



TOWN OF
VICTORIA PARK



WE'RE OPEN
VIC PARK

Corporate Business Plan

Completed deliverables

January 2022 - March 2022

Corporate Business Plan deliverables

Completed in previous quarter

Strategic Outcome: CL6 - Finances are managed appropriately, sustainably and transparently for the benefit of the community

Strategic Initiative: CL6.2 - Promote sound and accountable fiscal management

| Deliverable Name | Deliverable Status | Latest Comment | Responsible Area | Start Date | Due Date | Completed Date |
|--|--------------------|---|--------------------|------------|----------|----------------|
| CL6.2.1 - Review the Investment Policy | Completed | Investment policy adopted at March 2022 OCM | Financial Services | July-21 | June-22 | March-22 |

Strategic Outcome: CL7 - People have positive exchanges with the Town that inspires confidence in the information and the timely service provided

Strategic Initiative: CL7.1 - Improve the standard of customer service provided to the community.

| Deliverable Name | Deliverable Status | Latest Comment | Responsible Area | Start Date | Due Date | Completed Date |
|---|--------------------|---|---------------------------------|------------|-----------|----------------|
| CL7.1.5 - Create an organisation-wide Customer Service training program | Completed | Online customer service training portal currently being rolled out to CSCC team as a trial. Feedback to be collated on relevance of content in coming months. | Customer Relations | July-20 | June-21 | January-22 |
| CL7.1.6 - Investigate the upgrade of the Customer Request Management System | Completed | Will be included in the new ICT strategic plan | Technology and Digital Strategy | March-20 | August-20 | February-22 |

Strategic Outcome: CL8 - Visionary civic leadership with sound and accountable governance that reflects objective decision making

Strategic Initiative: CL8.1 - Provide for sound corporate governance

| Deliverable Name | Deliverable Status | Latest Comment | Responsible Area | Start Date | Due Date | Completed Date |
|---|--------------------|---|-------------------------|------------|----------|----------------|
| CL8.1.7 - Complete memorandum of understanding for South-East Corridor Alliance | Completed | South East Corridor Councils Alliance memorandum of understanding was adopted by Council on 15 December 2020. The MOU was signed by all parties on 21 April 2021 and is effective to 20 April 2024. | Governance and Strategy | March-22 | June-22 | March-22 |

Strategic Outcome: EN2 - A safe, interconnected and well maintained transport network that makes it easy for everyone to get around

Strategic Initiative: EN2.1 - Create better and more accessible road networks within the Town

| Deliverable Name | Deliverable Status | Latest Comment | Responsible Area | Start Date | Due Date | Completed Date |
|--|--------------------|---|--------------------|------------|----------|----------------|
| EN2.1.2 - Update the 10-year Rights of Way capital works program | Completed | Rights of Way Capital Works Program endorsed by Council on the 14 December 2021 (see item 13.5) - Includes list of projects for unsealed ROW's and a priority for lighting ROW's in the Town. High ranking projects being put forward for the 2022/2023 budget. | Street Improvement | July-21 | June-22 | January-22 |

Strategic Outcome: EN3 - A place with sustainable, safe and convenient transport options for everyone

Strategic Initiative: EN3.1 - Create better options for active transport

| Deliverable Name | Deliverable Status | Latest Comment | Responsible Area | Start Date | Due Date | Completed Date |
|--|--------------------|---|------------------|------------|-------------|----------------|
| EN3.1.4 - Implement the Integrated Movement Network Strategy | Completed | The 2013 IMNS has been implemented and the Town has started planning to implement a new Transport Strategy which is currently being presented to Council for final endorsement. | Place Planning | July-17 | November-21 | January-22 |

Strategic Outcome: EN5 - Appropriate and sustainable facilities for everyone that are well built, well maintained and well managed

Strategic Initiative: EN5.1 - Ensure the long term asset and service provision sustainability of significant community buildings and other assets

| Deliverable Name | Deliverable Status | Latest Comment | Responsible Area | Start Date | Due Date | Completed Date |
|--|--------------------|--|------------------|------------|----------|----------------|
| EN5.1.5 - Implement an Asset Management System | Completed | The system is in place and is being used for capitalisations of assets, asset register, valuations and accounting. The maintenance module will be rolled out once integration is finalised with the customer relations management system (CRMS). This will allow for in-field mobile app to be used to complete work in the field and undertake asset inspections. | Asset Planning | June-20 | June-22 | March-22 |

Strategic Outcome: S2 - An informed and knowledgeable community

Strategic Initiative: S2.1 - Improve digital literacy and learning

| Deliverable Name | Deliverable Status | Latest Comment | Responsible Area | Start Date | Due Date | Completed Date |
|--|--------------------|---|------------------|------------|----------|----------------|
| S2.1.2 - Review the Digital Hub's Strategic Marketing Plan | Completed | This deliverable was removed in the mid-year Corporate Business Plan review, resolved by Council in March 2022. | Digital Hub | July-21 | June-22 | March-22 |

