

4.0 OUR PERFORMANCE



OUR PERFORMANCE

Performance against the Latrobe City Council Plan 2013-2017

The Latrobe City Council Plan 2013-2017 identifies five themes and supporting objectives which provide the framework for Strategic Directions and supporting Strategies and Plans defining what actions Latrobe City Council will work to achieve. Performance Indicators have also been included to monitor Latrobe City Council's achievement of the objectives of the Council Plan. This section of the report is divided into the five themes providing a detailed account of our performance.

Council's overall progress for 2013/14:

	Number of Annual Actions in 2013/14	61
	Total Annual Actions completed	72%
	Total Annual Actions in progress	8%
	Total Annual Actions not complete	19%
	Total Annual Actions not started	1%

The five themes include:

THEME 1	Job Creation & Economic Sustainability
THEME 2	Appropriate, Affordable & Sustainable Facilities, Services and Recreation
THEME 3	Efficient, Effective & Accountable Governance
THEME 4	Advocacy for & Consultation With Our Community
THEME 5	Planning For The Future

THEME

1

JOB CREATION & ECONOMIC SUSTAINABILITY



OBJECTIVES

- Actively pursue long term economic prosperity for Latrobe City, one of Victoria's four major regional cities.
- Actively pursue further diversification of business and industry in the municipality.
- Actively pursue and support long term job security and the creation of new employment opportunities in Latrobe City.

STRATEGIC DIRECTION

Provide incentives and work proactively to attract new businesses and industry to locate in Latrobe City.



ACTION

In accordance with the Economic Sustainability Strategy, continue to pursue employment generating opportunities at the Latrobe Regional Airport.

RESULT

During 2013/14 officers worked to attract a number of new businesses to the Latrobe Regional Airport by providing prospectus material detailing the opportunities and facilities that Latrobe Regional Airport has to offer, and making personal contact with a number of aviation related businesses.

Officers have worked closely with Mahindra/GippsAero, the major tenant at Latrobe Regional Airport, to increase their employment capacity. This has been successful with 191 people now employed - a 30% increase over the past year, and extends to include employment and training of apprentices.

STRATEGIC DIRECTION

Work in partnership with business, industry and government to create new jobs and investment in Latrobe City.



ACTION

Commence the review of the 2009 Latrobe Regional Airport Master Plan.

RESULT

Initial consultations with stakeholders have taken place with further consultation scheduled to occur in coming months.



ACTION

In accordance with the Economic Sustainability Strategy, provide assistance to local businesses to grow and expand through referrals, the provision of statistical and site information and relevant funding opportunities.

RESULT

During 2013/14, 507 business development enquiries were received and responded to.

This included:

- 51 new business requests
- 104 on site meetings
- Assistance to 44 businesses in identifying sites and obtaining relevant approvals.



ACTION

Review the Economic Development Assistance Policy.

RESULT

The review of the Economic Development Assistance Policy was completed during the 2013-14 financial year.

STRATEGIC DIRECTION

Enhance community and business confidence in the future of the local economy.

ACTION

In accordance with the Economic Sustainability Strategy, present the outcomes of 2014 Gippsland Major Projects and Opportunities Summit to Council.

RESULT

The Gippsland Major Projects and Opportunities Summit was scheduled to be held in February. Unfortunately, during this time, there were significant bushfires affecting the municipality which subsequently, caused many road closures. As a result, the decision to cancel the 2014 Summit was made.



STRATEGIC DIRECTION

Facilitate the creation of an Industrial Park and an Intermodal Freight Terminal in the municipality.

ACTION

In accordance with the Economic Sustainability Strategy, advocate for the creation of an industrial park and the Gippsland Logistics Precinct.

RESULT

A funding application for the development of roads at the Gippsland Heavy Industrial Park has been submitted.

Latrobe City Council liaised with a range of businesses interested in locating on both the Industrial Park and the Gippsland Logistics Precinct.

This initiative will continue in 2014/15 with construction complete in early 2015.



STRATEGIC DIRECTION

Promote research and development for new products and processes to exploit the significant coal resource of the Latrobe Valley.

ACTION

In accordance with 'Positioning Latrobe City for a Low Carbon Emission Future' advocate with state and federal governments for research and development of innovative uses of brown coal resources to be located in Latrobe City.

RESULT

A range of advocacy activities relating to innovative uses of brown coal in Latrobe City were held including consultation between the Latrobe City Council Mayor and the Shadow Minister for Climate Action to discuss low carbon transition actions and Federal Government policy.

ACTION

In accordance with the Economic Sustainability Strategy, actively pursue power generation and brown coal opportunities within Latrobe City and provide business development assistance to energy related industry.

RESULT

Consultations were held with supporters of a range of local projects including those who successfully received funding through the Advanced Lignite Demonstration Program. Assistance was provided to project proponents in many and varied areas including:

- Providing assistance with site selection
- Sourcing approvals from relevant agencies
- Providing local contact details



A large industrial building with a grey corrugated metal facade. A large white banner with the 'Mahindra AEROSPACE' logo is mounted on the side. To the right, a smaller sign for 'Aerostaff Aus' is visible above a loading bay.

SERVICE PROFILE

Business Development

Provide business development advice, services and programs in accordance with the Latrobe City Council Economic Development Strategy 2011.

Employment Development

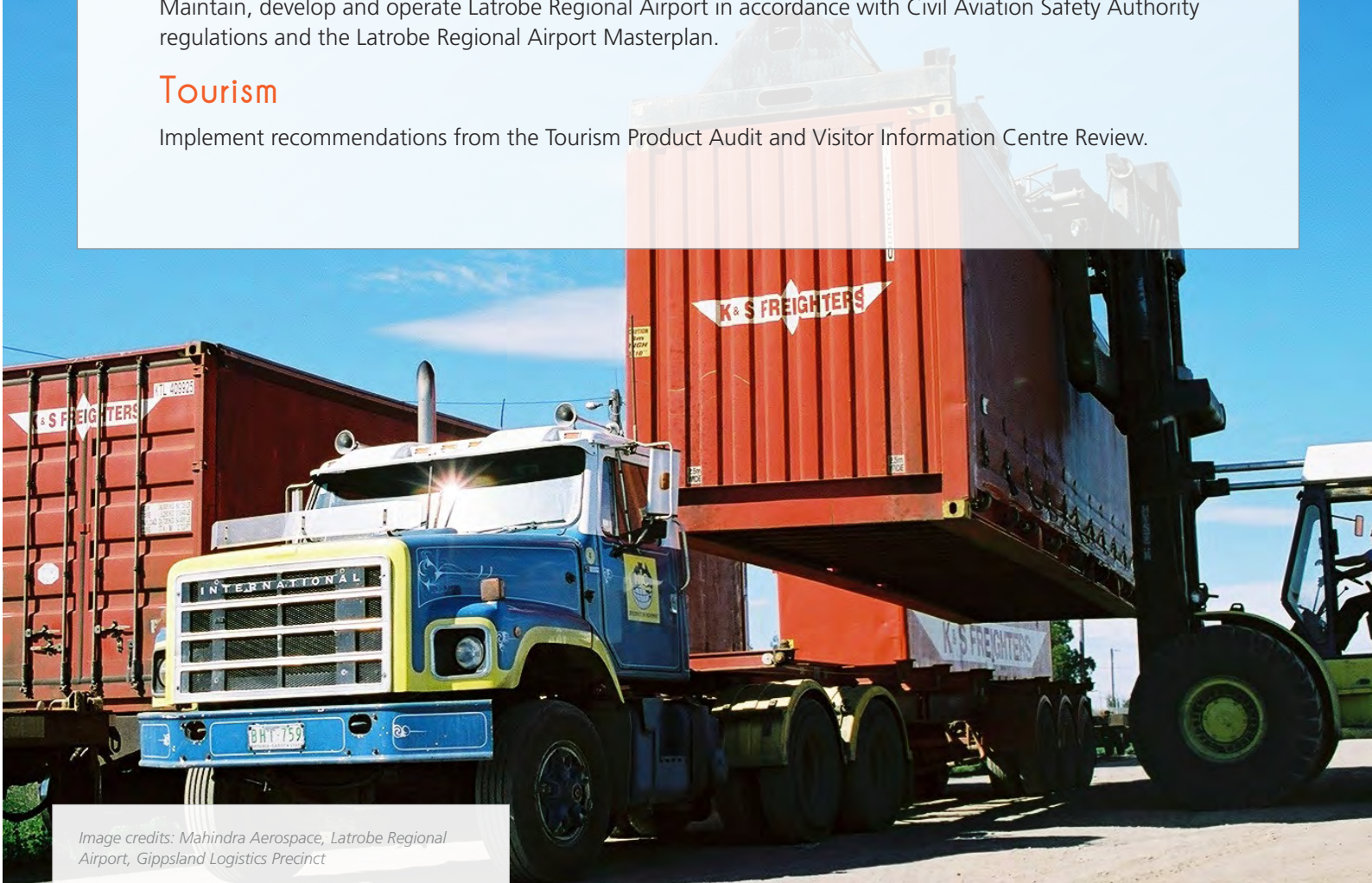
Promote, coordinate and provide training and employment opportunities for aboriginal people.

Latrobe Regional Airport

Maintain, develop and operate Latrobe Regional Airport in accordance with Civil Aviation Safety Authority regulations and the Latrobe Regional Airport Masterplan.

Tourism

Implement recommendations from the Tourism Product Audit and Visitor Information Centre Review.





SERVICE PROVISION HIGHLIGHTS FOR 2013/14

- Almost 10,000 people attended the Regional Living Expo held over three days at the Melbourne Convention and Exhibition Centre.
- Responded to 507 business enquiries, an increase from 414 in 2012/13.
- The Latrobe Regional Airport operated in accordance with Civil Aviation Safety Authority regulations.
- Supported the Latrobe City Business Tourism Association to host the People's Choice Awards.
- Supported five funding applications for business expansion, job creation and investment attraction.
- 285 businesses were directly supported by the Economic Development Team.
- Visited 300 businesses in Morwell CBD that were impacted by the Hazelwood Mine Fire and organised a series of workshops to support recovery.

Image credit: Latrobe City Council employees at the Regional Living Expo.

MEASURING OUR PERFORMANCE

2013/14 was the first year that this performance indicator information was collected and therefore, in most cases, will provide the baseline for the establishment for future targets.

PERFORMANCE INDICATOR	2013/14	COMMENTS
Number of Council jobs funded through the federal and state government	133.4	The ratio of grant funds to employee costs is calculated for each program or project which is supported by government grant funding. This figure is based on the adopted 2013/14 Budget.
Number of International, national, state and regional events held in Latrobe City	435	The breakdown of events held during 2013/14 included: <ul style="list-style-type: none"> • International: 8 • National: 11 • State/Regional: 39 • Community: 377
Return on investment from Council's contribution to major events held in Latrobe City	9077%	\$6,581,006 was the total estimated Economic Benefit to Latrobe City From the 2013/14 events that were captured. The cash contribution by Latrobe City Council to these events was \$72,500. Therefore, for every \$1.00 Latrobe City Council spent, the Tourism Victoria methodology suggests the return on investment was \$90.77.
Number and value of business expansion, job creation and investment attraction funding applications supported by Council	5	Five business expansion, job creation and investment attraction funding applications were supported by Latrobe City Council in 2013/14 to the value of \$1.12 million in government funding and total project value of \$9.42 million.
Number of businesses supported through direct contact with Latrobe City Council's Economic Development Department, including factors of attraction, job creation and investment value	285	The Economic Development Team supported 285 businesses including 25 industry groups and associations in the 2013/14 financial year providing assistance for 44 site selections, 144 referrals to other departments, attended 104 meetings with businesses and assisted 51 new business enquiries.
Annual employment growth rate in Latrobe City benchmarked against other regional cities	-5.26	During 2013/14, Latrobe City experienced a 5.26% decline in the number of residents employed both within and outside of Latrobe City. Figures for 2013 were 36,576 compared with 38,607 in 2012. The number of Latrobe City residents employed within the municipality experienced an increase in the Health Care and Social Assistance; Public Administration and Safety, Transport, Postal and Warehousing; and Mining sectors. In comparison, the number of residents employed increased in City of Ballarat by 6.49%, decreased in Greater Bendigo by 3.89% and increased in Greater Geelong by 1.68%. Source: REMPLAN Jobs growth rate report, August 2014.
Number of trainee and apprentice positions available in Latrobe City each year	6,861	The number of trainee and apprentice positions available in Latrobe City for 2012/13 totalled 6,861. The figures for 2013/14 are not available until December 2014.
Mean taxable income of residents benchmarked against other regional cities	\$51,498	Latrobe City experienced an increase in the mean taxable income, from \$47,678 to \$51,498, which represents an increase of 8.1%. In comparison, the mean taxable income in City of Ballarat increased by 5.6%, decreased in Greater Bendigo by 4.8% and increased in Greater Geelong by 5.4%. Source: Australian Bureau of Statistics National Regional Profiles.
Percentage change in employment rates by industry sector	13.30	Employment rates in Latrobe City increased 13.3% with Health Care and Social Assistance, Public Administration and Safety, Transport, Postal and Warehousing and Mining experiencing over 50% increases in employment between 2012 and 2013. Source: Australian Bureau of Statistics.
Number of new business registrations by sector with Latrobe City	623	Approximately 623 new business registrations were recorded in Latrobe City for 2013/14. The largest increases were in Construction (18.3%), Other Services (11.9%), Administrative and Support Services (11.0%) and Professional, Scientific and Technical Services (10.4%). Source: Australian Business Register.



THEME

2

APPROPRIATE, AFFORDABLE & SUSTAINABLE FACILITIES, SERVICES & RECREATION

OBJECTIVES

- To promote and support a healthy, active and connected community.
- To provide facilities and services that are accessible and meet the needs of our diverse community.
- To enhance the visual attractiveness and liveability of Latrobe City.

Develop and maintain community infrastructure that meets the needs of our community.



ACTION

Progress Council's decision in respect to the provision of Our Future Our Place project for Kingsford Street Reserve Moe, to deliver an affordable housing scheme on the site.

RESULT

The Expression of Interest process to establish developer interest in the project is complete and meetings with interested parties were held and reviewed in August/September 2013. Further engagement with potential development/construction partners was held in January 2014 discussing project agreements with an update provided to Executive Team in June 2014.



ACTION

Implement year three actions and amendments of the Latrobe City Council Playground Improvement Implementation Plan 2011-2016 to enhance social and health outcomes and improve local neighbourhood amenity.

RESULT

Year three actions of the Latrobe City Council Playground Improvement Implementation Plan 2011-2016 have been delivered. Upgrades, including equipment replacements, shade sail repairs and graffiti removal have been completed across a number of locations including:

- Charles Bond Park, Yinnar
- Jeeralang Avenue Reserve, Newborough
- Alfred Drive Reserve, Yinnar
- Randall Crescent Reserve, Moe
- Berg Street Reserve, Morwell



ACTION

Implement actions from the technical audit report for Latrobe Leisure Centres.

RESULT

The actions implemented from the technical audit report during 2013/14 included;

- Latrobe Leisure Moe/Newborough
 - Resurfacing of the Joe Carmody Athletics Track
 - Sauna Heater Replacement
- Latrobe Leisure Morwell
 - Replacement of Hot Water Units
 - Gym Refurbishment
- Latrobe Leisure Traralgon Sports Stadium
 - Re-surfacing of Court 5
 - Refurbished Kiosk/Kitchen/Office Community Group
- Latrobe Leisure Churchill
 - New fencing around the 'Hypo Tanks'



ACTION

Deliver the Annual Capital Works Program.

RESULT

Delivered the Annual Capital Works Program consisting of minor and major capital works projects. 58% of the \$41.2 million in the originally planned program was completed during 2013/14. The main factors in the shortfall of \$17.1 million against the original program was caused by delays associated with the Moe Rail Precinct Revitalisation Project (Government funding constraints) and the introduction of a revised procurement policy which caused delays with procurement activities. Projects not finalised are expected to be completed in 2014/15.

ACTION

Progress Council's decision in respect to the delivery of the Moe Rail Precinct Revitalisation Project.

RESULT

External funding totalling \$10.5m has been secured for this project enabling the proceeding of Stage 1 which includes the Civic Hub Building and Plaza.

Town planning issues have been resolved with required re-zoning that supports the project approved.

Land purchase agreements have been negotiated with the tender for the main construction works completed and construction of the Hub and Plaza are expected to commence in August 2014. This project will continue in 2014/15.

ACTION

Commence development of Drainage Asset Management Plan (DAMP).

RESULT

The development of the Drainage Asset Management Plan commenced following the adoption of the Asset Management Strategy. Collation of inventory data and representation of spatial data into Intramaps (Council's Geographic Information System), has been completed. The forecast delivery date for the Plan is December 2015.

ACTION

Progress Council's decision in respect to the delivery of the Gippsland Regional Aquatics Centre in Traralgon.

RESULT

The concept design has been completed following consultation. Currently, a car parking and traffic study is being undertaken to be included in the schematic design of the facility. A funding submission with Regional Development Australia was unsuccessful and other external funding avenues are being investigated.

ACTION

Review the Traralgon Outdoor Recreation Plan to review existing priorities not yet delivered and to identify new priorities for the plan.

RESULT

Consultants were engaged to review the Recreation Plan and, following Community engagement activities in Sept 2013 and March/April 2014, a final plan was developed and adopted by Council at the Ordinary Council Meeting held 30 June 2014.

ACTION

Complete a needs assessment for the Moe Tennis Centre to determine the future requirements for the facility.

RESULT

After extensive community engagement, an assessment was completed on the future requirements of the Moe Tennis Centre, and endorsed by Council in March 2014.

ACTION

Commence implementation of the Latrobe City Public Open Space Strategy.

RESULT

The Public Open Space Strategy includes 52 recommendations. During 2013/14 work commenced on the following master plans –

- Traralgon Recreation Reserve
- Morwell Recreation Reserve Precinct
- Warren Terrace Reserve

Latrobe City Council has been successful in obtaining a number of external funding approvals for priorities identified in the Public Open Space Strategy.

This project will continue in 2014/15.





ACTION

Kilkenny Close, Traralgon – Drainage Easement Acquisition.

RESULT

Preliminary consultations were held with affected landowners with the proposed extent of the acquisition being reviewed in regard to the discharge of water onto adjoining properties. Legal advice was obtained and the acquisition process has commenced. Once finalised, a revised 'Notice of Intention to Acquire' will be sent to property owners.

This project has experienced delays and is now expected to be delivered in the 2014/15 financial year.

STRATEGIC DIRECTION

Promote and support opportunities for people to enhance their health and wellbeing.



ACTION

Develop a Latrobe City Council Public Health and Wellbeing Plan in accordance with the Public Health and Wellbeing Act 2008, and present to Council for consideration.

RESULT

The Latrobe City Council Public Health and Wellbeing Plan, which also involved the development of a comprehensive health and wellbeing data profile for the municipality, was adopted by Council on 2 December 2013 and was formally launched on 13 May 2014 by the Mayor and Ms Georgie Crozier, MLC - Parliamentary Secretary for Health. The launch was attended by 83 plan partners, stakeholders and community members including Minister Russell Northe, MP and Danny O'Brien, MP.



ACTION

Maintain the World Health Organisation (WHO) safe community status.

RESULT

The safe community status was maintained in accordance with the World Health Organisation (WHO).

Two highly successful sessions were held providing the community with information about Alcohol and ICE substance abuse as part of a Safety Forum in Community Safety. Data was gathered and evaluated from across the community and an annual report on Safety Activities within Latrobe City was compiled and submitted to the WHO to maintain Safer Communities accreditation.



ACTION

Review the Latrobe City Council Positive Ageing Plan 2009-2012, which encourages active participation by older people in community life, and present to Council for consideration.

RESULT

Community consultations have occurred. Township consultations are scheduled to commence in July 2014.

The completed review is expected to be presented to Council in December 2014. This action is behind schedule due to extended staff vacancies and is now due to be delivered during the 2014/15 financial year.

STRATEGIC DIRECTION

Encourage and create opportunities for more community participation in sports, recreation, arts, culture and community activities.

ACTION

Progress Council's decision in respect to the provision of a performing arts and convention centre for Latrobe City to enhance Latrobe City's cultural infrastructure and programs and to attract business tourism to our city.

RESULT

A Feasibility Study, Business Case, Concept Designs and Remplan Economic Modelling Assessment have been completed. To further progress, Latrobe City Council is required to advocate to state and federal Government for funding.

ACTION

Develop a Latrobe City Council 2013-2017 Arts Strategy and Action Plan for Council endorsement.

RESULT

A project brief was prepared and funding application with the state government Putting Locals First Program was received. This project has been delayed until the 2014/15 financial year due to insufficient staff resources and workload priorities. The tender process for consultancy is scheduled to be undertaken during July 2014.

ACTION

Deliver the Community Grants Program to support non-for-profit community focussed groups for projects that will assist in the ongoing development of community facilities and to meet the social, recreational and cultural needs of the Latrobe City community.

RESULT

During 2013-14, Community Groups completed and submitted the required paperwork requesting a grant/s. The submissions were evaluated to ensure compliance was met and as a result, 174 Community Groups received grants including:

- 99 Minor Capital Works
- 23 Community Development
- 26 Events
- 26 Venue Hire

For further information on the Community Grants Program, please refer to page 62.

ACTION

Deliver Year 1 Actions of the Latrobe City Events Strategy and Action Plan 2013-2017 to present an exciting and diverse events calendar that benefits our community, economy and profile of our city.

RESULT

Year 1 Actions of the Latrobe City Events Strategy and Action Plan delivered during 2013-14 included Latrobe City hosting and supporting over 377 events including:

- 8 International events
- 11 National events
- 39 State/Regional events
- 17 Significant community and cultural events



STRATEGIC DIRECTION

Improve and link bicycle paths, footpaths and rail trail networks to encourage physical activity and promote liveability.

ACTION

Finalise the detailed design of the Morwell to Traralgon shared pathway feasibility study to improve connectivity between the two towns.

RESULT

An inspection, survey and detailed preliminary design have been completed following community engagement in August 2013 and Council endorsement in December 2013. Currently a detailed assessment of native vegetation offsets is being undertaken which will confirm final costings for the completion of the project. This project will continue in 2014/15.



STRATEGIC DIRECTION

Enhance and develop the physical amenity and visual appearance of Latrobe City.

ACTION

Develop and deliver initiatives to improve the visual attractiveness of our towns.

RESULT

Advice has been provided to stakeholders on proposed open space developments for Latrobe City including the development or redevelopment of town entries, parks and existing playgrounds. Regional Development Victoria recently announced funding of \$150k for the beautification of the Morwell Central Business District. This project will continue in 2014/15.



STRATEGIC DIRECTION

Continue to maintain and improve access to Latrobe City's parks, reserves and open spaces.

ACTION

Review Council's design guidelines to ensure appropriate access for emergency vehicles on Latrobe City roads.

RESULT

Latrobe City Design Guidelines were reviewed and updated to ensure street widths in new residential developments are able to accommodate emergency vehicles.



ACTION

Complete the development of master plans for Morwell and Traralgon Recreation Reserves.

RESULT

Consultants were engaged to undertake master plans for the Morwell and Traralgon Recreation Reserves and, following community engagement activities in Sept 2013 and March/April 2014, a draft master plan has been developed for both sites. The Morwell Recreation Reserve Precinct Master Plan was adopted by Council at the Ordinary Council Meeting held 30 June 2014, however the Traralgon Recreation Reserve Precinct Master Plan requires further engagement with key stakeholders to gain consensus with the recommendations.



SERVICE PROFILE

Aged & Disability Services

Deliver Home and Community Care (HACC) program in accordance with Department of Health guidelines and Disability Service Programs in accordance with the Department of Human Services guidelines.

Arts

Deliver the Annual Latrobe Regional Gallery Exhibitions program and deliver Education and Public Participation programs across all arts facilities. Deliver the Annual Performing Arts Performances program. Manage and maintain Halls and Venues across the City.

Civil Works Projects

Deliver civil works projects across Latrobe City in accordance with relevant legislation and guidelines.

Early Childhood Health & Development

Deliver enhanced maternal and child health services in accordance with Council adopted policies.

Early Learning & Care

Deliver early learning, family day care, and preschool services in accordance with Council adopted policies, and work with other providers to improve and integrate support services for all children in the municipality.

Events

Facilitate the attraction of new events and support existing events across Latrobe City and deliver Latrobe City Council's annual Australia Day program as per the 2013-2017 Latrobe City Events Strategy and Action Plan.

Healthy Communities

Work in partnership with the community to address causes of chronic preventable disease by developing local solutions for healthy living, encourage healthy eating and physical activity, and reduce smoking and harmful alcohol use.

Infrastructure Design

Design civil works projects in consultation with the Latrobe City community.

Landfill Services

Operate and maintain the Latrobe City Hyland Highway Municipal Landfill facility in accordance with Environment Protection Authority licence conditions.

Leisure Facilities

Maintain and operate Latrobe City leisure centres, outdoor pools and stadiums together with managing and maintaining the Hazelwood Pondage and Lake Narracan caravan park and day visitor facilities.

Library services

Deliver library services and programs in accordance with the Library Plan 2011-2017.

Major Projects

Deliver major projects from the Annual Capital Works Program.

Parks, Gardens & Playgrounds

Manage and maintain parks and gardens across Latrobe City and maintain and develop playgrounds in accordance with the Latrobe City Council Playground Strategy.

Recreation & Open Space Planning

Provide Recreation and Open Space Planning advice for Latrobe City.

Recreation Liaison

Manage and maintain sporting reserves and work with community groups across Latrobe City.

Social Support

Deliver the Planned Activity Group and Meals on Wheels Programs to eligible clients.



SERVICE PROVISION HIGHLIGHTS FOR 2013/14

- During 2013/14, 832,000 recycling collections and 769,000 green waste collections were completed, diverting 8,500 tonnes of recyclables and 8,400 tonnes of green waste from landfill.
- Recycling of plasterboard commenced at transfer stations to further reduce waste to landfill.
- The number of outdoor pool participants for the 2013/14 season was 22,950.
- 385,310 library items were borrowed by community members.
- Hosted eight international, 11 national, 39 state/regional events, 17 significant community and cultural events and supported over 377 events.
- Over 100 public amenities received a regular cleaning service.
- Over 500 hectares of active and passive reserves and over 90,000 square metres of shrub and garden beds maintained.
- The Latrobe Regional Gallery hosted 39 exhibitions and events including the return of the Tibetan Monks for the 'Footsteps from the Roof of the World Tour 2013' which attracted 1560 patrons during the five day event.
- 723 km of paths within Latrobe City were maintained.
- Delivered more than 33,000 meals on wheels meals to eligible clients.
- Through the 'Swift' Library program, 18,593 items were sourced and loaned to Latrobe City Council library members, an increase from the previous period.
- 242 bookings at the International Power Hazelwood Traffic School.
- Delivered two no charge hard waste drop off weekends, two no charge green waste weekends and provided two hard waste kerbside collection services by resident appointment in December 2013 and May 2014.
- Completed design for landfill capping which received EPA approval.
- Healthy Together Latrobe supported approximately 75% of schools and early childhood services to improve the health and wellbeing outcomes of Latrobe City's children and young people.



Image credit: Latrobe Leisure patron

MEASURING OUR PERFORMANCE

2013/14 was the first year that this performance indicator information was collected and therefore, in most cases, will provide the baseline for the establishment for future targets.

PERFORMANCE INDICATOR	2013/14	COMMENTS
Opinion of visitors on the cleanliness and attractiveness of Latrobe City	87%	<p>During April – June 2014 Latrobe City Council implemented a postcard survey to gain an insight into visitor perception of the cleanliness and attractiveness of Latrobe City. From the responses provided, 87% rated the city as either good or very good.</p> <p>This year's results will be used as baseline data to inform future trends.</p>
Number of visitors and memberships for Latrobe City Council's leisure facilities, stadiums and reserves annually	431,734	During 2013/14, Latrobe Leisure recorded attendances of 429,934 through the facilities and stadiums and had 1,800 members, which is slightly lower compared with 2012/13.
Number of people who attend Latrobe City Council's performing arts, visual arts and arts education public programs annually	118,138	<p>Attendance for 2013/14 is broken down into the following:</p> <ul style="list-style-type: none"> • Latrobe Regional Gallery (Visitors, Education, Public Programs and Openings) -18,020 • Latrobe Performing Arts and Venues (LPA Shows, Education, Community Engagement, • Community/Commercial shows & Venue Hire) -100,118
Number of requests from the community for rubbish collection received annually	204	During 2013/14 a total of 204 Pathway requests were carried out for dumped rubbish, including 12 asbestos and 6 syringe pick up requests.
Latrobe City Council's mean score for the appearance of public areas in the annual Local Government Community Satisfaction Survey	67	Latrobe City's score remains the same as 2013 which is 2 below the score received in 2012 and trails the regional average of 73.
Number of shared pathways, pedestrian footpaths, bicycle paths and walking trails constructed and maintained annually	723.2km	An additional 34.2 km of pathways were developed and maintained during 2013/14 with the majority of the increase from developer gifted assets in new residential developments.
Number of people participating in volunteering to support Latrobe City Council events and service delivery annually	390	Each year Latrobe City Council works with volunteers across of a range of services including Home and Community Care (HACC), maintaining open space reserves and supporting festivals, expos and sporting events.
Number of visits to Latrobe City Council libraries to access services, activities, education programs annually	230,630	<p>Included in this figure were:</p> <ul style="list-style-type: none"> • 6,710 children attended Storytime, Afterschool program and Library School Holiday Program • 305 children and 150 adults participated in library tours • 90 adults attended author talks • 120 adults attended digital literacy sessions • 155 adults attended educational talks • 53 adults attended the Indigenous Honour Roll launch <p>During this period 385,310 library items were borrowed by members.</p>
Overall customer satisfaction in the annual Latrobe City Council Maternal and Child Health Services Survey	85%	Latrobe City Council's score of 85% has exceeded the target of 80%.
Overall customer satisfaction in the annual Latrobe City Council's Home and Community Care Services Survey	93%	Surveys were sent out to Latrobe City Council's Home and Community Services clients in April and feedback provided was followed up and actioned with responsible officers.
Latrobe City Council's satisfaction rating for recreational facilities in the annual Local Government Community Satisfaction Survey	68%	Latrobe City's score of 68 is a slight increase from 2013 but remains lower than the score of 71 from 2012 and the regional centres average of 72.
Report annual health and wellbeing community indicators as described by the Healthy Together Latrobe Strategic Roadmap	Completed	<p>During 2013/14, the Healthy Together Latrobe initiative has worked to support the community to embrace and drive positive health behaviours where they live, learn, work and play including:</p> <ul style="list-style-type: none"> • Supported approximately 70% of large workplaces within Latrobe City through the Workplace Achievement program. • Supporting 75% of schools and early childhood services through the Schools and Early Childhood Achievement program. • 109 community members participating in Latrobe Parks Walks program. • Supporting the community through the Health Champions initiative.

THEME

3

EFFICIENT, EFFECTIVE & ACCOUNTABLE GOVERNANCE



OBJECTIVES

- To achieve the highest standards of financial probity and meet all statutory obligations.
- To provide open, transparent and accountable governance.
- Work to minimise rate increases for our community.
- Effectively manage Council debt to minimise long term cost.

STRATEGIC DIRECTION

Continuously review our policies and processes to increase efficiency and quality of our facilities and the services we provide.



01 JULY 2013 ▶ 30 JUNE 2014

ACTION

Review Local Law No 3 to ensure protection of Council assets and local amenity during building works and present to Council for consideration.

RESULT

The review of Local Law No 3 is currently underway. The internal review is scheduled to be completed and presented to Council at the Ordinary Council Meeting on 21 July 2014 with a public consultation period to follow. The review will be presented to Council for consideration at the Ordinary Council Meeting in September 2014.

The adjusted Council meeting schedule has caused some delays with the projected timeframes for this project, pushing the completion date into the 2014/15 financial year.



01 JULY 2013 ▶ 31 DEC 2013

ACTION

Review the Asset Management Strategy to ensure future years asset management meets best practice and present to Council for consideration.

RESULT

A review of the strategy was completed and the Asset Management Strategy 2014-2018 was adopted by Council at the Ordinary Council Meeting held 3 February 2014.



01 JULY 2013 ▶ 30 JUNE 2014

ACTION

Review Latrobe City Council's Internal Audit Program to ensure all statutory obligations are met and the highest standards of governance are met.

RESULT

Delays have been experienced due to contract and resourcing issues. A draft audit plan was presented to the Audit Committee for consideration. Two internal audit projects have been carried out in the current calendar year with draft reports provided.



01 JULY 2013 ▶ 30 JUNE 2014

ACTION

Review the Council Plan 2013-2017, present to Council for consideration and submit to the Minister for Local Government within the legislated timeframe.

RESULT

The annual review of the 2013-2017 Council Plan was undertaken within the legislated timeframe with Council resolving to endorse the Plan at the Ordinary Council Meeting held 19 May 2013 with no amendments.



01 JULY 2013 ▶ 30 JUNE 2014

ACTION

Review Local Law No. 2 which contributes to the peace, order and good governance of Latrobe City and present to Council for consideration.

RESULT

Resourcing issues due to the increased workloads and altered priorities during the Hazelwood Mine Fire has caused a delay to this project. The draft Local Law No. 2 has been prepared for legal review prior to presentation to Council in 2014. This project will continue in 2014/15.

ACTION

Update Latrobe City Council's telephone system to improve customer service to our community.

RESULT

Latrobe City Council's ageing analogue telephone system was replaced with a new digital system that went live on 28 November 2013. The project involved the installation of new equipment at 13 locations with over 400 handsets replaced, covering the customer contact centre and general staff. The communications infrastructure was also upgraded to increase resilience and communications capacity. Customer service has been greatly improved through efficient call handling and responsiveness to calls from the community and integrates telephone communications with Latrobe City Council's corporate computer systems.



ACTION

Review Latrobe City Council's Procurement Policy to maximise the proportion of local goods and services purchased.

RESULT

Council adopted the Procurement Policy on 7 October 2013 and, following further amendments, on 6 November 2013. Following a further review in January 2014, Council amended the Policy on 25 January 2014. The adopted Procurement Policy is compliant with the *Local Government Act 1989*.



STRATEGIC DIRECTION

Regularly report Council decisions and performance to the community.

ACTION

Participate in and implement the outcomes pertaining to the changed environment for performance reporting.

RESULT

Latrobe City Council participated in a two stage Pilot Program to assist with the development of a Local Government Performance Reporting Framework. Following the pilot, amendments to the Local Government Act were approved in Parliament in April 2014. As a result, Latrobe City Council has integrated the new reporting requirements within our performance reporting application.



STRATEGIC DIRECTION

Increase community awareness and satisfaction with Council's services and facilities.

ACTION

Prepare the Annual Report, submit to the Minister for Local Government and present to Council within the legislated timeframe.

RESULT

The Annual Report 2012/13 was prepared in accordance with the *Local Government Act 1989* and submitted to the Minister for Local Government within the legislated timeframe.

Latrobe City Council received a bronze award for the 2012/13 Annual Report in the 2014 Australasian Reporting Awards.



STRATEGIC DIRECTION

Continuously improve financial management and reporting.



01 JULY 2013 ► 30 JUN 2014

ACTION

Review the 10 Year Financial Plan in order to align with the Council Plan 2013-2017.

RESULT

The review of the Long Term Financial Plan was undertaken in conjunction with the development of the Annual Budget. A number of key changes throughout the budget process resulted in some significant changes to the plan.



01 JULY 2013 ► 30 JUN 2014

ACTION

Facilitate the development of the Annual Budget and present to Council for consideration.

RESULT

A number of key workshops were undertaken with Councillors throughout the process of the development of the budget. Once developed, the draft annual budget was presented to the Audit Committee.

On 19 May 2014, the draft budget documentation was finalised and presented to Council at the Ordinary Council Meeting.

Latrobe City Council then extended an invitation to community organisations and individuals to make a submission in relation the draft 2014/15 Budget.

A review of public submissions was heard on 23 June 2014 at the Special Council Meeting and Council met to adopt the budget on 30 June 2014. The adopted 2014/15 Budget was submitted to the Minister for Local Government within the legislated timeframe.

STRATEGIC DIRECTION

Ensure Latrobe City Council's infrastructure and assets are maintained and managed sustainably.



01 JULY 2013 ► 30 JUN 2014

ACTION

Commence the review of the Building Asset Management Plan by collating building data to ensure a clear, achievable plan for future management of Council owned building assets.

RESULT

Work has commenced on the Building Asset Management Plan with consultations held and Buildings data (125 buildings) imported in MyData Asset Management System.

The importing of asset ownership details and documentation into MyData is underway.

There was some delay in commencing the Building Asset Management Plan review until after the Asset Management Strategy review was completed. The review of the Building Asset Management Plan will continue in 2014/15.

SERVICE PROFILE

Building Maintenance

This unit is to deliver the cyclic maintenance program on Latrobe City Council buildings.

Community Information

Deliver professional customer service at all Latrobe City Council service centres and libraries in accordance with the Customer Service Plan 2012-2016.

Corporate Strategy

Administer corporate planning and reporting of Latrobe City Council.

Council Operations – Legal Council

Administer the operation of Council meetings. Administer legal advice and services for Latrobe City Council.

Financial Services

Administer financial management, advice and service of Latrobe City Council, administer procurement processes for goods and services within Latrobe City Council, administer payroll for Latrobe City Council staff and administer the database of properties within Latrobe City Council, including property valuation and municipal rate collection in accordance with the Rating Strategy.

Health Services

Minimise the incidence of food-borne illness pursuant to the Food Act. Deliver an Immunisation program in accordance with the Public Health and Wellbeing Act.

Infrastructure Maintenance

This unit is to provide maintenance services for Latrobe City's road, drainage, signage, footpath and tree networks and to deliver cleansing services across the municipality, including footpath and street-sweeping, public toilets, bus shelters, barbecues, rotundas and picnic shelters in accordance with specified standards and schedules.

Infrastructure Planning

Provide Traffic Management and Asset Management planning, advice and services for Latrobe City in accordance with statutory and regulatory timeframes.

Information Services

Maintain the Latrobe City Council IT networks infrastructure, assets, purchasing and licences and provide an effective secure environment for storage and disaster recovery. Develop and maintain a Geographical Information System (GIS) for broad use by the organisation. Maintain corporate information and Council documentation and information applications in accordance with regulatory guidelines.

Local Laws

Deliver customer focussed Local Law services across the municipality in accordance with Local Law No. 2 and other relevant legislation.

Mayoral and Council Support

Provide support services to Councillors of Latrobe City Council and deliver civic functions and events across Latrobe City.

Office of the CEO

Actively participate in the Gippsland Local Government Network.

People and Development

To provide advice, education and support to ensure the success of the organisation through effective leadership, resourcing and people management initiatives. To deliver a variety of learning initiatives and develop the knowledge, skills and confidence of our people.

Property and Statutory

Administer property management, advice and services of Latrobe City Council.

Risk and Compliance

Provide Latrobe City Council with risk management support and advice, coordinate Occupational Health and Safety responsibilities and develop and implement a compliance framework. Administer Freedom of Information requests, Information Privacy requirements; maintain public registers, policies, audit activities and electoral functions for Latrobe City Council.





SERVICE PROVISION HIGHLIGHTS FOR 2013/14

- Latrobe City Council held six citizenship ceremonies where over 200 candidates received Australian Citizenship.
- Processed just under 54,000 pieces of mail and 1503 faxes.
- Implemented the new Geographic Information System, Intramaps to improve mapping services and support.
- 89% of impounded dogs were re-housed or returned to owners, which was a slight increase from the previous year.
- More than 26,000 hours of group based activities (Planned Activity Group) delivered for older adults living in Latrobe City.
- In accordance with the *Public Health and Wellbeing Act*, 169 registered health premises were inspected.
- Councillors completed their review of the Council Plan 2013 - 2017.
- The average waiting period for a call to be answered through the call centre was reduced from 53 seconds to 44 seconds.
- 25,253 hours of Full Cost Home Care were provided to eligible clients as per Department of Health Guidelines.
- Administered financial management, advice and services in accordance with accounting standards.
- Council meetings were administered in line with the *Local Government Act 1989* and Local Law No.1.
- Completed 81 septic tank inspections.

MEASURING OUR PERFORMANCE

2013/14 was the first year that this performance indicator information was collected and therefore, in most cases, will provide the baseline for the establishment for future targets.

PERFORMANCE INDICATOR	2013/14	COMMENTS
Report performance improvements and initiatives to increase efficiency of our services as required by Best Value legislation annually	Completed	Best value achievements in the delivery of services provided by Latrobe City Council are provided within this Annual Report.
Report Council's performance against the Victorian Local Government Indicators annually	Completed	Victorian Local Government Indicators were reported for 2013/14 and provided for inclusion within the Annual Report
Deliver 100% of Key Strategic Activities and Annual Actions annually	72%	Of the seven Key Strategic Activities's for 2013/14, four were completed. 44 Annual Actions were delivered for 2013/14 from a total of 61.
Compare and report our annual Local Government Community Satisfaction Survey results	Completed	Latrobe City's Local Government Community Satisfaction Survey results for 2013/14 were compared and reported on.
Provide financial reports quarterly and annually	4	Three Quarterly Reports and one Annual Financial Report were provided to Council.
Report the number and type of community complaints received and resolved annually, including response timeframes	101	101 complaints were recorded in Latrobe Content Management System (LCMS) for the 2013/14 financial year. All complaints were actioned according to the process outlined in the Citizen Complaints Policy and Procedure.
Percentage of procurement that is awarded to businesses that have a head office in Latrobe City, are owned by a Latrobe City resident or source a high percentage of goods and services from Latrobe City annually	48%	During 2013/14, 48% of contracts awarded were to businesses located within Latrobe City. This percentage was determined by information supplied in tenderer's documents.
Percentage of actions completed in the annual internal Audit Plan	35%	The remainder of the actions are at 80-90% complete and are anticipated to be completed by September 2014.
Percentage of Local Government Community Satisfaction Survey respondents who are satisfied that Council is open about the decisions it makes	Not Available	This information was not captured during 2013/14 Local Government Community Satisfaction survey.

THEME

4

ADVOCACY FOR & CONSULTATION WITH, OUR COMMUNITY



OBJECTIVES

- Strengthen the profile of Latrobe City as one of Victoria's four major regional cities.
- Work in partnerships with all levels of governments to ensure Latrobe City is well supported, resourced and recognised as one of Victoria's four major regional cities.
- To advocate for and support cooperative relationships between business, industry and the community.
- To ensure effective two-way communication and consultation processes with the community in all that we do.

STRATEGIC DIRECTION

Work with relevant agencies to improve the management and maintenance of all roads and roadsides in Latrobe City.



ACTION

Support the extension of 'Gippsland's Gateways' project through improvements to rail, road and ports. In particular proposed rail access to the Port of Hastings, the establishment of the North East freeway link and construction of West link as an alternative.

RESULT

Officers worked with businesses to increase the volume of freight moving to and from Gippsland via rail and organised a presentation to Councillors and site tour of Port of Hastings during May. A Councillor briefing on the Gippsland Freight Strategy was held on June 16.

STRATEGIC DIRECTION

Advocate for and support our partners to improve air and water quality in Latrobe City.



ACTION

Participate in the development and delivery of the Waterhole Creek Waterway Management Plan, together with the West Gippsland Catchment Management Authority and identified stakeholders.

RESULT

The Waterhole Creek Waterway Management Plan was finalised and signed off by West Gippsland Catchment Management Authority and released on 28 February 2014. Implementation of the plan will continue in 2014/15.

A number of community consultation events were held during the development and consultation period including;

- A successful 'What lives in Waterhole Creek?' event held on 7 December 2013
- Public open house
- Walk and talk along Waterhole Creek

STRATEGIC DIRECTION

Establish a strong image and brand for Latrobe City as one of Victoria's four major regional cities.



ACTION

In accordance with 'Positioning Latrobe City for a Low Carbon Emission Future', pursue opportunities to lobby, advocate and educate state and federal government officers and Ministers on Council's specific transition needs and its status as a major regional city.

RESULT

During 2013/14 officers continued to pursue opportunities to lobby the state and federal government. Letters were prepared on behalf of the Mayor and sent to a number of new federal government ministers including an invitation to visit Latrobe City.

Council delegations to Canberra took place in March and June 2014 to advocate to the federal government on the Emissions Reduction Fund, Advanced Lignite Development Program Fund and Securing our Future priorities.

Image credit: Traralgon
Railway Reserve

ACTION

Implement priority actions from the City Image Strategy to strengthen Latrobe City's profile as Gippsland's Regional City.

RESULT

Action pending due to Council Resolution to defer the City Image Strategy indefinitely to enable a further review by Councillors. A draft 'Terms of Reference' was presented to Councillors at an Information & Discussion Meeting for consideration. Further discussions between Councillors is required before this project can proceed.



STRATEGIC DIRECTION

Review Council's Community Engagement Plan to ensure effective community consultation and engagement in all that we do.

ACTION

Review Latrobe City Council's Community Engagement Plan to establish more effective and focused community consultation procedures.

RESULT

The draft engagement plan was presented to Councillors on 30 September 2013 at the Issues and Discussions meeting.

Community engagement activities were conducted in many forms throughout October 2013 including;

- Business Development e-newsletter
- Social media
- A roving team at the Children's Expo
- Latrobe City Council website
- Internal engagement with Latrobe City Council staff
- A stand at Stockland Traralgon to survey the community

The activities focused on providing community members with an opportunity to reflect on the existing Community Engagement Plan, commitments and approach of Council.

The review of Latrobe City Council's Community Engagement Plan was completed and presented to Council at the Ordinary Council Meeting held 30 June 2014.



STRATEGIC DIRECTION

Strengthen our region by actively leading and encouraging partnerships with other local governments, industry and community agencies.

ACTION

Develop and conduct a program of Councillor meetings with peak industry and community bodies.

RESULT

Council determined the annual schedule of meetings with relevant peak industry and community bodies at the Ordinary Council Meeting held 6 November 2013.

The program of meetings held during 2013/14 included:

- 6 February 2014 – AGL Loy Yang
- 8 May 2014 – Qube Logistics
- 23 May 2014 – Port of Hastings Development Authority

A report of meetings held between Latrobe City Council and peak industries was noted by Council at the Ordinary Council Meeting held 30 June 2014.



Actively encourage and support initiatives that promote social inclusion and diversity within our community.



ACTION

Deliver Year 3 actions from the Latrobe City International Relations Plan 2011-2014 to enhance cultural and economic benefits.

RESULT

Year 3 actions were delivered in line with the Latrobe City International Relations Plan 2011-2014.

The International Relations program plays a proactive role in the delivery of all current International Relations objectives and action. Highlights for the 2013/14 year included;

- Sister Cities Australia National Award recipient
- Sister Cities Festival
- The Mayoral led Music Exchange program to Takasago, Japan and Taizhou, China



ACTION

Lead the development of the Gippsland Low Carbon Economy Transition Plan and support the implementation of the broader Gippsland Regional Plan.

RESULT

A funding submission was made to the Victorian Adaptation & Sustainability Partnerships Grant Scheme on 6 September 2013 on behalf of the Gippsland Local Government Network and Gippsland Regional Plan Group under the "Putting climate adaption plans into action" category.

Consultations were held with Gippsland Regional Plan Low Carbon Strategy Group and a briefing on the Port of Hastings development was provided to South East Australian Transport Strategy Inc. (SEATS).

The funding application for this project was not successful. This initiative will continue to be progressed in 2014/15.



ACTION

Provide regional leadership and facilitate a successful transition for Latrobe City to a low carbon future by delivering 'Positioning Latrobe City for a Low Carbon Emission Future'.

RESULT

At the Ordinary Council Meeting held 28 April 2014, a review of 'Positioning Latrobe City for a Low Carbon Emission Future – Consolidated Progress and Achievements 2014' was presented to Councillors, providing an overview of the successful implementation of the policy over its lifespan.

Following site visits that were organised and attended with both Qube Logistics and the Port of Hastings in May, a report was presented to Council on 30 June 2014.



ACTION

Review the Cultural and Linguistic Diversity Action Plan to assist in building an inclusive, harmonious and engaged community and present to Council for consideration.

RESULT

The Draft Cultural and Linguistic Diversity Action Plan was delayed due to the Hazelwood Mine Fire. A revised Action Plan has been prepared and is to be presented to Council for approval to release for community consultation on 21 July 2014. The adoption of the plan is scheduled to occur by December 2014.



ACTION

Develop and implement the annual Disability Action Plan to focus on equitable access to infrastructure and services provided by Latrobe City Council.

RESULT

The 2013/14 Disability Action Plan was developed and implemented following both internal and external consultation. This initiative will continue in 2014/15.

SERVICE PROFILE

Aboriginal Liaison

Strengthen the relationship between the local Aboriginal community and Latrobe City Council by delivering on the Statement of Commitment.

Communications

Provide communications, marketing and public relations services on behalf of Latrobe City Council.

Community Engagement

Provide community engagement support services to Latrobe City Council.

Community Strengthening

Build community leadership, connectedness, inclusiveness and wellbeing by advocating on behalf of the community, and partnering with them to deliver and facilitate a range of projects, programs, strategies and action plans.

Disability Access and Inclusion

Develop and implement the Rural Access Plan and develop and implement the Disability Action Plan.

Emergency Management

Provide Emergency Management services including preparedness, planning, response and recovery.

International Relations

Deliver International Relations services in accordance with the Latrobe City International Relations Plan.

Regional Partnerships

Provide regional leadership and facilitate a successful transition for Latrobe City to a low carbon future.

SERVICE PROVISION HIGHLIGHTS FOR 2013/14

- Latrobe City Council's website included 27 'Have your say' pages during 2013/14, inviting community participation on the development of a range of strategies, plans and projects.
- The 2013/14 Disability Action Plan was developed and implemented.
- Completed the review of the Community Engagement Plan, which demonstrated the positive foundations which have been established.
- Commenced a trial of Public Presentation sessions designed to allow members of the community, organisations and other stakeholders to speak to Councillors on important issues.
- Latrobe City Council was tasked with supporting state government and other agencies to support the relief and recovery operations in response to the Hazelwood Mine Fire.

MEASURING OUR PERFORMANCE

2013/14 was the first year that this performance indicator information was collected and therefore, in most cases, will provide the baseline for the establishment for future targets.

PERFORMANCE INDICATOR	2013/14	COMMENTS
Number of Latrobe City Council meetings held with state and federal government representatives annually	60	This represents meetings between Councillors and state and federal government Ministers. This figure includes meetings held with Federal Ministers in Canberra during March and June 2014 at which important issues such as climate change policy, energy policy and various funding opportunities were discussed.
Percentage of Community Safety Committee meetings attended by Council representatives annually	100%	11 Community Safety Committee meetings were held during 2013/14 with 17 attendances by Councillors and 28 attendances by Officers
Percentage of Local Environmental Review Committee meetings attended by Council representatives annually	100%	Meetings were held with: <ul style="list-style-type: none">- Energy Australia (Yallourn)- AGL (Loy Yang A)- GDF Suez (Hazelwood)- Australian Paper
Levels of community satisfaction with Council's overall performance and its relationship with the community as described by the annual Local Government Community Satisfaction Survey	59	Latrobe City's score has increased to 59 from 53 in 2013 and sits equal with the regional average but remains lower than the state average of 61.
Percentage of Local Government Community Satisfaction Survey respondents who are satisfied that Council provides an opportunity to have a say on important local issues	55%	Latrobe City's score of 55 was 5 points higher than the previous year and is now sitting only 1 point behind regional centres.



THEME

5

PLANNING FOR THE FUTURE

OBJECTIVES

- To provide a well-planned, connected and liveable community.
- To provide clear and concise policies and directions in all aspects of planning.
- Advocate for planning changes at the state level to reflect regional needs and aspirations.
- To reduce the time taken to process land use and development planning applications.

STRATEGIC DIRECTION

Provide efficient and effective planning services and decision making to encourage development and new investment opportunities.



ACTION

Undertake improvements to Council's statutory planning procedures and delegations to improve timely processing of planning applications.

RESULT

A Service Improvement Plan was developed and presented to Councillors at the Issues & Discussions session held on 11 November 2013 outlining the proposed improvements and timeline for the delegation process. Changes to delegations were approved by Council at the Ordinary Council Meeting held on 3 March 2014.

Since the approved Service Improvement Plan has been implemented, the percentage of applications being dealt with within 60 statutory days has increased from 33% to 70%.

Initiatives to improve statutory planning procedures will continue in 2014/15.



ACTION

Finalise the Traralgon Car Parking Strategy.

RESULT

The Traralgon Car Parking Strategy aims to identify solutions to assist with balancing supply and demand for car parking in the Traralgon township. The Traralgon Car Parking Strategy has been finalised and makes recommendations including the introduction of a Parking Overlay through a Planning Scheme Amendment which will be implemented during 2014/15 financial year.

STRATEGIC DIRECTION

Plan and coordinate the provision of key services and essential infrastructure to support new growth and developments.



ACTION

Review the Moe/Newborough Structure Plan Review including the Lake Narracan Growth Area Precinct Structure Plan to identify long term growth and development opportunities.

RESULT

The review of the Moe/Newborough Structure Plan and development of Lake Narracan Precinct Structure Plan aims to provide long-term residential and recreational development opportunities. Community engagement was undertaken on a draft Lake Narracan concept plan during November 2013. Council resolved to commence development of a detailed Precinct Structure Plan in March 2014.

This project will continue in the 2014/15 financial year.

ACTION

Finalise the Traralgon Growth Areas Review including the Traralgon West Corridor Precinct Structure Plan to identify long-term growth and development opportunities.

RESULT

The Traralgon Growth Areas Review identifies long-term growth and development opportunities for Traralgon. During the public exhibition period of the draft Traralgon Growth Areas Review documents in 2012, a total of 73 submissions were received which were heard at a Special Council Meeting held in February 2013. Consideration of the issues raised in the submissions resulted in changes to the exhibited draft documents.

The updated Traralgon Growth Areas Review documents were subsequently adopted at the Ordinary Council Meeting on 28 April 2014 where Council also resolved to prepare a Planning Scheme Amendment.

ACTION

Progress appropriate Tyers sewerage/wastewater management system.

RESULT

Latrobe City Council continues to liaise with Gippsland Water to undertake an analysis of options for treatment of wastewater within the township of Tyers. All new septic tank installations within Tyers are subjected to Land Capability Assessments and installed in accordance with the EPA 2013 Code of Practice. This initiative will continue in 2014/15 with Latrobe City Council to advocate on behalf of the Tyers community.



01 JULY 2013 ▶ 30 JUN 2014



01 JULY 2013 ▶ 30 JUN 2014

STRATEGIC DIRECTION

Review our policy and guidelines for new residential development in particular lot density, unit development, road widths and emergency vehicle access.

ACTION

Develop a Housing Strategy and present to Council for consideration, to support application of new residential zones within the Latrobe Planning Scheme.

RESULT

Council is working with state government to introduce new residential land zones within the Latrobe Planning Scheme.

Draft amendment documentation, including new residential zone maps, were completed with community notification commencing 17 March 2014 for a period of 20 days. The state government appointed Advisory Committee conducted a Panel Hearing in April 2014 to consider all submissions received from the community. Council officers also presented the draft amendment documentation to the Advisory Committee during May 2014. The Advisory Committee's recommendations have since been provided to the Minister for Local Government for consideration.



01 JULY 2013 ▶ 30 JUN 2014

STRATEGIC DIRECTION

In consultation with the community, review Council's Municipal Strategic Statement and the Latrobe City Planning Scheme.



ACTION

Review Council's Municipal Strategic Statement and the Latrobe Planning Scheme review to provide a strategic vision for land use planning in Latrobe City.

RESULT

A review of the current policy and key issues has been completed and a Project Implementation Plan and Stakeholder Engagement Strategy has been developed.

A detailed consultation process has taken place including:

- Workshops held with Council staff, Referral Agencies and Councillors as outlined in the Stakeholder Engagement Strategy
- Mail out to development fronts (400)
- Mail out to businesses (3000)
- Council Notice Boards and "Have Your Say" webpage
- Surveys distributed

Feedback from consultation will inform the review which will continue in 2014/15.

STRATEGIC DIRECTION

Work with stakeholders to maintain and enhance the natural environment and biodiversity of Latrobe City and the region.



ACTION

Review the Latrobe City Natural Environment Sustainability Strategy 2008-2013 and present to Council for consideration.

RESULT

Following the review of the 2008-2013 Latrobe City Natural Environment Sustainability Strategy, the consultation draft of the 2014-2019 strategy was developed and approved by Council in February 2014. The draft strategy then went out for public consultation to invite submissions and closed on 19 March 2014. All submissions received were reviewed and amendments were made to the draft strategy. The 2014-2019 Latrobe City Natural Environment Sustainability Strategy was adopted by Council at the Ordinary Council Meeting held 10 June 2014.

SERVICE PROFILE

Building Services

Provide building advice, statutory services and enforcement action in accordance with the Building Act.

Environment Sustainability

Provide environmental planning, advice and services to internal and external stakeholders.

Statutory Planning

Provide statutory planning services, advice and enforcement action in accordance with the Latrobe Planning Scheme and Planning and Environment Act.

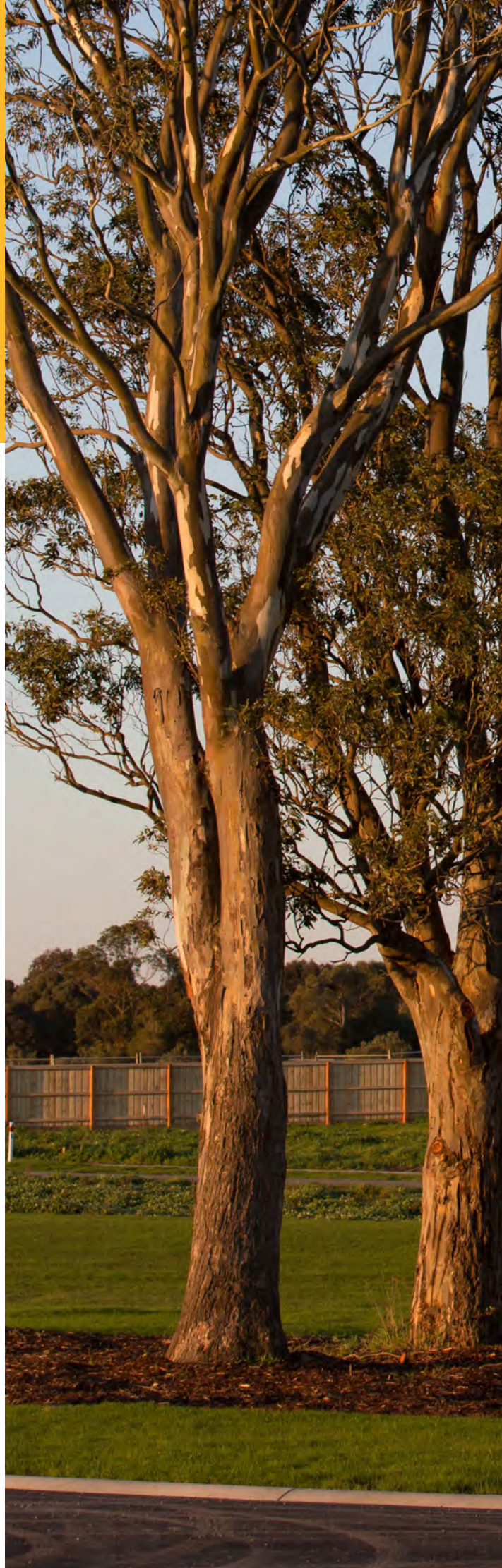
Strategic Planning

Provide strategic planning services and advice in accordance with the Latrobe Planning Scheme and Planning and Environment Act.

Urban Growth

Develop, assess and coordinate the implementation of Development Plans and Development Contribution Plans for growth areas of Latrobe City.

*Image credit: Stockdale Fields,
Traralgon*







SERVICE PROVISION HIGHLIGHTS FOR 2013/14

- 1116 building permits were lodged in accordance with the Building Act 1993.
- 126 private pool barrier audits were carried out in accordance with the Building Act 1993.
- 856km of Latrobe City roadsides were assessed and treated for weed infestations.
- 331 land use and development planning permits applications were received for processing.
- The Urban Growth team formally endorsed five Development Plans during 2013/14 that will generate 2476 residential lots across the municipality.
- Assistance and advice was provided to community members and groups in relation to environmental planning and native vegetation related issues.
- 8330 native plants were planted to offset Council vehicle fleet emissions.
- 4 energy efficient solar hot water systems were installed across Latrobe City Council buildings.
- 100 properties were audited for essential safety measure compliance.
- 69 building notices or orders were issued in accordance with the *Building Act 1993*.
- Strategic planning advice was provided in accordance with the *Planning and Environment Act 1987*.

Image credit: Plans for Lake Narracan development

MEASURING OUR PERFORMANCE

2013/14 was the first year that this performance indicator information was collected and therefore, in most cases, will provide the baseline for the establishment for future targets.

PERFORMANCE INDICATOR	2013/14	COMMENTS
Latrobe City Council's mean score for Council planning processes and outcomes in the annual Local Government Community Satisfaction Survey	69	Latrobe City's score of 69 is an increase from 2012/13 but remains lower than the state and regional average of 71.
Number of objections and or complaints received from the community each year in relation to new residential developments and growth areas annually	41	During the 2013/14 financial year Latrobe City Council received a total of 19 objections to strategic planning projects for residential growth and 22 objections in response to residential statutory planning permit applications.
Percentage of planning permit applications by category processed within 60 statutory days annually	65%	<p>On average 65% of planning permit applications were processed within 60 days during the 2013/14 financial year. This increased to 71% in June 2013, representing a 20% increase since September 2013. The majority of planning permit applications were received in the following categories:</p> <ul style="list-style-type: none"> • Subdivision of land (83) • New buildings (60) • Change or extension of use (37) • Single dwellings (35) <p>(NOTE: Annualised results for the 2013/14 financial year have not yet been received from the State Government).</p>
Number of planning permit applications received annually by category	331	331 is the total number of planning permit applications received over 35 categories. This is a slight reduction from 347 in 2012/13.
Annual percentage of Council planning permit decisions upheld by Victorian Civil and Administrative Tribunal where an appeal has been lodged	73%	During 2013/14, 13 planning permit appeals were lodged with the Victorian Civil and Administrative Tribunal (VCAT) of which 73% of Council's decisions were upheld.
Number of community members who have participated in consultation activities undertaken as part of strategic planning projects	6,456	This number represents consultation activities that have occurred across numerous projects.
Number of vacant lot residential property sales in Latrobe City each year	247	This is an increase from 200 during the previous year.