$203,900	\$180,358	\$23,542	88%	6%
Plant and equipment	\$844,100	\$2,792,000	\$248,335	\$240,276	\$8,059	97%	9%
Roadworks	\$3,516,452	\$6,176,826	\$968,549	\$1,184,925	(\$216,376)	122%	19%
Urban and road drainage	\$308,000	\$667,975	\$39,287	\$39,793	(\$506)	101%	6%
Recreation, leisure and community facilities	\$1,124,000	\$1,427,577	\$271,756	\$205,496	\$66,260	76%	14%
Parks, open space and streetscapes	\$354,500	\$3,229,446	\$744,738	\$782,525	(\$37,787)	105%	24%
Footpaths	\$544,755	\$1,554,637	\$387,156	\$202,571	\$184,585	52%	13%
TOTAL CAPITAL EXPENDITURE PAYMENTS	\$9,364,170	\$19,367,973	\$3,036,961	\$2,878,105	\$158,856	95%	15%
NON CASH ADJUSTMENTS							
Less depreciation	\$8,976,575	\$8,976,575	\$3,740,220	\$3,740,241	(\$21)	100%	42%
Add reversal of impairment losses	\$0	(\$3,879)	(\$3,879)	(\$3,879)	(\$0)	100%	100%
Less loss on sale of assets	\$0	\$0	\$0	\$0	\$0	0%	0%
Less bad debts expense	\$0	\$0	\$0	\$0	\$0	0%	0%
TOTAL NON CASH ADJUSTMENTS	\$8,976,575	\$8,972,696	\$3,736,341	\$3,736,362	(\$21)	100%	42%
Accumulated surplus brought forward	(\$1,802,528)	(\$2,146,924)	\$0	\$0	\$0	0%	0%
NET CASH (SURPLUS)/DEFICIT	(\$207,252)	(\$642,671)	(\$3,704,032)	(\$4,384,923)	\$680,891	118%	682%

APPENDIX 3: STANDARD BALANCE SHEET

	November 2017 As per trial balance	June 2017 As per financial statements	November 2016 As per trial balance
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	\$18,928,314	\$9,672,238	\$ 17,976,692
Trade and other receivables	\$9,476,025	\$1,232,111	\$ 9,796,811
Financial assets	\$1,223,095	\$13,776,284	\$ 72,887
Inventories	\$43,760	\$53,966	\$ 66,802
Non-current assets classified as held for sale	\$865,424	\$865,424	\$ 190,356
TOTAL CURRENT ASSETS	\$30,536,618	\$25,600,023	\$28,103,548
NON-CURRENT ASSETS			
Trade and other receivables	\$162,000	\$79,921	\$ 162,000
Financial assets	\$274,045	\$274,045	\$ 362,225
Intangible assets	\$1,668,430	\$1,668,430	\$ 1,654,362
Property, infrastructure, plant and equipment	\$308,620,990	\$309,596,011	\$ 301,510,893
TOTAL NON-CURRENT ASSETS	\$310,725,465	\$311,618,407	\$ 303,689,480
TOTAL ASSETS	\$341,262,083	\$337,218,430	\$331,793,030
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	\$190,144	\$642,364	\$ 181,219
Trust funds and deposits	\$1,361,135	\$404,438	\$ 1,305,858
Provisions	\$1,696,110	\$2,192,670	\$ 2,115,486
Interest bearing loans and borrowings	\$0	\$0	\$ -
TOTAL CURRENT LIABILITIES	\$3,247,390	\$3,239,472	\$ 3,602,563
NON-CURRENT LIABILITIES			
Provisions	\$2,324,221	\$1,698,946	\$ 2,324,221
Interest bearing loans & borrowings	\$0	\$0	\$ -
TOTAL NON-CURRENT LIABILITIES	\$2,324,221	\$1,698,946	\$2,324,221
TOTAL LIABILITIES	\$5,571,611	\$4,938,418	\$ 5,926,784
NET ASSETS	\$335,690,473	\$332,280,012	\$325,866,246
EQUITY			
Accumulated Surplus	\$98,946,437	\$37,161,521	\$ 102,398,162
Asset Revaluation Reserve	\$217,168,524	\$295,118,491	\$ 208,675,727
Other Reserves	\$19,575,512	\$0	\$ 14,792,357
TOTAL EQUITY	\$335,690,473	\$332,280,012	\$325,866,246

APPENDIX 4A: COMMUNITY PLANNING FINANCIALS BOORT

Boort Community Plans			ACTUALS			BUDGET		
YEAR	LEDGER	PROJECT	2017/18 FINANCIAL YEAR			2017/18 FINANCIAL YEAR		
			INCOME	EXPENDITURE	NET COST	INCOME	EXPENDITURE	NET COST
		Income						
		Unspent Allocation from Previous Years	\$40,538	\$0	\$40,538	\$40,538	\$0	\$40,538
		This Year's Allocation	\$50,000	\$0	\$50,000	\$50,000	\$0	\$50,000
		Equity Adjustment	\$0	\$0	\$0	\$0	\$0	\$0
		Movement in Wards	\$0	\$0	\$0	\$0	\$0	\$0
		Strategic Fund	\$0	\$0	\$0	\$0	\$0	\$0
	26802	BRIC Gym Alloc 1	\$0	\$0	\$0	\$0	\$0	\$0
	26813	BRIC Gym Alloc 2	\$0	\$0	\$0	\$0	\$0	\$0
		Transfer from Reserve	\$0	\$0	\$0	\$0	\$0	\$0
		Total Amount Available	\$90,538	\$0	\$90,538	\$90,538	\$0	\$90,538
		LESS Expenditure for the Year						
2015/16	16905	Foreshore Master Plan Little Lake Boort	\$0	\$2,345	\$2,345	\$0	\$13,255	\$13,255
2016/17	26840	Playground Install and Landscape Nolens Pk	\$0	\$3,602	\$3,602	\$0	\$23,232	\$23,232
2017/18	26850	Lake Boort Outdoor Furniture	\$0	\$471	\$471	\$0	\$30,000	\$30,000
2017/18	16920	Nolens Park Notice Board	\$0	\$0	\$0	\$0	\$2,500	\$2,500
2017/18	16921	Lake Boort Sculptures	\$0	\$7,636	\$7,636	\$0	\$8,500	\$8,500
CURRENT		Boort Community Plans Unallocated	\$0	\$0	\$0	\$0	\$13,051	\$13,051
		Total Expenditure for the Year	\$0	\$14,054	\$14,054	\$0	\$90,538	\$90,538
		Total Amount Not Spent at the End of the Year, and Available for Next Year			\$76,484			\$0

APPENDIX 4B: COMMUNITY PLANNING FINANCIALS TARNAGULLA

Tarnagulla Community Plans			ACTUALS			BUDGET		
YEAR	LEDGER	PROJECT	2017/18 FINANCIAL YEAR			2017/18 FINANCIAL YEAR		
			INCOME	EXPENDITURE	NET COST	INCOME	EXPENDITURE	NET COST
		Income						
		Unspent Allocation from Previous Years	\$116,251	\$0	\$116,251	\$116,251	\$0	\$116,251
		This Year's Allocation	\$50,000	\$0	\$50,000	\$50,000	\$0	\$50,000
		Strategic Fund	\$0	\$0	\$0	\$0	\$0	\$0
		Movement in Wards	\$0	\$0	\$0	\$0	\$0	\$0
		Equity Adjustment	\$0	\$0	\$0	\$0	\$0	\$0
		Total Amount Available	\$166,251	\$0	\$166,251	\$166,251	\$0	\$166,251
		LESS Expenditure for the Year						
2017/18	16922	Rheola Playground	\$0	\$0	\$0	\$0	\$10,000	\$10,000
2017/18	16923	Tarnagulla Recreation Reserve Seating	\$0	\$0	\$0	\$0	\$10,000	\$10,000
2017/18	26851	Laanecoorie Boat Ramp	\$0	\$0	\$0	\$0	\$100,000	\$100,000
2017/18	12924	Newbridge Solar Bollards	\$0	\$0	\$0	\$0	\$15,000	\$15,000
CURRENT		Tarnagulla Community Plans Unallocated	\$0	\$0	\$0	\$0	\$31,251	\$31,251
		Total Expenditure for the Year	\$0	\$0	\$0	\$0	\$166,251	\$166,251
		Total Amount Not Spent at the End of the Year, and Available for Next Year			\$166,251			\$0

APPENDIX 4C: COMMUNITY PLANNING FINANCIALS TERRICK

Terrick Community Plans			ACTUALS			BUDGET		
YEAR	LEDGER	PROJECT	2017/18 FINANCIAL YEAR			2017/18 FINANCIAL YEAR		
			INCOME	EXPENDITURE	NET COST	INCOME	EXPENDITURE	NET COST
		Income						
		Unspent Allocation from Previous Years	\$26,330	\$0	\$26,330	\$26,330	\$0	\$26,330
		This Year's Allocation	\$50,000	\$0	\$50,000	\$50,000	\$0	\$50,000
		Equity Adjustment	\$0	\$0	\$0	\$0	\$0	\$0
		Strategic Fund	\$0	\$0	\$0	\$0	\$0	\$0
		Total Amount Available	\$76,330	\$0	\$76,330	\$76,330	\$0	\$76,330
		LESS Expenditure for the Year						
2010/11	16279	Pyramid Hill Rural Water Community Areas	\$0	\$0	\$0	\$0	\$6,800	\$6,800
2014/15	26828	Pyramid Hill Caravan Park	\$0	\$813	\$813	\$0	\$16,330	\$16,330
2017/18	14930	PH Bowling Floor Repairs	\$0	\$0	\$0	\$0	\$3,200	\$3,200
2017/18	16917	Dingee Recreation Reserve Playground	\$0	\$0	\$0	\$0	\$5,000	\$5,000
2017/18	26849	Pyramid Hill Memorial Hall Power Upgrade	\$0	\$909	\$909	\$0	\$20,000	\$20,000
2017/18	16918	Dingee Hall Storage Container	\$0	\$0	\$0	\$0	\$10,000	\$10,000
2017/18	16919	Dingee Bowls/Tennis Storage Shed	\$0	\$0	\$0	\$0	\$15,000	\$15,000
CURRENT		Terricks Community Plans Unallocated	\$0	\$0	\$0	\$0	\$0	\$0
		Total Expenditure for the Year	\$0	\$1,722	\$1,722	\$0	\$76,330	\$76,330
		Total Amount Not Spent at the End of the Year, and Available for Next Year			\$74,608			\$0

APPENDIX 4D: COMMUNITY PLANNING FINANCIALS WEDDERBURN

Wedderburn Community Plans			ACTUALS			BUDGET		
YEAR	LEDGER	PROJECT	2017/18 FINANCIAL YEAR			2017/18 FINANCIAL YEAR		
			INCOME	EXPENDITURE	NET COST	INCOME	EXPENDITURE	NET COST
		Income						
		Unspent Allocation from Previous Years	\$100,233	\$0	\$100,233	\$100,233	\$0	\$100,233
		This Year's Allocation	\$50,000	\$0	\$50,000	\$50,000	\$0	\$50,000
		Equity Adjustment	\$0	\$0	\$0	\$0	\$0	\$0
		Movement in Wards	\$0	\$0	\$0	\$0	\$0	\$0
		Strategic Fund	\$0	\$0	\$0	\$0	\$0	\$0
		Total Amount Available	\$150,233	\$0	\$150,233	\$150,233	\$0	\$150,233
		Expenditure						
2016/17	16912	Wedderburn Town Entry	\$0	\$0	\$0	\$0	\$40,000	\$40,000
2016/17	16913	Wedderburn Caravan Park	\$0	\$0	\$0	\$0	\$50,000	\$50,000
CURRENT		Wedderburn Community Plans Unallocated	\$0	\$0	\$0	\$0	\$60,233	\$60,233
		Total Expenditure for the Year	\$0	\$0	\$0	\$0	\$150,233	\$150,233
		Total Amount Not Spent at the End of the Year, and Available for Next Year			\$150,233			\$0

APPENDIX 4E: COMMUNITY PLANNING FINANCIALS INGLEWOOD

Inglewood Community Plans			ACTUALS			BUDGET		
YEAR	LEDGER	PROJECT	2017/18 FINANCIAL YEAR			2017/18 FINANCIAL YEAR		
			INCOME	EXPENDITURE	NET COST	INCOME	EXPENDITURE	NET COST
		Income						
		Unspent Allocation from Previous Years	\$117,715	\$0	\$117,715	\$117,715	\$0	\$117,715
		This Year's Allocation	\$50,000	\$0	\$50,000	\$50,000	\$0	\$50,000
		Strategic Fund	\$0	\$0	\$0	\$0	\$0	\$0
		Movement in Wards	\$0	\$0	\$0	\$0	\$0	\$0
		Equity Adjustment	\$0	\$0	\$0	\$0	\$0	\$0
		Total Amount Available	\$167,715	\$0	\$167,715	\$167,715	\$0	\$167,715
		LESS Expenditure for the Year						
2011/12	24804	Bridgewater Streetscape	\$0	\$0	\$0	\$0	\$39,500	\$39,500
2013/14	26818	Inglewood Eucy Museum Annex	\$0	\$0	\$0	\$0	\$25,000	\$25,000
2015/16	26838	Heritage and Tourism Display IW Eucy Museum Alloc 2	\$0	\$0	\$0	\$0	\$20,000	\$20,000
2017/18	16915	Porters Van	\$0	\$4,845	\$4,845	\$0	\$5,000	\$5,000
2017/18	16916	Bridgewater Memorial Hall Power Upgrade	\$0	\$30,000	\$30,000	\$0	\$30,000	\$30,000
2017/18	26847	Inglewood Sports Centre Power Upgrade	\$0	\$0	\$0	\$0	\$20,000	\$20,000
2017/18	26848	Inglewood Eucy Museum Annex	\$0	\$0	\$0	\$0	\$20,000	\$20,000
CURRENT		Inglewood Community Plans Unallocated	\$0	\$0	\$0	\$0	\$8,215	\$8,215
		Total Expenditure for the Year	\$0	\$34,845	\$34,845	\$0	\$167,715	\$167,715
		Total Amount Not Spent at the End of the Year, and Available for Next Year			\$132,870			\$0

APPENDIX 5: INVESTMENTS

LODDON SHIRE COUNCIL INVESTMENT SCHEDULE											
	Establishment date	Status	Maturity date	Investment days	Interest rate	Investment amount	Interest last year (accrued)	Interest this year	Current investments	Interest received to date	Accrued interest
NAB 44-452-1114	22/05/2017	Closed	21/07/2017	60	2.32%	\$ 2,000,000	\$ 4,958	\$ 2,669	\$ -	\$ 2,669	\$ -
NAB 70-700-8970	2/05/2017	Closed	31/07/2017	90	2.52%	\$ 2,000,000	\$ 8,147	\$ 4,280	\$ -	\$ 4,280	\$ -
NAB 44-452-1114	21/07/2017	Closed	21/08/2017	31	1.91%	\$ 1,000,000	\$ -	\$ 1,622	\$ -	\$ 1,622	\$ -
NAB 23-570-3368	22/06/2017	Closed	23/08/2017	62	2.28%	\$ 1,000,000	\$ 500	\$ 3,373	\$ -	\$ 3,373	\$ -
BGO 2294215	8/06/2017	Closed	6/09/2017	90	2.50%	\$ 2,000,000	\$ 3,014	\$ 9,315	\$ -	\$ 9,315	\$ -
BGO 2297208	13/06/2017	Closed	13/09/2017	92	2.55%	\$ 1,000,000	\$ 1,188	\$ 5,310	\$ -	\$ 5,310	\$ -
NAB 44-441-8766	30/05/2017	Closed	27/09/2017	120	2.47%	\$ 2,000,000	\$ 4,196	\$ 12,045	\$ -	\$ 12,045	\$ -
BGO 2294216	8/06/2017	Closed	9/10/2017	123	2.55%	\$ 2,000,000	\$ 3,074	\$ 14,112	\$ -	\$ 14,112	\$ -
BGO 2304969	20/06/2017	Closed	18/10/2017	120	2.55%	\$ 1,000,000	\$ 699	\$ 7,885	\$ -	\$ 7,885	\$ -
NAB 64-792-7106	22/06/2017	Closed	20/10/2017	120	2.50%	\$ 2,000,000	\$ 1,096	\$ 15,342	\$ -	\$ 15,342	\$ -
BGO 2294217	8/06/2017	Closed	6/11/2017	151	2.60%	\$ 500,000	\$ 784	\$ 4,594	\$ -	\$ 4,594	\$ -
NAB 70-062-6145	30/06/2017	Closed	14/11/2017	137	2.48%	\$ 2,000,000	\$ -	\$ 18,617	\$ -	\$ 18,617	\$ -
NAB 70-700-8970	31/07/2017	Closed	28/11/2017	120	2.45%	\$ 2,000,000	\$ -	\$ 16,110	\$ -	\$ 16,110	\$ -
11:am Account BGO	et 30/11/2017	Open	N/A		1.50%	\$ 1,500,000	\$ -	\$ -	\$ 1,505,378	\$ -	\$ -
NAB 64-792-7106	20/10/2017	Open	20/12/2017	61	2.27%	\$ 2,000,000	\$ -	\$ 7,587	\$ 2,000,000	\$ -	\$ 5,099
NAB 93-482-0424	6/09/2017	Open	8/01/2018	124	2.55%	\$ 1,000,000	\$ -	\$ 8,663	\$ 1,000,000	\$ -	\$ 5,938
NAB 55-839-5005 (LSL)	28/06/2017	Open	16/01/2018	202	2.51%	\$ 1,709,316	\$ -	\$ 23,758	\$ 1,709,316	\$ -	\$ 17,984
NAB 44-452-1114	21/08/2017	Open	19/02/2018	182	2.53%	\$ 1,000,000	\$ -	\$ 12,615	\$ 1,000,000	\$ -	\$ 7,001
NAB 35-640-3396	13/09/2017	Open	12/02/2018	152	2.56%	\$ 1,000,000	\$ -	\$ 10,661	\$ 1,000,000	\$ -	\$ 5,471
NAB 70-700-8970	28/11/2017	Open	26/02/2018	90	2.50%	\$ 2,000,000	\$ -	\$ 12,329	\$ 2,000,000	\$ -	\$ -
NAB 44-441-8766	27/09/2017	Open	26/03/2018	180	2.61%	\$ 2,000,000	\$ -	\$ 25,742	\$ 2,000,000	\$ -	\$ 9,153
NAB Deal 10477451	9/10/2017	Open	9/04/2018	182	2.60%	\$ 2,000,000	\$ -	\$ 25,929	\$ 2,000,000	\$ -	\$ 7,408
NAB 70-062-6145	14/11/2017	Open	16/04/2018	153	2.54%	\$ 2,000,000	\$ -	\$ 21,294	\$ 2,000,000	\$ -	\$ 2,227
NAB 84-459-3192(Wedderburn Kinder)	28/08/2017	Open	16/01/2018	202	2.51%	\$ 194,837	\$ -	\$ -	\$ 194,837	\$ -	\$ -
Interest on Kinder account						\$ 2,706	\$ -	\$ -	\$ -	\$ -	\$ -
Interest on general bank accounts							\$ -	\$ 17,607	\$ -	\$ 17,607	\$ -
Totals							\$ 27,656	\$ 281,262	\$ 16,409,531	\$ 132,682	\$ 60,281
Interest earned											\$ 192,963
Interest transferred to/from externally funded projects											\$ -
Net interest on investments											\$ 192,963
National Australia Bank current investments									\$ 14,904,153		
Bendigo Bank current investments									\$ 1,505,378		
Totals									\$ 16,409,531		

8.2 FINANCE REPORT FOR THE PERIOD ENDING 31 DECEMBER 2017

File Number: 08/06/001

Author: Deanne Caserta, Manager Financial Services

Authoriser: Sharon Morrison, Director Corporate Services

Attachments: 1. Finance report for period ending 31 December 2017

RECOMMENDATION

That Council:

1. receives and notes the 'Finance report for the period ending 31 December 2017'
2. approves budget revisions included in the report for internal reporting purposes only
3. approves the supplementary valuations of rateable and non-rateable properties in respect of the 2017/18 financial year, as returned by the Shire Valuer, LG Valuations Pty Ltd, and endorses them being incorporated into the Register of Rateable and Non Rateable Properties and Rate Book for 2017/18.

CONFLICT OF INTEREST

There is no conflict of interest for any Council staff member involved in the preparation of this report, or involved in the subject matter of the report.

PREVIOUS COUNCIL DISCUSSION

Council is provided with Finance Reports on a monthly basis with the exception of when changes to the Council meeting timetable result in the Council meeting occurring before the completion of the end of month finance procedures.

BACKGROUND

The Finance Report for the period ended 31 December 2017 includes standard monthly information about budget variations, cash, investments, interest, debtors and creditors, and provides a comparison of year-to-date actual results to year-to-date budget (by dollars and percentage) and total revised budget (by percentage).

The information is in the format provided in the adopted 2017/18 Budget, and includes operating results, capital expenditure and funding sources.

This Finance Report also includes supplementary valuations. Each year Council makes a number of additions, subtractions and alterations to the valuations contained in the annual rate book. These changes arise from various sources including:

- splitting of parcels into new rateable assessments
- development of vacant or unproductive land (urban and rural)
- consolidation of separate rateable assessments into one assessment
- re-assessment of property valuations arising from objections to the initial valuation
- additions and cancellations of licences (grazing and water frontages)
- change of use
- covenant on Title
- area amendment
- change of Australian Valuation Property Classification Code (AVPCC)

- supplementary valuation corrections.

ISSUES/DISCUSSION

Budgeted Surplus - Council's budgeted cash surplus has decreased from \$643K to \$625K.

Income Statement (revenue) - Council's year to date (YTD) operating revenue is at 93% of YTD budget. Revenue brought to account for December was \$387K. Capital grants are behind YTD budget as is Vic Roads, recurrent grants and user fees with interest currently ahead of YTD budget.

Income Statement (expenditure) - Council's operating expenditure is at 95% of YTD budget. Payments for this month totalled just over \$2.56M, compared to \$2.21M last month. Labour is now behind budget at 95% (105% last month) and is expected to finish below Council's 104% cap.

Capital Works - The revised budget for capital works is \$19.4M and is 19% complete in financial terms for the current financial year (15% at the end of November). Asset types with major variations (10% or \$10K) include furniture and equipment; land and buildings; plant and equipment; urban and road drainage; recreation, leisure and community facilities; and footpaths with many projects timed for quarter one yet to be commenced. Further analysis is being undertaken by the Management Executive Group to identify projects where funds should be transferred to reserve for expenditure in future years.

Balance Sheet - Council has a cash total of \$17.1M with \$1.4M in general accounts. Debtors are \$9.4M which is a decrease of \$0.2M in the month. Sundry debtors total \$462K with invoices outstanding for 60 or more days relating to community wellbeing debtors and local community groups totalling approximately \$71K.

There were 68 supplementary valuations updated in December. The total rateable CIV at the end of December remains at \$1.82B.

COST/BENEFITS

The benefit to Council and the community is that accurate and regular financial reporting is being disclosed, along with an accurate representation of property valuations being reflected in Council's rating system and the distribution of rate notices for the year 2017/18.

Provision of financial reports on at least a quarterly basis is a requirement of the Local Government Act.

RISK ANALYSIS

The provision of regular and accurate finance reports to Council minimises the risk of Council not delivering projects within the approved budget. Council's risk exposure is also increased if the rating system does not reflect the valuation changes associated with supplementary valuations as Council will not be aware of the changes, which can alter the rate revenue in the current year and in future rating years.

CONSULTATION AND ENGAGEMENT

There has been considerable consultation internally with respective managers in understanding their budget responsibilities and keeping within budgetary constraints.

Consultation with ratepayers and authorities that act on behalf of ratepayers occurs when a change to a property is required or occurs by virtue of a sale.

External engagement with the community was undertaken during the submission period of the budget, and regular reporting provides a mechanism of monitoring the financial outcomes of Council against that expectation.

LODDON SHIRE COUNCIL

FINANCE REPORT FOR PERIOD ENDING 31 DECEMBER 2017



CONTENTS

INTRODUCTION	3
1 CASH SURPLUS POSITION.....	3
1.1 Budget revisions	3
1.2 Operating revenue	3
1.3 Operating expenditure	3
2 STANDARD INCOME STATEMENT	4
2.1 Operating revenue	4
2.1.1 Capital grants.....	4
2.1.2 Vic Roads	4
2.1.3 User fees	4
2.1.4 Recurrent contributions	4
2.1.5 Interest income	4
2.2 Operating expenditure	5
2.2.1 Utilities	5
2.2.2 Payments	5
2.3 Operating surplus	5
2.4 Capital expenditure.....	6
2.4.1 Proceeds from sale of assets	6
2.4.2 Furniture and office equipment.....	6
2.4.3 Land and buildings	6
2.4.1 Plant and equipment	6
2.4.2 Urban and road drainage	7
2.4.3 Recreation, leisure and community facilities.....	7
2.4.4 Footpaths.....	7
3 STANDARD BALANCE SHEET	7
3.1 Cash.....	7
3.2 Receivables	8
3.2.1 Debtors	8
3.2.2 Rates debtors.....	8
3.2.3 Sundry debtors.....	9
3.2.1 Water rights.....	9
3.2.2 Supplementary valuations	10
APPENDIX 1: STANDARD INCOME STATEMENT	11
APPENDIX 2: STANDARD CAPITAL WORKS STATEMENT	12
APPENDIX 3: STANDARD BALANCE SHEET	13
APPENDIX 4: INVESTMENTS	14

INTRODUCTION

During December 2017 the 2018 – 2028 Long Term Financial Plan was finalised and a draft forwarded to Councillors for review prior to presentation at the January 2018 Council Forum.

1 CASH SURPLUS POSITION

1.1 Budget revisions

The overall budget cash surplus, which has been included in the attached financial reports has decreased from \$642,672 to \$625,336.

These changes have adjusted the revised budget in the following areas:

Item	November Finance Report	December Finance Report	Change \$
Operating revenue	\$24,953,767	\$25,365,167	\$411,400
Operating expenditure	(\$31,404,997)	(\$31,833,733)	(\$428,736)
Transfers from reserves	\$16,705,278	\$16,705,278	\$0
Transfers to reserves	(\$2,182,392)	(\$2,182,392)	\$0
Other funding decisions	\$819,369	\$819,369	\$0
Capital expenditure	(\$19,367,973)	(\$19,367,973)	\$0
Other non cash adjustments	\$8,972,696	\$8,972,696	\$0
Accumulated surplus carried forward	\$2,146,924	\$2,146,924	\$0
Closing surplus (deficit) as reported in Appendix 2	\$642,672	\$625,336	(\$17,336)

Major changes are highlighted below:

1.2 Operating revenue

Operating revenue has increased by \$411K.

The main increase to revenue relates to the expected income to be received relating to flood recovery operations which is an offset to an increase to the operating expenditure.

1.3 Operating expenditure

Operating expenditure has increased by \$429K.

The main increase to budget relates to costings for flood recovery staff with the program underway and Inglewood Blue Eucy staff costs of \$16K.

2 STANDARD INCOME STATEMENT

In the analysis of the statements only those areas which have a variance greater than 10% and \$10,000 will be reported. Variances have been explained in further detail below.

2.1 Operating revenue

Total revenue brought to account for the month of December was \$387K.

Revenue YTD is at 93% compared to YTD budget, or \$1.1M behind budget.

2.1.1 Capital grants

Capital grants are currently \$1.06M or 48% behind YTD budget.

The main variation to budget relates to income expected for Roads to Recovery works, with a claim yet to be submitted.

2.1.2 Vic Roads

Vic Roads are currently \$92K or 26% behind YTD budget.

This is behind budget due to a lower than expected amount of works that have been requested by VicRoads.

2.1.3 User fees

User fees are currently \$154K or 17% behind YTD budget.

Items behind YTD budget include:

- packaged care program of \$136K with invoices yet to be raised
- gravel pit income of \$54K due with lower than expected usage to date this year.

2.1.4 Recurrent contributions

Recurrent contributions are currently \$17K or 37% behind YTD budget.

Items behind YTD budget include:

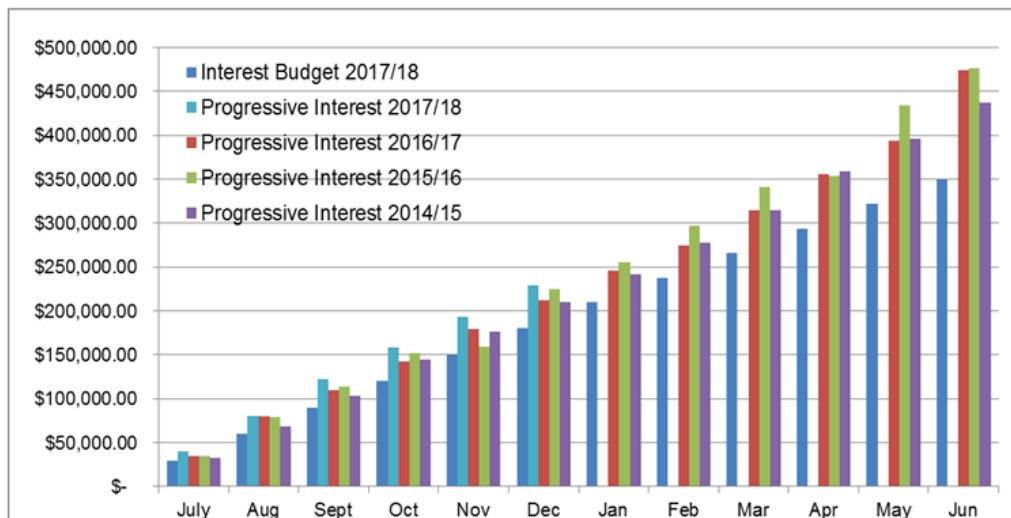
- supplementary valuations of \$11K are lower than expected with invoices yet to be received
- Wedderburn Kindergarten disabled access of \$5K has been finalised with cost under the expected budget.

2.1.5 Interest income

Interest received on investments and rates for the month of December 2017 was \$38K. Year to date income from interest is \$242K.

The total investment interest received and accrued to date is \$229K, and rates interest amounted to \$13K. Year to date represents 64% of the yearly budget amount of \$378K (\$350K for investments only).

Progressive interest from investments for the years 2014/15 to 2017/18 are:



The appendices of this report include a table that shows all investments for the financial year to date for 2017/18. All investments are term deposits with National Australia Bank or the Bendigo Bank. Due to the short term nature of the term deposits, those deposits which have not reached maturity are included as cash in the Balance Sheet. Interest realised, and interest accrued on non-matured deposits, are shown separately on the appendix.

2.2 Operating expenditure

Total operating expenditure for December 2017 was \$2.56M.

Expenditure YTD is at 95% compared to YTD budget of \$15.53M or \$734K behind budget.

2.2.1 Utilities

Utilities are behind YTD budget by \$21K or 11%.

This is mainly due to timing of invoices being received with some on monthly cycle and others on a quarterly cycle.

2.2.2 Payments

During the month the following payments were made:

Creditor payments - cheque	\$8,440.41
Creditor payments - electronic funds transfer	\$2,094,670.26
Payroll (2 pays)	<u>\$656,048.83</u>
TOTAL	<u>\$2,759,159.50</u>

2.3 Operating surplus

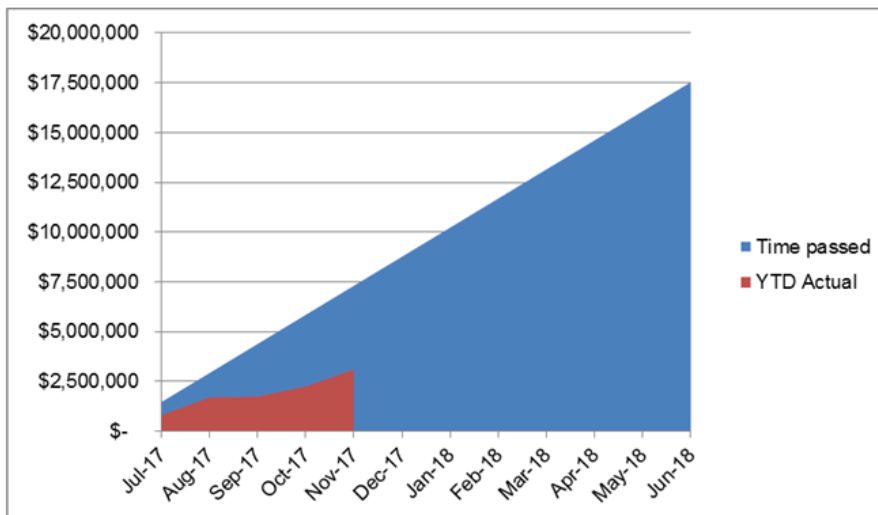
The operating surplus to date is \$1.2M which is \$387K or 24% behind YTD budget.

2.4 Capital expenditure

Total capital works expenditure for December was \$852K.

The total capital works expenditure is 19% complete in financial terms with 50% of the year elapsed.

YTD capital works is currently \$207K or 5% behind YTD budget.



Within the asset types the major variations to YTD budget are:

2.4.1 Proceeds from sale of assets

Proceeds from sale of assets are currently ahead of YTD budget by 61% or \$43K.

The main variation relates to the sale of a fleet item which was earlier than expected.

2.4.2 Furniture and office equipment

Furniture and office equipment is behind YTD budget by \$125K or 62%.

The main variation to budget is the IT strategy implementation works, which have commenced and are expected to progress as the year passes.

2.4.3 Land and buildings

Land and buildings is behind YTD budget by \$29K or 13%.

The main variations to budget relate to the upgrade of public toilets with works in progress, and building safety audit works which have commenced and works are ongoing.

2.4.1 Plant and equipment

Plant and equipment is ahead of YTD budget by \$57K or 23%.

The main variation to budget is the purchase of fleet vehicles ahead of expected timing.

2.4.2 Urban and road drainage

Urban and road drainage is ahead of YTD budget by \$165K.

The main variation to budget is Chapel Street Wedderburn works which is progressing ahead of budget timing.

2.4.3 Recreation, leisure and community facilities

Recreation, leisure and community facilities are behind YTD budget by \$62K or 22%.

The main variation is caravan park equipment with the purchase of mowers still to be undertaken.

2.4.4 Footpaths

Footpaths are currently behind YTD budget by \$174K or 42%.

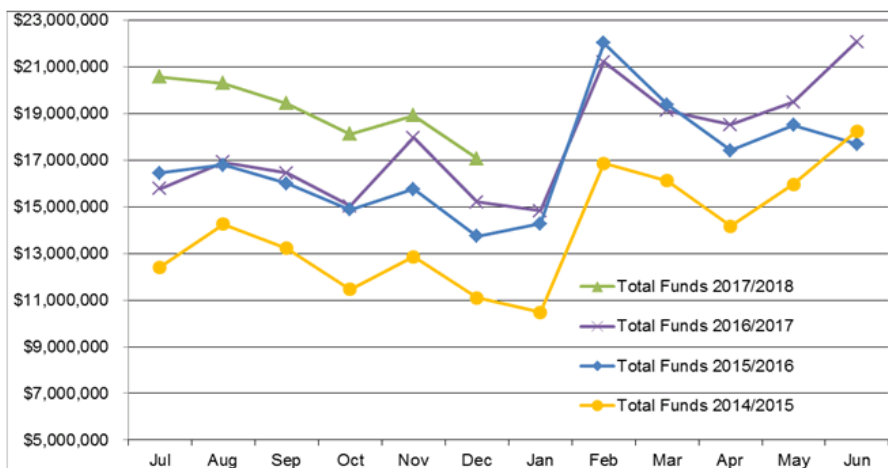
The main variations to budget relate to projects located in Railway Avenue and Serpentine car park with delays in the commencement of the projects.

3 STANDARD BALANCE SHEET

3.1 Cash

At the end of the month, Council's overall cash total was \$17.1M which includes a balance of \$1.4M in general accounts.

Month end balances for Council's cash, from July 2014 until the current month, are reflected in the graph that follows:



3.2 Receivables

3.2.1 Debtors

Monthly balances of the various categories of debtors for the financial year are:

Category of debtor	Dec 2016	June 2017	Nov 2017	Dec 2017
Rates	\$ 7,875,700	\$ 309,702	\$ 8,152,671	\$ 7,867,235
Fire Services Property Levy	\$ 947,144	\$ 42,826	\$ 947,309	\$ 876,143
<i>Total Rates & Fire Services Property Levy</i>	<i>\$ 8,822,844</i>	<i>\$ 352,528</i>	<i>\$ 9,099,980</i>	<i>\$ 8,743,378</i>
Sundry debtors	\$ 498,398	\$ 804,928	\$ 360,387	\$ 462,098
Community loans/advances	\$ 7,412	\$ 7,145	\$ 5,800	\$ 5,800
Long term loans/advances	\$ 240,000	\$ 160,000	\$ 160,000	\$ 160,000
Employee superannuation	\$ 2,085	\$ -	\$ 3,525	\$ -
Magistrates court fines	\$ 103,043	\$ 101,663	\$ 100,763	\$ 100,763
LESS provision for doubtful debts	\$ (78,010)	\$ (110,620)	\$ (92,429)	\$ (92,370)
Total	\$ 9,595,772	\$ 1,315,642	\$ 9,638,025	\$ 9,379,669

3.2.2 Rates debtors

Outstanding rates and the Fire Services Property Levy at the end of selected months were:

	Dec 2016 (5/1/2017)	June 2017 (6/7/2017)	Nov 2017 (4/12/2017)	Dec 2017 (3/01/2018)
2005/06	\$ 340	\$ 357		
2006/07	\$ 909	\$ 953	\$ 250	\$ 252
2007/08	\$ 1,365	\$ 1,432	\$ 393	\$ 397
2008/09	\$ 1,584	\$ 1,661	\$ 411	\$ 415
2009/10	\$ 4,156	\$ 4,196	\$ 1,666	\$ 1,643
2010/11	\$ 9,004	\$ 8,351	\$ 3,316	\$ 3,311
2011/12	\$ 12,394	\$ 12,506	\$ 7,015	\$ 7,065
2012/13	\$ 14,300	\$ 14,341	\$ 8,317	\$ 8,378
2013/14	\$ 17,035	\$ 16,987	\$ 10,825	\$ 10,456
2013/14 Fire Services Property Levy	\$ 4,164	\$ 4,113	\$ 2,363	\$ 2,303
2014/15	\$ 48,697	\$ 45,994	\$ 21,210	\$ 21,677
2014/15 Fire Services Property Levy	\$ 6,768	\$ 6,112	\$ 4,471	\$ 3,922
2015/16	\$ 108,728	\$ 83,817	\$ 37,167	\$ 37,016
2015/16 Fire Services Property Levy	\$ 15,590	\$ 10,372	\$ 6,194	\$ 6,159
2016/2017	\$ -	\$ 108,735	\$ 106,106	\$ 102,634
2016/2017 Fire Services Property Levy	\$ -	\$ 32,600	\$ 14,778	\$ 14,456
2017/2018			\$ 62,621	\$ 10,850
2017/2018 Fire Services Property Levy			\$ 27,241	
Sub-total: arrears	\$ 245,034	\$ 352,528	\$ 314,343	\$ 230,933
Current year (outstanding but not due)	\$ 7,657,187	\$ -	\$ 7,893,375	\$ 7,663,142
Fire Services Property Levy	\$ 920,623	\$ -	\$ 892,262	\$ 849,303
Total outstanding	\$ 8,822,844	\$ 352,528	\$ 9,099,980	\$ 8,743,378
<i>Summary</i>				
<i>Rates in arrears</i>	\$ 218,513	\$ 309,702	\$ 259,296	\$ 204,093
<i>FSPL in arrears</i>	\$ 26,521	\$ 42,826	\$ 55,047	\$ 26,840
Total arrears	\$ 245,034	\$ 352,528	\$ 314,343	\$ 230,933

The next instalment of rates for the 2017/18 financial year is due for payment on 28 February 2018, and for those ratepayers who pay in full the due date is 15 February 2018.

3.2.3 Sundry debtors

Outstanding sundry debtors at the end of the month consist of:

Current	\$43,205	29%
30 days	\$36,111	23%
60 days	\$24,660	16%
90 + days	\$45,871	31%
Sub total routine debtors	\$149,848	100%
Government departments	\$179,386	
GST	\$132,865	
Total	\$462,098	
60 + days consists of:		
Community Wellbeing debtors	\$59,359	
Local community groups	\$6,944	
Others	\$4,229	
Total	\$70,532	

Total outstanding for sundry debtors as at 31 December 2017 is \$462K.

The mainstream sundry debtors of \$150K have been broken into the amount of time they have been outstanding. At present \$71K or 47% of that total has been outstanding for more than 60 days.

3.2.1 Water rights

As of 31 December 2017 Council owned Water Rights have a current valuation of \$1,668,430. The rights are revalued to market value at the end of each financial year; the latest valuation was at 30 June 2017.

The majority of water was purchased to guarantee that there would be sufficient water to maintain a tourism interest in the Boort Lake catchments, along with maintenance of the grounds for two of the major caravan parks within the Shire.

Purchases have been progressive since June 2004 and Council now has rights to 797.30ML (high reliability of 653.40ML and low reliability of 143.90 ML). Actual cash expenditure to purchase the water rights was \$943,963.

There have been no additional purchases in 2017/18 and no future purchases are budgeted.

Storage operating costs for 2016/17 was \$19,140, and YTD for 2017/18 is \$16,471.

As At 30 June 2017					
Original Entry (Est)	Summary:	Reval to per ML	Volume (ML)	Value X Rate	Prog Total
\$ 174,240.00	Issue 1 Goulburn/Murray System	\$ 2,500.00	158.40	\$ 396,000.00	\$ 396,000.00
\$ 56,250.00	Issue 2 Goulburn/Murray System	\$ 2,500.00	45.00	\$ 112,500.00	\$ 508,500.00
\$ 99,750.00	Issue 3 Goulburn/Murray System	\$ 2,500.00	95.00	\$ 237,500.00	\$ 746,000.00
\$ 2,400.00	Goulburn System 1B Boort	\$ 2,500.00	1.00	\$ 2,500.00	\$ 748,500.00
\$ 50,000.00	Loddon system *	\$ 2,500.00	20.00	\$ 50,000.00	\$ 798,500.00
\$ 28,640.00	Goulburn - Low reliability	\$ 320.00	143.20	\$ 45,824.00	\$ 844,324.00
\$ 130,500.00	2014 Purchase 90.0	\$ 2,500.00	90.00	\$ 225,000.00	\$ 1,069,324.00
\$ 199,863.00	2014 Purchase 135.5	\$ 2,500.00	135.50	\$ 338,750.00	\$ 1,408,074.00
\$ 8,555.00	2014 Taken over Boort Park Low reliability	\$ 320.00	5.80	\$ 1,856.00	\$ 1,409,930.00
\$ 19,765.00	2015 Taken over Boort Park	\$ 2,500.00	13.40	\$ 33,500.00	\$ 1,443,430.00
\$ 90,000.00	Bought at \$1800	\$ 2,500.00	50.00	\$ 125,000.00	\$ 1,568,430.00
\$ 36,000.00	Bought at \$1800	\$ 2,500.00	20.00	\$ 50,000.00	\$ 1,618,430.00
\$ 48,000.00	Bought at \$2400	\$ 2,500.00	20.00	\$ 50,000.00	\$ 1,668,430.00
\$ 943,963.00	Direct Calculation		797.30	\$ 1,668,430.00	\$ 1,668,430.00

3.2.2 Supplementary valuations

All rateable and non-rateable supplementary valuations are included in this report.

The supplementary valuations submitted in December 2017 gave the following results:

Details	Number	Site value	CIV	NAV
Amendments	2	\$ (53,600)	\$ (54,000)	\$ (2,700)
Improvement	19	\$ -	\$ 1,532,000	\$ 76,600
Property split / consolidation	24	\$ 153,000	\$ 269,000	\$ 13,450
Demolition / derelict dwelling	2	\$ -	\$ (96,000)	\$ (4,800)
Objections	20	\$ (115,100)	\$ (391,100)	\$ (19,379)
Grazing licence	1	\$ 2,000	\$ 2,000	\$ 100
Grand Total	68	\$ (13,700)	\$ 1,261,900	\$ 63,271

The current balances at end of December 2017 were:

Valuation type	Opening balances	Supplementary changes	Closing balances
Site value	\$ 1,125,564,100	-\$ 13,700	\$ 1,125,550,400
Capital improved value	\$ 1,815,519,700	\$ 1,261,900	\$ 1,816,781,600
NAV	\$ 93,424,128	\$ 63,271	\$ 93,487,399

The total rateable CIV at the end of December 2017 was \$1.82B.

APPENDIX 1: STANDARD INCOME STATEMENT

	2017/18 Original Budget	2017/18 Revised Budget	YTD Budget	YTD Actual	Variance of YTD Actual & YTD Budget	% YTD Actual to YTD Budget	% YTD Actual to Revised Budget
REVENUE FROM ORDINARY ACTIVITIES							
Rates	\$10,406,865	\$10,406,865	\$10,207,716	\$10,268,978	\$61,262	101%	99%
Revenue grants	\$5,783,792	\$5,885,372	\$2,956,226	\$3,034,420	\$78,194	103%	52%
Capital grants	\$3,343,519	\$5,714,913	\$2,216,986	\$1,152,261	(\$1,064,725)	52%	20%
Vic Roads	\$710,647	\$710,647	\$355,320	\$263,368	(\$91,952)	74%	37%
User fees	\$1,681,277	\$1,753,860	\$908,967	\$754,963	(\$154,004)	83%	43%
Capital contributions	\$0	\$0	\$0	\$0	\$0	0%	0%
Recurrent contributions	\$15,000	\$65,000	\$45,000	\$28,257	(\$16,743)	63%	43%
Interest income	\$378,000	\$378,000	\$189,000	\$242,313	\$53,313	128%	64%
* Reversal of impairment losses	\$0	\$3,879	\$3,879	\$3,879	(\$0)	100%	100%
* Library equity	\$0	\$0	\$0	\$0	\$0	0%	0%
Reimbursements	\$305,320	\$446,632	\$267,137	\$281,421	\$14,284	105%	63%
Total revenue	\$22,624,420	\$25,365,167	\$17,150,231	\$16,029,860	(\$1,120,371)	93%	63%
EXPENDITURE FROM ORDINARY ACTIVITIES							
Labour	\$9,652,976	\$10,054,412	\$5,057,179	\$4,822,368	\$234,812	95%	48%
Materials & services	\$7,767,259	\$10,066,655	\$4,943,754	\$4,474,503	\$469,251	91%	44%
Depreciation	\$8,976,575	\$8,976,575	\$4,488,264	\$4,488,289	(\$25)	100%	50%
Utilities	\$430,439	\$430,439	\$199,385	\$178,245	\$21,140	89%	41%
Contract payments	\$1,565,480	\$2,000,915	\$710,290	\$700,379	\$9,911	99%	35%
Loan interest	\$0	\$0	\$0	\$0	\$0	0%	0%
Auditor costs	\$84,660	\$84,660	\$20,910	\$21,191	(\$281)	101%	25%
Councillor costs	\$220,078	\$220,078	\$110,040	\$111,139	(\$1,099)	101%	50%
Loss on sale of assets	\$0	\$0	\$0	\$0	\$0	0%	0%
* Impairment losses	\$0	\$0	\$0	\$0	\$0	0%	0%
Bad debts expense	\$0	\$0	\$0	\$0	\$0	0%	0%
Total expenditure	\$28,697,466	\$31,833,733	\$15,529,822	\$14,796,113	\$733,710	95%	46%
NET RESULT FOR THE PERIOD	(\$6,073,047)	(\$6,468,567)	\$1,620,409	\$1,233,747	\$386,662	76%	-19%
The operating expenditure shown above is represented in Council's key direction areas as follows:							
	2017/18 Original Budget	2017/18 Revised Budget	YTD Budget	YTD Actual	Variance of YTD Actual & YTD Revised Budget	% YTD Actual to YTD Budget	% YTD Actual to Revised Budget
EXPENSES FROM ORDINARY ACTIVITIES							
Economic development & tourism	\$1,419,980	\$1,509,993	\$699,857	\$641,617	\$58,240	92%	42%
Leadership	\$1,218,296	\$1,864,086	\$955,682	\$988,397	(\$32,715)	103%	53%
Works & infrastructure	\$12,931,292	\$13,114,558	\$6,535,013	\$6,483,271	\$51,742	99%	49%
Good management	\$4,549,875	\$4,986,422	\$2,637,011	\$2,450,117	\$186,894	93%	49%
Environment	\$2,056,061	\$2,298,679	\$994,175	\$922,427	\$71,748	93%	40%
Community services & recreation	\$6,521,964	\$8,059,995	\$3,708,084	\$3,310,284	\$397,800	89%	41%
Loss on sale of assets	\$0	\$0	\$0	\$0	\$0	0%	0%
Total operating expenditure	\$28,697,466	\$31,833,733	\$15,529,822	\$14,796,113	\$733,710	95%	46%
NET RESULT FOR THE PERIOD	(\$6,073,047)	(\$6,468,567)	\$1,620,409	\$1,233,747	\$386,662	76%	-19%

* Income and expense items required by Australian Accounting Standards (AAS)

APPENDIX 2: STANDARD CAPITAL WORKS STATEMENT

	2017/18 Original Budget	2017/18 Revised Budget	YTD Budget	YTD Actual	Variance of YTD Actual & YTD Budget	% YTD Actual to YTD Budget	% YTD Actual to Revised Budget
FUNDING DECISIONS							
Add loan interest accrued	\$0	\$0	\$0	\$0	\$0	0%	0%
Less loan repayments	\$0	\$0	\$0	\$0	\$0	0%	0%
Add transfer from reserves	\$6,557,088	\$16,705,278	\$0	\$3,318	(\$3,318)	0%	0%
Less transfer to reserves	(\$2,182,392)	(\$2,182,392)	\$0	\$0	\$0	0%	0%
Add proceeds from sale of assets	\$490,670	\$819,369	\$70,000	\$112,887	(\$42,887)	161%	14%
TOTAL FUNDING DECISIONS	\$4,865,366	\$15,342,255	\$70,000	\$116,205	(\$46,205)	166%	1%
NET FUNDS AVAILABLE FOR CAPITAL	(\$1,207,681)	\$8,873,688	\$1,690,409	\$1,349,952	\$340,456	80%	15%
CAPITAL EXPENDITURE BY ASSET TYPE							
Furniture and office equipment	\$312,000	\$433,774	\$201,888	\$77,269	\$124,619	38%	18%
Land and buildings	\$2,360,363	\$3,085,738	\$221,431	\$192,067	\$29,364	87%	6%
Plant and equipment	\$844,100	\$2,792,000	\$250,002	\$307,144	(\$57,142)	123%	11%
Roadworks	\$3,516,452	\$6,176,826	\$1,458,317	\$1,511,860	(\$53,543)	104%	24%
Urban and road drainage	\$308,000	\$667,975	\$20,429	\$184,981	(\$164,552)	905%	28%
Recreation, leisure and community facilities	\$1,124,000	\$1,427,577	\$283,387	\$221,130	\$62,257	78%	15%
Parks, open space and streetscapes	\$354,500	\$3,229,446	\$1,089,116	\$996,849	\$92,267	92%	31%
Footpaths	\$544,755	\$1,554,637	\$412,338	\$238,351	\$173,987	58%	15%
TOTAL CAPITAL EXPENDITURE PAYMENTS	\$9,364,170	\$19,367,973	\$3,936,908	\$3,729,651	\$207,257	95%	19%
NON CASH ADJUSTMENTS							
Less depreciation	\$8,976,575	\$8,976,575	\$4,488,264	\$4,488,289	(\$25)	100%	50%
Add reversal of impairment losses	\$0	(\$3,879)	(\$3,879)	(\$3,879)	(\$0)	100%	100%
Less loss on sale of assets	\$0	\$0	\$0	\$0	\$0	0%	0%
Less bad debts expense	\$0	\$0	\$0	\$0	\$0	0%	0%
TOTAL NON CASH ADJUSTMENTS	\$8,976,575	\$8,972,696	\$4,484,385	\$4,484,410	(\$25)	100%	50%
Accumulated surplus brought forward	(\$1,802,528)	(\$2,146,924)	\$0	\$0	\$0	0%	0%
NET CASH (SURPLUS)/DEFICIT	(\$207,252)	(\$625,335)	(\$2,237,885)	(\$2,104,711)	(\$133,174)	94%	337%

APPENDIX 3: STANDARD BALANCE SHEET

	December 2017 As per trial balance	June 2017 As per financial statements	December 2016 As per trial balance
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	\$17,073,955	\$9,672,238	\$ 15,211,148
Trade and other receivables	\$9,217,669	\$1,232,111	\$ 9,433,772
Financial assets	\$1,134,643	\$13,776,284	\$ 95,373
Inventories	\$52,910	\$53,966	\$ 77,766
Non-current assets classified as held for sale	\$865,424	\$865,424	\$ 190,356
TOTAL CURRENT ASSETS	\$28,344,601	\$25,600,023	\$25,008,415
NON-CURRENT ASSETS			
Trade and other receivables	\$162,000	\$79,921	\$ 162,000
Financial assets	\$274,045	\$274,045	\$ 362,225
Intangible assets	\$1,668,430	\$1,668,430	\$ 1,654,362
Property, infrastructure, plant and equipment	\$308,724,488	\$309,596,011	\$ 302,178,902
TOTAL NON-CURRENT ASSETS	\$310,828,963	\$311,618,407	\$ 304,357,489
TOTAL ASSETS	\$339,173,565	\$337,218,430	\$329,365,906
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	\$296,117	\$642,364	\$ 137,748
Trust funds and deposits	\$1,358,359	\$404,438	\$ 1,218,811
Provisions	\$1,681,108	\$2,192,670	\$ 2,114,679
Interest bearing loans and borrowings	\$0	\$0	\$ -
TOTAL CURRENT LIABILITIES	\$3,335,584	\$3,239,472	\$ 3,471,238
NON-CURRENT LIABILITIES			
Provisions	\$2,324,221	\$1,698,946	\$ 2,324,221
Interest bearing loans & borrowings	\$0	\$0	\$ -
TOTAL NON-CURRENT LIABILITIES	\$2,324,221	\$1,698,946	\$2,324,221
TOTAL LIABILITIES	\$5,659,805	\$4,938,418	\$ 5,795,459
NET ASSETS	\$333,513,760	\$332,280,012	\$323,570,447
EQUITY			
Accumulated Surplus	\$96,769,724	\$37,161,521	\$ 100,102,362
Asset Revaluation Reserve	\$217,168,524	\$295,118,491	\$ 208,675,727
Other Reserves	\$19,575,512	\$0	\$ 14,792,357
TOTAL EQUITY	\$333,513,760	\$332,280,012	\$323,570,447

APPENDIX 4: INVESTMENTS

LODDON SHIRE COUNCIL INVESTMENT SCHEDULE											
	Establishment date	Status	Maturity date	Investment days	Interest rate	Investment amount	Interest last year (accrued)	Interest this year	Current investments	Interest received to date	Accrued interest
NAB 44-452-1114	22/05/2017	Closed	21/07/2017	60	2.32%	\$ 2,000,000	\$ 4,958	\$ 2,669	\$ -	\$ 2,669	\$ -
NAB 70-700-8970	2/05/2017	Closed	31/07/2017	90	2.52%	\$ 2,000,000	\$ 8,147	\$ 4,290	\$ -	\$ 4,290	\$ -
NAB 44-452-1114	21/07/2017	Closed	21/08/2017	31	1.91%	\$ 1,000,000	\$ -	\$ 1,622	\$ -	\$ 1,622	\$ -
NAB 23-570-3368	22/06/2017	Closed	23/08/2017	62	2.28%	\$ 1,000,000	\$ 500	\$ 3,373	\$ -	\$ 3,373	\$ -
BGO 2294215	8/06/2017	Closed	6/09/2017	90	2.50%	\$ 2,000,000	\$ 3,014	\$ 9,315	\$ -	\$ 9,315	\$ -
BGO 2297208	13/06/2017	Closed	13/09/2017	92	2.55%	\$ 1,000,000	\$ 1,168	\$ 5,310	\$ -	\$ 5,310	\$ -
NAB 44-441-8766	30/05/2017	Closed	27/09/2017	120	2.47%	\$ 2,000,000	\$ 4,196	\$ 12,045	\$ -	\$ 12,045	\$ -
BGO 2294216	8/06/2017	Closed	9/10/2017	123	2.55%	\$ 2,000,000	\$ 3,074	\$ 14,112	\$ -	\$ 14,112	\$ -
BGO 2304969	20/06/2017	Closed	18/10/2017	120	2.55%	\$ 1,000,000	\$ 699	\$ 7,685	\$ -	\$ 7,685	\$ -
NAB 70-792-7106	22/06/2017	Closed	20/10/2017	120	2.50%	\$ 2,000,000	\$ 1,096	\$ 15,342	\$ -	\$ 15,342	\$ -
BGO 2294217	8/06/2017	Closed	6/11/2017	151	2.60%	\$ 500,000	\$ 784	\$ 4,594	\$ -	\$ 4,594	\$ -
NAB 70-082-6145	30/06/2017	Closed	14/11/2017	137	2.48%	\$ 2,000,000	\$ -	\$ 18,617	\$ -	\$ 18,617	\$ -
NAB 70-700-8970	31/07/2017	Closed	28/11/2017	120	2.45%	\$ 2,000,000	\$ -	\$ 16,110	\$ -	\$ 16,110	\$ -
NAB 64-792-7106	20/10/2017	Closed	20/12/2017	61	2.27%	\$ 2,000,000	\$ -	\$ 7,587	\$ -	\$ 7,587	\$ -
11:am Account BGO	at 31/12/2017	Open	N/A		1.50%	\$ 1,500,000	\$ -	\$ -	\$ 1,005,378	\$ -	\$ -
NAB 93-482-0424	6/09/2017	Open	8/01/2018	124	2.55%	\$ 1,000,000	\$ -	\$ 8,663	\$ 1,000,000	\$ -	\$ 8,104
NAB 55-839-5005 (LSL)	28/06/2017	Open	16/01/2018	202	2.51%	\$ 1,709,316	\$ -	\$ 23,758	\$ 1,709,316	\$ -	\$ 21,628
NAB 44-452-1114	21/08/2017	Open	19/02/2018	182	2.53%	\$ 1,000,000	\$ -	\$ 12,615	\$ 1,000,000	\$ -	\$ 9,150
NAB 35-640-3396	13/09/2017	Open	12/02/2018	152	2.56%	\$ 1,000,000	\$ -	\$ 10,681	\$ 1,000,000	\$ -	\$ 7,645
NAB 70-700-8970	28/11/2017	Open	26/02/2018	90	2.50%	\$ 2,000,000	\$ -	\$ 12,329	\$ 2,000,000	\$ -	\$ 4,521
NAB 44-441-8766	27/09/2017	Open	26/03/2018	180	2.61%	\$ 2,000,000	\$ -	\$ 25,742	\$ 2,000,000	\$ -	\$ 13,586
NAB Deal 10477451	9/10/2017	Open	9/04/2018	182	2.60%	\$ 2,000,000	\$ -	\$ 25,929	\$ 2,000,000	\$ -	\$ 11,825
NAB 70-082-6145	14/11/2017	Open	16/04/2018	153	2.54%	\$ 2,000,000	\$ -	\$ 21,294	\$ 2,000,000	\$ -	\$ 6,541
NAB 64-792-7106	20/12/2017	Open	21/05/2018	152	2.52%	\$ 2,000,000	\$ -	\$ 20,989	\$ 2,000,000	\$ -	\$ 1,519
NAB 84-459-3192(Wedderburn Kinder)	28/06/2017	Open	16/01/2018	202	2.51%	\$ 194,837	\$ -	\$ -	\$ 194,837	\$ -	\$ -
Interest on Kinder account						\$ 2,706	\$ -	\$ -	\$ -	\$ -	\$ -
Interest on general bank accounts							\$ -	\$ 22,022	\$ -	\$ 22,022	\$ -
Totals							\$ 27,656	\$ 306,665	\$ 15,909,531	\$ 144,684	\$ 84,519
Interest earned											\$ 229,203
Interest transferred to/from externally funded projects											\$ -
Net interest on investments											\$ 229,203
National Australia Bank current investments									\$ 14,904,153		
Bendigo Bank current investments									\$ 1,005,378		
Totals									\$ 15,909,531		

8.3 CUSTOMER SERVICE STRATEGY 2018-2022

File Number: 02/04/001
Author: Deanne Caserta, Manager Financial Services
Authoriser: Sharon Morrison, Director Corporate Services
Attachments: 1. Draft Customer Service Strategy 2018-2022

RECOMMENDATION

That the draft Customer Service Strategy 2018-2022 be published for public comment.

CONFLICT OF INTEREST

There is no conflict of interest for any Council staff member involved in the preparation of this report, or involved in the subject matter of the report.

PREVIOUS COUNCIL DISCUSSION

At the Council Forum in January 2018, Council was presented with the draft Customer Service Strategy 2018-2022 (the Strategy).

BACKGROUND

One of the strategic indicators in the Council Plan 2017-2021 was the development of a Customer Service Strategy and review of the Customer Service Charter (the Charter) to assist with the improvement of communication with community and customers.

ISSUES/DISCUSSION

An external consultant from Stubbs Consulting was engaged to independently engage with stakeholders to develop the Strategy and Charter.

The project involved a number of key stages including:

- project planning and situational analysis
- internal stakeholder consultation
- community stakeholder consultation
- development of the strategy and new charter.

COST/BENEFITS

There are multiple actions highlighted within the proposed Strategy. The main focus will be to undertake as many of these actions within current financial allocations.

RISK ANALYSIS

The current Charter has expired and is inconsistent with customer expectations given advances in technology.

There is currently no Customer Service Strategy that provides an overall direction for this important function.

Adopting these documents will provide a clear direction and commitments in the delivery of customer services.

CONSULTATION AND ENGAGEMENT

Project planning and situational analysis commenced in September discussing the topics of:

- project coordination
- customer service process with frontline staff
- information technology supporting the delivery of customer service
- media function and its connection to customer service.

Internal stakeholder consultation was undertaken during September/October. A survey was distributed to staff to allow feedback on the current process to assist in determining what is done well and what could be done to improve the customer experience.

Additional on-site meetings were held in October with key staff.

Community consultation commenced late September through to early November. Through a range of paper and online surveys at events and key community locations and workshops in each ward, residents, visitors and businesses within Loddon were invited to provide input into the project.

Workshops were also held in each ward to allow residents to view the results of the survey and provide additional input into the proposed documents.



Customer Service Strategy 2018-2022

Helping to achieve Council's vision of a prosperous, engaged and vibrant community



DOCUMENT INFORMATION

DOCUMENT TYPE:	Strategic document
DOCUMENT STATUS:	Draft
POLICY OWNER POSITION:	Director Corporate Services
INTERNAL COMMITTEE ENDORSEMENT:	Not applicable
APPROVED BY:	Council
DATE ADOPTED:	Click here to enter date of approval
VERSION NUMBER:	1
REVIEW DATE:	Click here to enter a date.
DATE RESCINDED:	Click here to enter a date.
RELATED STRATEGIC DOCUMENTS, POLICIES OR PROCEDURES:	Customer Service Charter Complaints Handling Framework
RELATED LEGISLATION:	Click here to enter text.
EVIDENCE OF APPROVAL:	

Signed by Chief Executive Officer

FILE LOCATION:

Strategic documents are amended from time to time, therefore you should not rely on a printed copy being the current version. Please consult the Loddon Shire website to ensure that the version you are using is up to date.

This document is available in alternative formats (e.g. larger font) if requested.

CONTENTS

1	INTRODUCTION	7
	1.1 Council's Vision and Values.....	7
	1.2 Supporting strategies and plans	7
2	PURPOSE	8
3	BACKGROUND AND CONTEXT	9
	3.1 About Loddon Shire and the community	9
	3.1.1 Location and geography.....	9
	3.1.2 People.....	10
	3.1.3 Ethnic composition	11
	3.1.4 Ageing population	11
	3.1.5 Income levels	11
	3.1.6 Educational levels and qualifications	12
	3.1.7 Need for assistance	12
	3.1.8 Economy	12
	3.1.9 Economic profile changes	13
	3.1.10 Internet connectivity.....	13
	3.1.11 Councillors and Wards.....	14
4	OUR SERVICES.....	15
	4.1 Key statistics.....	15
	4.2 How we currently deliver services.....	15
	4.2.1 Overview	15
	4.2.2 Customer service	15
	4.3 Challenges and looking to the future.....	16
5	COMMUNITY CONSULTATION	17
	5.1 How we consulted	17
	5.2 What the Community has told us	18
6	CUSTOMER SERVICE CHARTER	19
	6.1 Guiding principles	19
	6.2 Help us to help you	19
	6.3 Access and inclusion	19
	6.4 Have your say.....	19
	6.5 Our service and standards.....	20
	6.6 Payment methods available.....	21
	6.7 Complaints	21
	6.8 Privacy.....	21
7	ACTION PLAN	22
8	REVIEW OF STRATEGY	23

FOREWARD

The Customer Service Strategy 2018-2022 (Strategy) outlines Loddon Shire Council's strategic approach to the delivery of customer service across the Shire over the next four years.

This is the first time Loddon Shire Council has developed a Strategy focused on the customer experience and the service received. The Shire recognises the importance of achieving a sustainable balance in the range and accessibility of customer service options available for the community.

The Strategy was developed in consultation with the community, internal Council stakeholders and informed by research activities including analysis of customer service data.

The activities outlined in this document have been reviewed by Council and the community and will be implemented over the next four years.

1 INTRODUCTION

1.1 Council’s Vision and Values

The Strategy aligns with Council’s Core Values as outlined in the Council Plan 2017-2021. It provides a sound basis and direction from which Council can plan and make future decisions over the next four years.



The development of the Strategy is further supported in the Council Plan 2017-2021:

Theme: High Performing Organisation		
Strategy	Action	Strategic Indicator
Quality customer service <i>Improve communication with community and customers</i>	Create better opportunities for the community to access Council information, services and support	Review the Customer Service Charter and develop a Customer Service Strategy

1.2 Supporting strategies and plans

The Shire has a number of other strategies and plans in place to support our customers. This Strategy draws upon a wider Council policy context:

- Disability, Access and Inclusion Plan 2017-2021
- IT Strategy 2017-2022
- Complaint Handling Framework 2017
- Communication and Community Engagement Policy 2014
- Social Media Policy and Strategy 2013.

2 PURPOSE

Loddon Shire Council is committed to providing quality customer service, and creating better opportunities for the community to access Council information, services and support.

The Strategy has been designed to particularly address the following key strategic directions:

1. Provide customer service that is accessible and flexible enough to meet the changing needs of our community.
2. Communicate and engage effectively with our community.
3. Allocate customer service resources to the areas of most need.
4. Improve our responsiveness and monitor our performance.
5. Develop an organisation-wide approach and training for customer service delivery.
6. Review and streamline our processes.
7. Provide Council staff with the tools required to deliver effective customer service.

The Strategy contains an action plan to address these strategic directions.

3 BACKGROUND AND CONTEXT

3.1 About Loddon Shire and the community

3.1.1 Location and geography

Loddon Shire is located in central Victoria, about 175 kilometres north-west of the Melbourne CBD. Loddon Shire is bounded by Gannawarra Shire in the north, the Shire of Campaspe and the City of Greater Bendigo in the east, Mount Alexander and Central Goldfields Shires in the south, and Northern Grampians and Buloke Shires in the west.

Loddon Shire is within the Loddon Mallee Regional Development Australia region which constitutes almost a quarter of the state and is a region known for the highest number of small towns in Victoria.

The geography of the Shire is diverse with rolling hills and Box Iron Bark forests, granite outcrops, pockets of premium agricultural land as well as the river in the south which brings tourist and lifestyle benefits. In contrast the northern part of the Shire features broad flat plains of dry land, wetlands, rivers, lakes, woodlands and irrigated farming areas as well as granite outcrops and well preserved heritage and cultural features.



Loddon Shire encompasses 6,700 square kilometres and is a 'community of communities', comprising a number of small towns dispersed throughout the shire including the towns of Bridgewater, Inglewood, Wedderburn, Dingee, Mitiamo, Serpentine, Newbridge, Tarnagulla, Boort, Pyramid Hill and other surrounding villages and communities. These townships are diverse but they are connected by our Council which strengthens them as a whole.

The north eastern part of the Shire holds valuable irrigation infrastructure and is connected to the Murray Darling irrigation system. This supports intense agriculture including dairy and horticulture.

Three major highway arteries run through the Shire, the Calder Highway which is the main passage through the Mallee and Sunraysia; the Loddon Valley Highway which runs through to Kerang and connects with the Murray Valley Highway; and the Wimmera Highway which runs through the south east of the Shire and links with the Western District and on to South Australia. These have a long history of being major transport routes and today connect with Melbourne carrying road freight and passenger traffic.

The southern parts of the Shire are approximately half an hour from the greater Bendigo region and the entire Shire is well-connected to Melbourne with a freeway connecting Bendigo with Melbourne, and a reliable and frequent passenger rail service.

The towns within the southern portion of the Shire are steeped in 150 years of gold rush and farming history and have strong cultural and heritage links, with the goldfields influencing past wealth and prosperity along with hardship and pioneering traditions.

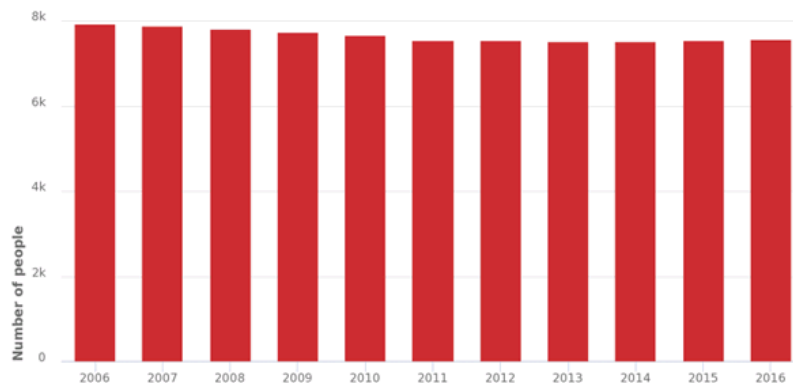
The Shire enjoys a Mediterranean climate with warm summers and fine sunny winter days. The average rainfall in the Shire is approximately 500mm.

3.1.2 People

The Australian Bureau of Statistics estimated resident population for 2016 (2016 ERP) was 7,555. This is made up of more than 2,780 in the north (2016 ERP), compared with over 4,810 in the south (2016 ERP). There is a trend of population increasing in the south of the Shire and decreasing in the north.

Estimated Resident Population (ERP)

Loddon Shire

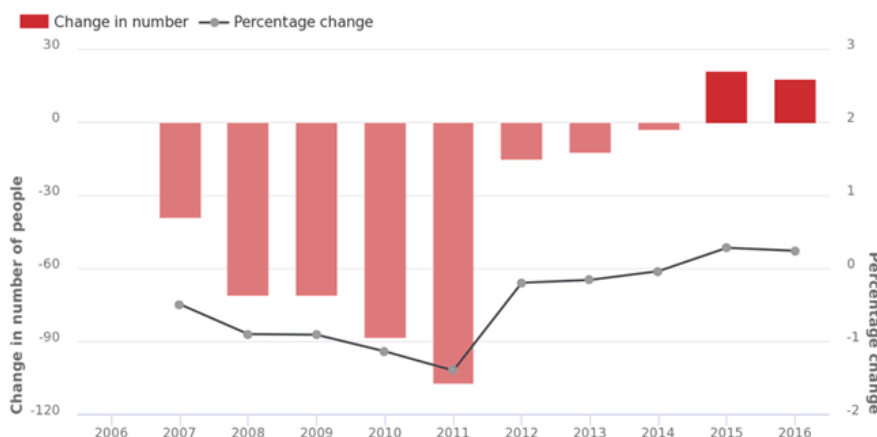


Source: Australian Bureau of Statistics, Regional Population Growth, Australia (3218.0). Compiled and presented by .id the population experts



Annual change in Estimated Resident Population (ERP)

Loddon Shire



Source: Australian Bureau of Statistics, Regional Population Growth, Australia (3218.0). Compiled and presented by .id the population experts



The 2013 Loddon Mallee South Regional Economic Outlook report forecasts ongoing overall population decline in the longer term of 0.23% to 2026. Population forecasts predict that the number of residents living in the Shire will decrease slightly each year. In the last decade there has been a decrease in the number of family households and an increase in lone person households. Both mortgage repayments and rentals are relatively low, reflecting cheaper housing prices in Loddon Shire compared with regional cities and metropolitan Melbourne.

3.1.3 Ethnic composition

The majority of Loddon Shire’s population was born in Australia however, 8% came from other countries. Only 3% of residents have identified as speaking a language other than English at home.

The ethnic composition reflects that of regional Victoria, and relative to Australia’s urban centres, is not vastly diverse.

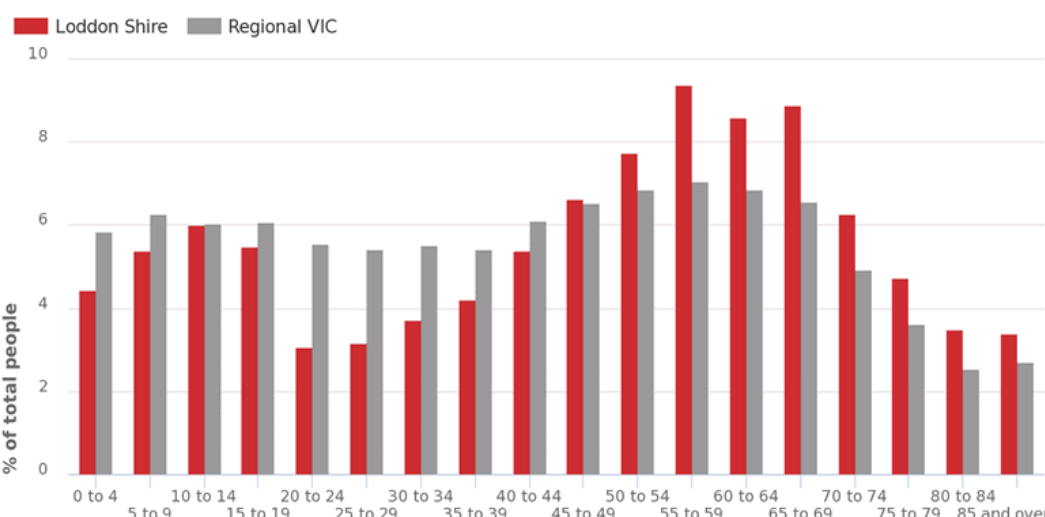
3.1.4 Ageing population

Just over 21% of the population is under 19 years of age, 43.3% of the population is in the traditional working age group (19-59) and 35.7% is in the traditional retirement age group (60+). Like many other rural municipalities, the number of older adults living in the community is expected to grow considerably in coming years.

The Loddon area is seeing a decline in people less than 50 years of age and an increase in older employees or retirees settling in the municipality.

Age structure - five year age groups, 2016

Total persons



Source: Australian Bureau of Statistics, Census of Population and Housing, 2016 (Usual residence data). Compiled and presented in profile.id by .id, the population experts.



Analysis of the service age groups of Loddon Shire in 2016 compared to regional Victoria shows that there was a lower proportion of people in the younger age groups and a higher proportion of people in the older age groups (60+ years).

3.1.5 Income levels

Analysis of household income levels in Loddon Shire in 2016 compared to regional Victoria shows that there was a smaller proportion of high income households (those earning \$2,500 per week or more) and a higher proportion of low income households (those earning less than \$650 per week).

Overall, 5.8% of the households earned a high income and 31.9% were low income households, compared with 12.5% and 22.9% respectively for regional Victoria.

3.1.6 Educational levels and qualifications

Analysis of the highest level of schooling attained by the population in Loddon Shire in 2016 compared to regional Victoria shows that there was a higher proportion of people who had left school at an early level (Year 10 or less) and a lower proportion of people who completed Year 12 or equivalent.

Overall, 41.2% of the population left school at Year 10 or below, and 27.3% went on to complete Year 12 or equivalent, compared with 34.7% and 38.9% respectively for regional Victoria.

Analysis of the qualifications of the population in Loddon Shire compared to regional Victoria shows that there was a lower proportion of people holding formal qualifications (Bachelor or higher degree; Advanced Diploma or Diploma; or Vocational qualifications), and a higher proportion of people with no formal qualifications.

Overall, 32.3% of the population aged 15 and over held educational qualifications, and 55.1% had no qualifications, compared with 40.5% and 48.4% respectively for regional Victoria.

3.1.7 Need for assistance

Analysis of the need for assistance of people in Loddon Shire compared to Regional VIC shows that there was a higher proportion of people who reported needing assistance with core activities.

Overall, 7.4% of the population reported needing assistance with core activities, compared with 6.0% for regional Victoria.

This need for assistance is often met voluntarily by family members and friends. Our volunteer rates are higher than other areas of Victoria. Over one third of our residents volunteer their time and skills to people with disabilities, long term illness and problems associated with ageing; as well as to other tasks such as unpaid childcare and domestic work; and to various community-based organisations and groups.

3.1.8 Economy

Loddon Shire's Gross Regional Product is estimated at \$0.39 billion, which represents 0.1% of Victoria's Gross State Product.

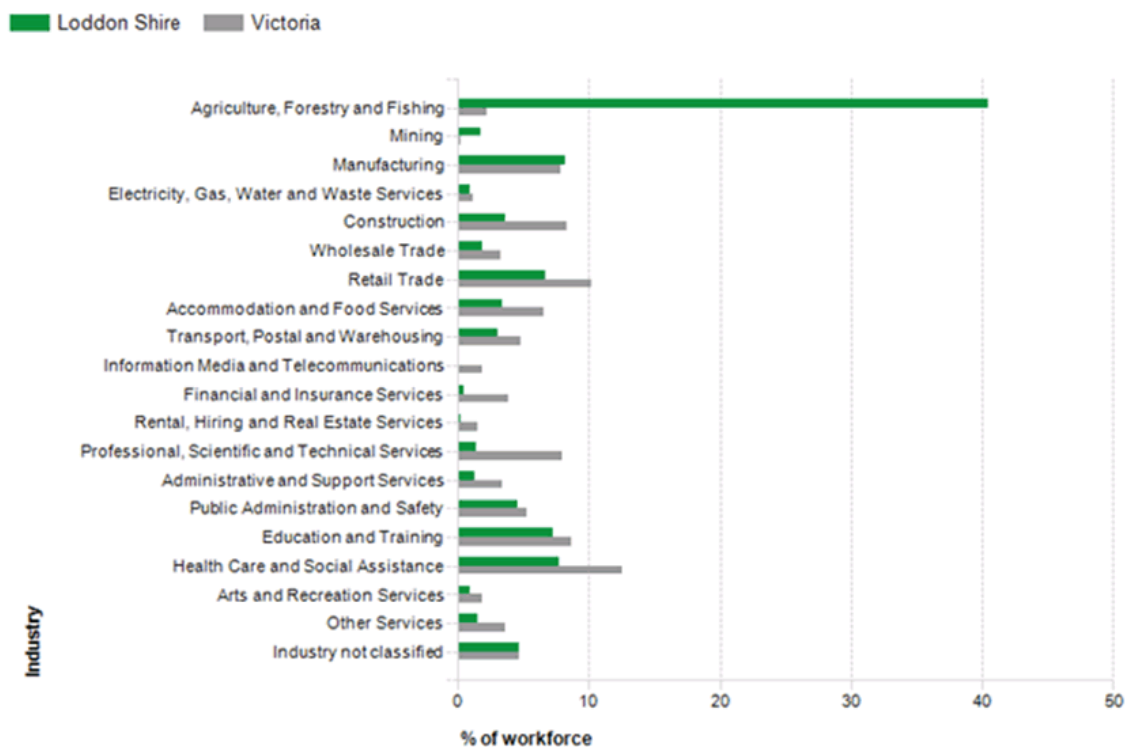
There were 3,066 local jobs in Loddon Shire in 2016. An analysis of the jobs held by the local workers in Loddon Shire in 2016 shows the three most popular industry sectors were:

- Agriculture, Forestry and Fishing (1,069 local workers 40.4%)
- Manufacturing (218 local workers 8.2%)
- Health Care and Social Assistance (204 local workers 7.7%)

In combination these three industries employed 1,491 people in total or 56.4% of local workers.

In comparison, Victoria employed 2.2% in Agriculture, Forestry and Fishing; 7.8% in Manufacturing; and 12.5% in Health Care and Social Assistance.

Employment (Census) by industry sector, 2016



Source: Australian Bureau of Statistics, Census of Population and Housing, 2016
 Compiled and presented in economy.id by .id, the population experts.



3.1.9 Economic profile changes

Nature-based tourism is a potential new industry segment and represents a significant development opportunity to attract visitors into the shire. Significant nature tourism assets such as the Loddon River, Mount Kooyoora and the Boort wetlands offer a new and quite unique group of experiences to a broad range of visitors.

Nature and natural heritage are an important part of what makes the region attractive to tourists and new residents alike.

3.1.10 Internet connectivity

Internet use in the Shire is lower than the state average, however it has increased markedly since 2006. In 2006, only 13% of residents had access to internet connections. By 2016, this grew to 62%. However, 25% of the population continues to have no internet connection at all. The agricultural sector relies heavily on electronic communications and associated technologies.

Mobile phone coverage, broadband and wireless internet and satellite GPS services are now essential for the modern competitive agricultural enterprise. With agriculture being the dominant sector of our economy, it is essential that investment in electronic communication and associated technology continues.

3.1.11 Councillors and Wards

Loddon Shire Council consists of five councillors elected from five wards.

The five wards of Loddon Shire are:

- Boort Ward
- Inglewood Ward
- Tarnagulla Ward
- Terrick Ward
- Wedderburn Ward

Details about the wards and councillors can be found on Council's website: www.loddon.vic.gov.au

Under the Local Government Act 1989, Councillors are elected to be the governing body of our municipality. Our Councillors play a vital leadership role in creating and implementing our community's vision, strategic direction and the values within which we operate. Our Councillors guide the development of local policies, set service standards and priorities and monitor the performance of the organisation. Other responsibilities of Councillors include determining the financial strategy and budget, allocating resources, and liaising with other levels of government.



Council's Ordinary Meetings are held in the Council Chamber at the Serpentine Shire office, 37 Peppercorn Way, Serpentine on the fourth Tuesday of each month and commence at 3pm.

Should a public holiday fall on the fourth Tuesday, the meeting is held the next day. The meeting timetable is set for 12 months in advance by December each year.

4 OUR SERVICES

4.1 Key statistics

Customer Service Snapshot – Loddon Shire Council		2016/17
Population		7,555
Geographic area of municipality		6,700km ²
EFT Customer Service Officers (Wedderburn)*		1.0
Customer requests lodged		3,145
Telephone calls to customer service		17,679
Telephone calls direct to departments		4,468
After hours phone calls to Council		799
Most common customer request types		Rates Building and Planning Road maintenance Animal management Garbage service Trees

* The Serpentine District Office has a part time customer service presence.

4.2 How we currently deliver services

4.2.1 Overview

Loddon Shire Council's Customer Service operations include:

- interpersonal service delivery at its two offices (counter enquiries and requests)
- interpersonal service delivery and interactions over the phone, internet, mail and email
- online payment capability via BPay for most services
- payment of Council accounts can also be made in person at approved agencies:
 - Boort - Boort Resource and Information Centre, 119 Godfrey Street
 - Bridgewater - Post Office, 4 Main Street
 - Dingee - General Store, 18 Mack Street
 - Dunolly - Rural Transaction Centre, 109 Broadway
 - Inglewood - Bendigo Bank, 64 Brooke Street
 - Mitiamo - General Store, 5 Joffre Street
 - Pyramid Hill - Newsagency and Post Office, 12-14 Kelly Street
 - Tarnagulla - Post Office, 101 Commercial Road
- Council operates an accredited Visitor Information Centre at the Wedderburn Community Centre. This service is open 9am to 5pm, 7 days (except Christmas Day and Good Friday). This service is operated specifically as a visitor and tourism information provision.

4.2.2 Customer service

The Customer Service Team is well trained, multi skilled and able to triage less complex customer enquiries, without referring the customer to another Council officer. This includes telephone and operating on a 'face to face' customer contact basis at two Council Centres:

- Wedderburn Shire Offices (main customer service operations)
- Serpentine District Office (limited services).

Customers are able to contact Council Customer Service via telephone from 8.15am to 4.45pm Monday to Friday.

Council centre hours for in person service:

- Wedderburn - 8.15am to 4.45pm Monday to Friday
- Serpentine – 8.30am to 5.00pm Monday to Friday.

Serpentine generally operates as a stand-alone facility, with most customer service interactions via the telephone, and low face to face customer contact. Officers from the Community Services Department are housed at this site. The customer service provided is combined with other activities, primarily support the functions of this department.

Council provides a 24/7 emergency after-hours service. This service is provided internally by nominated officers on a rotating roster basis.

4.3 Challenges and looking to the future

Loddon Shire is a 'community of communities', spread across more than 6,700 square kilometres. A challenge exists for Council in the provision of equitable customer service delivery across the Shire's geographical vastness.

Loddon Shire's population is in decline and aging faster than the rest of Victoria. The ability for the community to access the internet is also relatively low. Digital communication channel preferences continue to evolve and Council needs to be responsive to these technological advances. Council also needs to ensure that accessible multi-channel options are available to the community for lodging requests or seeking information. Having the ability to speak to someone over the phone or in person is considered highly important by the community.

The Victorian State Government mandated rate capping places additional pressure on Council to reduce the cost of service delivery. Under the plan, Councils are directed to cap rate increases at a figure set by the Minister for Local Government.

Approximately two-thirds of Loddon Shire's budget is reliant upon state and federal government grants. Council is challenged with continuing to secure adequate financial support in an increasingly competitive environment. Maintaining the way in which Council is able to deliver services to the community is reliant on provision of this external funding.

5 COMMUNITY CONSULTATION

5.1 How we consulted

To support the development of this Strategy a community survey was conducted between September and November 2017 to better understand community views and needs in relation to customer service delivery.

The survey addressed preferred communication / transaction options and gauged how satisfied customers were with a range of service aspects. The survey also gave customers the opportunity to generally comment on their concerns and service experiences with the Shire.

A questionnaire was made available for completion online via Council's website and with iPads provided at Council Centres for survey completion. A hard copy questionnaire was also available.

Survey interviews were undertaken by a Council officer equipped with an iPad at community events in each Ward:

- 30 September 2017 – Tarnagulla Strictly Vintage Fair
- 14 October 2017 – Boort Annual Agricultural Show
- 22 October 2017 – Wedderburn Open Gardens
- 28 October 2017 – Pyramid Hill Fiesta
- 5 November 2017 – Inglewood Alive Town Festival.

A communications plan was developed to coordinate community messaging. The survey was promoted via the following methods:

- media releases
- published on Council's website, including the web banner
- posts on Council's Facebook page promoting the survey during the consultation period reached more than 3090 people
- mayoral column
- invitations to participate in the online survey were emailed to 173 community groups and organisations across the Shire
- option to enter a prize draw to win a \$100 hamper of local produce.

As part of the survey, respondents were able to register their interest in attending a community workshop to further explore their ideas on Council customer service delivery.

A total of 124 customers responded.

Following the review of the survey responses, a series of community workshops were facilitated on 30 November and 6 December 2017 to provide community members with an opportunity to provide feedback via interactive group discussions; and to build on the feedback provided in the surveys.

Community workshop opportunities were available in each of the five Shire ward areas:

Date	Township	Venue	Participants
30 November 2017	Pyramid Hill	Senior Citizens Centre	5 people
	Boort	Senior Citizens Centre	0 people
	Wedderburn	Senior Citizens Centre	2 people
6 December 2017	Inglewood	Neighborhood House	3 people
	Tarnagulla	Tarnagulla Hall	1 person

The draft strategy was prepared, and made available for community comment and suggested refinements during February 2018, prior to Council adoption.

5.2 What the Community has told us

The Community told us that:

- they need to continue to have multiple service channel options available, both when contacting Council and when receiving information from Council. The ability to speak to a 'real person' either on the phone or in-person is considered highly important
- they would like improved access to Council service in townships
- satisfaction with customer service received was high - in relation to aspects such as courtesy and friendliness of Council officers
- some of the main issues identified by the community relate to responsiveness, including lack of follow up and timeliness of responses
- the most common words that community members used to describe an ideal customer experience with Council include:
 - friendly, helpful and pleasant
 - knowledge, accurate and informative
 - fast, timely and follow up
 - courteous, polite and listen
 - easy and simple.

6 CUSTOMER SERVICE CHARTER

Our Customer Service Charter sets out our commitment to you. This Charter details the level of service you should expect to receive from us, and what to do if you feel these expectations aren't met.

6.1 Guiding principles

Loddon Shire Council is committed to providing quality customer service, and creating better opportunities for the community to access Council information, services and support.

Our customer service principles outline our promise to you. We will:

- be friendly, courteous and treat you with respect
- provide accurate and consistent information that is easily understood
- be responsive, follow up your requests and advise you of the status as required
- listen to you and seek your feedback
- provide accessible service options.

6.2 Help us to help you

We want to provide you with the best possible customer service – you can help us by doing the following:

- provide accurate and complete information
- treat our staff with courtesy and respect
- work with us to reach a resolution
- advise us if your details change
- give us feedback on how we've done
- contact us to make an appointment if you have a complex enquiry or need to speak with a specific officer.

6.3 Access and inclusion

Council is committed to ensuring services are accessible and flexible to meet the changing needs of our community.

If English is not your first language or you need some help in understanding any of the services Council delivers, we can offer alternative formats and services.

We will provide accessible information for people with a disability or otherwise in need of assistance.

6.4 Have your say

Council is committed to engaging the Community in our decision making processes. To find out more about how you can have your say, please visit our [website](http://www.loddon.vic.gov.au) – www.loddon.vic.gov.au.

6.5 Our service and standards

How you can contact us	Our response
Visit in person Monday to Friday: Wedderburn – 41 High Street 8.15am to 4.45pm Serpentine – 37 Peppercorn Way 8.30am to 5.00pm We are closed public holidays	When visiting any of our Centres or buildings, we will greet you in a timely manner and attend to your query promptly. Appointments are recommended if you wish to meet with a particular person or department. Appointment times will be kept.
Telephone requests to Customer Service during open hours: (03) 5494 1200 8.15am to 4.45pm Monday to Friday	All telephone calls to Customer Service will be answered promptly within our published call response targets. Callers will be greeted by Council Customer Service staff clearly identifying themselves. Telephone messages to Customer Service will be returned the same business day.
Telephone requests direct to individual departments or Council officers	Callers will be greeted by Council staff clearly identifying themselves and their service area. Where possible, calls will be answered within 30 seconds. If calls are not able to be answered, telephone messages will be returned within two business days.
After hours telephone requests to Customer Service: (03) 5494 1200	We provide a 24 hour telephone service for after-hours requests where a situation is dangerous or requires urgent attention. A Council officer will respond to urgent matters immediately. Where messages are left for non-urgent matters, these will be processed by Customer Service and allocated to the appropriate department on the following business day.
Council main email: loddon@loddon.vic.gov.au Council website: www.loddon.vic.gov.au	When you send an email to our main address or via our website, we will let you know we have received your request and provide you with an automatic acknowledgement and receipt. Where a response has been requested, a Council officer will issue a response within three business days of receiving your request to provide you with a personalised acknowledgement including contact information and timeframe for resolution.
Emails to individual departments or Council officers Mail (eg. Australia Post) PO Box 21, Wedderburn VIC 3518	Where a response has been requested, a Council officer will issue a response within three business days of receiving your request to provide you with a personalised acknowledgement including contact information and timeframe for resolution.

At times, Council is required to attend to situations that require urgent attention and these will be handled as a priority. Response timeframes for general enquires or less urgent matters may be affected. Examples include and are not limited to natural disaster or severe weather events.

6.6 Payment methods available

Method	How
Website	Council's secure payments using Visa or Mastercard
Shire Offices	EFTPOS by phoning 54 94 1200 In person via cash, cheque, credit card or EFTPOS
Australia Post	In person at any Post Office By phoning 131 816 Online at Australia Post Billpay Billpay card – contact Council for further information
BPAY	Online or phone banking facility through bank, credit union or building society from your cheque, credit or savings account.
Direct Debit	Via instalments from your bank account – contact Council for further information
Mail	PO Box 21 Wedderburn VIC 3518
Approved agencies	In person <ul style="list-style-type: none"> ○ Boort - Boort Resource and Information Centre, 119 Godfrey Street ○ Bridgewater - Post Office, 4 Main Street ○ Dingee - General Store, 18 Mack Street ○ Dunolly - Rural Transaction Centre, 109 Broadway ○ Inglewood - Bendigo Bank, 64 Brooke Street ○ Mitiamo - General Store, 5 Joffre Street ○ Pyramid Hill - Newsagency and Post Office, 12-14 Kelly Street ○ Tarnagulla - Post Office, 101 Commercial Road

6.7 Complaints

Council is committed to service excellence and recognises a customer's right to make a complaint. Complaints give Council vital information about its services and a valuable opportunity to address any issues and identify any areas of service that need improvement.

The Complaint Handling Framework outlines Council's commitment to providing a fair and consistent process for customers making a complaint, and is available on our [website](http://www.loddon.vic.gov.au) (www.loddon.vic.gov.au) or we can send you a copy upon request.

Council also welcomes compliments and comments.

6.8 Privacy

Council respects and protects the integrity, confidentiality and privacy of information. Unless required to do so by law, we will keep your personal information confidential and not disclose it without your consent.

7 ACTION PLAN

This Strategy provides Loddon Shire with a framework for customer service delivery. A number of strategic directions have been developed and under each there are a range of actions.

Strategic direction	Actions
<p>1. Provide customer service that is accessible and flexible enough to meet the changing needs of our community</p>	<p>1.1. Investigate the introduction of a regular rotation of in-person customer service and other Council staff to areas across the Shire, including attendance at neighbourhood / community houses, and listening posts at events.</p> <p>1.2. Have customer service request forms available to enable mobile staff the ability to lodge requests for service on behalf of community members.</p> <p>1.3. Explore partnerships with agencies, post offices, senior citizens centres and other key groups in townships to keep Council customer request forms and reply-paid envelopes.</p> <p>1.4. Develop and implement interactive 'smart' online forms.</p> <p>1.5. Investigate the ability for customers to have virtual / online appointments with departmental staff.</p> <p>1.6. Investigate the use of a mobile phone number for community members to raise requests via text message.</p> <p>1.7. Implement integration of a smart phone app to enable customers to lodge requests into Council's Customer Request System.</p> <p>1.8. Investigate the introduction of webchat functionality.</p>
<p>2. Communicate and engage effectively with our community</p>	<p>2.1. Develop and maintain a welcome pack for new residents to Loddon Shire. Provide this both online and in hard copy at strategic locations across the Shire.</p> <p>2.2. Promote to the community the various customer service channels available, including online functionality.</p> <p>2.3. Establish an annual program of community engagement to determine and validate satisfaction levels with services offered and future needs and expectations.</p> <p>2.4. Review and continue to improve the way in which we communicate and engage with our committees of management and volunteers.</p> <p>2.5. Redevelop Council's website in consultation with the community - so that Council information is easier to find, and links to related non-Council information are included.</p> <p>2.6. Through redevelopment of the Social Media Strategy, streamline processes for social media posting and investigate the feasibility - including resourcing implications - of enabling the ability for customers to provide interactive two-way feedback on social media.</p> <p>2.7. Introduce automatic acknowledgement of customer requests via email or SMS into the Customer Request System.</p>
<p>3. Allocate customer service resources to the areas of most need.</p>	<p>3.1. Provide overflow and relief support for the Customer Service Officer at Wedderburn by relocating nominated 'back office' staff to the front counter area.</p> <p>3.2. Consider allocating additional administrative resources in departmental areas to assist with responding to customer requests and enquiries.</p> <p>3.3. Explore opportunities to link in with the Wedderburn Visitor Information Centre to provide additional support.</p>

Strategic Direction	Actions
4. Improve our responsiveness and monitor our performance.	4.1 Refine and agree upon mandatory organisational customer service standards and response times - and implement systems to measure performance. 4.2 Develop departmental Service Level Agreements (SLA) and implement systems to measure performance, particularly around following up customer requests. 4.3 As part of Council's pending information technology reforms, ensure the ability to collect and analyse the right data to enable better identification of improvement opportunities in the future.
5. Develop an organisation-wide approach and training for customer service delivery.	5.1. Develop organisational protocols for customer service delivery including voicemail, departmental staff availability for customer enquiries and backfilling of responsibilities. 5.2. Develop agreed organisational protocols to enable consistent lodgement of requests, and to ensure that all requests are captured in the Customer Request System. 5.3. Develop both an organisational customer service training program and specific program for new customer service team members as part of Council's induction program. 5.4. Review and refine communication processes for providing the Customer Service Team with current departmental information.
6. Review and streamline our processes	6.1. Develop customer service scripts for high volume enquiry types to enhance the ability for Customer Service to triage basic enquiries at first point of contact. 6.2. Review and streamline internal processes in Council departments where the most common customer request types are received. This may include initially rates, building and planning, roads, animal management, garbage service and trees. 6.3. Continue with the program of ongoing service delivery reviews across Council.
7. Provide Council staff with the tools required to deliver effective customer service delivery	7.1. Redevelop and maintain an up to date intranet / knowledge base available for all staff that provides clarity on roles and responsibilities. 7.2. Improve external and internal service delivery by implementing the new website, intranet, phone system and corporate system - as identified in the Information Technology Strategy 2017-2022.

8 REVIEW OF STRATEGY

The Customer Service Strategy will be reviewed with results made available to our customers. A new document will be completed on or before 31 December 2022.

9 INFORMATION REPORTS**9.1 PROGRESS OF 2018 REVALUATION**

File Number: 09/01/001
Author: Deanne Caserta, Manager Financial Services
Authoriser: Sharon Morrison, Director Corporate Services
Attachments: Nil

RECOMMENDATION

That Council receives and notes the "Progress of the 2018 revaluation" report.

CONFLICT OF INTEREST

There is no conflict of interest for any Council staff member involved in the preparation of this report, or involved in the subject matter of the report.

PREVIOUS COUNCIL DISCUSSION

Nil

BACKGROUND

In accordance with Valuation Best Practice, Council undertakes a revaluation of all properties in the Shire every two years. The prescribed date for the next valuation is 1 January 2018, and that valuation date will be used for the 2018/19 Budget.

Council currently undertakes its revaluation process via an external contractor, LG Valuations Pty Ltd, and they are currently in the process of revaluing properties in the Shire.

ISSUES/DISCUSSION

Valuation Best Practice outlines milestone stage dates for the return of information during the revaluation process. This is to ensure that Council has a Valuation Return by the final due date of 30 April 2018.

Stage 1: Stage 1 includes preparation, planning and statistical analysis of the previous valuation against recent sales. Stage 1 was lodged with the Valuer-General Victoria (VGV) on 28 February 2017, and a 7A Certificate was received on 17 March 2017.

A 7A Certificate is authorisation of the revaluation stage by VGV and states that:

- The required documentation and evidence has been provided
- The work is in accordance with the standards required by VGV for the 2018 General Valuation
- The work is considered satisfactory by VGV.

Stage 2: Stage 2 includes the largest body of work – Rural and Residential properties. This stage is the preliminary work required for those properties, where the majority of inspections and field data verification is completed. A final review of values for these properties occurs in Stage 4.

Due to the size of the data, Stage 2 is normally lodged in two parts – Rural and Residential.

Stage 2 was due on 31 October 2017. Stage 2 was lodged with the VGV on 28 August 2017. Certification of Stage 2 was returned on 12 October 2017.

Stage 3A: Stage 3A includes specialist properties that Council has nominated in the contract as being unusual, due to size or nature. It includes chicken farms, olive groves, piggeries, and other commercial properties.

Stage 3A was due on 31 August 2017, and was lodged with VGV on 1 September 2017.

Certification of Stage 3A was returned on 4 December 2017.

Stage 3B: Stage 3B is Commercial and Industrial properties. This stage is not due for lodgement until 31 January 2018.

Stage 4: Stage 4 is a review of Stage 2 data based on an analysis of subsequent sales. This stage is due on 31 March 2018.

Stage 5: Stage 5 is the return of the valuation to Council, and includes the valuer's final report. This stage is due on 30 April 2018.

Certification of this stage is critical for Council's budget process, as the new valuation will be used as a basis for raising rates in the first year after return. Council does not usually resolve to advertise the budget until certification has been received, to ensure that the valuation base does not change; however, this is the first year of a new revaluation where the final legislated adoption date of the budget is 30 June. Therefore, consideration may need to be given to resolving to advertise even though Stage 5 is not returned.

The following table summarises the milestone dates for the 2018 revaluation, and progress to date on each of the stages:

Stage	Details	Due date	Date lodged with VGC	Date certified by VGV
Stage 1	Statistical analysis	28 February 17	28 February 17	17 March 17
Stage 2	Residential and rural - Preliminary valuations: - Rural - Residential	31 October 17 31 October 17	28 August 2017 28 August 17	28 September 17 12 October 17
Stage 3A	Specialist properties	31 August 17	1 September 17	4 December 17
Stage 3B	Commercial and industrial	31 January 18	Not yet due	
Stage 4	Residential and rural - Final valuations - Rural - Residential	31 March 18 31 March 18	Not yet due Not yet due	
Stage 5	Valuation return	30 April 18	Not yet due	

As well as gauging progress against the milestone dates, Council is able to monitor the process by the following mechanisms:

1. Council is provided with a report from Valuer-General Victoria (VGV) when each stage is approved
2. Formal and informal periodic meetings with LG Valuations Pty. Ltd. are undertaken. Under Council's contract, Council can ask for meetings with LG to discuss progress, queries, and any potential issues with return of data.

Further reports on progress of the whole revaluation will be provided to Council following milestone dates.

COST/BENEFITS

The revaluation process has a budgetary allocation each year as the process takes a full two-year period to complete.

Council receives a contribution from the State Revenue Office for the data every second year, which assists in defraying costs associated with the revaluation process.

Council has a reserve specifically for revaluations which assists in evening out the costs over the full two-year period of the revaluation process, as one year has high costs and low income, while the other year has low costs and high income.

RISK ANALYSIS

By undertaking the revaluation process Council is ensuring:

- that it complies with the Valuation of Land Act 1960 requirements
- that valuation data is up to date and relevant so that valuations used for rating purposes are current and accurate.

This reduces the financial and reputational risk that could be experienced by Council if valuations did not reflect current levels, and a large number of ratepayers were successful in objecting to valuations.

Council should also note that due to recent changes to the Valuation of Land Act 1960, Council's valuation contract will be assigned from council to the Valuer-General to manage from 1 July 2018.

CONSULTATION AND ENGAGEMENT

Council advises property owners of the revaluation process in the Mayoral Column.

Information about valuations for rating purposes and how property owners can object to their valuation are included on Council's rates notices.

10 COMPLIANCE REPORTS**10.1 SECTION 86 COMMITTEE OF MANAGEMENT MEMBERSHIP DETAILS-LITTLE LAKE BOORT**

File Number: 02/01/028
Author: Michelle Hargreaves, Administration Officer
Authoriser: Sharon Morrison, Director Corporate Services
Attachments: Nil

RECOMMENDATION

That Council appoints the persons named in this report as members of the Little Lake Boort Section 86 committee of management, effective immediately.

CONFLICT OF INTEREST

There is no conflict of interest for any Council staff member involved in the preparation of this report, or involved in the subject matter of the report.

PREVIOUS COUNCIL DISCUSSION

Council approved the current list of committee members for Little Lake Boort Committee of Management on 22 November 2016.

BACKGROUND

Current Section 86 committee instruments of delegations include Clause 3.6 which outlines the requirement for nomination and appointment of committee members, which is as follows:

Members and Office Bearers of the Committee

At the Annual General Meeting each year nominations shall be called for proposed members of the committee. The committee must then elect from its proposed members the following office bearers:

- President, who shall be Chairperson of the Committee
- Secretary
- Treasurer.

The full list of proposed members must be forwarded to Council for formal appointment at an Ordinary Meeting of Council, in accordance with section 86(2). Until this formal appointment by Council occurs, the previous committee members will continue to hold office.

Clause 3.3 Membership of the committee outlines Council's preferred composition of the committee specific to each delegation, and states that Council seeks to provide broad representation to the committees.

For community based committees, at least 6 community representatives are preferred.

For organisation based committees, each delegation has a list of organisations that are required to provide representatives for the committee.

ISSUES/DISCUSSION

Little Lake Boort is a community based committee with preferred representation requiring at least 6 community representatives. The following is a list of nominated representatives for the committee which meets the minimum requirement:

Name	Position
Neil Beattie	President
Doug Aldrich	Vice President
Barry Kennedy	Secretary
Ray Stomann	Treasurer
Luke Stomann	Committee Member
Barry Barnes	Committee Member
Murray Chalmers	Committee Member
Kevin Sutton	Committee Member
Lance Slatter	Committee Member
John Nelson	Committee Member
Peter Cameron	Committee Member
Wendy James	Committee Member
Tim James	Committee Member
Rod Stringer	Committee Member
Guy Contarino	Committee Member

The Council representative for this committee is Cr Neil Beattie.

COST/BENEFITS

The benefit of this report is that Council has an up to date and accurate record of current committee members to ensure that contact can be made, particularly where Council is requesting committees to comply with reporting requirements under the legislation.

RISK ANALYSIS

Section 86 Committees act for and on behalf of Council which creates a risk for Council should they ever act outside their delegated authority.

Under Section 86(2) of the Act, "Council may appoint members to a special committee and may at any time remove a member from a special committee".

Council's appointment of committee members, not only satisfies the legislation, but also provides Council with the opportunity to sight the list of committee members before formally appointing them as they are the people that will be operating the committees, and in effect, acting for and on behalf of Council over the course of the year.

CONSULTATION AND ENGAGEMENT

Nil

10.2 SECTION 86 COMMITTEE OF MANGEMENT MEMBERSHIP DETAILS-INGLEWOOD COMMUNITY SPORTS CENTRE

File Number: 02/01/021
Author: Michelle Hargreaves, Administration Officer
Authoriser: Sharon Morrison, Director Corporate Services
Attachments: Nil

RECOMMENDATION

That Council appoints the persons named in this report as members of the Inglewood Community Sports Centre Section 86 committee of management, effective immediately.

CONFLICT OF INTEREST

There is no conflict of interest for any Council staff member involved in the preparation of this report, or involved in the subject matter of the report.

PREVIOUS COUNCIL DISCUSSION

Council approved the current list of committee members for Inglewood Community Sports Centre Committee of Management on 13 December 2016.

BACKGROUND

Current Section 86 committee instruments of delegations include Clause 3.6 which outlines the requirement for nomination and appointment of committee members, which is as follows:

Members and Office Bearers of the Committee

At the Annual General Meeting each year nominations shall be called for proposed members of the committee. The committee must then elect from its proposed members the following office bearers:

- President, who shall be Chairperson of the Committee
- Secretary
- Treasurer.

The full list of proposed members must be forwarded to Council for formal appointment at an Ordinary Meeting of Council, in accordance with section 86(2). Until this formal appointment by Council occurs, the previous committee members will continue to hold office.

Clause 3.3 Membership of the committee outlines Council's preferred composition of the committee specific to each delegation, and states that Council seeks to provide broad representation to the committees.

For community based committees, at least six community representatives are preferred.

For organisation based committees, each delegation has a list of organisations that are required to provide representatives for the committee.

ISSUES/DISCUSSION

Inglewood Community Sports Centre is an organisation based committee with representatives from each of the stakeholder groups. The following is a list of nominated representatives for the committee which meets the minimum requirement:

Name	Organisation
Les Miller	Community member
Shane Maxwell	Community member
Gordon McNaughton	Community member
Chris Nevins	Inglewood Cricket Club
Tony Noonan	Inglewood Cricket Club
Andrew Nevins (Vice President)	Inglewood Football Club
Graham Roberts	Inglewood Football Club
Alan Last (President)	Inglewood Lawn Tennis Club
Helen Canfield	Inglewood Lawn Tennis Club
Vicky Tierney (Secretary/Treasurer)	Inglewood Netball Club
Vacant	Inglewood Netball Club

The Council representative for this committee is Cr. Colleen Condliffe.

COST/BENEFITS

The benefit of this report is that Council has an up to date and accurate record of current committee members to ensure that contact can be made, particularly where Council is requesting committees to comply with reporting requirements under the legislation.

RISK ANALYSIS

Section 86 Committees act for and on behalf of Council which creates a risk for Council should they ever act outside their delegated authority.

Under Section 86(2) of the Act, "Council may appoint members to a special committee and may at any time remove a member from a special committee".

Council's appointment of committee members, not only satisfies the legislation, but also provides Council with the opportunity to sight the list of committee members before formally appointing them as they are the people that will be operating the committees, and in effect, acting for and on behalf of Council over the course of the year.

CONSULTATION AND ENGAGEMENT

Nil

10.3 SECTION 86 COMMITTEE OF MANAGEMENT MEMBERSHIP DETAILS-PYRAMID HILL SWIMMING POOL

File Number: 02/01/033
Author: Michelle Hargreaves, Administration Officer
Authoriser: Sharon Morrison, Director Corporate Services
Attachments: Nil

RECOMMENDATION

That Council appoints the persons named in this report as members of the Pyramid Hill Swimming Pool Section 86 committee of management, effective immediately.

CONFLICT OF INTEREST

There is no conflict of interest for any Council staff member involved in the preparation of this report, or involved in the subject matter of the report.

PREVIOUS COUNCIL DISCUSSION

Council approved the current list of committee members for Pyramid Hill Swimming Pool Committee of Management on 22 November 2016.

BACKGROUND

Current Section 86 committee instruments of delegations include Clause 3.6 which outlines the requirement for nomination and appointment of committee members, which is as follows:

Members and Office Bearers of the Committee

At the Annual General Meeting each year nominations shall be called for proposed members of the committee. The committee must then elect from its proposed members the following office bearers:

- President, who shall be Chairperson of the Committee
- Secretary
- Treasurer.

The full list of proposed members must be forwarded to Council for formal appointment at an Ordinary Meeting of Council, in accordance with section 86(2). Until this formal appointment by Council occurs, the previous committee members will continue to hold office.

Clause 3.3 Membership of the committee outlines Council's preferred composition of the committee specific to each delegation, and states that Council seeks to provide broad representation to the committees.

For community based committees, at least six community representatives are preferred.

For organisation based committees, each delegation has a list of organisations that are required to provide representatives for the committee.

ISSUES/DISCUSSION

Pyramid Hill Swimming Pool is a community based committee with preferred representation requiring at least six community representatives. The following is a list of nominated representatives for the committee which meets the minimum requirement:

Name	Position
Tania Burke	President
Alison Farrar	Vice president
Colleen Hampson	Secretary
Vaughan Herrick	Treasurer
Katrina Van Eyk	Committee Member
Kelly Gould	Committee Member
Penny Caspani	Committee Member
Chelsea Challis-Broad	Committee Member
Kim Lister	Committee Member

The Council representative for this committee is Cr Cheryl McKinnon

COST/BENEFITS

The benefit of this report is that Council has an up to date and accurate record of current committee members to ensure that contact can be made, particularly where Council is requesting committees to comply with reporting requirements under the legislation.

RISK ANALYSIS

Section 86 Committees act for and on behalf of Council which creates a risk for Council should they ever act outside their delegated authority.

Under Section 86(2) of the Act, "Council may appoint members to a special committee and may at any time remove a member from a special committee".

Council's appointment of committee members, not only satisfies the legislation, but also provides Council with the opportunity to sight the list of committee members before formally appointing them as they are the people that will be operating the committees, and in effect, acting for and on behalf of Council over the course of the year.

CONSULTATION AND ENGAGEMENT

Nil

10.4 QUARTERLY REPORT AGAINST COUNCIL PLAN

File Number: 02/02/003
Author: Sharon Morrison, Director Corporate Services
Authoriser: Phil Pinyon, Chief Executive Officer
Attachments: 1. Quarterly report against Council Plan

RECOMMENDATION

That Council note the progress against the actions and tasks (strategic indicators) in the Council Plan contained in the attachment to this report.

CONFLICT OF INTEREST

There is no conflict of interest for any Council staff member involved in the preparation of this report, or involved in the subject matter of the report.

PREVIOUS COUNCIL DISCUSSION

The Council Plan 2017-2021 was adopted by Council on 27 June 2017.

BACKGROUND

The new Local Government Performance Reporting Framework (which is part of the Local Government Act) requires reporting against the Council Plan half yearly.

ISSUES/DISCUSSION

Attached is a report on the progress of actions and tasks (strategic indicators) identified in the Council Plan. Council is currently completing Year 1 of the four year plan. As the format and structure of the progress report is new, there may be a need for some fine tuning with future reports.

COST/BENEFITS

There are no costs associated with the recommendation of this report. Costs of individual projects within the plan are included in the Budget for the relevant delivery years.

RISK ANALYSIS

There are no risks associated with the recommendation of this report.

Reporting on a regular basis provides an opportunity to monitor progress and respond to any issues.

Reporting on a six monthly basis ensures compliance with Item 17 of the Local Government Performance Reporting Framework Governance and Management Checklist.

CONSULTATION AND ENGAGEMENT

Consultation was undertaken with responsible council officers in the preparation of this report.



Action and Task Progress Report

Loddon Shire Council

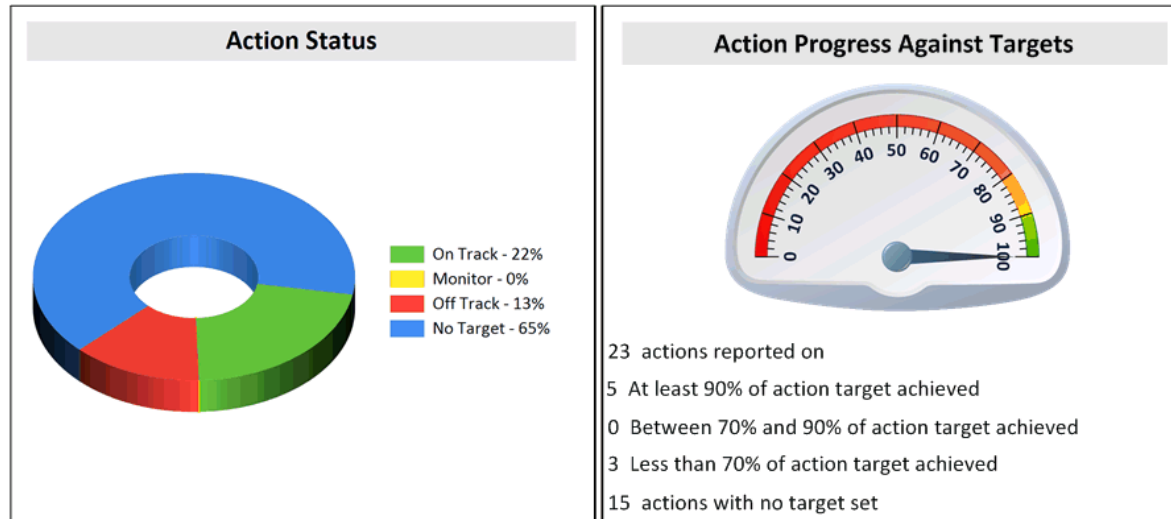


Print Date: 11-Jan-2018

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OVERVIEW



ACTION PLANS



GREEN

At least 90% of action target achieved



AMBER

Between 70% and 90% of action target achieved



RED

Less than 70% of action target achieved




No target set

* Dates have been revised from the Original dates

1 Population


1.1 Grow and invigorate Loddon's population

1.1.1 Population growth and diversity - Develop a more balanced and sustainable demographic profile

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
1.1.1.1 Advocate for the provision of quality facilities and services which attract and retain families	Allan Stobaus - Manager Community Support	In Progress	01-May-2017	30-Jun-2021	50.00%	100.00%	 RED
<p>ACTION PROGRESS COMMENTS:</p> <p>-Solar heating of swimming pool water is currently being installed at Mitiamo, Pyramid Hill and Wedderburn. These 3 are due to be operational by December 31 2017. Boort and Inglewood will be installed by June 30 2017, these are awaiting associated infrastructure to be installed.</p> <p>-A funding submission has been submitted to The State Government to construct female friendly change rooms at the Bridgewater Recreation Reserve. Notification has been received that this funding submission has been successful. Awaiting funding agreement and anticipate project commencement in mid to late 2018.</p> <p>-Inglewood Swimming Pool/Netball change rooms are due to commence construction. It is anticipated that these will be completed by June 30 2018.</p> <p>-A number of smaller to medium size infrastructure projects are at various stages of implementation.</p> <p>Donaldson Park Complex: A funding application has been submitted to the Federal Govt Building Better Regions Program, the amount requested is 2.5 million dollars. Notification is expected prior to June 2018.</p> <p>Pyramid Hill Football and Netball Floodlighting. Notification has been received that a funding submission to the State Government has been successful to install these lights. A funding agreement is pending and works should commence mid 2018.</p> <p>Last Updated: 04-Jan-2018</p>							

TASK(S)	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %
Implement the Donaldson Park Master Plan	Allan Stobaus - Manager Community Support	In Progress	01-Jul-2017	30-Jun-2018	50.00%
<p>TASK PROGRESS COMMENTS:</p> <p>Stage 1 of the Donaldson Park Redevelopment Project is to develop full concept and building plans for proposed new change room, social, kitchen and associated facilities to cater for all user groups at the reserve. Concept plans are 85% developed and the tender process for the full design phase will be implemented in October 2017. The development of a funding strategy, marketing plan and management plan is also underway. It is anticipated that the above will be in place by late October early November. It is the desire of the Community Steering Committee to have full building plans completed in the next 3-4 months.</p> <p>Stage 2 of the project is the construction phase this will only commence once full funding is secured.</p> <p>A funding application has been submitted to the Federal Governments Building Better Regions Program (2.5 million). Notification is expected prior to June 2018.</p> <p>Last Updated: 04-Jan-2018</p>					

1.1.2 Quality childcare services - Optimise the potential for all residents to pursue employment opportunities and lifestyle choices

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
1.1.2.1 Develop feasibility study, business case and advocacy strategy for required level of childcare services	Wendy Gladman - Director Community Wellbeing	Not Started	01-Jul-2017	30-Jun-2021	0.00%	-	

ACTION PROGRESS COMMENTS:
 Not yet commenced
 Last Updated: 12-Oct-2017

TASK(S)	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %
Complete busines case for childcare services	Paula Yorston - Manager Community Services	Not Started	01-Jul-2017	30-Jun-2018	0.00%

TASK PROGRESS COMMENTS:
 Not yet commenced
 Last Updated: 11-Jan-2018

Complete feasibility study for childcare services	Paula Yorston - Manager Community Services	Not Started	01-Nov-2017	31-Oct-2018	0.00%
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TASK PROGRESS COMMENTS:
 Not yet commenced
 Last Updated: 11-Jan-2018

1.1.3 Infrastructure, amenities and services - Support community needs with high standard infrastructure, facilities, services and programs

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
1.1.3.1 Maintain high quality roads, buildings, parks and gardens, and provide quality amenities and recreation facilities	Steven Phillips - Director Operations	Ongoing	01-Jul-2017	30-Jun-2021	-	-	

ACTION PROGRESS COMMENTS:
 Councils assets continue to be maintained in accordance with asset management plans and Council standards.

Last Updated: 11-Jan-2018

TASK(S)	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %
95% or more of road defects completed within timeframe allocated	Daniel Lloyd - Manager Works	Ongoing	01-Jul-2017	30-Jun-2018	-

TASK PROGRESS COMMENTS:
 A report is provided to Council the second month of each financial quarter detailing compliance against the inspection and defect rectification targets specified within the Road Management Plan from the preceding quarter.

Last Updated: 10-Jan-2018

Complete reviews of Asset Management Plans	Indivar Dhakal - Manager Technical Services	In Progress	01-Jul-2017	30-Jun-2018	25.00%
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TASK PROGRESS COMMENTS:
 Review of Road Asset Management Plan, Building Asset Management Plan and Asset Management Policy are complete. Road Asset Management Plan has been revised and adopted with the recommendations of the review. Revision of Building Asset Management Plan and Asset Management Policy are underway. Upon completion, review and revision (if required) for other asset classes to follow.

Last Updated: 08-Jan-2018

1.1.4 Attractive housing policies - Encourage population growth by improving the ease of transition for new residents

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
1.1.4.1 Prepare Settlement Strategy to provide a suitable supply of residential land in and around towns	Steven Phillips - Director Operations	In Progress	01-Jul-2017	30-Jun-2021	80.00%	-	

ACTION PROGRESS COMMENTS:
 Settlement Strategy draft has been prepared and will be presented to the February 2018 Council Forum.
 Last Updated: 11-Jan-2018


TASK(S)	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %
New residential development in and around towns	Glenn Harvey - Manager Development and Compliance	In Progress	01-Jul-2017	30-Jun-2018	80.00%

TASK PROGRESS COMMENTS:
 January 2018 The Draft Settlement Strategy is to be presented to Council forum in February
 Last Updated: 11-Jan-2018

Provision of vacant land zoned for residential development in and around towns	Glenn Harvey - Manager Development and Compliance	In Progress	01-Jul-2017	30-Jun-2018	80.00%
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TASK PROGRESS COMMENTS:
 January 2018 The Draft Settlement Strategy is to be presented to Council forum in February
 Last Updated: 11-Jan-2018

1.1.5 Public transport services - Improve the mobility and accessibility of residents to lifestyle needs and choices

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
1.1.5.1 Determine the level of community need for additional public transport and advocate for appropriate public transport services	Wendy Gladman - Director Community Wellbeing	Not Started	01-Jul-2017	30-Jun-2021	0.00%	-	

ACTION PROGRESS COMMENTS:
 Not yet commenced, although some preliminary discussions have been conducted regarding community transport models
 Last Updated: 11-Jan-2018

TASK(S)	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %
Complete feasibility study on increase to public transport	Wendy Gladman - Director Community Wellbeing	Not Started	01-Jul-2017	30-Jun-2018	0.00%

TASK PROGRESS COMMENTS:
 Not yet commenced, although some preliminary discussion have been conducted regarding community transport models
 Last Updated: 11-Jan-2018


Work in collaboration with Loddon Campaspe Regional Partnership to examine opportunities for transport for smaller communities	Phil Pinyon - Chief Executive Officer	In Progress	01-Jul-2017	30-Jun-2018	25.00%
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TASK PROGRESS COMMENTS:
 This is one of five priority projects that the Regional Partnership is advocating to the State Government for possible budget inclusion in next year's State Budget.
 Last Updated: 02-Oct-2017

2 Economic Prosperity

2.1 Support development of a prosperous and diverse economy

2.1.1 Tourism - Realise Loddon’s tourism potential by supporting and promoting our natural, historical and cultural assets

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
2.1.1.1 Develop a comprehensive, cohesive and compelling story which positions and promotes Loddon Shire as ‘Victoria’s natural playground’	Lynne Habner - Manager Executive and Commercial Services	Ongoing	01-Jul-2017	30-Jun-2021	-	-	
<p>ACTION PROGRESS COMMENTS: Media releases and Facebook posts regularly promote Loddon highlighting the nature-based tourism on offer.</p> <p>The draft Tourism Marketing Plan has been advertised for comment. Last Updated: 17-Oct-2017</p>							
TASK(S)	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %		
Complete a review of the Tourism Strategy	Lynne Habner - Manager Executive and Commercial Services	Not Started	01-Jul-2018	30-Jun-2019	0.00%		
<p>TASK PROGRESS COMMENTS: Tourism Strategy Review will commence in 18/19 financial year Last Updated: 09-Oct-2017</p>							

2.1.2 Economic development - Encourage economic development by providing support which facilitates business initiatives and growth

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
2.1.2.1 Attract new business opportunities and maintain support for traditional industries	Lynne Habner - Manager Executive and Commercial Services	Ongoing	01-Jul-2017	30-Jun-2021	-	-	

ACTION PROGRESS COMMENTS:
 Commercial Services staff continue to provide support for potential new and existing businesses, including agribusiness opportunities.
 Last Updated: 17-Oct-2017


TASK(S)	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %
Continue to provide forums for business networks that provide training and support	Lynne Habner - Manager Executive and Commercial Services	Ongoing	01-Jul-2017	30-Jun-2018	-

TASK PROGRESS COMMENTS:
 Business network dinners continue to be organised by Loddon Shire Tourism and Marketing to provide support and development opportunities. Further work will be done to attract a broader range of businesses.
 Last Updated: 09-Oct-2017

Maintain and enhance resources to ensure timely processing of planning and building applications	Glenn Harvey - Manager Development and Compliance	Ongoing	01-Jul-2017	30-Jun-2018	-
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TASK PROGRESS COMMENTS:
 January 2018 Council is provide with quarterly reports to show the statistical data on applications processed.
 Last Updated: 11-Jan-2018

2.1.3 Water Security - Secure adequate water access to maintain the viability of diverse economic activities

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
2.1.3.1 Ongoing advocacy for water security initiatives which support economic development	Phil Pinyon - Chief Executive Officer	In Progress	01-Jul-2017	30-Jun-2021	50.00%	-	

ACTION PROGRESS COMMENTS:
 See task below.
 Last Updated: 02-Oct-2017

TASK(S)	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %
Pursue advocacy opportunities for water security initiatives which support economic development as they arise	Phil Pinyon - Chief Executive Officer	In Progress	01-Jul-2017	30-Jun-2018	50.00%

TASK PROGRESS COMMENTS:
 The SWL pipeline project continues to be a focus. Stage 2 is to be commenced soon with on the ground works. The provision of a potable water supply to Newbridge is on the agenda, but Council has decided to hold off pursuing this further until the design and alignment of the pipeline from Bridgewater to Laanecoorie has been determined. The Mitiamo pipeline has been raised as a priority for the Loddon Shire via the L/C Regional Partnership.
 Last Updated: 02-Oct-2017

2.1.4 Economic infrastructure - Support the delivery of key public infrastructure that facilitates improved economic returns

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
2.1.4.1 Advocate for, and where appropriate, deliver quality roads and strategic freight routes and improved reliability and capacity of essential services	Steven Phillips - Director Operations	In Progress	01-Jul-2017	30-Jun-2021	50.00%	-	

ACTION PROGRESS COMMENTS:
 Continue to apply for funding from the following programs:-
 1. Building Our Region -Obtained \$175,000 for Ped Traffic Lights Wedderburn Project cost \$350,000
 2. Roads To Market - Obtained \$306,000 funding for Billings Rd Boort. Design nearing completion. A further project application being prepared for Lauke Mill access.
 Continue to advocate for improved road and transport networks to service the agricultural existing and developing industries.
 Last Updated: 11-Jan-2018

TASK(S)	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %
Pursue advocacy opportunities for essential infrastructure and services	Phil Pinyon - Chief Executive Officer	Ongoing	01-Jul-2017	30-Jun-2018	-

TASK PROGRESS COMMENTS:
 Advocacy opportunities are pursued via a range of mechanisms. As a current example, in mid September 2017, the CEO, together with the Mayor and other CEOs and Mayors from the Murray River Group of Councils made representations to Ministers and advisers in Canberra on a range of related matters.
 Last Updated: 02-Oct-2017

Review Road Asset Management Plan	Indivar Dhakal - Manager Technical Services	Completed	01-Jul-2017	30-Jun-2018	100.00%
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Last Updated: 08-Jan-2018

2.1.5 Business capability - Facilitate improvement in the business capabilities of Loddon traders and entrepreneurs

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
2.1.5.1 Provide support to existing business to encourage take up of self-improvement opportunities	Lynne Habner - Manager Executive and Commercial Services	Ongoing	01-Jul-2017	30-Jun-2021	-	-	

ACTION PROGRESS COMMENTS:
 Council's business network dinners are a forum for provision of support and training opportunities.
 Last Updated: 17-Oct-2017

TASK(S)	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %
Develop and implement a policy to provide a framework to access Council's heritage loans scheme	Glenn Harvey - Manager Development and Compliance	In Progress	01-Jul-2017	30-Jun-2018	15.00%

TASK PROGRESS COMMENTS:
 January 2018 We are arranging to meet with other councils with these Policies and frame works in place.
 Last Updated: 11-Jan-2018

Provide communication and training opportunities about available grants and tender processes	Lynne Habner - Manager Executive and Commercial Services	Not Started	01-Jul-2017	30-Jun-2018	0.00%
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TASK PROGRESS COMMENTS:
 Not commenced.
 Last Updated: 09-Oct-2017

3 Liveability

3.1 Develop attractive, vibrant and well-served communities

3.1.1 Township appearance - Ensure our townships are presented to a high standard

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
3.1.1.1 Improve character and appearance of townships	Steven Phillips - Director Operations	Ongoing	01-Jul-2017	30-Jun-2021	-	-	

ACTION PROGRESS COMMENTS:
 The Wedderburn Streetscape project is 70% complete and is on schedule for completion by June 2018. Council is continuing its focus on unsightly properties working with communities and individuals to improve the appearance of private properties within Townships.
 Last Updated: 11-Jan-2018

TASK(S)	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %
Identify and manage rectification of unsightly premises	Glenn Harvey - Manager Development and Compliance	Ongoing	01-Jul-2017	30-Jun-2018	-

TASK PROGRESS COMMENTS:
 January 2018 The properties that have not complied being approximately 50% have received a further letter and approximately 20% have been served with a notice to comply.
 Last Updated: 11-Jan-2018

Implement streetscape improvements in key townships	Indivar Dhakal - Manager Technical Services	In Progress	01-Jul-2017	30-Jun-2018	70.00%
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TASK PROGRESS COMMENTS:
 High Street Wedderburn streetscape redevelopment project is currently underway and is expected to complete the civil works in February 2018 with landscape component to be complete by June 2018.
 Last Updated: 11-Jan-2018

3.1.2 Community engagement - Build relationships and foster community engagement, pride and resilience

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
3.1.2.3 Support and promote initiatives which encourage community inclusion and engagement	Sharon Morrison - Director Corporate Services	In Progress	01-Jul-2017	30-Jun-2021	50.00%	-	

ACTION PROGRESS COMMENTS:
 Summary comment awaiting completion of updates against tasks.
 Last Updated: 08-Jan-2018

TASK(S)	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %
Continue the provision of library services	Phil Pinyon - Chief Executive Officer	Ongoing	01-Jul-2017	30-Jun-2018	-

TASK PROGRESS COMMENTS:
 Support for the continued provision of library services is maintained, with the new library agency model for the LSC bedding down. The CEO sits on the Regional Library Board and is currently involved in the recruitment of a new CEO for the Regional Library.
 Last Updated: 12-Oct-2017

Develop a volunteer strategy	Sharon Morrison - Director Corporate Services	Not Started	01-Jul-2017	30-Jun-2018	0.00%
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TASK PROGRESS COMMENTS:
 Volunteer strategy expected to be commenced in quarter 3 of 2017/18.
 Last Updated: 10-Jan-2018

Present outcome of investigation into the development of a volunteer strategy to the Forum in April 2018	Sharon Morrison - Director Corporate Services	Not Started	01-Feb-2018	30-Apr-2018	0.00%
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Last Updated: 09-Oct-2017

Loddon Shire Council Action and Task Progress Report


Explore opportunities to rejuvenate a Youth Council in partnership with 'Youth Building Places and Spaces' project	Allan Stobaus - Manager Community Support	In Progress	01-Jul-2017	30-Jun-2018	10.00%
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TASK PROGRESS COMMENTS:
 Initial conversations have been held internally. The intent is to establish a partnership/s externally to develop a strategy for this. Councils Policy and Strategy Officer is coordinating the review and development of LSC Youth Strategy incorporating a youth council approach.
 Last Updated: 04-Jan-2018

Provide opportunities for the community to develop community gardens	Allan Stobaus - Manager Community Support	Not Started	01-Jul-2017	30-Jun-2018	0.00%
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TASK PROGRESS COMMENTS:
 A strategy is required to ascertain the most effective way to achieve this.
 Last Updated: 16-Oct-2017

3.1.3 Lifestyle infrastructure - Provide quality infrastructure which supports the desired lifestyles of our residents

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
3.1.3.1 Identify appropriate levels of service across all infrastructure categories within relevant Asset Management Plans	Steven Phillips - Director Operations	Ongoing	01-Jul-2017	30-Jun-2021	-	-	


ACTION PROGRESS COMMENTS:
 The levels of service are reviewed each time an asset management plan is reviewed. Asset management plans have been prepared for Roads, Buildings, Bridges, Footpath network and Parks assets. Also the Road Management Plan has been reviewed.
 Last Updated: 11-Jan-2018

TASK(S)	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %
Develop a plan for rationalisation of unnecessary assets with a direction towards future use of multipurpose facilities	Indivar Dhakal - Manager Technical Services	In Progress	01-Jul-2017	30-Jun-2018	50.00%

Loddon Shire Council Action and Task Progress Report

TASK PROGRESS COMMENTS:
 Building Asset Management Plan is currently being revised and rationalisation of assets and asset disposal policy will form a part of the document.
 Last Updated: 08-Jan-2018

3.1.4 Water Security - Secure adequate water access which supports lifestyle needs and recreational choices

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
3.1.4.1 Advocate for ongoing water security initiatives which support liveability in Loddon	Phil Pinyon - Chief Executive Officer	Completed	01-Jul-2017	30-Jun-2021	100.00%	100.00%	 GREEN

ACTION PROGRESS COMMENTS:
 Council is providing in-kind support for the South West Loddon Pipeline Project and Mitiamo pipeline.

 A watching brief is being applied to the community proposal for water and sewerage in the Newbridge township until the South West Loddon Pipeline Project design has been completed, enabling Coliban to determine options for provision of water to be costed.

 To streamline reporting, this action has been marked completed and will be reported on through the action related to water security initiatives which support economic development needs. (see action 2.1.3)

 Last Updated: 13-Oct-2017

TASK(S)	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %
Pursue advocacy opportunities for water security initiatives which support lifestyle needs and recreation choices as they arise	Phil Pinyon - Chief Executive Officer	Completed	01-Jul-2017	30-Jun-2018	100.00%


TASK PROGRESS COMMENTS:
 As well as the involvement in the SWL Pipeline Project via the Steering Committee, work is being done to advocate for the Mitiamo pipeline project. This has been listed in the Regional Partnerships priorities as a key outcome for the Loddon Shire.
 In addition, water for the Reservoirs at Skinners Flat, Wedderburn and Inglewood is being negotiated with GWM so as to secure water at recreational lake water prices to maintain a level suitable for ongoing recreational use.
 To streamline reporting, this task has been marked completed and will be reported on through the task related to water security initiative which support economic development needs. (see task 2.1.3.1)

Last Updated: 13-Oct-2017

4 Sustainability

4.1 Provide leadership which contributes to the sustainability of our region

4.1.1 Economic sustainability - Ensure the ongoing economic viability of Loddon Shire Council operations

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
4.1.1.1 Undertake comprehensive service delivery reviews across council	Sharon Morrison - Director Corporate Services	In Progress	01-Oct-2016	30-Jun-2021	60.00%	30.00%	 GREEN

ACTION PROGRESS COMMENTS:
 Two pilot reviews are nearing completion. A review of procurement and agribusiness has been discussed at the Council Forum in February 2018. A third pilot is currently being scoped for delivery by an external provider. The draft framework will be reviewed prior to commencing any further reviews.
 Last Updated: 03-Jan-2018

TASK(S)	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %
Complete a minimum of three service delivery reviews per year	Sharon Morrison - Director Corporate Services	In Progress	01-Jul-2017	30-Jun-2021	50.00%

TASK PROGRESS COMMENTS:
 Procurement review is due to be reported to council in February 2018.
 The agribusiness review is due to be reported to council in February 2018.
 A third review on Maternal Child Health is currently being scoped.
 A review of the draft service delivery review framework will be undertaken before further reviews are commenced.
 Last Updated: 03-Jan-2018

4.1.2 Environmental sustainability - Deliver adequate, efficient and sustainable environment and waste management services

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
4.1.2.1 Identify and manage issues impacting on the environment	Steven Phillips - Director Operations	In Progress	01-Jul-2017	30-Jun-2021	20.00%	-	
<p>ACTION PROGRESS COMMENTS: Draft of Urban Drainage Asset Management Plan has commenced but has been put on hold due to the requirement for urban drainage data capture project that will impact on the financial projection of the plan.</p> <p>Last Updated: 11-Jan-2018</p>							
TASK(S)	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %		
Complete Urban Drainage Asset Management Plan	Indivar Dhakal - Manager Technical Services	In Progress	01-Jul-2017	30-Oct-2019	20.00%		
<p>TASK PROGRESS COMMENTS: Draft of Urban Drainage Asset Management Plan is being prepared but was put on hold due to ongoing data capture project that will impact on the financial projection of the plan.</p> <p>Last Updated: 08-Jan-2018</p>							

4.1.3 Social sustainability - Actively promote policies and activities which facilitate community health, harmony and engagement

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
4.1.3.1 Promote multi-purpose facility sharing opportunities which meet community needs	Phil Pinyon - Chief Executive Officer	Ongoing	01-Jul-2017	30-Jun-2021	-	-	

ACTION PROGRESS COMMENTS:
 This action continues to be promoted as opportunities arise. The recently opened Inglewood Hub is a case in point and the work currently being done in relation to the Donaldson Park redevelopment is another.
 Last Updated: 02-Oct-2017

TASK(S)	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %
Review the Small Towns Policy	Allan Stobaus - Manager Community Support	Not Started	01-Jul-2017	30-Jun-2018	0.00%

TASK PROGRESS COMMENTS:
 Some initial work has been completed on this. Project needs to be resumed.
 Last Updated: 16-Oct-2017

5 High Performance Organisation

5.1 Implement frameworks which enable sound decision making and support a high performing and customer-focused organisation

5.1.1 Financial management - Practise responsible and sustainable financial behaviours


ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
5.1.1.1 Deliver responsible cash flow management	Deanne Caserta - Manager Financial Services	Ongoing	01-Jul-2017	30-Jun-2021	-	25.00%	

ACTION PROGRESS COMMENTS:
 December 2017 - Undertaken monthly - ongoing commitment.
 Last Updated: 05-Jan-2018

TASK(S)	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %
Prepare an annual budget with a budgeted cash surplus	Deanne Caserta - Manager Financial Services	Completed	01-Jul-2017	30-Jun-2021	100.00%

TASK PROGRESS COMMENTS:
 Budget for year ending 30 June 2018 includes a cash surplus of \$207,248. Adopted by Council on 27 June 2017.
 Last Updated: 10-Jan-2018

5.1.2 Quality customer service - Improve communication with community and customers


ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
5.1.2.1 Create better opportunities for the community to access council information, services and support	Sharon Morrison - Director Corporate Services	In Progress	01-Jul-2017	30-Jun-2021	50.00%	25.00%	 GREEN

ACTION PROGRESS COMMENTS:
 A review of the customer service charter and the development of a customer service strategy is listed for adoption at the February 2018 Council meeting following a month on public exhibition from the January 2018 Council meeting. An upgrade to the internet is also underway with a contract signed in December 2017.
 Last Updated: 03-Jan-2018

TASK(S)	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %
Review the Customer Service Charter and develop a Customer Service Strategy	Deanne Caserta - Manager Financial Services	In Progress	01-Jul-2017	12-Dec-2018	85.00%

TASK PROGRESS COMMENTS:
 October 2017 - Consultant engaged and work has commenced. Survey out for customer response.
 November 2017- Project underway, survey to close 13 November and workshops on 30 Nov / 1 Dec
 December 2017 - Consultation complete, consultant to provide draft strategy and charter for review.
 January 2018 - Strategy and charter listed for discussion at Forum and at the Council meeting for approval to go on public exhibition.
 Last Updated: 03-Jan-2018

5.1.3 IT infrastructure - Improve internal and external service delivery

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
5.1.3.1 Implement the software purchases and upgrades as identified within the IT strategy	Peter Williams - Manager Information and Business Transformation	In Progress	01-Jul-2017	30-Jun-2021	8.00%	20.00%	 RED

ACTION PROGRESS COMMENTS:
 The IT Strategy lists a number of key projects over the next four years. Work has commenced on the replacement of the phone system and the upgrade of the corporate system and the internet.
 Replace phone system-
 Quotes have been received and an analysis of the responses performed, with a draft recommendation going to Director - Corporate Services for review before submission to MEG for approval.
 Upgrade finance, human resource, document management and payroll software-Consultant has been appointed to assist with procurement phase for the new integrated software. Council has also been successful in obtaining grant support for the review of its Chart of Accounts. Existing software is currently being upgraded to enable electronic purchase orders. Attache BI upgrade is progressing with a goal to have it implemented by the end of March 2018.
 EOI for the new Corporate System is undergoing redraft and is planned to be issued in the 4th week of January.
 Last Updated: 05-Jan-2018


TASK(S)	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %
Replace phone system	Peter Williams - Manager Information and Business Transformation	In Progress	01-Jul-2017	30-Jun-2018	20.00%

TASK PROGRESS COMMENTS:
 Quotes have been received and an analysis of the responses performed, with a draft recommendation going to Director - Corporate Services for review before submission to MEG for approval.
 Last Updated: 05-Jan-2018

Loddon Shire Council Action and Task Progress Report


Upgrade finance, human resource, document management and payroll software	Sharon Morrison - Director Corporate Services	In Progress	01-Jul-2017	30-Jun-2021	5.00%
<p>TASK PROGRESS COMMENTS: Consultant has been appointed to assist with procurement phase for the new integrated software. Council has also been successful in obtaining grant support for the review of its Chart of Accounts. Existing software is currently being upgraded to enable electronic purchase orders. Attache BI upgrade is progressing with a goal to have it implemented by the end of March 2018. EOI for the new Corporate System is undergoing redraft and is planned to be issued in the 4th week of January.</p> <p>Last Updated: 05-Jan-2018</p>					

5.1.4 Leadership and representation - Deliver results in line with the direction of Council

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
5.1.4.1 Implement Council Plan	Phil Pinyon - Chief Executive Officer	In Progress	01-Jul-2017	30-Jun-2021	25.00%	100.00%	 RED
<p>ACTION PROGRESS COMMENTS: The implementation of the Plan focusing on the elements that relate to the current financial year is progressing well at this stage (2/10/17) Last Updated: 12-Oct-2017</p>							

TASK(S)	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %
80% of Strategic Indicators met by 30 June 2021	Phil Pinyon - Chief Executive Officer	In Progress	01-Jul-2017	30-Jun-2021	25.00%
<p>TASK PROGRESS COMMENTS: Progress against strategic indicators is shown in the quarterly report against the Council Plan. The indicative % complete only relates to the 17/18 Financial Year. Last Updated: 12-Oct-2017</p>					

5.1.5 Organisational development - Develop the necessary culture and capabilities to achieve council’s strategic and operational objectives

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
5.1.5.10 Continue to develop a high-performance culture	Sharon Morrison - Director Corporate Services	In Progress	01-Jul-2017	30-Jun-2021	55.00%	25.00%	 GREEN

ACTION PROGRESS COMMENTS:
 The Child Safe Standards Statement of Commitment was adopted by Council in November 2017. Work continues on developing, reviewing and amending related policies and procedures.
 Council is part of a pilot group with LGPro to develop Workforce Strategy/Plan template documents for Victorian Councils to use. A consultant has been appointed and working with the six Councils in the pilot group to have their plans done by 30 June 2018.
 The first quarterly survey has been run and reviewed by management with a commitment made to improve communication about the survey for the second quarterly survey due in February 2018.
 Last Updated: 03-Jan-2018

TASK(S)	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %
Adopt a Child Safe Standards Framework and associated policies	Carol Canfield - Manager Organisational Development	In Progress	01-Jul-2017	30-Jun-2018	70.00%

TASK PROGRESS COMMENTS:
 The Child Safe Standards Statement of Commitment was adopted by Council in November 2017. Work continues on developing, reviewing and amending related policies and procedures.
 Last Updated: 03-Jan-2018


Complete a Workforce Strategy	Carol Canfield - Manager Organisational Development	In Progress	01-Jul-2017	30-Jun-2018	30.00%
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TASK PROGRESS COMMENTS:
 Council is part of a pilot group with LGPro to develop Workforce Strategy/Plan template documents for Victorian Councils to use. A consultant has been appointed and working with the six Councils in the pilot group to have their plans done by 30 June 2018.
 Last Updated: 03-Jan-2018

Loddon Shire Council Action and Task Progress Report

Undertake staff survey and address outcomes	Sharon Morrison - Director Corporate Services	In Progress	01-Jul-2017	31-Mar-2018	30.00%
TASK PROGRESS COMMENTS: The first quarterly survey has been run and reviewed by management with a commitment made to improve communication about the survey for the second quarterly survey due in February 2018. Last Updated: 03-Jan-2018					

5.1.6 Compliance and reporting - Meet our legislative requirements and improve internal efficiencies

ACTION	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %	TARGET	ON TARGET %
5.1.6.10 Identify and implement opportunities to streamline processes which improve performance.	Sharon Morrison - Director Corporate Services	In Progress	01-Jul-2017	30-Jun-2021	60.00%	25.00%	
ACTION PROGRESS COMMENTS: Implementation of the CAMMS Cycle product is complete. The product helps to streamline reporting against the Council Plan, audit actions and Local Government Performance Reporting Framework indicators. Improvements to two additional processes are being trialled - maintaining strategic documents register and maintaining grants register. An additional process is being considered - reporting against actions in strategic documents other than the Council Plan. Training in LEAN and 5S thinking is scheduled for 2018. Last Updated: 12-Dec-2017							

TASK(S)	RESPONSIBLE PERSON	STATUS	START DATE	END DATE	COMPLETE %
Implement corporate planning and reporting software	Sharon Morrison - Director Corporate Services	Completed	01-Jul-2017	30-Jun-2018	100.00%
TASK PROGRESS COMMENTS: Software has been implemented and was used for audit committee reporting in August and is also being used for quarterly reporting against the Council Plan in September. Last Updated: 05-Oct-2017					

Maintain an ongoing focus on the principle of continuous improvement	Sharon Morrison - Director Corporate Services	In Progress	01-Jul-2017	30-Jun-2021	50.00%
TASK PROGRESS COMMENTS:					

Training in the application of lean and 5S thinking is scheduled for 2018.

Last Updated: 12-Dec-2017

11 GENERAL BUSINESS

12 CONFIDENTIAL ITEMS**RECOMMENDATION**

That Council considers the confidential report(s) listed below in a meeting closed to the public in accordance with Section 89(2) of the Local Government Act 1989:

12.1 Review of confidential actions

This matter is considered to be confidential under Section 89(2) - (h) of the Local Government Act, and the Council is satisfied that discussion of this matter in an open meeting would, on balance, be contrary to the public interest as it deals with Any other matter which the Council or special committee considers would prejudice the Council or any person.

12.2 Contract 406 Chapel Street Civil Works Serpentine

This matter is considered to be confidential under Section 89(2) - (d) of the Local Government Act, and the Council is satisfied that discussion of this matter in an open meeting would, on balance, be contrary to the public interest as it deals with contractual matters.

12.3 Contract 397: BRIC Library Extension

This matter is considered to be confidential under Section 89(2) - (d) of the Local Government Act, and the Council is satisfied that discussion of this matter in an open meeting would, on balance, be contrary to the public interest as it deals with contractual matters.

Closing of Meeting to the Public

RECOMMENDATION

That the meeting be closed to the public.

NEXT MEETING

The next Ordinary Meeting of Council will be held on 27 February 2018 at Serpentine commencing at 3pm.

There being no further business the meeting was closed at [enter time](#).

Confirmed this.....day of..... 2018

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