



WODONGA COUNCIL

Service
catalogue
2023-2024



Wodonga Council acknowledges Aboriginal and Torres Strait Islander people as the First Inhabitants of the Country. We respect their Ancestors, Elders and young and recognise their continuous connections to lands, waters and communities across the Country.

KEY

The icons associated with each service represent its link to the *Council Plan 2021-2025*



Strong, responsible and sound leadership



Sustainable and forward-looking



Health, safe and resilient community



Connected and engaged community



Thriving and vibrant community

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ABORIGINAL COMMUNITY DEVELOPMENT



RESPONSIBLE PORTFOLIO	Community				
DESCRIPTION AND PURPOSE	Our Aboriginal Community Development service is dedicated to optimising the wellbeing of Aboriginal and Torres Strait Islander individuals and communities. We achieve this through a range of activities including consultation and engagement; policy and planning; building understanding, capacity, and competency; advocacy; community development programs; and, fostering partnerships. Our goal is to create a supportive and inclusive environment that promotes the empowerment and holistic development of the Aboriginal and Torres Strait Islander community.				
OPERATING BUDGET (\$,000) 2023-2024	REVENUE	\$0	EXPENSE	(\$247)	
COUNCIL PLAN	PLAN ALIGNMENT	Healthy, Safe and Resilient Community			
		Connected and Engaged Community			
CORE SERVICE ACTIVITIES	<ul style="list-style-type: none">• Celebrate annual significant dates: NAIDOC and Reconciliation weeks are important occasions that showcase the rich heritage and contribution of Aboriginal and Torres Strait Islander people• Incorporate storytelling and culture: Wodonga Council recognises the importance of incorporating Aboriginal and Torres Strait Islander storytelling and culture into public spaces and council events• Identify and acknowledge places of significance: Wodonga Council actively identifies and acknowledges places of importance to the Aboriginal and Torres Strait Islander community• Engage with local businesses and employers: Partnerships foster economic development and ensure that Aboriginal and Torres Strait Islander perspectives and interests are considered in decision-making processes• Increase supplier diversity: Wodonga Council has a strong commitment to increasing the diversity of Aboriginal and Torres Strait Islander suppliers• Celebrate achievements: Wodonga Council recognises and celebrates the achievements of Aboriginal and Torres Strait Islander individuals and organisations within the community				
SERVICE LEVEL DESCRIPTIONS			PERFORMANCE MEASURES		
Develop and execute a Reconciliation Action Plan, approved by the community and Reconciliation Australia			Action Plan developed and approved – 100% Report to Reconciliation Australia – 100% Actions achieved		
Offer enticing, engaging and relevant programs			Program relevance achieved, with engagement levels met		
Execute NAIDOC Week program, engaging a broad audience			Delivered on time and within budget Audience reach		
Undertake consultations with Traditional Owners on major strategies, policy, planning			Major strategies, policy, planning - 100% All major strategies and policies have Traditional Owners consultation.		
Increase employment of Aboriginal and Torres Strait Islander people across organisation			Increase year on year of employment of Aboriginal and Torres Strait islander people		
Engage Aboriginal and Torres Strait Islander contractors in council work			Maintain level of Aboriginal and Torres Strait Islander contractors		
Improve cultural competency across the organisation			Number of cultural training sessions delivered to new staff		

ASSET MANAGEMENT



RESPONSIBLE PORTFOLIO	Infrastructure				
DESCRIPTION AND PURPOSE	Our Asset Management service is dedicated to planning and directing the council's management and maintenance of council's assets and infrastructure. The council's assets play a crucial role in delivering long-term services to the city. We work to ensure that these assets are effectively managed, maintained and able to meet technical and customer level of service requirements.				
OPERATING BUDGET (\$,000) 2023-2024	REVENUE	\$0	EXPENSE	(\$391)	
COUNCIL PLAN	PLAN ALIGNMENT		Sustainable and Forward-Thinking		
CORE SERVICE ACTIVITIES	<ul style="list-style-type: none">Asset life cycle management: Manage assets throughout their life cycle, from acquisition to disposal, to maximise their value and utilityMaintain and update asset registers: We recognise the importance of keeping accurate and up-to-date asset registers for council. This includes associated GIS objects, which help us visualise and understand the geographic distribution of our assets.Develop and implement asset maintenance plans: Create detailed plans to ensure the ongoing maintenance and reliability of assets.Provide periodic infrastructure condition assessments: Regular assessments of infrastructure conditions play a crucial role in identifying maintenance needs and prioritising asset renewal.Formulate asset renewal priorities: To effectively prioritise asset renewal, we rely on industry-standard condition assessments. By analysing the results, we can identify assets that require immediate attention and allocate resources accordingly.Formulate and review of <i>Strategic Asset Management Framework</i> documents including, creating and reviewing asset management policies, strategies, the <i>Asset Plan</i> and other relevant asset policies and procedures.Infrastructure asset valuation reporting: Ensures accurate financial reporting and asset tracking.Reporting on assets to external bodies and quarterly performance reporting: To maintain transparency and accountability, we report on our assets to external bodies such as the Victorian Grants Commission and provide regular quarterly performance reports.Asset sustainability and environmental considerations: Integrate sustainability practices and environmental considerations into asset management strategies and decisions.				
SERVICE LEVEL DESCRIPTIONS			PERFORMANCE MEASURES		
Maintain up-to-date assets register in the assets management system including all developer contributed assets			The register of assets is current by June 30 each year		
Effective and timely handover of all annual financial movements, capitalized projects and depreciation schedules to Finance			Financial figures and schedules are included in annual reports reflecting an accurate and current account of capitalised projects and depreciation		
Conduct the asset condition surveys			The asset condition surveys are conducted every three to four years, as per the asset management strategy		
Current asset management plans exist for all core assets and asset management maturity is monitored			Asset management plans are developed and in place, asset management maturity is monitored and improved as per the asset management strategy and asset management improvement plan		
Conduct the annual valuation / revaluation of assets to inform the asset renewal priorities and long-term demand			An accurate and timely schedule of annual asset valuations is included in annual reports		



BONEGILLA MIGRANT EXPERIENCE



RESPONSIBLE PORTFOLIO	Community				
DESCRIPTION AND PURPOSE	Bonegilla Migrant Experience is a community asset that preserves and commemorates Australia's post-war migration history. Located at the former Bonegilla Army Camp, it was home to the Bonegilla Reception and Migrant Centre, where more than 320,000 migrants from more than 50 countries found their first "Aussie home". Today, Block 19 stands as the last remaining block of the original reception centre. We aim to preserve the site and its story, while also promoting tourism and education.				
OPERATING BUDGET (\$,000) 2023-2024	REVENUE	\$135	EXPENSE	(\$565)	
COUNCIL PLAN	PLAN ALIGNMENT	Connected and Engaged Community			
		Thriving and Vibrant Community			
CORE SERVICE ACTIVITIES	<ul style="list-style-type: none">Preserving the history of the Bonegilla Migrant Reception and Training Centre: The site focuses on asset management and maintenance programs to ensure the preservation of its national heritage status.Commemorating and sharing the history and stories of post-war migration: Bonegilla Migrant Experience offers interpretation, migrant plaques and a schedule of public programs, including exhibitions, tours, and events, to engage visitors and educate them about the history of post-war migration.Education program: The education program provides opportunities for schools and the wider community to learn about the Bonegilla Migrant Reception and Training Centre's history and Australian immigration.Attracting and growing visitation to the region: Bonegilla Migrant Experience aims to boost visitation to the region by providing attractive experiences and executing strategic marketing campaigns.				
SERVICE LEVEL DESCRIPTIONS			PERFORMANCE MEASURES		
Deliver the conservation plan, strategic plan and master plan of the heritage site			Cultural Services Plan strategic indicators achieved Timely achievement of CHMP actions		
Document, preserve and develop Wodonga's diverse cultural heritage			Asset survey and review is conducted every three years		
Interpret and celebrate Bonegilla Migrant Experience key cultural heritage assets by developing and hosting exhibition interpretation, developing and delivering public programs, school education program and events and developing and delivering guided tours			Quality of presentation of site to public Visitor satisfaction levels achieved Visitation statistics and school surveys reflect visitor satisfaction		
Implement a strategic and co-ordinated approach to raise the profile of Bonegilla Migrant Experience with target audiences to increase visitation to the site			Increased visitation statistics		

BUILDING MAINTENANCE



RESPONSIBLE PORTFOLIO	Infrastructure				
DESCRIPTION AND PURPOSE	Our Building Maintenance service ensures that buildings under council's management are well-maintained and operational for community use. We take pride in maintaining council-owned buildings and associated assets to acceptable standards, ensuring they are fit for their intended purpose and compliant with regulations and standards. Our aim is to achieve this in a cost-effective manner, while navigating an increasingly regulated environment.				
OPERATING BUDGET (\$,000) 2023-2024	REVENUE	\$177	EXPENSE	(\$1,614)	
COUNCIL PLAN	PLAN ALIGNMENT	Sustainable and Forward-Thinking			
CORE SERVICE ACTIVITIES	<ul style="list-style-type: none">Maintenance of council buildings and their associated assets: This includes regular inspections, repairs, and upkeep of council buildings to ensure they are in optimal condition.Essential safety measures management: This involves the ongoing maintenance and compliance of essential safety measures such as fire safety systems, emergency exits, and smoke alarms to ensure the safety of building occupants.Cleaning: Regular cleaning and upkeep of council buildings to maintain cleanliness and hygiene standards. This includes tasks such as dusting, vacuuming, mopping, and trash removal.Security services management and co-ordination: Managing and co-ordinating security services for council buildings, including the installation and maintenance of surveillance systems, access control and security personnel deployment.Capital renewal program: Planning and implementing a capital renewal program to maintain and upgrade council buildings and their infrastructure. This may include major renovations, structural repairs, and equipment upgrades.Contract management: Managing contracts with external service providers for maintenance, repairs, and other building-related tasks. This includes monitoring the performance of contractors, ensuring compliance with standards, and managing contract budgets.				
SERVICE LEVEL DESCRIPTIONS			PERFORMANCE MEASURES		
Deliver building maintenance and management services in response to customer service requests, including graffiti removal			Response and completion times achieved		
Essential Safety Measures (ESM) are legislated for the level and type of inspections			Accurate legislation reflected for the ESM		
Undertake cleaning, including barbecue shelter maintenance, public toilets			Cleaning schedules completed in a timely and quality manner		
Building cleaning is undertaken for 238 community facilities and structures			100% of contract requirements are fulfilled		
Contract management service			Contract requirements achieved		

BUILDING SERVICES



RESPONSIBLE PORTFOLIO	Infrastructure				
DESCRIPTION AND PURPOSE	The Building Services team at Wodonga Council ensures that all buildings in our municipality meet safety and compliance standards and fulfil council's responsibilities under the <i>Building Act</i> . They review and approve building plans, conduct inspections during construction, and issue certificates of occupancy. Their role is crucial in safeguarding the integrity and safety of our built environment.				
OPERATING BUDGET (\$,000) 2023-2024	REVENUE	\$966	EXPENSE	(\$1,091)	
COUNCIL PLAN	PLAN ALIGNMENT		Sustainable and Forward-Thinking		
CORE SERVICE ACTIVITIES	<ul style="list-style-type: none">• Building inspections and permits: Building inspections and permits are critical for ensuring the health and safety of the public in relation to new and existing buildings.• Compliance and enforcement: This activity ensures that builders and property owners comply with relevant building regulations and standards.• Building certifications and audits: Building certifications and audits are essential for verifying the quality and safety of new and existing buildings.• Building permit applications: Building permit applications involve reviewing and assessing building plans, ensuring compliance with building regulations and standards, and issuing permits for construction work.• Building energy efficiency: This involves promoting and enforcing building standards and regulations related to energy efficiency, such as energy ratings and the use of sustainable building materials.• Building Code of Australia compliance: Compliance with the Building Code of Australia is essential for ensuring the health and safety of the public in relation to new and existing buildings.				
SERVICE LEVEL DESCRIPTIONS			PERFORMANCE MEASURES		
Issue building permits			Number of days from application to approval		
Undertake mandatory inspections			Number of inspections undertaken annually		
Maintain pool and spa register			Percentage of pools and spas registered		
Investigation and enforcement of <i>Building Act</i> non-compliance			Percentage of compliance achieved		
Mandatory reporting to state government building regulators			100% of reporting completed		
Issuing of occupancy permits			Number of occupancy inspections undertaken annually		



BUSINESS INNOVATION AND ASSURANCE



RESPONSIBLE PORTFOLIO	Corporate				
DESCRIPTION AND PURPOSE	The combined services of Risk and Assurance and Business Improvement drive a culture of excellence and probity in all aspects of Council's risk management responsibilities, including internal and external audits, risk reporting, insurance, business continuity, and the implementation of the service management framework, ensuring a customer-centric approach in continuous improvement initiatives across the organisation.				
OPERATING BUDGET (\$,000) 2023-2024	REVENUE	\$0	EXPENSE	(\$768)	
COUNCIL PLAN	PLAN ALIGNMENT	Strong, Responsible and Sound Leadership			
		Sustainable and Forward-Thinking			
		Healthy, Safe and Resilient Community			
CORE SERVICE ACTIVITIES	<ul style="list-style-type: none">Support the development and maintenance of the Risk Management Framework to support and proactively enable the organisational culture to recognise and manage risk in a proactive and enduring mannerCo-ordinate the promotion of positive risk management behaviours throughout the organisation to minimise council's risks and build a culture of best practiceProvide contemporary advice, accurate information, and timely and practical support and services in relation to claims management and insurance that enhance risk and good governanceCo-ordinate public and products liability, and professional indemnity insurance and JMAPP assets insuranceCo-ordinate council's business continuity planning requirementsCo-ordinate council's external risk management auditsCo-ordinate internal audit services and provide secretariat services to the Audit and Risk CommitteeDrive and oversee the delivery and embedding of a framework that ensures the council is delivering customer centric, high-quality experiences and services that meet customer expectations				
SERVICE LEVEL DESCRIPTIONS			PERFORMANCE MEASURES		
Develop and maintain Risk Management Framework			Risk Management Framework developed, reviewed and maintained		
Facilitate Risk Management training, support and advice			Number of training sessions delivered		
Provide a timely and responsive service in processing claims and insurance			Priority requests are responded to as per Customer Service Standards. Community Liability Insurance applications are processed within two to three days		
Co-ordinate public and products liability, and professional indemnity insurance and JMAPP listed assets insurance			Insurance cover remains current for public and products liability, and professional indemnity insurance and JMAPP listed assets		
Co-ordinate business continuity planning			Business continuity plan developed, reviewed and maintained		
Co-ordinate internal audit services and provide secretariat services to the Audit and Risk Committee			Number of internal audits completed Number of recommendations implemented		
Conduct service planning annually			Service plans align with key council plans and strategies and the service performance principles Service catalogue developed, reviewed and maintained 100% service plans are completed annually		
Conduct selected service reviews annually			Service review program conducted annually as per the Service Management Framework.		

COMPLIANCE



RESPONSIBLE PORTFOLIO	Infrastructure				
DESCRIPTION AND PURPOSE	The Compliance team safeguards our community through a spectrum of essential services: ensuring animal welfare, enforcing local laws, maintaining parking order, inspecting properties for fire safety, monitoring building and planning compliance, safeguarding school crossings and managing infringements.				
OPERATING BUDGET (\$,000) 2023-2024	REVENUE	\$727	EXPENSE	(\$1,538)	
COUNCIL PLAN	PLAN ALIGNMENT		Healthy, Safe and Resilient Community		
CORE SERVICE ACTIVITIES	<ul style="list-style-type: none">Animal management: Managing legislated requirements of the <i>Domestic Animals Act</i>, including maintaining a register of dogs and cats, addressing community concerns regarding nuisance pets, reducing dog attacks, and promoting responsible pet ownership.Local laws enforcement: investigating and enforcing local law offences to enhance environmental and amenity outcomes for the community.Parking enforcement: educating the public on parking laws and enforcing regulations when necessary to improve road safety, traffic flow, and fair use of parking spaces in the central business area.Municipal fire protection: reducing the risk of fire to the community through fire safety inspections, enforcement of fire safety standards, and public education.Environmental protection: addressing illegal dumping, investigating noise complaints, and enforcing regulations to protect the environment.Planning and building compliance: ensuring compliance with planning and building regulations, including monitoring and enforcing adherence to codes and standards.				
SERVICE LEVEL DESCRIPTIONS			PERFORMANCE MEASURES		
Animal management			Average number of days for first action of customer requests Number of animals returned home Number of animals impounded Number of animals sold Cost of service Number of animal prosecutions		
Local laws permits			Number of permits processed annually and timeframe for processing		
Parking enforcement			Number of infringements issued annually		
Municipal fire protection			Number of inspections vs number of non-compliant		
School crossing supervision			100% of crossings operating daily		
Asset and environmental protection			Number of permits issued vs number of successful/unsuccessful inspections Number of further action notices		
Local laws complaints			Number of customer requests vs number of CSRs completed and number completed within customer service timeline requirements		



COMMUNICATIONS

RESPONSIBLE PORTFOLIO	Community				
DESCRIPTION AND PURPOSE	Working with the Marketing team, the Communications team supports Wodonga councillors and all council business units in informing and engaging the community and increasing audiences through diverse programs and services. Through our communications and engagement efforts, we strive to foster strong connections, share important information and ensure effective communication between the council and the community.				
OPERATING BUDGET (\$,000) 2023-2024	REVENUE	\$0	EXPENSE	(\$511)	
COUNCIL PLAN	PLAN ALIGNMENT		Connected and Engaged Community		
			Thriving and Vibrant Community		
			Healthy, Safe, Resilient Community		
CORE SERVICE ACTIVITIES	<ul style="list-style-type: none">Developing and implementing integrated communications and marketing campaigns to promote council’s services, programs and events to key audiencesDeveloping content including proofreading, copywriting, publications and collateral and online publicationsManaging council’s media responses, preparing media releases and statements in response to inquiriesSupport advocacy and information sharing efforts including liaison with other levels of government on announcements, media and political visits.Managing council’s digital channels including websites, social media and email marketingUndertaking the council’s community consultation requirements across a broad range of topics, council strategic documents and projects				
SERVICE LEVEL DESCRIPTIONS				PERFORMANCE MEASURES	
Develop and publish content for all online channels and execute campaigns.				Publishing of content and execution of campaigns are achieved in a timely and quality manner, and within budget Internal Satisfaction Surveys	
Manage council's digital channels including websites, social media and email marketing				Audience indicators – demonstrate reach, engagement and number of followers, and open and click through rates	
Develop and implement community engagement and consultation activities to ensure the community is consulted and engaged				Number of annual consultations undertaken Website analytics reflect online community engagement and interaction levels	
Maintain media relations				Media monitoring Number of pitches and opportunities resulting in media coverage	
Ensure staff are engaged through the provision of timely and accurate information through internal communication channels i.e. intranet, staff news, etc.				Intranet usage analytics Newsletter open rates	



COMMUNITY CULTURAL DEVELOPMENT



RESPONSIBLE PORTFOLIO	Community				
DESCRIPTION AND PURPOSE	The Community Cultural Development service aims to nurture diverse art and cultural experiences that are participatory, entertaining, educational, and inclusive. We provide opportunities for Wodonga residents to express and explore their culture and identity. By doing so, we contribute to building a vibrant creative public realm and cultural profile for our city.				
OPERATING BUDGET (\$,000) 2023-2024	REVENUE	\$0	EXPENSE	(\$204)	
COUNCIL PLAN	PLAN ALIGNMENT	Connected and Engaged Community			
		Thriving and Vibrant Community			
CORE SERVICE ACTIVITIES	<ul style="list-style-type: none">Community arts projects: We strive to deliver engaging temporary art installations, art workshops, and space activation activities across the city.Public art: We commission, install, and maintain public art across the city, adding beauty and inspiration to our surroundings.Professional development: We provide opportunities for professional development for the creative and cultural sectors, often partnering with the Murray Arts and other professional agencies.MOU funding agreements management: We actively manage MOU funding agreements with organisations such as HotHouse Theatre, Wodonga and District Historical Society, and Murray Arts.Advice and advocacy: Our team is committed to assisting organisations and artists with governance, planning, project design, funding applications, and partnerships.Indigenous cultural projects: We collaborate with the local Indigenous community for the delivery of culturally sensitive and respectful projects, such as the Albury Wodonga NAIDOC Committee.				
SERVICE LEVEL DESCRIPTIONS			PERFORMANCE MEASURES		
Deliver diverse cultural programs, projects and events that attract community visitors			Number of community art projects delivered annually Attendance/participation numbers		
Execute interpretive and public art installations across the city reflecting our heritage and identity			Number of projects completed Number of participating artists		
Encourage cultural organisations to create unique, contemporary and locally relevant cultural content to form a key component of our economic landscape			Execution of stakeholder management MOU		
Implement preservation projects that value and protect built and natural cultural heritage, as well as historic collections			Number of projects delivered Execution of Wodonga and District Historical Society MOU		
Ensure community and cultural sector participation in professional development opportunities and council funding programs			Number of professional development programs delivered Number of participants Execution of the Murray Arts MOU		
Nurture partnerships with Aboriginal communities in profiling and presenting Aboriginal cultural product			Number of projects delivered Annual NAIDOC Event held		
Offer grant programs that continue to support arts and cultural pursuits			Number of grant applications per year		

CUSTOMER FOCUS



RESPONSIBLE PORTFOLIO	Community				
DESCRIPTION AND PURPOSE	The Customer Focus team is dedicated to delivering excellent customer service to the Wodonga community through various channels. We operate from the council offices and handle a wide range of enquiries related to all council services. Our goal is to provide a first-time resolution to community members, eliminating the need for referral to other business units. We strive to offer timely assistance that meets customer needs, serving as the primary point of contact for all inquiries.				
OPERATING BUDGET (\$,000) 2023-2024	REVENUE	\$16	EXPENSE	(\$956)	
COUNCIL PLAN	PLAN ALIGNMENT	Connected and Engaged Community			
CORE SERVICE ACTIVITIES	<ul style="list-style-type: none">Customer enquiries and payments including operation of the customer service centre and call centre, where we receive all incoming inquiries, payments and process council accounts, services, rates, animals, invoices, permit applications, and infringementsOnline chat and emails inquiriesProvide information on various services such as finance and rates, building and planning, preschool and early years, compliance and local laws, waste management, environmental health and immunisation and event information as well as non-council related informationAdministration support to other business units within the council				
SERVICE LEVEL DESCRIPTIONS			PERFORMANCE MEASURES		
Deliver a high-quality customer service to ensure Customer satisfaction, with the delivery of first-time resolutions			State-wide satisfaction survey (annual) statistics Instant feedback score First time resolution rates		
Provide a service centre from 8.30am to 5pm Monday to Friday, offering a telephone service and face to face enquiries service			Local government benchmarking 80% of calls are answered within 20 seconds Number of abandoned calls		
Deliver an online chat service for enquiries 9am to 4.45pm Monday to Friday, with offline messages responded to the next working day			Number of chat enquiries received Number of missed chats		
Deliver incoming correspondence service levels of five working days			Number of days		
Process animal registrations in a timely manner			Number of animal registrations processed within three days		
Process disabled labels			Number of disabled labels processed within one business day		
Building file processing			Number of building files processed within the timeframe		

EARLY YEARS CO-ORDINATION



RESPONSIBLE PORTFOLIO	Community				
DESCRIPTION AND PURPOSE	The Early Years Co-ordination service focuses on planning and providing high-quality and co-ordinated kindergarten services to families and young children in Wodonga. This involves overseeing kindergarten staff, co-ordinating processes for seamless operation, and managing child enrolment and funding. We strive to ensure that families have access to excellent early childhood education and care, creating a positive environment for children's growth and development.				
OPERATING BUDGET (\$,000) 2023-2024	REVENUE	\$128	EXPENSE	(\$274)	
COUNCIL PLAN	PLAN ALIGNMENT		Healthy, Safe and Resilient Community		
CORE SERVICE ACTIVITIES	<ul style="list-style-type: none">Engagement and co-ordination of kindergarten staff: At the core of delivering high quality early years education is the engagement and coordination of kindergarten staff at all levelsOversight and implementation of national regulations and laws: We are dedicated to ensuring that all national regulations and laws are appropriately implemented in all kindergarten servicesMonitoring, acquisition, and allocation of resources: We take responsibility for monitoring, acquiring, and allocating resources to all kindergarten services to ensure smooth program implementationPlanning for funded program implementation: By looking ahead and understanding the evolving landscape of early years education, we are poised to adapt and deliver high quality programs that meet evolving standards and community needCommunity collaboration: we actively engage and partner with our community to foster participation and enhance service delivery				
SERVICE LEVEL DESCRIPTIONS			PERFORMANCE MEASURES		
Provide 600 hours of funded kindergarten for each enrolled child annually			Individual child attendance data		
Achieve an Individual service rating under National Quality Framework standards of Meeting or Exceeding			Service rating against national framework of Meeting or Exceeding National Quality Standard		
Provision of service that is compliant with National Law and National Standards			Checks as conducted by the Department of Education		
Process kindergarten applications for kindergarten places annually			Number of children seeking enrolment in kindergarten services		
Reduce staffing vacancy rates			Staff to child ratio of 1:11 is maintained as a minimum standard at all times		

ECONOMIC DEVELOPMENT



RESPONSIBLE PORTFOLIO	Community				
DESCRIPTION AND PURPOSE	Wodonga Council's Economic Development service plays a role in promoting a balanced and sustainable growth in our community. Our focus is on influencing the investment of wealth, human capital, and job creation to enhance economic prosperity and improve the standard of living. Economic Development facilitates investment attraction, job creation, land development, government funding, data analysis, and communication and promotion.				
OPERATING BUDGET (\$,000) 2023-2024	REVENUE	\$0	EXPENSE	(\$597)	
COUNCIL PLAN	PLAN ALIGNMENT		Thriving and Vibrant Community		
CORE SERVICE ACTIVITIES	<ul style="list-style-type: none">• Business assistance: Helping businesses navigate regulatory processes, accessing funding or grants, providing mentoring or guidance, and offering general support and advice.• Investment facilitation: Facilitating investment in the local economy is a key activity in economic development.• Project management: Economic development departments may actively manage or support specific projects designed to stimulate economic growth.• Business-to-business facilitation: Facilitating connections and collaborations among businesses is important in fostering a thriving local economy.• Small business development assistance: Economic development initiatives that provide targeted support to small businesses.• Business communications: Developing and implementing communication strategies to promote the local economy, attract investment, showcase success stories, and engage with businesses and stakeholders.				
SERVICE LEVEL DESCRIPTIONS				PERFORMANCE MEASURES	
Encourage Logic leads referrals to real estate agent				Number of referrals	
Offer Better Approvals and business concierge enquiries				Number of enquiries resolved	
Complete actions from the <i>Economic Development Strategy</i>				Economic Development Strategy actions achieved	



EMERGENCY MANAGEMENT



RESPONSIBLE PORTFOLIO	Corporate				
DESCRIPTION AND PURPOSE	In Emergency Management we work to establish plans, structures, and arrangements which co-ordinate the efforts of government, voluntary, and private agencies to address the whole spectrum of emergency needs from prevention to response and recovery. Our <i>Municipal Emergency Management Plan</i> is a critical part of our legislative responsibilities under the <i>Emergency Management Act 2013</i> , providing valuable information on risks, preparedness, response, and recovery within our municipality.				
OPERATING BUDGET (\$,000) 2023-2024	REVENUE	\$94	EXPENSE	(\$113)	
COUNCIL PLAN	PLAN ALIGNMENT		Sustainable and Forward-Thinking		
			Healthy, Safe and Resilient Community		
CORE SERVICE ACTIVITIES	<ul style="list-style-type: none">Co-ordination of Emergency Management Plans: This activity involves the development, implementation, monitoring, and management of various emergency management plans.Involvement in Emergency Management Committees: Emergency Management teams often participate in various committees and groups to collaborate with other stakeholders.Establishing and operating the Emergency Response Centre (ERC): This activity involves standing up and maintaining the Emergency Response Centre, including training volunteers and staff and developing Standard Operating Procedures (SOPs).Stakeholder management and co-ordination: Effective emergency management requires co-ordinating and managing stakeholders.Relief centre equipment and venue co-ordination: During emergencies, relief centres are established to provide support and assistance.Vulnerable Persons Register maintenance and monitoring: Maintaining and monitoring a register of vulnerable persons is important in emergency management.				
SERVICE LEVEL DESCRIPTIONS			PERFORMANCE MEASURES		
Conduct MEMP planning, preparedness, response and recovery, and risk mitigation, including monitoring and reporting			Plan is achieved and reported 100%		
Maintain vulnerable persons register including, re-validation of listed people on the VPR, in emergencies, coordination of welfare monitoring			Register updated daily		
Undertake administration of MEMPC: Secretariat duties, co-ordination of the emergency services network, meetings, planning and risk mitigation			MEMPC meetings are held and well-attended by MEMPC members		
Ensure Relief centre preparation: Preparation of ERC kits, equipment, venue readiness			Level and quality of readiness and preparation		
Ensure community engagement and timely delivery of emergency communications, with appropriate messaging Ensure the community is kept aware of any emergency			Frequency of and content of messaging		
Maintain and monitor stakeholder engagement and management for recovery activities.			Number of partners, number of quality outcomes		
Deliver preparedness training to staff and volunteers			Number of training sessions, trained staff and trained volunteers		

ENVIRONMENT LANDS



RESPONSIBLE PORTFOLIO	Infrastructure				
DESCRIPTION AND PURPOSE	Our Environment Lands service strives to preserve, safeguard and improve the natural environment in Wodonga, which encompasses more than 3000 hectares of designated reserves and 233km of rural roadside vegetation. We aim to conserve and enhance Wodonga's natural environment, contributing to the protection of threatened species and habitats. Additionally, we provide opportunities for residents to enjoy our city's natural beauty in a sustainable way.				
OPERATING BUDGET (\$,000) 2023-2024	REVENUE	\$348	EXPENSE	(\$1,104)	
COUNCIL PLAN	PLAN ALIGNMENT	Sustainable and Forward-Thinking			
CORE SERVICE ACTIVITIES	<ul style="list-style-type: none">Native flora and fauna management: The Environment Lands service prioritises the management and conservation of native flora and fauna within natural environmental reserves and rural roadsides.Livestock management: The service also focuses on managing livestock within these areas to ensure their proper care and minimise potential negative impacts on the environment.Infrastructure maintenance: Maintaining the infrastructure within natural environmental reserves and rural roadsides is a vital activity. This includes regular inspections, repairs, and improvements to ensure the safety and functionality of the infrastructure.Pest species management: Managing pest species is essential for protecting the ecosystem balance and preserving the native flora and fauna. The service takes measures to control and mitigate the impact of invasive species.Vegetation Offset Maintenance (VOMPs): Environmental reserves often include vegetation offsets, which are areas of land set aside to compensate for vegetation removed in other locations.Fire management: The service engages in fire prevention, planning, and mitigation measures to reduce the risk of wildfires and protect the surrounding ecosystems.				
SERVICE LEVEL DESCRIPTIONS			PERFORMANCE MEASURES		
Manage weed control with management of noxious and declared pest plant species Manage weed control throughout the year in natural environmental reserves Annually manage weed control on rural roadsides			Reduced presence of weeds Feedback from users, grazing licensees and adjoining property owners		
Undertake revegetation works Ensure site preparation and planting native seedlings with the annual program occurring over winter/early spring each year			Photo point monitoring, community feedback received Number of plantings		
Provide support to community groups that support environmental initiatives Support groups with materials, labour, advice, admin support and marketing and communications support			Community satisfaction surveys Increase in number of groups and work outputs		
Maintain and repair stock fencing Respond to requests and noted breaks from inspections Deliver a scheduled maintenance program to repair and replace aging fence infrastructure			Number of reports of stock escapes Grazing licensee feedback Response time to requests Maintenance program schedule completed on time		
Manage fuel hazards through an annual program of work to reduce fuel accumulation			Works completed in line with fire management		



ENVIRONMENTAL HEALTH



RESPONSIBLE PORTFOLIO	Community				
DESCRIPTION AND PURPOSE	The Environmental Health service in Wodonga monitors, regulates, educates, and enforces legislation to protect public health and the environment. We ensure that Wodonga is a safe and healthy place to live, work and visit by enforcing environmental health standards. Our aim is to prevent illness and disease by supporting and safeguarding the community from health risks in both natural and built environments.				
OPERATING BUDGET (\$,000) 2023-2024	REVENUE	\$291	EXPENSE	(\$583)	
COUNCIL PLAN	PLAN ALIGNMENT		Healthy, Safe and Resilient Community		
CORE SERVICE ACTIVITIES	<ul style="list-style-type: none">Regulate, educate, and enforce legislation and best practice standards: The Environmental Health service is responsible for regulating, educating, and enforcing legislation and best practice standards and guidelines related to various areas, including food safety, public health and wellbeing, residential tenancies, tobacco control, and environment protection.Food and water sampling for compliance: the service undertakes food and water sampling to ensure compliance with requirements. This includes inspecting and sampling food establishments to ensure that they meet health and safety standards and guidelines for food handling, storage, and preparation.Investigating and actioning customer requests and complaints: the service investigates and takes action on customer requests and complaints related to environmental health concerns.Arbovirus monitoring and control program implementation: The Environmental Health service is responsible for implementing an arbovirus monitoring and control program.Sharps pick-up on council land: The service also handles the safe disposal of sharps (eg. needles) found on council-owned land.Community education and awareness: This activity involves providing information and resources on topics such as food safety, environmental protection, and public health, to empower the community to make informed decisions and take appropriate actions.				
SERVICE LEVEL DESCRIPTIONS			PERFORMANCE MEASURES		
Conduct annual inspections of registered premises: Food, public health and wellbeing, residential tenancies			Number of annual registered premises inspections completed		
Issue registration renewal to registerable premises			Number of registerable premises renewed by renewal date		
Undertake food sampling			Mandatory food sampling completed		
Investigate and action Environmental Health complaints and requests			Number of complaints actioned for investigation within required timeframes		
Process applications for onsite wastewater systems			Applications are processed within 42 days		
Conduct the onsite wastewater systems inspection program			Annual inspection program completed		
Ensure compliance with the <i>Arbovirus Service Plan</i>			Human cases of mosquito-borne diseases are investigated and reported		
Ensure compliance with the Tobacco MOU			Number of recorded breaches of Tobacco Act at educational visits		

EVENT ATTRACTION



RESPONSIBLE PORTFOLIO	Community				
DESCRIPTION AND PURPOSE	At Wodonga Council, we actively work towards attracting exciting events to our thriving city. We conduct thorough research and strategise to target and secure events that will showcase the best of Wodonga. Our Event Attraction funding program offers incentives to help bring these events to life. By hosting rock concerts, major car shows and national or state sporting events, we aim to promote our city and boost tourism. We also provide expert advice and advocacy throughout the event planning process, ensuring successful delivery and creating memorable experiences for all.				
OPERATING BUDGET (\$,000) 2023-2024	REVENUE	\$14	EXPENSE	(\$213)	
COUNCIL PLAN	PLAN ALIGNMENT		Connected and Engaged Community		
			Thriving and Vibrant Community		
CORE SERVICE ACTIVITIES	<ul style="list-style-type: none">Targeting and attracting events: The Event Attraction service focuses on targeting and attracting events to be hosted in Wodonga.Providing funding avenues for event organisers: The service provides avenues of funding for event organisers through the Event Attraction Contribution.Offering event advice and advocacy: The service provides advice and information to organisers of Wodonga events.Ensuring event compliance: Encourage and facilitate the event compliance process to ensure that events conducted in Wodonga are safe, professionally run, conducted in suitable locations, and do not unduly impact residents, businesses, or the environment.Event infrastructure and logistics: The service collaborates with event organisers to plan and co-ordinate event infrastructure and logistics.Marketing and promotion: The service also plays a role in marketing and promoting events in Wodonga.				
SERVICE LEVEL DESCRIPTIONS				PERFORMANCE MEASURES	
Attract major events to Wodonga that provide social, cultural and economic benefit to the community				Successful delivery of 100% of the event attraction funding programs	
Provide event advice and advocate for the safe delivery of events by external presenters				Collection of event compliance documents from external organisers Council onsite induction process completed	
Conduct Event Attraction research and develop event proposals and pitches				Number of event organisers that receive an event pitch annually	
Attract events through the hosting of new client familiarisation tours				Number of new client familiarisation tours hosted annually	



EVENTS



RESPONSIBLE PORTFOLIO	Community				
DESCRIPTION AND PURPOSE	Our Events service at Wodonga Council is dedicated to creating and delivering a diverse calendar of events throughout the year. This includes both major and small-scale events that cater to the interests and needs of our community. We also take pride in organising civic events and official functions, such as the NAIDOC Raising the Flag ceremony, which represents our commitment to cultural celebrations. Additionally, we offer advice and advocacy to community-hosted events, supporting our local organizations and residents in their event planning endeavours.				
OPERATING BUDGET (\$,000) 2023-2024	REVENUE	\$75	EXPENSE	(\$599)	
COUNCIL PLAN	PLAN ALIGNMENT		Connected and Engaged Community		
			Thriving and Vibrant Community		
CORE SERVICE ACTIVITIES	<ul style="list-style-type: none">Event planning, management, and delivery: The Events service focuses on developing and delivering an exciting calendar of events for the Wodonga community.Event funding: The service provides avenues of funding for event organisers.Event advocacy and advice: The service provides support, advice, and information to organisers of Wodonga events. This includes offering resources, such as the Wodonga Venue Guide, Event Management Planning Guide, and VAW Business Event and Conference planners guide.Compliance: The Events service emphasises the importance of event compliance.Capacity building: The service offers professional development programs to build the capacity of event organisers.Event sustainability: The Events service facilitates training and development opportunities to assist event organisers in delivering environmentally sustainable, creative and innovative events that are responsive to the community’s needs.				
SERVICE LEVEL DESCRIPTIONS			PERFORMANCE MEASURES		
Develop and execute an annual calendar of community and civic events that reflects the needs, characteristics and interests of the Wodonga community			Attendance satisfaction rating from surveys Number of events that are delivered on time and within budget		
Promote and encourage community and cultural sector participation in professional development opportunities and council funding programs			Two professional development opportunities held per year Number of participants		
Provide advice and advocacy to community event organisers to develop capacity and ensure compliance			Number of permits issued Pathways bookings report		

FINANCE



RESPONSIBLE PORTFOLIO	Corporate				
DESCRIPTION AND PURPOSE	Finance plays a vital role in supporting the council and the community. Finance prepares budgets and financial plans, issues rates notices, administers financial transactions (for example, accounts payable and payroll), prepares monthly, quarterly, and annual financial reports, and ensures compliance with financial standards and regulations. Additionally, Finance oversees financial risks and the procurement of goods and services with the objective of maintaining acceptable risk and ensuring good governance.				
OPERATING BUDGET (\$,000) 2023-2024	REVENUE	\$52	EXPENSE	(\$1,688)	
COUNCIL PLAN	PLAN ALIGNMENT		Strong, Responsible and Sound Leadership		
CORE SERVICE ACTIVITIES	<ul style="list-style-type: none">Preparation of the annual budget: Finance is responsible for preparing the annual budget for council.Prepare long term financial plan: Finance is involved in creating a long-term financial plan to outline the financial goals and strategies for council.Prepare annual financial statements: Finance is responsible for preparing the annual financial statements that provide an overview of council's financial position.Undertake the year end audit process: Finance carries out the year-end audit process to ensure all financial records and transactions are accurate and in compliance with regulations.Monthly and quarterly financial reports: Finance generates monthly and quarterly financial reports to provide regular updates on council's performance and budgetary status.Issue rate notices: Finance is responsible for issuing rate notices to property owners, notifying them of their rates and charges for local government services.Financial transactions: Finance is responsible for administering financial transactions, including fortnightly accounts payable and payroll.				
SERVICE LEVEL DESCRIPTIONS			PERFORMANCE MEASURES		
Ensure employees are paid accurately and on time on a fortnightly basis			Staff are paid on time Accurate staff entitlement calculation Super, PAYG paid accurately and on time		
Prepare the budget in accordance with the <i>Local Government Act 2020</i>			Budget is approved by community and council and submitted to the Minister on time Community engagement and consultation during the budget process		
Deliver property valuation and rate notices with the required information to property owners			Rates are accurately calculated and collected 100% instalment notices are delivered on time		
Prepare and submit monthly and quarterly financial reporting			Reports are prepared in a timely and quality manner and received and noted by council		
Ensure audited financial statements are signed off by the Victorian Auditor General			Unqualified annual financial statements are audited and submitted to the Minister on time The annual budget and financial plan are prepared and adopted on time		

GOVERNANCE



RESPONSIBLE PORTFOLIO	Corporate				
DESCRIPTION AND PURPOSE	The Governance service ensures that our council is open, accountable and transparent in all its interactions with our community, businesses, staff and other tiers of government. We seek to drive a culture of excellence and probity in all aspects of corporate governance, ensuring that the council is compliant with its legislative obligations. We support the council to maintain financial sustainability, public transparency and privacy, and respond to Freedom of Information requests.				
OPERATING BUDGET (\$,000) 2023-2024	REVENUE	\$0	EXPENSE	(\$590)	
COUNCIL PLAN	PLAN ALIGNMENT	Strong, Responsible and Sound Leadership			
CORE SERVICE ACTIVITIES	<ul style="list-style-type: none">Ethical and high-quality leadership to council and the community: The Governance service focuses on providing ethical and high-quality leadership to both the council and the community.Maintain registers for conflicts of interest and gifts, and non-compliance: The Governance service is responsible for maintaining registers to track conflicts of interest, gifts, and non-compliance within the local government.Administrative assistance and governance support to councillors: The Governance service provides high-level administrative assistance and governance support to the elected councillors.Oversight of governance of the organisation: The Governance service has the responsibility of ensuring high-level oversight of the governance practices within the council.Strategic advice to councillors: The Governance service offers strategic advice to the councillors to assist them in making informed decisions.FOI (Freedom of Information) request response: The Governance service handles Freedom of Information requests, ensuring timely and appropriate responses to such requests.				
SERVICE LEVEL DESCRIPTIONS			PERFORMANCE MEASURES		
Prepare and publish council meeting agendas by the deadline			Agendas are published on the council website five days prior to the council meeting		
Respond to FOI requests within the legislated timeframe			Annual report submission for FOI requests to Office of Victorian Information Commissioner		
Adhere to legislative timeframes for governance documents			Internal audits conducted show compliance		
Ensure personal interest returns are completed bi-annually			Personal interest returns register is current		
Undertake a four-yearly electoral review			Response to the VEC in a timely manner The election process is promoted to the community to encourage candidates		
Provide support for Councillors, Executive and CEO, and Council staff including research and specialist advice			Research and information provided in a timely manner to Executive and CEO, Councillors and to staff assist decision making and risk reduction		
Undertake annual integrated strategic planning and performance reporting			Annual integrated strategic planning requirements met Annual performance reporting requirements met		

HYPHEN GALLERY



RESPONSIBLE PORTFOLIO	Community				
DESCRIPTION AND PURPOSE	Hyphen Gallery is a vibrant, contemporary space that offers interactive arts and cultural experiences to the Wodonga community and visitors. Our exhibitions, public programs, and workshops provide opportunities for creativity, connection and curiosity in an accessible and inspiring environment. We aim to nurture a sense of belonging and provide a safe place for people to gather and connect. Hyphen serves as a community hub, where individuals can encounter, discover, engage with ideas, skills, knowledge and each other.				
OPERATING BUDGET (\$,000) 2023-2024	REVENUE	\$77	EXPENSE	(\$906)	
COUNCIL PLAN	PLAN ALIGNMENT		Thriving and Vibrant Community		
			Connected and Engaged Community		
CORE SERVICE ACTIVITIES	<ul style="list-style-type: none">• Curation and execution of exhibition programs: The Hyphen Gallery service curates and executes exhibition programs, showcasing diverse content and mediums.• Provision of public programs, workshops, events: The Hyphen Gallery service provides public programs, including workshops, events, talks, and seminars that engage residents and visitors to the city.• Provision of educational tours and programs: The Hyphen Gallery service provides educational tours and programs that cater to a wide range of audiences, including school groups of all ages.• Retail shop: The Hyphen Gallery service operates a retail shop that sells gifts and showcases regional creative products while also generating revenue for the gallery.• Facilitation of cultural industry studio program: The Hyphen Gallery service facilitates a cultural industry studio program aimed at creating a supportive environment for emerging artists and creative industries.• Community engagement: The Hyphen Gallery service actively engages and collaborates with community groups, stakeholders, and artists to facilitate opportunities, learning, build connection and capacity.				
SERVICE LEVEL DESCRIPTIONS			PERFORMANCE MEASURES		
Provide optimal access for visitors to Hyphen Gallery, at the time they see the service Deliver a service 7 days per week, (50 hours)			Span of hours compared to other regional galleries		
Deliver a quality customer experience to ensure our service is welcoming and inclusive with diverse and accessible exhibitions and programs			Customer satisfaction Excellence in experience		
Offer high calibre public programs that are relevant and engaging and readily available to members of the community			Attendance (participation) level in activities Percentage of participants on waitlist Excellence in experience		
Offer a volume of public programs that are diverse			Number of programs provided		
Offer a quality curated exhibition program that offers unique experiences and is relevant and engaging. The program is tailored to children, families, young people, visitors, residents, and are intellectually accessible.			Community satisfaction survey Visitation statistics		
Offer a volume of exhibitions, providing unique and new experiences for visitors to Hyphen, with the capacity to attract and engage repeat visitors			Number of exhibitions provided		
Maintain a reputation as a high-quality exhibition venue that drives visitation to Wodonga and has the ability to attract touring exhibitions			Excellence in experience Visitation to venue statistics Engagement with touring agencies		
Offer a quality retail experience			Retail space meets income generation budget		
Increase the level of artist engagement			Number of local artists/artisans stocked in shop Number of EOIs received Usage of Creative Studio		



HYPHEN LIBRARY



RESPONSIBLE PORTFOLIO	Community				
DESCRIPTION AND PURPOSE	Hyphen Library offers a range of library services to the community of Wodonga. Our aim is to connect people to information, knowledge, and each other by meeting their educational, social, cultural, and informational needs. We also deliver diverse community programs, provide access to a physical and digital library collection, facilitate creativity and connection, and contribute to a community hub in the CBD. Our goal is to provide a safe place where the community can feel a sense of belonging and engage with literacy, learning, and one another.				
OPERATING BUDGET (\$,000) 2023-2024	REVENUE	\$353	EXPENSE	(\$1,034)	
COUNCIL PLAN	PLAN ALIGNMENT	Connected and Engagement Community			
		Healthy, Safe and Resilient Community			
CORE SERVICE ACTIVITIES	<ul style="list-style-type: none">• Collections: The Hyphen Library service prioritises the curation of a diverse physical and digital library collection, including books, audio-visual materials, and digital databases.• Outreach services: Home delivery services are provided to ensure that library resources and materials reach individuals who may have limited mobility or difficulty accessing the library in person.• Provision of public programs: The library offers a range of public programs aimed at promoting early years literacy, digital literacy, and youth programming. These programs support education, skill development, and engagement with the community.• Provision of digital resources: The library is equipped with public computers, provides free Wi-Fi access, and offers a variety of digital resources including e-books, online databases, and business resources.• Provision of venue hire resources: The library is available for venue hire, both for commercial and community events, workshops, and meetings.• Access to community services: The library offers access to community services such as Justice of the Peace, Albury Wodonga Regional FoodShare, and resources related to family history research. These services contribute to the well-being and support of the local community.				
SERVICE LEVEL DESCRIPTIONS			PERFORMANCE MEASURES		
Ensure optimal access for visitors to Hyphen, at the times they seek the service by providing a service 50 hours per week, with 24-hour e services - Lote, Beama, Pressreader, Storybox, Borrowbox, and mobile print			Span of hours compared to other regional libraries and galleries		
Provide a quality customer experience that is welcoming and inclusive, offers a quality and breadth of collection and diversity and accessibility of programs			Customer satisfaction Excellence in experience Collection access and use		
Offer high calibre public programs which are relevant and engaging for community			Participation versus capacity in activities READ quality assurance as outlined in the early year quality indicators checklist Contribute to literacy and learning outcomes		
Offer a diverse volume of public programs			Number of programs provided		
Ensure reliable and accessible spaces to meet, gather and conduct activities and business			Hire total income Number of turn-aways		
Optimise income generation through venue hire			Financial income reports		
Provide a service that is relevant and meets diverse information, social, cultural needs of community			Venue attendance		
Provide a service that offers a relevant and contemporary collection to its members			Number of loans per collection item		

IMMUNISATION



RESPONSIBLE PORTFOLIO	Community				
DESCRIPTION AND PURPOSE	The Immunisation service offers immunisation services to the Wodonga community and other contracted areas under the National Immunisation Program (NIP). We provide immunisations to eligible babies, children, and adults through community sessions, school programs, and private businesses for influenza. Our service extends beyond Wodonga, delivering immunisations to schools and councils in the northeast region of Victoria and the Albury school program. We offer free essential vaccines to protect eligible individuals from a range of diseases.				
OPERATING BUDGET (\$,000) 2023-2024	REVENUE	\$230	EXPENSE	(\$425)	
COUNCIL PLAN	PLAN ALIGNMENT		Healthy, Safe and Resilient Community		
CORE SERVICE ACTIVITIES	<ul style="list-style-type: none">Provision of immunisation sessions: The Immunisation service prioritises the organisation and administration of immunisation sessions at various locations across the city and surrounding local government areas.Provision of private flu vaccination services: The service offers private flu vaccination services to businesses that choose to engage their services. This includes providing flu vaccinations to employees at private companies.Provision of school vaccination programs: Under current contract with a specific organisations, the Immunisation service administers school vaccination programs in Albury and various surrounding Victorian LGAs.				
SERVICE LEVEL DESCRIPTIONS			PERFORMANCE MEASURES		
Deliver Wodonga public immunisation clinics			Number of clinics delivered per year		
Deliver private flu vaccination clinics			Number of private businesses who engage the service for provision of non-funded flu vaccinations		
Provide the Wodonga school vaccination program			Number of school sessions provided per year		
Deliver contracted council community clinics (external local government areas)			Number of clinics delivered per year		
Provide the schools vaccination program to contracted schools (external local government areas in Victoria and NSW)			Number of school sessions provided per year		



INFORMATION MANAGEMENT



RESPONSIBLE PORTFOLIO	Corporate				
DESCRIPTION AND PURPOSE	Information Management at Wodonga Council is responsible for managing the core records Management functions throughout the life cycle of a record. We ensure records are kept secure and easily accessible when needed. Our purpose is to support all council business units, their processes, and records requirements while adhering to the relevant <i>Public Records Act</i> and <i>Privacy Act</i> .				
OPERATING BUDGET (\$,000) 2023-2024	REVENUE	\$0	EXPENSE	(\$384)	
COUNCIL PLAN	PLAN ALIGNMENT		Strong, Responsible and Sound Leadership		
CORE SERVICE ACTIVITIES	<ul style="list-style-type: none">Records management: This activity involves creating, using, retaining, appraising, and disposing of records.Scanning: It includes the processing, maintenance, and support of scanned documents.Record retrieval: This activity involves searching, locating, and delivering electronic or hardcopy records when needed.Archiving: This activity focuses on organising and storing records for long-term preservation.Training: It includes providing training on information management practices to staff and stakeholders.Compliance: Adherence to relevant Acts and regulations governing information management is a crucial priority.				
SERVICE LEVEL DESCRIPTIONS				PERFORMANCE MEASURES	
Scan, register and maintain clear and concise records				100% of records are scanned, registered and maintained clearly and concisely	
Provide FOIs within timeframes				100% of FOIs are delivered within timeframes	
Maintain record storage locations to ensure all records are locatable				99% of all records are locatable	
Ensure records are retrieved within the day of request				100% of records are retrieved within the day of request	
Submit OVIC Reporting				Meet submission deadlines annually	
IM Training				All staff are trained in IM best practice and system usage within two weeks	

INFORMATION SERVICES



RESPONSIBLE PORTFOLIO	Corporate				
DESCRIPTION AND PURPOSE	Information Services is dedicated to providing a stable, secure, and responsive ICT environment that meets the needs of our business users. We prioritise positive customer relationships and aim to make service delivery easier by resolving and troubleshooting any issues. Our focus is to empower users by enabling the organisation through innovative software and hardware infrastructure. We are committed to maintaining a secure and stable information services environment to ensure the confidentiality and integrity of data.				
OPERATING BUDGET (\$,000) 2023-2024	REVENUE	\$0	EXPENSE	(\$2,863)	
COUNCIL PLAN	PLAN ALIGNMENT		Strong, Responsible and Sound Leadership		
CORE SERVICE ACTIVITIES	<ul style="list-style-type: none">IT Infrastructure: This activity involves managing and maintaining the IT infrastructure, including PCs, laptops/tablets, servers, disaster recovery/change control environments, networks (local area and wide area), and telecommunications (telephone handsets, mobile phones).IT cyber security: It includes implementing and managing cybersecurity measures such as firewalls, content management (web/mail filtering), DLP (Data Leakage Prevention), and endpoint security.IT support: This activity focuses on providing IT support services, including IT help desk support, managing IT charges, and providing IT training to staff.IT applications: This activity involves managing and supporting different IT applications used within the organisation, such as Microsoft products, Kapish, Pathway, Think Project ASM, Intramaps GIS, Finance One, Aurion Payroll, and Xpedita Preschool.Databases: This activity includes managing, administering, developing and providing reporting and analytics capabilities for databases used within the organisation.Geographic Information Services (GIS): This activity involves managing and developing Geographic Information Services, including administration, development, and mobile GIS applications.				
SERVICE LEVEL DESCRIPTIONS			PERFORMANCE MEASURES		
The uptime of the network and servers			Ensure 99% server/network uptime		
Create new employee profiles/accounts			Accounts and IT equipment are delivered prior to starting		
The uptime of council’s corporate application suite			Ensure 99% application uptime		
Process staff termination requests			IT equipment is returned, and accounts are suspended on departure		
Provide staff with IT Support and advice			Number of resolved cases and number of tickets requested for help by users		
Cyber safety			0 successful cyber attacks		



KINDERGARTENS



RESPONSIBLE PORTFOLIO	Community				
DESCRIPTION AND PURPOSE	Kindergartens provide high-quality early learning experiences to children, leading to positive education and life outcomes. We prioritise inclusion, ensuring that all children have access to quality early learning. Our sessional kindergarten programs cater to children aged 3 to 5 years old. We focus on supporting children's social, emotional, and educational development, equipping them with skills for a successful lifelong learning journey. Each child receives individualised support to meet their specific learning needs.				
OPERATING BUDGET (\$,000) 2023-2024	REVENUE	\$4,765	EXPENSE	(\$4,454)	
COUNCIL PLAN	PLAN ALIGNMENT		Healthy, Safe and Resilient Community		
CORE SERVICE ACTIVITIES	<ul style="list-style-type: none">Provision of 15 hours per week of funded kindergarten: The Kindergarten service ensures the provision of 15 hours per week of face-to-face funded kindergarten for eligible children.Staff professional development: The service prioritises staff professional development to ensure the provision of high-quality educational programs that meet the National Quality Framework (NQF) standards.Educational program planning and development: The service focuses on planning and developing educational programs that align with the individual needs of each child and the broader needs of the group.Individual child assessment, planning, referral, and support: The Kindergarten service provides individual child assessments to identify and address specific educational, developmental and social needs.Family support and engagement: The service supports families in developing the skills to navigate the education system and actively engage in their child's educational journey.Partnerships with community organisations and agencies: Kindergartens often collaborate with community organisations and agencies to enhance the educational experience and provide additional support to children and families.				
SERVICE LEVEL DESCRIPTIONS			PERFORMANCE MEASURES		
Provide 600 hours of funded kindergarten for each enrolled child per year			Individual child attendance data		
Achieve an Individual service rating under National Quality Framework standards of Meeting or Exceeding			Service rating against national framework of Meeting or Exceeding National Quality Standards		
Provide a service that is compliant with National Law and National Standards			Checks as conducted by the Department of Education		
Process applications for kindergarten places each year			Number of children seeking enrolment in kindergarten services		
Process state kindergarten survey response data			Number of responses		

MARKETING



RESPONSIBLE PORTFOLIO	Community				
DESCRIPTION AND PURPOSE	Working with the Communications team, the Marketing team focuses on promoting the Wodonga brand and the council’s various programs, venues and services. Through our efforts, we aim to enhance the profile of Wodonga, reach wider audiences, and strengthen community engagement.				
OPERATING BUDGET (\$,000) 2023-2024	REVENUE	\$1	EXPENSE	(\$799)	
COUNCIL PLAN	PLAN ALIGNMENT		Connected and Engaged Community		
			Thriving and Vibrant Community		
CORE SERVICE ACTIVITIES	<ul style="list-style-type: none">Developing and implementing integrated communications and marketing campaigns to promote the council’s services, programs, and events.Co-ordinating photography and videography for content creation to capture content that showcases the council’s services, projects and programs.Managing the council’s image library and brand assets.Coordinating the city’s flags schedule.Developing content and providing design services for printed and online publications. This activity involves creating content for various marketing materials such as maps, forms, publications, and collateral.				
SERVICE LEVEL DESCRIPTIONS				PERFORMANCE MEASURES	
Create marketing content and lead brand asset management				Timeliness and quality of deliverables, and delivered within budget Internal satisfaction survey	
Develop and maintain branded signage assets across the city				Actions completed in Signage Plan Completion of assigned signage projects Asset condition rating and intervention point reached	
Develop and implement marketing campaigns to promote council's services, programs and events to key audiences				Audience indicators - reach, engagement and followers Attendance figure Survey feedback - How did they hear about the event?	

MATERNAL AND CHILD HEALTH



RESPONSIBLE PORTFOLIO	Community				
DESCRIPTION AND PURPOSE	The Maternal and Child Health (MCH) service is a free primary health service for children from birth to school age and their families. Our dedicated team focuses on promoting, preventing, detecting, and intervening in the physical, emotional, and social factors that impact young children and their families. We monitor child health, learning, and development, offer support for maternal health, and promote family wellbeing and functioning. Our goal is to enhance the health, wellbeing, and safety of children and families by providing social supports, referrals, and connecting them with local communities.				
OPERATING BUDGET (\$,000) 2023-2024	REVENUE	\$1,252	EXPENSE	(\$1,562)	
COUNCIL PLAN	PLAN ALIGNMENT	Healthy, Safe and Resilient Community			
CORE SERVICE ACTIVITIES	<ul style="list-style-type: none">• Ten key age and stage visits per the MCH service framework: These visits focus on health promotion activities, preventative health monitoring, and opportunistic service provision to ensure the well-being and development of the child.• Additional consultations: This activity includes offering additional consultations to families beyond the scheduled visits to address specific concerns or needs of the family and provide additional support and guidance.• Breastfeeding support: This activity focuses on providing specialised support and guidance to mothers to support their breastfeeding journey.• First time parents groups: This activity involves organising and facilitating support groups specifically for first-time parents.• Family violence consultations: Providing specialist family violence consultations to families who may be experiencing or at risk of family violence.• Enhanced maternal and child health service: The Enhanced MCH program provides additional levels of service and support for families experiencing a period of vulnerability.				
SERVICE LEVEL DESCRIPTIONS			PERFORMANCE MEASURES		
Provide ongoing engagement for continuity of care			Numbers of Key Age and Stage visits, additional consultations and groups/programs provided		
Support first time parents to be engaged in the First Time Parents Group (FTPG) program			Number of first-time parents enrolling in and engaging with FTPG program		
Provide Family Violence Consultations in line with relevant funding			Number of FV consultations provided		
Process children's enrolments in the MCH service			Meeting state targets for KAS consultations in each age group (varied by age) Number of children enrolled in the MCH service		
Deliver the state-funded Enhanced Maternal and Child Health Program			Number of families referred to and engaged with the program in line with Department of Health (DH) and Department of Families, Fairness and Housing (DFFH) guidelines		

PARKS AND GARDENS



RESPONSIBLE PORTFOLIO	Infrastructure				
DESCRIPTION AND PURPOSE	The Parks and Gardens service aims to maintain and improve safe open spaces promoting health and wellbeing through well-maintained landscapes. We strive to foster community ownership and pride in Wodonga's open spaces. We prioritise building positive relationships with user groups, including sporting clubs, community organisations, government agencies, and residents.				
OPERATING BUDGET (\$,000) 2023-2024	REVENUE	\$91	EXPENSE	(\$4,603)	
COUNCIL PLAN	PLAN ALIGNMENT	Sustainable and Forward-Thinking			
		Healthy, Safe and Resilient Community			
CORE SERVICE ACTIVITIES	<ul style="list-style-type: none">• Mowing is a key activity in maintaining parks and gardens. It involves cutting grass to a specified height to ensure a neat and well-maintained appearance.• Tree maintenance is essential for the health and aesthetics of parks and gardens.• Litter removal is an important activity to keep parks and gardens clean and enjoyable.• Playgrounds require regular maintenance and inspections to ensure they are safe for use.• Garden maintenance focuses on the care and upkeep of flowerbeds, shrubs, and ornamental plants within parks and gardens.• Edging is an activity that defines the borders of paths, flowerbeds, and other landscaped areas within parks and gardens.				
SERVICE LEVEL DESCRIPTIONS			PERFORMANCE MEASURES		
Develop and implement maintenance actions that preserve council's open spaces including, trees, shrubs, lawns, park furniture, playgrounds and garden bed assets for our community to cherish and enjoy			Community satisfaction survey Feedback from councillors		
Provide quality sporting surfaces for active recreational casual users and user groups			Community satisfaction survey Feedback from Executive and councillors Feedback from sporting groups, professional turf qualified specialists and visiting teams		
Create civic pride and a sense of community ownership in the appearance of our parks, gardens and public open spaces			Community satisfaction survey Feedback from Executive and councillors		



PEOPLE



RESPONSIBLE PORTFOLIO	Corporate				
DESCRIPTION AND PURPOSE	The People team is pivotal in providing high quality specialist advice, information, support, leadership and assistance to the organisation relating to all people matters. We are responsible for the end-to-end delivery of the entire employee lifecycle. The team positively and proactively leads and drives a high-performance culture across the council while prioritising and focusing on recruitment, retention, workforce planning, organisational development, employee engagement, performance management, employee capability and development and continuous improvement. To achieve this we lead, coach, support, and engage while ensuring compliance in conjunction with all legislative requirements, the enterprise agreement and other relevant industrial instruments.				
OPERATING BUDGET (\$,000) 2023-2024	REVENUE	\$0	EXPENSE	(\$1,301)	
COUNCIL PLAN	PLAN ALIGNMENT	Strong, Responsible and Sound Leadership			
CORE SERVICE ACTIVITIES	<ul style="list-style-type: none">Recruitment and retention: This core service focuses on attracting, recruiting, and retaining high calibre individuals for all job roles in order to ensure organisational capability.Performance management: This core service focuses on addressing industrial relations, employee relations, and human resource challenges as they arise, with outcomes that positively impact the council.Workforce planning: This core service focuses on establishing an effective workforce plan that meets the needs of the organisation both now and into the future.Employee capability and performance development: This core service involves providing learning and development opportunities for employees to enhance their skills, knowledge, capabilities and career progression while managing a robust performance appraisal system and involves the development of every employee whilst providing a pathway to future career progression.Employee engagement: This core service involves ensuring we establish an engaged workforce that is motivated, high-performing and cares about the organisation and its performance.Organisational development: This core service involves designing and implementing strategies, structures and processes that are effective and ensure the organisation is flexible and adaptable to the changing and dynamic environment.				



SERVICE LEVEL DESCRIPTIONS	PERFORMANCE MEASURES
Leading efficient and best practice recruitment services for hiring managers with the development of effective tools to support fair, timely and transparent recruitment and selection processes in alignment with our policies and procedures	Recruitment requests actioned within two days Employee contracts actioned in two days Vacancy rate Time to fill rate
Leading the retention of engaged and motivated employees	Voluntary turnover rate Involuntary turnover rate Exit interviews
Deliver a Workforce Plan that is based on the needs of the organisation and takes into account the dynamic environment in which we operate	Diversity rate Succession plans established with high risk positions identified with plans in place for replacement
Development, negotiation and implementation of the council's enterprise agreement	A current and approved Enterprise Agreement
Maintaining a high level of employee engagement	Employee engagement survey results People Matter survey results Pulse survey results Absence rate Gender Equality Action Plan (GEAP) results
Learning and development opportunities are available to every employee	100% compliance with mandatory training All staff have learning identified as part of their development review
Ensuring employee capability and performance development through the provision of a variety of learning opportunities	Position descriptions aligned to organisational goals Promotion rate People and Performance Framework review Training investment per employee Training participation rate Internal mobility rate
The provision of career opportunities in order to gain experience through placements or employment (apprentices, trainees and work experience)	Number of apprentices employed Number of trainees employed Number of work experience students hosted Pathways developed
Timely provision of industrial relations (IR) and employee relations (ER) advice and response to IR / ER matters	IR / ER matters dealt with in a reasonable and timely manner (same day initial response)

POPULATION HEALTH



RESPONSIBLE PORTFOLIO	Community				
DESCRIPTION AND PURPOSE	At Wodonga Council, our Population Health service is dedicated to the well-being of our diverse community. We engage with the local population and analyse data to identify health priorities. Our focus is on planning and implementing a wide range of population health policies, plans and initiatives that address specific needs, We're committed to whole-of-population initiatives that align with community priorities, such as strengthening pathways for vulnerable individuals, preventing family violence, promoting harm prevention related to alcohol and other drugs, facilitating access and inclusion, promoting affordable housing and providing access to community facilities. Internally, we provide valuable guidance to other departments, influencing planning decisions and strategies while building staff capacity.				
OPERATING BUDGET (\$,000) 2023-2024	REVENUE	\$224	EXPENSE	(\$683)	
COUNCIL PLAN	PLAN ALIGNMENT		Healthy, Safe and Resilient Community		
			Connected and Engaged Community		
			Thriving and Vibrant Community		
CORE SERVICE ACTIVITIES	<ul style="list-style-type: none">Disability access and inclusion: This activity involves designing and delivering the council's <i>Disability Action Plan</i>, facilitating an advisory committee, and ensuring compliance with legislative requirements related to disability access and inclusion.Liquor and gambling: This activity includes development of policy and actions plans, conducting social and community impact assessments on new liquor and gaming permits, coordinating the local drug action team, and participating in the liquor accord to enhance licensee compliance and community safety measures.Gender equity and revention of violence: This activity encompasses conducting gender impact assessments, promoting gender equity and reducing gendered violence through community campaigns, facilitating the diversity and inclusion committee.Community support: This activity involves policy and procedure development for community funding, as well as administration and support for community funding initiatives.Community development: This activity covers research, analysis of social data, creating advocacy tools, responding to emerging needs of vulnerable communities, and participating in networks and community efforts to address diverse agenda's including mental wellbeing and resilience.Advocacy: This activity focuses on advocating for social initiatives and infrastructure that optimise the health and wellbeing of residents.				



SERVICE LEVEL DESCRIPTIONS	PERFORMANCE MEASURES
Design and deliver the Municipal Public Health and Wellbeing Plan	Plan and outcomes framework developed, legislated compliance, approved by the Victorian Government and plan adopted by council Percentage of plan executed Population Health Outcome Metrics <ul style="list-style-type: none"> • Improved gender equity across council initiatives, programs, events and policies • Increase in people who feel safe and are free from harm in Wodonga • Decrease in community risk of alcohol related harm • Increased access to appropriate and affordable housing • Decrease the percentage of people experiencing mortgage and rental stress • Decrease in social and public housing wait lists • Increase in number of people in Wodonga reporting good to high levels of health and wellbeing. • Increased diversity of community participation (Comparing data before and after plan implementation helps assess its effectiveness in improving community well-being, alongside other performance measures)
Design and deliver the Disability Action plan, aligned with legislation	Executive adoption of <i>Disability Action Plan 2022-2025</i> , legislation compliance, including annual reporting. Percentage of DAP executed
Conduct research to provide advice and undertake lobbying	Social factsheets are updated and published every four years
Facilitate networks and committees effectively and efficiently	Develop and implement a Terms of Reference for each network or committee annually Committee meeting attendance Minutes and actions executed
Conduct informed and expert planning, provide policy guidance, advice and support to intra-council departments, NGOs and community to affect the health and wellbeing of residents	Number of GIAs completed and reported on for impact Timely completion of Social Impacts Assessments completed for planning Gender Impact Assessment (GIA) completion
Provide support, advice and funding through community funding requests, sponsorship and donations programs.	Community funding and sponsorship and donations administered - within timeframes Community concerns responded to, and advocacy provided - in line with service level timeframes Funding allocation efficiency: proportion of allocated funds that are effectively utilised for community initiatives and projects, ensuring efficient resource allocation. Positive community feedback on grants processes
Implement high-quality health promotion initiatives, programs, projects, and activities, including the execution of externally funded projects and the development of pilot programs tailored to address well-defined community needs and priorities	Effective health promotion initiatives completed that align with key health indicators in MPHWP project targets are determined, evaluated and met External funding utilisation: efficient and effective use of external funding for population health projects

PROJECTS AND DESIGN



RESPONSIBLE PORTFOLIO	Infrastructure				
DESCRIPTION AND PURPOSE	Our dedicated Projects and Design team at Wodonga Council is committed to delivering a wide range of capital and renewal projects for our vibrant community. With expertise in project management, contract management, and engineering services, we ensure effective and efficient execution. Our goal is to support the delivery of services that enhance the quality of life in Wodonga. We also provide valuable engineering advice and support to both our internal and external customers.				
OPERATING BUDGET (\$,000) 2023-2024	REVENUE	\$450	EXPENSE	(\$2,393)	
COUNCIL PLAN	PLAN ALIGNMENT	Sustainability and Forward-Thinking			
		Connected and Engaged Community			
CORE SERVICE ACTIVITIES	<ul style="list-style-type: none">Project management - civil construction: This activity involves the project management of various civil construction projects, including roads, drainage, bridges, footpaths, etc.Project management - building construction of community infrastructure: This activity focuses on managing and overseeing the construction of community infrastructure, including new, renewal, and expansion projects.Project management - infrastructure: This activity includes managing infrastructure projects such as street lighting and sports field infrastructure.Project scoping and design - civil, landscape, building, infrastructure: This activity involves scoping and designing projects related to civil, landscape, building and infrastructure developments.Engineering planning (statutory and strategic) and subdivisions: This activity covers the engineering function of planning, including statutory and strategic planning, as well as subdivisions, referrals, inspection and advice.Engineering services: This activity focuses on traffic management and engineering, including technical enquiries, road safety initiatives, transportation and engineering planning.				
SERVICE LEVEL DESCRIPTIONS			PERFORMANCE MEASURES		
Ensure stakeholder engagement of project tracking through an end-to-end service from initiation to completion Tracking progress for key stakeholders and providing live data			Monthly reporting Lessons learnt process Quarterly reporting		
Ensure projects are delivered on time and within the allocated budget			95% delivery of related programs		
Ensure capacity to respond to current capital works planning			90% FTE maintained		
Provide reasonable and professional development application processing to external customers			Processing is completed within 30 days		

PROPERTY MANAGEMENT



RESPONSIBLE PORTFOLIO	Infrastructure				
DESCRIPTION AND PURPOSE	The Property Management service at Wodonga Council oversees various aspects of managing properties. This includes handling leases, licenses, investments, and divestments, as well as finalizing approved acquisitions and disposals of land to council. Our team ensures compliance with all relevant Acts and regulations, ensuring the proper and efficient management of council-owned properties.				
OPERATING BUDGET (\$,000) 2023-2024	REVENUE	\$306	EXPENSE	(\$542)	
COUNCIL PLAN	PLAN ALIGNMENT	Sustainable and Forward-Thinking			
CORE SERVICE ACTIVITIES	<ul style="list-style-type: none">Property lease agreement administration - Legal and administration support to Parks and Gardens, Sport and Recreation, cultural and community facility leases, and grazing licenses.Facilitate acquisition and disposal of council-owned land and buildings - Planning and managing the acquisition and disposal of council-owned land and buildings, including budget preparation, plan implementation, and ensuring compliance with budget approvals.Crown land and public land administration: This activity involves managing and administering the files associated with the acquisition, disposal, and occupancy of Crown land and public land.Maintain council's lease database - Ensure regularly updated and produce reports on the status of leases and licenses as required and is published on the council website.Provide property-related advice and assistance to internal and external stakeholders: This activity involves providing advice and guidance on property-related matters to internal stakeholders such as senior management and external stakeholders such as the public and potential investors.				
SERVICE LEVEL DESCRIPTIONS			PERFORMANCE MEASURES		
Co-ordinate activities of the internal property management function including leases, licenses, investment and divestment			Management of land transactions and public liability currency Lease/licences - 125 agreements per year Contract of sale - 6 per year Acquisition / divestment enquiries per year - 50		
Co-ordinate the finalisation of approved acquisitions disposal and associated transfer of land to Council ensuring compliance with all relevant Acts and Regulations			Deadlines and regulations of council are met		
Provide legal and administration support to Sport and Recreation leases and grazing licenses			Leases, licences and public liability agreements remain current About 40 active Sport and Recreation leases and 30 grazing licences		
Provide subject matter advice and support to both internal and external stakeholders			Customer requests are responded to within the allocated timeframes		



RECREATION



RESPONSIBLE PORTFOLIO	Community				
DESCRIPTION AND PURPOSE	The Wodonga Council Sport and Recreation service is responsible for the promotion of an active, healthy, engaged and inclusive lifestyle for all. Our recreation services ensure that every citizen has access to quality sporting, recreation, and leisure facilities to benefit their well-being and contribute to the wider community. We manage and develop these spaces with sustainability and amenity in mind, encouraging active participation in a safe and enjoyable manner. Through sport and active recreation, we aim to increase community health and happiness.				
OPERATING BUDGET (\$,000) 2023-2024	REVENUE	\$145	EXPENSE	(\$1,792)	
COUNCIL PLAN	PLAN ALIGNMENT		Sustainable and Forward-Thinking		
			Healthy, Safe and Resilient Community		
			Connected and Engaged Community		
CORE SERVICE ACTIVITIES	<ul style="list-style-type: none">• Manage leased and licensed sport, recreation, and leisure facilities: This activity involves managing various facilities by ensuring compliance, risk management, facility maintenance and supporting facility development.• Manage and maintain Wodonga playgrounds and fitness equipment: This activity involves managing and maintaining playgrounds, fitness equipment, and other related recreational facilities, ensuring their safety and proper functioning.• Manage the capital expenditure of playground renewal and high-risk programs: Managing the capital expenditure of playground renewal and high-risk programs, ensuring efficient use of available resources, and compliance with the approved budget.• Delivery of sport and recreation programs and event delivery: This activity focuses on delivering a range of sport and recreation programs and events in accordance with local needs and interests.• Recreation planning and strategic objective delivery: This activity involves conducting research, planning, and developing strategies and objectives for recreational activities, including identifying opportunities for community engagement.• Recreation and playground project management: This activity involves project management of recreation and playground activities, including budget and resource management, plan implementation, and ensuring compliance with project objectives.				
	SERVICE LEVEL DESCRIPTIONS		PERFORMANCE MEASURES		
	Delivery of suitable assets and programs based on fit for purpose and industry standard requirements Enable effective community facility asset use through third party contract		Maintain and increase participation levels, facility presentation, utilisation, and optimisation. Ensure they are fit-for-purpose, meet industry standards and manage contract performance measures		
	Ensure compliance with industry standards		Facility guidelines and playground standards are met		
	Advocate for council and community for external funding to maintain and expand service levels		State and federal industry standards Value for costs Inclusion and equitable access to facilities and assets Increased optimisation and utilisation of sport and recreation assets and facilities		
	Undertake detailed planning and design for community and recreation precincts		Detailed master and precinct plans and the delivery of actions from those plans		

ROADS MAINTENANCE



RESPONSIBLE PORTFOLIO	Infrastructure				
DESCRIPTION AND PURPOSE	At Wodonga Council, we are committed to maintaining our city's road, path and drainage infrastructure to a high standard. Our Roads Maintenance service ensures that these essential components are well-maintained, providing a fair and reasonable level of quality that aligns with our road management plan. We strive to make our roads safe and accessible for everyone in our vibrant community.				
OPERATING BUDGET (\$,000) 2023-2024	REVENUE	\$1,085	EXPENSE	(\$3,043)	
COUNCIL PLAN	PLAN ALIGNMENT	Sustainable and Forward-Thinking			
		Connected and Engaged Community			
CORE SERVICE ACTIVITIES	<ul style="list-style-type: none">• Maintenance of sealed and unsealed road carriageways, including repairs, resurfacing, and maintenance of road surfaces.• Path and footpath maintenance, including repairs, maintenance, and construction of footpaths and shared paths for pedestrians and cyclists.• Drainage infrastructure maintenance, including maintenance and clearing of table drains, culverts, and underground stormwater infrastructure to ensure proper water flow and prevent flooding.• Sign and guardrail maintenance, including installation, repair, and maintenance of road signs, guardrails, and other safety infrastructure.• Street sweeping and road inspection, including regular cleaning of streets and thorough inspection of road conditions for identification of maintenance needs.• Maintenance and repair of parking bays, carparks, shoulders, kerb, and channel, including repairs and maintenance to ensure safe and functional parking and traffic flow.				
SERVICE LEVEL DESCRIPTIONS			PERFORMANCE MEASURES		
Complete customer service requests in a timely and quality manner			Monthly report Maintenance of comprehensive and robust asset management data set to inform asset management plans, works programming and monitoring		
Conduct yearly inspection and grading of fire trails			Requests from CFA for improvement		
Conduct inspection of roads and footpaths as per road management plan (RMP)			Compliance with RMP Maintenance of comprehensive and robust asset management data set to inform asset management plans, works programming and monitoring		
Undertake drainage maintenance and wetland maintenance on request			Number of outstanding requests		



SAFETY



RESPONSIBLE PORTFOLIO	Corporate				
DESCRIPTION AND PURPOSE	The Safety team is pivotal in providing high quality direction and specialist advice to the organisation relating to all occupational health and safety (OHS) and return to work (RTW) matters. The team positively and proactively leads and drives a safety culture across the council while prioritising and focusing on safe systems of work, the co-ordination of injury management, claims management, employee health and wellbeing activities and continuous improvement. To achieve this we support, engage, and ensure compliance with legislative requirements whilst minimising the risk of injury and illness and keep up to date and abreast of safety and workers compensation legislative changes.				
OPERATING BUDGET (\$,000) 2023-2024	REVENUE	\$0	EXPENSE	(\$436)	
COUNCIL PLAN	PLAN ALIGNMENT		Strong, Responsible and Sound Leadership		
CORE SERVICE ACTIVITIES	<ul style="list-style-type: none">• Health, safety and wellbeing: This core service focuses on implementing measures for prevention, early intervention, specialist safety advice, guidance, and the implementation of policies to support the safety and health and wellbeing of employees in the workplace.• Return to work and injury management: This core service involves managing and facilitating a smooth return to work process for employees who have been injured or have taken a leave of absence due to work-related issues.• Health, safety and wellbeing education: This core service focuses on providing training, coaching and development opportunities to employees regarding safety, and health and wellbeing practices.• Incident reporting and investigation: This core service focuses on establishing a system for incident reporting, properly investigating incidents that occur, and implementing corrective actions to prevent future occurrences.• Risk assessment and hazard identification: This core service involves conducting thorough risk assessments and identifying potential hazards within the workplace while developing solutions to minimise risk.				
SERVICE LEVEL DESCRIPTIONS			PERFORMANCE MEASURES		
Develop and implement the health and wellbeing program to educate, influence, and prevent injury.			Number of training and education sessions delivered Number of participants		
Deliver a return to work / injury management service in a compliant and timely manner with robust wellbeing checks following incidents with appropriate referrals.			Psychological claims are processed within three days Physical claims are processed within 28 days Wellbeing checks occur following each incident		
Lead a contemporary and innovative health, safety and wellbeing strategy, innovative tools, resources and programs			Number of resources and programs delivered for all staff Quarterly reports		
Conduct pre-employment and fit for work assessments			Assessments are booked with the provider within three days. Completion is dependent on the provider and candidate availability. Provider has an obligation to action within three days.		
Co-ordinate an adaptive approach to managing an ageing workforce - physical, sensory, cognitive and mental capacity			Quarterly training and delivery of education programs		

Deliver an OHS contractor management service	Six monthly audits and reporting to Executive with results
Manage CAMMS Incident reporting, investigation and workplace inspections	CAMMS incident reports Audit and Risk Committee report
Embed Debriefing Framework, including system, practice and ongoing reinforcement	HSW Team review with key stakeholders following CAMMS incident report or verbal notification. Debriefing/wellbeing check hours reported on each quarter
<p>Ensure OHS compliance and regulation through the following.</p> <ul style="list-style-type: none"> • Co-ordination and hosting of the HSW Committee • Annual reviews of emergency management procedures • Annual inspection of all facilities • Biennial hearing tests conducted for identified staff • OHS contractor management audits conducted 	<p>Council compliance with regulations</p> <p>100% of HSW committee meetings</p> <p>100% of annual reviews of emergency management procedures</p> <p>100% of annual facility inspections</p> <p>100% of hearing tests conducted biennially</p> <p>100% of OHS contractor management audits conducted</p> <p>Reduced LTIFR to below industry benchmark.</p> <p>Injury and illness severity rating (severity rating of near miss/minor to be 80% or higher)</p>



STATUTORY PLANNING



RESPONSIBLE PORTFOLIO	Infrastructure				
DESCRIPTION AND PURPOSE	The Statutory Planning Unit at Wodonga Council plays a vital role in assessing and determining planning permits. They also provide advice and information related to statutory planning and certify plans of subdivision and statements of compliance. Our team fulfils council's legislative obligations and strives to deliver clear, consistent and compliant planning outcomes.				
OPERATING BUDGET (\$,000) 2023-2024	REVENUE	\$298	EXPENSE	(\$937)	
COUNCIL PLAN	PLAN ALIGNMENT	Sustainable and Forward-Thinking			
CORE SERVICE ACTIVITIES	<ul style="list-style-type: none">• Planning permit assessment: This activity involves the assessment and processing of planning permit applications, ensuring compliance with relevant regulations and guidelines.• Subdivision assessment - certification and statement of compliance: It includes the assessment and certification of subdivision plans, ensuring compliance with subdivision regulations and issuing statements of compliance.• Provision of planning advice to development industry, internal customers, and community: This activity focuses on providing guidance and advice on planning matters to the development industry, internal stakeholders, and the community, addressing queries and offering recommendations.• VCAT applications: This activity involves the preparation and lodgement of applications to the Victorian Civil and Administrative Tribunal (VCAT), which is responsible for resolving planning disputes and reviewing decisions made by local councils.				
SERVICE LEVEL DESCRIPTIONS			PERFORMANCE MEASURES		
Undertake timely planning permit assessments			Statutory days to determine a permit		
Undertake quality planning permit assessment			Compliance of development with Wodonga Planning Scheme		
Provide planning advice to development industry and community			Customer Service Charter		



STRATEGIC PLANNING



RESPONSIBLE PORTFOLIO	Infrastructure				
DESCRIPTION AND PURPOSE	The Strategic Planning team shapes the city’s sustainable growth through urban design, land use strategies, and environmental protection initiatives. We plan and manage rezonings, planning scheme amendments, land use strategies, and development. The team’s goal: a thriving, sustainable city that builds on our natural surroundings and reflects the community’s values.				
OPERATING BUDGET (\$,000) 2023-2024	REVENUE	\$7	EXPENSE	(\$579)	
COUNCIL PLAN	PLAN ALIGNMENT		Sustainable and Forward-Thinking		
CORE SERVICE ACTIVITIES	<ul style="list-style-type: none">• Develop land use planning strategies and projects: This activity focuses on developing effective land use planning strategies, including those to protect and enhance council’s environmental lands.• Administer council-led planning scheme amendments to ensure approved land use strategies are implemented via the planning scheme: This activity involves administering council-led planning scheme amendments, ensuring that approved land use strategies are effectively reflected in the planning scheme.• Assess proponent-led planning scheme amendments (rezoning): This activity includes assessing planning scheme amendment proposals initiated by proponents, ensuring consistency with planning policies and guidelines.• Assess Development Plan applications: This activity involves assessing and processing development plan applications, ensuring that plans are in line with local planning schemes and regulations.• Review of the Wodonga Planning Scheme: This activity entails reviewing and updating the local planning scheme to ensure it remains up-to-date with current planning policies and guidelines.• Planning permit application referral advice: This activity focuses on providing guidance and advice on planning permit applications referred to other authorities in accordance with statutory requirements.				
SERVICE LEVEL DESCRIPTIONS			PERFORMANCE MEASURES		
Develop and implement land use planning strategies resulting in planning scheme amendments			Incorporation of strategy into the planning scheme as an incorporated or background document		
Deliver timely and consistent assessments of Development Plans			Approval of Development Plan		
Deliver timely and specific responses to planning permit referrals			Responses within 14 days		

SUSTAINABILITY



RESPONSIBLE PORTFOLIO	Infrastructure				
DESCRIPTION AND PURPOSE	Our Sustainability service is dedicated to creating a better future for Wodonga. We provide current and relevant knowledge on environmental best practices, innovations, tools, and legislative requirements. By staying informed, we can effectively achieve our environmental goals and meet legal requirements. To further our impact, we actively seek funding, sponsorships and partnerships to implement projects that address local climate change issues. Through successful grant management, we bring these initiatives to life.				
OPERATING BUDGET (\$,000) 2023-2024	REVENUE	\$0	EXPENSE	(\$281)	
COUNCIL PLAN	PLAN ALIGNMENT	Sustainable and Forward-Thinking			
		Healthy, Safe And Resilient Community			
CORE SERVICE ACTIVITIES	<ul style="list-style-type: none">• Advocacy for sustainable practices and policies at the local, state, and national level.• Research and implementation of projects to reduce ongoing operating costs and improve resource efficiency, including the use of renewable energy, energy-efficient equipment, and sustainable procurement practices.• Emission reduction strategies, including the development of emissions reduction targets, renewable energy programs, and energy-efficient infrastructure.• Education and awareness-raising about sustainability, including both internal training for local government staff and community education campaigns to promote sustainable practices and behaviours.• Collaboration with community groups, businesses, and other stakeholders to promote sustainability and address environmental challenges.• Implementation of sustainability practices in local government operations, including waste reduction, water conservation, and sustainable transport options.				
SERVICE LEVEL DESCRIPTIONS				PERFORMANCE MEASURES	
Conduct strategy reviews for: <ul style="list-style-type: none">• Sustainability strategy in 2026; and,• Climate Change Adaptation Plan in 2027.				Strategy reviews completed	
Attend the quarterly Goulburn Murray Climate Alliance attendance - meetings				Attendance and participation	
Provide spontaneous sustainability expert advice to internal units to inform risk management and planning				Approximately 75/ year Response within 24 hours	
Provide sustainability expert advice to community members				Approximately 100/ year Response within 24 hours	
Monitor asset performance to ensure value for cost of sustainability investments				Operating costs	

THE CUBE WODONGA



RESPONSIBLE PORTFOLIO	Community				
DESCRIPTION AND PURPOSE	The Cube Wodonga is a vibrant hub of performing arts and cultural activity. We proudly present a diverse program featuring professional performances that span various art forms and expression. We also focus on fostering community capacity, encouraging the development and delivery of cultural events and activities. Our venue not only hosts a wide range of community and commercial initiatives in both the main area and courtyard but also serves as an energetic centre for the performing arts. Additionally, we are a purpose-built venue for conferences, events, weddings, workshops, and training opportunities of all sizes. With our online and box office ticketing services, accessing our exciting events and performances is easy.				
OPERATING BUDGET (\$,000) 2023-2024	REVENUE	\$445	EXPENSE	(\$995)	
COUNCIL PLAN	PLAN ALIGNMENT		Connected and Engaged Community		
			Thriving and Vibrant Community		
CORE SERVICE ACTIVITIES	<ul style="list-style-type: none">Conference venue for hire for regional business events and conferencing, including the provision of well-equipped facilities, technical support and event co-ordination services.Performance venue for hire for commercial and community users, providing a space for live performances such as concerts, theatre productions, and exhibitions.Community venue for hire for events and activities, offering a space for community groups and individuals to host a variety of events including workshops, meetings, and social activities.Design and delivery of an annual season program of quality performing arts, curating a diverse range of performances and events to engage and entertain the local community.Delivery of Cube Bar and catering services, providing food and beverage options for events and performances held at The Cube Wodonga.Bookings, support, and development services, assisting with the reservation process, providing guidance and assistance to event organisers, and supporting the development and growth of community events.				
SERVICE LEVEL DESCRIPTIONS				PERFORMANCE MEASURES	
Deliver diverse programming and events that attract community visitors				Number of ticket sales Patron survey results	
Attract performances or events to the Cube annually that drive economic return (community and commercial)				Number of commercial performances booked	
Deliver high quality events and programs attracted to the venue annually				Number of events	
Increase cultural venue and program visitation				Door count/tickets and events	



TOURISM



RESPONSIBLE PORTFOLIO	Community				
DESCRIPTION AND PURPOSE	The Visit Albury Wodonga team is dedicated to creating incredible tourism experiences and products in our vibrant city. We work hard to develop the tourism industry and forge strategic partnerships. Our destination marketing efforts, including our website and social media platforms, showcase all that Wodonga has to offer. We also provide information management and excellent visitor service, ensuring a warm welcome to all who come to explore our beautiful city.				
OPERATING BUDGET (\$,000) 2023-2024	REVENUE	\$0	EXPENSE	(\$283)	
COUNCIL PLAN	PLAN ALIGNMENT		Thriving and Vibrant Community		
CORE SERVICE ACTIVITIES	<ul style="list-style-type: none">Developing and delivering strategies to increase awareness of and promote visitors to the city, including the development of marketing campaigns, tourism initiatives, and partnership development.Social media content planning and delivery, creating a daily schedule of posts to engage and attract visitors through social media channels.Website maintenance, ensuring the visitation website is up-to-date and accurate by adding new content, listings, and ensuring website functionality.General tourism administration, including responding to visitor feedback, managing emails, and assisting with general tourism projects.Delivering partner education, organizing workshops and training sessions to educate partner businesses on best practices for engaging with tourists and promoting the tourism industry.Working groups and committee attendance for local, regional, and state project delivery, supporting the development and delivery of tourism initiatives and programs in collaboration with external partners.				
SERVICE LEVEL DESCRIPTIONS			PERFORMANCE MEASURES		
Seek to grow and build the visitor economy			Albury City Tourism Agreement MOU key performance indicators Council Plan action 2C1C action		
Lead and implement actions from the Albury Wodonga Destination Management Plan			Number of projects / strategies annually		
Increase the number of tourism partner numbers and development of these partners across Wodonga			Tourism partner program memberships annually		
Ensure VAW works with Murray Regional Tourism (MRT) on campaigns, strategy development and project delivery			MRT Membership Agreement key performance indicators		



VOLUNTEER CO-ORDINATION



RESPONSIBLE PORTFOLIO	Community				
DESCRIPTION AND PURPOSE	At Wodonga Council, our Volunteer Co-ordination service plays an essential role in coordinating the council's volunteer program, from recruitment to sustained engagement, while ensuring volunteer safety. We also supervise the council's corporate volunteering program and organise volunteer efforts in emergencies. Furthermore, we facilitate community capacity-building activities for local volunteer organisations and groups, emphasising training and skill-building.				
OPERATING BUDGET (\$,000) 2023-2024	REVENUE	\$0	EXPENSE	(\$89)	
COUNCIL PLAN	PLAN ALIGNMENT		Healthy, Safe and Resilient Community		
			Connected and Engaged Community		
CORE SERVICE ACTIVITIES	<ul style="list-style-type: none">Co-ordinate the council's community volunteer program: Volunteer recruitment, onboarding, and volunteer placement in various areas and services across the municipality.Ensure volunteer and community safety through appropriate screening, induction, training, and risk management.Co-ordinate the promotion, attraction, and recognition of volunteers in the community, including organizing the annual Volunteer of the Year Awards, regular newsletters and communications, recruitment drives, and volunteer appreciation efforts.Co-ordinate volunteers in the event of natural disasters and other emergency events as part of the council's Municipal Emergency Management response.Co-ordinate the council's corporate volunteer program: Managing staff volunteer schedule, co-ordinating the promotion, and voluntary placement of staff in programs (eg. Meals on Wheels, the Blood Bank program, corporate cooking programs at Birralee Park Neighbourhood House).Facilitate community capacity-building activities for volunteers and local not-for-profit organisations and clubs.				
SERVICE LEVEL DESCRIPTIONS				PERFORMANCE MEASURES	
Maintain an active and available volunteer database through high level volunteer recruitment and management				Number of active volunteers	
Ensure volunteer recognition, promotion and events				Number of recognition events Number of nominations in volunteer awards	
Enable active engagement of volunteers in council services				Hours of volunteer service	
Deliver community capacity building initiatives				Number of programs offered annually Attendance of > 75%	
Facilitate emergency relief centre volunteer recruitment and co-ordination				Number of active volunteers signed up for emergency relief centre	

WASTE MANAGEMENT



RESPONSIBLE PORTFOLIO	Infrastructure				
DESCRIPTION AND PURPOSE	Our waste management service manages, delivers, and educates on domestic kerbside waste services, focusing on reuse, recycling, and organics. Our goal is to create a sustainable and environmentally-friendly city. We provide practical guidance to our residents, ensuring they have the tools and knowledge to participate in waste reduction efforts.				
OPERATING BUDGET (\$,000) 2023-2024	REVENUE	\$6,839	EXPENSE	(\$5,009)	
COUNCIL PLAN	PLAN ALIGNMENT		Sustainable and Forward-Thinking		
CORE SERVICE ACTIVITIES	<ul style="list-style-type: none">Managing the kerbside collection contract, which includes the collection and disposal of landfill, recycling, and organic waste from residential areas.Developing relevant waste-related strategies and plans to guide and improve waste management practices, such as waste reduction, recycling, and the promotion of sustainable waste practices.Contract management for domestic kerbside delivery, ensuring that waste collection services are delivered in accordance with contractual agreements and performance standards.Contract management for the Albury Waste Management Centre, specifically for landfill disposal, ensuring compliance with environmental regulations and managing landfill operations.Maintaining links and collaborations with state, federal, and regional agencies involved in waste management, to stay informed about policy changes, funding opportunities, and best practices.Active participation and membership in the Waste Management and Resource Recovery Association of Australia.				
SERVICE LEVEL DESCRIPTIONS			PERFORMANCE MEASURES		
Provide convenient service for community to dispose of household waste streams			Weekly FOGO, fortnightly landfill, fortnightly comingled recycling Community satisfaction surveys		
Provide reliable service for community to dispose of household waste streams			Number of kerbside bins missed Community satisfaction surveys		
Encourage residents to increase kerbside bin waste diverted from landfill			Diversion rate		
Deliver education to the community through programs relating to waste and recycling			Reduced contamination rate		
Rehabilitate the old landfill –site through regular testing and monitoring			Frequency of testing and monitoring		



EMERGENCY
CONTACT NUMBERS
AMBULANCE
FIRE
POLICE
WATERHOUSE
1800 222 222
NORTH WEST WATER
1800 222 222
ENVIRONMENTAL
PROTECTION AGENCY
1800 222 222
WORKSAFE AUSTRALIA
1800 222 222



LITHIUM
BATTERY



WASTE TRANSFER STATION AND STREET GARBAGE



RESPONSIBLE PORTFOLIO	Infrastructure				
DESCRIPTION AND PURPOSE	At Wodonga Council, we are dedicated to providing sustainable waste management solutions. Our Resource Recovery Centre offers an alternate method of disposing waste and recycling materials for our residents, beyond kerbside collections. We focus on managing, delivering and educating the community about proper waste disposal. Additionally, we provide a comprehensive suite of waste, recycling, and street cleaning services in key areas like the CBD, parks and reserves, high-profile areas and sporting grounds.				
OPERATING BUDGET (\$,000) 2023-2024	REVENUE	\$794	EXPENSE	(\$2,086)	
COUNCIL PLAN	PLAN ALIGNMENT		Sustainable and Forward-Thinking		
CORE SERVICE ACTIVITIES	<ul style="list-style-type: none">Contract management and processing of materials to ensure effective and efficient handling of waste and recycling.Daily collection of waste and recycling in high profile areas, parks, reserves, sporting grounds and in the CBD.Collection of illegal dumping, deceased animals, and litter from the street.Pensioner hard waste collections to support vulnerable residents.Installation and removal of bins and dog bag dispensers to improve bin infrastructure.Educational tours of the facility for schools and the community to foster knowledge of waste management, recycling, and sustainable practices.				
SERVICE LEVEL DESCRIPTIONS			PERFORMANCE MEASURES		
Provide a convenient service for the community to dispose of household waste streams			Transfer station opening hours		
Provide a cost-effective service for the community to dispose of household waste streams			Residential waste Vouchers presented		
Provide an opportunity for residents to reuse and recycle and divert waste from landfill. Provide an efficient and cost-effective service for community to dispose of waste streams not accepted in kerbside bins			Tonnes diverted from landfill		
Provide a responsive service to attend to illegal dumping/littering issues			Response to customer requests within allocated time frames		
Provide an amenity value in CBD, parks and gardens and high profile areas for residents and visitors to the municipality			Response to customer requests within allocated time frames		

YOUTH SERVICES



RESPONSIBLE PORTFOLIO	Community				
DESCRIPTION AND PURPOSE	Youth Services is committed to optimising the health and well-being of Wodonga's young people. We undertake various initiatives such as youth-related engagement, strategic planning, policy development, inter-agency partnerships, advocacy programs, leadership development, and social connection activities. These programs cater to the diverse and evolving needs of our young community and reflect our dedication to progress and inclusivity. With 19 per cent of our population being young people, we recognise their significant contribution to our collective identity and take great pride in supporting them.				
OPERATING BUDGET (\$,000) 2023-2024	REVENUE	\$42	EXPENSE	(\$151)	
COUNCIL PLAN	PLAN ALIGNMENT		Healthy, Safe and Resilient Community		
			Connected and Engaged Community		
			Thriving and Vibrant Community		
CORE SERVICE ACTIVITIES	<ul style="list-style-type: none">Facilitation of youth committees to engage young people, inform projects, facilitate learning, and support leadership opportunities.Planning, design, and delivery of policies, strategies, plans, and projects to promote youth-friendly environments and spaces for socialisation, connection, learning, leadership, and general positive development.Delivery of programs and events that foster socialisation, connection, learning, and leadership skills among young people at risk, vulnerable, and those facing challenges.Design and delivery of the FreeZa program of events, which provide young people with the opportunity to connect, learn new skills, showcase talent, and engage in social events.Foster partnership advocacy, pilots, and campaigns involving young people in decision-making and taking active roles in issues affecting them and their communities, such as health, mental health, education, and employment.Support, celebrate, and profile the achievements of young people through awards, recognition, and positive media coverage.				
SERVICE LEVEL DESCRIPTIONS			PERFORMANCE MEASURES		
Provide quality engagement for young people in events and activities which are accessible and safe, inclusive and welcoming			Participant rating of experience, above average Participant experience of safety		
Provide programs that are enticing, engaging and relevant			Attendance - Volunteer committees Attendance - social events		
Provide unique and enriching experiences for young people that develop capacity and skills, facilitate connections, and enrich participants			Participant rating of experience, above average Percentage of developed connections		
Develop and deliver strategic projects and partnerships Deliver the Youth Strategy on time and on budget			Percentage of Youth Strategy complete		
Provide diverse opportunities for engagement across the year, in both social events and strategic youth action initiatives. - Meeting level of FreeZa events per annum, as per service agreement. - Engagement levels of YP from diverse settings			FreeZa events are delivered as per service agreement Engagement of cross section of schools achieved		
Enable young people to be supported and recognised by council for diverse endeavours and achievements			Delivery of Young Achiever Scheme		

Author's note

Please note, the costs allocated to each service do not include expenses that could not be directly attributable to each of the services. For example, depreciation, plant and fleet operating costs, leases and other corporate costs. In total, this amounts to \$21.7 million. Council is considering its cost allocation policy and these costs may be included in future versions of the Service Catalogue.



