



# 2011-15 action plan

Municipal Services



**WELLINGTON**  
SHIRE COUNCIL

*The Heart of Gippsland*

# 2011-15 action plan

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## Year 1 Actions

Strategy	Action (What are we doing?)	Timeline (When are we doing it)	Measurement	Budget Requirements	Partnerships (Who will be doing it)
<b>Customer Service - 1.1 and 1.4</b>  <b>Enforcement and Education - 2.1, 2.2 and 2.3</b>	1.1 Appoint a Legal Proceedings and Prosecutions Officer to improve the compliance regime.	<b>YEAR 1 - 2011/2012</b>	<ul style="list-style-type: none"> <li>• Increase in community confidence.</li> <li>• Increase in public perceptions of safety in their local area.</li> <li>• Reduction in number of unpaid infringements.</li> </ul>	Salary of staff member and on costs.	Municipal Services
<b>Enforcement and Education - 2.1</b>  <b>Relationship Management - 3.3</b>	1.2 Develop a Municipal Services Enforcement guideline.	<b>YEAR 1 - 2011/2012</b>	<ul style="list-style-type: none"> <li>• Increase in community confidence.</li> </ul>		Municipal Services
<b>Customer Service - 1.2 and 1.3</b>  <b>Relationship Management - 3.1</b>	1.3 Undertake research and work with the Rural Access Officer to identify barriers that prevent people with disabilities or limited literacy or oral skills from fully accessing services and responding to information delivered through the Municipal Services Business Unit.	<b>YEAR 1 - 2011/2012</b>	<ul style="list-style-type: none"> <li>• Council services are continually reviewed for awareness, access, quality and responsiveness.</li> <li>• Increase in community satisfaction with overall performance.</li> </ul>		Municipal Services  Community Wellbeing
<b>Customer Service - 1.2</b>  <b>Enforcement and Education - 2.1,</b>  <b>Relationship Management- 3.3</b>	1.4 Identify three major breaches of legislation and non - compliance and develop a communications plan to improve the public understanding of these issues.	<b>YEAR 1 - 2011/2012</b>	<ul style="list-style-type: none"> <li>• Increase in community confidence.</li> <li>• Increase in community satisfaction with overall performance.</li> <li>• Incremental reductions in the number of unscheduled interventions.</li> </ul>	\$5000	Municipal Services  Community Consultation and Communication
<b>Customer Service - 1.1, 1.2 1.4</b>  <b>Sustainability - 4.1 and 4.2</b>	1.5 Undertake research to investigate ways to use technology to increase efficiency and effectiveness of service delivery.	<b>YEAR 1 - 2011/2012</b>	<ul style="list-style-type: none"> <li>• Council services are continually reviewed for awareness, access, quality and responsiveness.</li> </ul>		Municipal Services  Information Services

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Strategy	Action (What are we doing?)	Timeline (When are we doing it)	Measurement	Budget Requirements	Partnerships (Who will be doing it)
<b>Customer Service - 1.2 and 1.3</b>  <b>Enforcement and Education - 2.3</b>  <b>Relationship Management - 3.2</b>	<b>1.6</b> Undertake research to investigate ways to enhance the relationship between the public and Council officers undertaking enforcement activities.	<b>YEAR 1 - 2011/2012</b>	<ul style="list-style-type: none"> <li>• Increase in community confidence.</li> </ul>		Municipal Services  Community Consultation and Communication  Organisational Development
<b>Customer Service - 1.1, 1.2 and 1.4</b>  <b>Enforcement and Education - 2.3</b>  <b>Relationship Management - 3.3</b>  <b>Sustainability - 4.1 and 4.2</b>	<b>1.7</b> Undertake research to develop an Environmental Health Policies and Procedures Manual.	<b>YEAR 1 - 2011/2012</b>	<ul style="list-style-type: none"> <li>• Increase in community confidence.</li> <li>• Council services are continually reviewed for awareness, access, quality and responsiveness.</li> </ul>	Municipal Services	

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## Year 2 Actions

Strategy	Action (What are we doing?)	Timeline (When are we doing it)	Measurement	Budget Requirements	Partnerships (Who will be doing it)
Customer Service - 1.1 Enforcement and Education - 2.1 Relationship Management - 3.3	2.1 Implementation of the Municipal Services Enforcement guideline.	YEAR 2 - 2012/2013	<ul style="list-style-type: none"> <li>Increase in community confidence.</li> </ul>		Municipal Services
Customer Service - 1.1 and 1.3 Enforcement and Education - 2.3 Relationship Management - 3.1, 3.2 and 3.3 Sustainability - 4.1 and 4.2	2.2 Partner with internal and external partners to create opportunities for residents to participate in public safety through more community involvement, civic participation and neighbourhood management	YEAR 2 - 2012/2013	<ul style="list-style-type: none"> <li>Effective partnerships with other service providers.</li> <li>Incremental reductions in the number of unscheduled interventions.</li> </ul>		Municipal Services  Community Wellbeing  Community Representative Groups  Victorian Police
Customer Service - 1.1 Sustainability - 4.1 and 4.2	2.3 Develop a 'succession'/professional development program' to ensure the Municipal services Unit has access to trained professional staff to provide regulatory services.	YEAR 2 - 2012/2013	<ul style="list-style-type: none"> <li>Stable workforce.</li> </ul>		Municipal Services  Organisational Development
Customer Service - 1.1, 1.2, 1.4 Sustainability - 4.1 and 4.2	2.4 Create a plan outlining the timeline, steps and adoption of new technology within Municipal Services.	YEAR 2 - 2012/2013	<ul style="list-style-type: none"> <li>Council services are continually reviewed for awareness, access, quality and responsiveness.</li> </ul>	Cost of additional technology	Municipal Services  Information Technology

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Strategy	Action (What are we doing?)	Timeline (When are we doing it)	Measurement	Budget Requirements	Partnerships (Who will be doing it)
<b>Customer Service - 1.2 and 1.3</b>  <b>Relationship Management - 3.1</b>	<b>2.5</b> Implement actions to address barriers that prevent people with disabilities or limited literacy or oral skills from fully accessing services and responding to information delivered through the Municipal Services Business Unit.	<b>YEAR 2 - 2012/2013</b>	<ul style="list-style-type: none"> <li>• Council services are continually reviewed for awareness, access, quality and responsiveness.</li> <li>• Effective partnerships with other service providers.</li> </ul>		Municipal Services  Community Wellbeing
<b>Customer Service - 1.1, 1.2 and 1.3</b>  <b>Education and Enforcement - 2.2 and 2.3</b>  <b>Relationship Management - 3.2</b>	<b>2.6</b> Implement actions to improve the relationship between the public and Council officers undertaking enforcement activities.	<b>YEAR 2 - 2012/2013</b>	<ul style="list-style-type: none"> <li>• Increase in community confidence.</li> </ul>	Cost of training - \$3000	Municipal Services  Community Consultation and Communication  Organisational Development
<b>Customer Service - 1.1 Enforcement and Education - 2.1</b>  <b>Relationship Management - 3.1, 3.2 and 3.3</b>  <b>Sustainability - 4.2</b>	<b>2.7</b> Actively engage with the community and partners to redevelop the Domestic Animal Management Plan	<b>YEAR 2 - 2012/2013</b>	<ul style="list-style-type: none"> <li>• Effective partnerships with other service providers.</li> </ul>	\$15,000	Municipal Services  External Consultant  Animal Aid
<b>Customer Service - 1.1, 1.2 and 1.4</b>  <b>Enforcement and Education - 2.3</b>  <b>Relationship Management - 3.3</b>  <b>Sustainability - 4.1 &amp; 4.2</b>	<b>2.8</b> Develop and implement the Environmental Health Policies and Procedures Manual.	<b>YEAR 2 - 2012/2013</b>	<ul style="list-style-type: none"> <li>• Increase in community confidence.</li> <li>• Council services are continually reviewed for awareness, access, quality and responsiveness.</li> </ul>		Municipal Services

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## Year 3 Actions

Strategy	Action (What are we doing?)	Timeline (When are we doing it)	Measurement	Budget Requirements	Partnerships (Who will be doing it)
<b>Customer Service - 1.1</b> <b>Enforcement and Education - 2.1</b> <b>Relationship Management - 3.3</b>	<b>3.1</b> Review the Municipal Services Enforcement guideline and update as necessary.	<b>YEAR 3 - 2013/2014</b>	<ul style="list-style-type: none"> <li>Council services are continually reviewed for awareness, access, quality and responsiveness.</li> </ul>		Municipal Services
<b>Customer Service - 1.1</b> <b>Sustainability - 4.1 and 4.2</b>	<b>3.2</b> Implement the 'succession/professional development program'	<b>YEAR 3 - 2013/2014</b>	<ul style="list-style-type: none"> <li>Stable workforce</li> </ul>		Municipal Services Organisational Development
<b>Customer Service - 1.1, 1.2 and 1.3</b> <b>Relationship Management - 3.1, 3.2, 3.3</b>	<b>3.3</b> Develop and implement a formal guideline on effective referral practices to connect residents to other services.	<b>YEAR 3 - 2013/2014</b>	<ul style="list-style-type: none"> <li>Effective partnerships with other service providers.</li> </ul>		Municipal Services Community Wellbeing
<b>Customer Service - 1.1, 1.2</b> <b>Enforcement and Education - 2.3</b>	<b>4.1</b> Commence a rolling program to review local laws	<b>YEAR 3 - 2013/2014</b>	<ul style="list-style-type: none"> <li>Council services are continually reviewed for awareness, access, quality and responsiveness.</li> </ul>	Cost of legal advice (\$2000 per local law)	Municipal Services

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## Year 4 Actions

Strategy	Action (What are we doing?)	Timeline (When are we doing it)	Measurement	Budget Requirements	Partnerships (Who will be doing it)
Customer Service 1.1, Sustainability - 4.1, 4.2	4.2 Continue implementation of year 1, 2, 3 actions.	YEAR 4 - 2014/2015	<ul style="list-style-type: none"> <li>• Increase in community confidence.</li> <li>• Increase in community satisfaction with overall performance.</li> <li>• Increase in public perceptions of safety in their local area.</li> <li>• Council services that are continually reviewed for awareness, access, quality and responsiveness.</li> <li>• Effective partnerships with other service providers.</li> <li>• Incremental reductions in the number of unscheduled interventions.</li> <li>• Reduction in the number of unpaid infringements.</li> <li>• Stable workforce</li> </ul>		Municipal Services  Community Wellbeing  Organisational Development  Community Consultation and Communication  Animal Aid
Customer Service 1.1, Sustainability - 4.1, 4.2	4.3 Review the strategy and develop the next 4 year plan	YEAR 4 - 2014/2015			Municipal Services