

Council Plan

Our detailed plan below describes the strategic objectives, strategies and major initiatives we are aiming to deliver over the next 4 years in response to the Community Vision.

Theme 5: An empowered and collaborative Moreland

Strategic Objective	
5.	Build community trust through encouraging participation, evidence-based decision making, stewardship of resources and being accessible and responsive.
Strategies	
5.1.	Improve access to information (communications) about council services, activities and decisions through applying accessibility principles and community insights 🍏
5.2.	Increase community access and capacity to meaningfully participate in council decision-making and civic life 🍏
5.3.	Build greater trust with the community by actively involving them in matters which have a direct impact on their lives
5.4.	Create a customer experience where community members feel Council is helpful, engaged, accountable, respectful and timely 🍏
5.5.	Contribute to great community outcomes through partnering with community and stakeholders in a coordinated advocacy effort 🍏 🌐
5.6.	Significantly progress efforts to secure more developer funding towards Council's response to population growth 🍏 🌐
5.7.	Sustainable, equitable and transparent management of funds
5.8.	Ensuring our assets provide the best fit for community needs over the long term 🍏 🌐
5.9.	Improve understanding of the community through the development of research resources.
Major Initiatives and Priorities	
40.	Implement the Community Engagement Policy
41.	Develop a Child and Youth Engagement Framework to enable the active engagement of children and young people in civic participation and community life
42.	Streamline the customer experience including through service re-design, improved service targets and making easier council interactions across various digital channels
43.	Prepare and implement a revised Open Space Levy
44.	Implement 10-year Financial Plan (including annual review)
45.	Develop and implement 10-year Asset Plan
46.	Develop and implement a new Development Contributions Plan
47.	Develop and implement Gender Equity Action Plan and conduct an annual review
48.	Implement the Accessible and Inclusive Communications Policy
49.	Coordinate advocacy for improved community outcomes

Strategic Indicators (under development)

Indicator	Target or Desired Trend
Victorian Local Government Community Satisfaction Survey Results (published annually on Council's website):	
<ul style="list-style-type: none"> Overall satisfaction Customer service Consultation and engagement Informing the community 	<p>Increase to meet or exceed metropolitan average</p> <p>Increase to meet or exceed metropolitan average</p> <p>Increase to meet or exceed metropolitan average</p> <p>Increase to meet or exceed metropolitan average</p>
Council decisions made at meetings closed to the public (Know Your Council)	Decrease from Moreland 2021 baseline measure of 4.62%
Community satisfaction with Council decisions (Know Your Council)	Increase to meet or exceed metropolitan average
Adjusted underlying surplus (or deficit) as a percentage of underlying revenue (Know Your Council)	Surplus
Asset renewal and asset upgrade as a percentage of depreciation (Know Your Council)	Increase from Moreland 2021 baseline measure of 95.57%
Governance and management: compliant measures that are in place (Know Your Council)	100% compliance

Related strategies and plans

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| ➤ Social Media Policy | ➤ Drainage Asset Management Strategy |
| ➤ 4-year Budget | ➤ Fees and Charges 2021-2022 |
| ➤ 10-year Financial Plan | ➤ Financial Reserves and Capital Management Policy |
| ➤ Asset Management Policy | ➤ Gender Equality Statement of Commitment |
| ➤ Borrowing Strategy | ➤ Governance Rules |
| ➤ Community Engagement and Public Participation Policy | ➤ Investment Policy |
| ➤ Complaints Handling Policy | ➤ Procurement Policy 2021-25 |
| ➤ Councillor Code of Conduct 2021 | ➤ Public Transparency Policy |
| ➤ Customer Service Strategy 2014-18 | ➤ Revenue and Rating Plan 2021-2025 |