	Four-year Priorities	Indicators	Year 3 Annual Actions		
1.1 Af	1.1 Affordable and available housing will support our growing community and economy				
1.1.1	Deliver a strategic growth plan for the shire and settlement strategy for all	 Strategic Growth Plan and Settlement Strategy developed 	Commence Birregurra structure plan review		
	small towns and rural living areas	 Relevant Planning Scheme Amendments adopted 	Commence Northern Towns Growth Plan projects		
1.1.2	Deliver a refreshed Apollo Bay Structure Plan •	 Refreshed Apollo Bay Structure Plan delivered by 2022-23 Relevant Planning Scheme Amendments adopted 	No Year 3 action planned		
1.1.3	Facilitate the delivery of more diverse housing stock in Colac and Apollo Bay ●●	 Increase land supply by 200 new lots annually Increased availability of affordable housing Levels of housing stress including rental and mortgage stress 	Continue to work with Developers to promote greater diversity in housing stock, particularly developers of Great Ocean Road subdivision at Apollo Bay, Bruce Street in Colac and the two sites being rezoned at Elliminyt		
		 Number of hectares rezoned 	Continue to progress the Deans Creek Precinct Structure Plan ••		
1.1.4	Increase residential land supply in Colac	 Number of residential lots approved by planning permits 	Finalise the Colac West Development Plan ••		
			Progress Planning Scheme Amendments for rezoning land to residential in Colac		

	Four-year Priorities	Indicators	Year 3 Annual Actions
1.1.5	Deliver a Social Housing Strategy	 Social Housing Strategy completed and implemented Number of dwellings made available for social housing 	Complete (No further action required. The Social Housing Strategy was delivered in 2021.)
1.1.6	Increase access to affordable accommodation for essential workers	 More accommodation options are available in towns including Apollo Bay, Birregurra, Forrest and Colac, specifically for workers Level of rental and mortgage stress 	Commence Stage 1 exploration of 'Key Worker Housing Feasibility, Nelson Street Apollo Bay'
1.2 At	tract, retain and grow business in our S	hire	
1.2.1	Deliver Economic Development Strategy	 At least 80% of actions from Strategy completed Community satisfaction with business and tourism increases annually from current result of 59% Increased level of investment in the region by 2025 Number of commercial and industrial lots approved by planning permits 	Prepare targeted accommodation investment prospectus for Colac and present to industry stakeholders
1.2.2	Attract and retain a diverse range of businesses and industries, particularly those with green credentials	Gross Regional product increasedGreenfield industrial land in Colac developed	No Year 3 action planned at this time
1.2.3	Deliver City Deals project in Colac Otway Shire's coastal towns •	 All three City Deals projects delivered on time and on budget 	No Year 3 action planned at this time (Council no longer has a delivery responsibility but will continue to support the implementation of the City Deals projects to achieve the community's aspirations)

	Four-year Priorities	Indicators	Year 3 Annual Actions
1.2.4	Develop the Apollo Bay Harbour precinct for community activity, commerce and tourism	 Doubled berthings for recreational and commercial boats (currently 33 combined) Funding secured from private sector or government for commercial development of the harbour waterfront 	No Year 3 action planned at this time
1.3 Ke	y infrastructure investment supports o	ur economy and livability	
1.3.1	Attract investment to implement key master plans and projects that will drive economic growth including but not limited to Lake Colac Foreshore Masterplan, Public Toilet Strategy, CBD and Entrances Plan, Apollo Bay, Marengo and Skenes Creek CIP, Murray Street upgrades, township masterplans, Colac Civic Health and Rail Precinct, Memorial Square Masterplan Tourism Traffic and Parking Strategy	 Number of projects that have attracted funding \$ funding received 	Complete Memorial Square Toilets project
1.3.2	Deliver improvements to Colac and Apollo Bay CBD's to support their role as a hub for commerce, tourism and the community	 Grant funds secured for Colac and Apollo Bay CBD streetscape upgrades 	Finalise the Colac Civic Precinct Master Plan
1.3.3	Advocate to relevant authorities for new and upgraded infrastructure to support business growth e.g. roads, utilities, NBN	 Priority upgrades are achieved (e.g. mobile black spots) 	No Year 3 action planned
1.3.4	Advocate for implementation of the Forrest Wastewater scheme	Funding secured to deliver Wastewater Scheme in Forrest	Support efforts by Barwon Water to introduce reticulated wastewater to Forrest

	Four-year Priorities	Indicators	Year 3 Annual Actions
1.3.5	Include consideration of arts and culture in strategic processes and projects	 Arts and culture groups are actively engaged as part of consultation processes for relevant strategic projects 	Engage with arts groups as the Civic Precinct Plan progresses
1.4 Co	lac Otway Shire is a destination to visit		
1.4.1	Promote the Shire as a destination, not a gateway •	 Increased visitor spend and stay 	No Year 3 action planned
1.4.2	Maximise our key tourist attractions	 Increased total visitor overnight stays 	No Year 3 action planned
1.4.3	Work with our community to promote our towns as places to stop, visit and explore	 Delivery of Destination Actions Plans In partnership with GORA, achieve Ecotourism Certification 	Consult with community stakeholders to complete the visitor servicing review
1.4.4	Facilitate development of sustainable visitor infrastructure and accommodation	 Increased availability of visitor accommodation Public Toilet Strategy completed and 60% of actions delivered by 2025 	No Year 3 action planned
1.5 Gr	ow the Colac Otway Shire's permanent	population by at least 1.5%	
1.5.1	Support business growth through population attraction and retention	 Increase total population of working-aged people and young families 1.5% annual population growth achieved Reduced seasonality impacts on businesses by having stable permanent population 	No Year 3 action planned (Note: Council is not actively promoting population growth as this is currently self-driven but constrained by accommodation access)

	Four-year Priorities	Indicators	Year 3 Annual Actions
2.1 W	e mitigate impacts to people and proper	ty arising from climate change	
2.1.1	Deliver a Climate Change Action Plan in partnership with other organisations	• Action Plan completed by 2022	Finalise the Climate Change Action Plan for Council Adoption
2.1.2	Green our streets and public places	 Number of trees planted in public spaces (open space and streetscape) Development of an urban cooling strategy and canopy target as part of the reviewed environmental strategy Review the quality of street trees and streetscapes when planting appropriate trees in the future 	Deliver Council's Street Tree planting program to identified candidate streets (Year 3) •••• Complete the Colac Botanic Gardens Master Plan
2.1.3	Minimise the effects of climate change and extreme weather events on our community ••	 Emergency Management Plan regularly reviewed Community satisfaction with emergency and disaster management increases annually from current result of 71% Upgrades completed in vulnerable locations 	Finalise the Climate Change Action Plan for Council Adoption

	Four-year Priorities	Indicators	Year 3 Annual Actions	
2.2 W	e operate sustainably with a reduced ca	rbon footprint		
2.2.1	Improve Council's sustainability practices through the reduction of Council's carbon emissions and/or need to pay for carbon offsets	 Maintain Council's net zero carbon emissions and reduce dependence on carbon offsets through implementation of emission education projects Community satisfaction with environmental sustainability increases annually from current result of 61% 	Investigate further the electrification of heat pumps and other plant at Bluewater Leisure Centre including exploration of external funding programs.	
2.2.2	Council supports the community to reduce carbon emissions	 Council has considered opportunities for regional partnerships in relation to climate change Raised awareness of whole-of-community climate change mitigation/adaptation focused activities Reduction in CO2 emissions for Colac Otway (Source: Victorian Greenhouse Gas Emissions Report) 	Progress actions prioritised in the adopted Climate Change Action Plan (duplicate of action against priority 2.1.1) – will be subject to funding	
2.2.3	Educating and assisting our community to act on climate change by reducing waste, emissions and water usage •	 Reduced waste to landfill, emissions and water usage in the community 	No Year 3 action planned	
2.3 Pr	2.3 Protect and enhance the natural environment			
2.3.1	Environment Strategy reviewed •	 Reviewed Environment Strategy adopted by Council and implementation commenced by 2022 	Finalise and adopt an Environmental Sustainability Strategy •	

	Four-year Priorities	Indicators	Year 3 Annual Actions
2.3.2	Protect native vegetation, ecosystems, flora and fauna •	 Number of community activities and education initiatives that promote stewardship of the natural environment 	Finalise and adopt an Environmental Sustainability Strategy •
2.3.3	Undertake pest plant and animal management control programs and community education to target and reduce invasive species in natural systems	 Connecting and supporting Landcare and environmental interest groups Kilometres or hectares of roadside weed control conducted 	No Year 3 actions planned beyond BAU
	e will satisfy our community's reasonab charges	le expectations to reduce waste going to land	dfill, increase resource recovery and minimise
2.4.1	Increase community satisfaction by community education, phone apps, reducing waste to landfill, pursuing joint waste contracts and other innovative approaches in partnership with our community and business sectors	 Community satisfaction survey (waste management components) Waste management charges 	No Year 3 action planned
2.4.2	Reduce the % of food and organic (FOGO) waste in the landfill waste stream (red bin) by awareness raising and innovative approaches	 % of FOGO waste diverted from landfill stream and composted 	No Year 3 action planned
2.4.3	Reduce the % of contamination of the recycling waste stream (yellow bin) by awareness raising and innovative approaches	• % of contamination in recycling stream	No Year 3 action planned

	Four-year Priorities	Indicators	Year 3 Annual Actions
2.4.4	Divert glass from landfill by rollout of glass recycling bins (purple bin) and public awareness raising and innovative approaches	% of glass diverted from landfill stream	Promote CDEP roll-out in support of State Government reforms.
2.4.5	Trial a hard waste collection service	 Trial conducted, evaluated and recommendations made to Council 	No Year 3 action planned
2.5 Pr	ovide and maintain an attractive and sa	fe built environment	
2.5.1	Maintain road and drainage assets to ensure they are safe and reliable	 Community satisfaction with sealed roads increases annually from current result of 50% Community satisfaction with unsealed roads increases annually from current result of 44% Development of a Road Safety Strategy Road safety funding attracted and priority improvements implemented Road Management Plan compliance 100% 	No Year 3 actions planned beyond BAU
2.5.2	Deliver a relevant Capital Works Program	 Complete 85% or more of capital projects annually against allocated budget Greater than 85% of renewal work for sealed and unsealed roads annually 	No Year 3 actions planned beyond BAU (Note: Capital Works progress is reported separately)

	Four-year Priorities	Indicators	Year 3 Annual Actions
2.5.3	Council meets annual infrastructure renewal gap	 Asset Management Plans completed Capital funding allocated annually in accordance with levels identified in AMPs 	Update Road AMP based on new condition data
2.5.4	Ensure planning processes and policies for new developments meet the intent of this objective	 Landscape Guidelines for developers completed Conditions relating to quality landscape, open space, streetscape and urban design outcomes developed and enforced 	No Year 3 action planned

	Four-year Priorities	Indicator	Year 3 Annual Actions
3.1 All	people have the opportunity to achieve	and thrive in our Shire	
3.1.1	Advocate for access to and provision of education, employment and lifelong learning opportunities	 Reduced youth unemployment rate Reduced total unemployment rate Links facilitated between employers and educators to ensure workforce skills meet community needs Increase Year 12 or equivalent completion rate to at least the Victorian average (43.5% as at the 2016 census) 	No Year 3 action planned
3.1.2	Create environments where children can be happy, healthy, supported, educated and safe	 Funding for early years infrastructure secured (\$) Increased childcare options/availability Partner with agencies to decrease 23.3% children developmentally vulnerable in more than one domain Increase in 3 and 4-year-old kindergarten participation rates 	No Year 3 action planned
3.1.3	Provide services to enable lifelong health and wellbeing from the early to senior years	 Community satisfaction for Family Support Services increases annually from current result of 66% Community satisfaction for Elderly Support Services increases annually from current result of 68% Participation rates in Maternal and Child Health checks 	Complete Community Care Best Value Review

	Four-year Priorities	Indicator	Year 3 Annual Actions
3.2 Pe	ople are active and socially connected t	hrough engaging quality spaces and places	
3.2.1	Provide safe, inclusive, accessible and integrated transport networks that support active transport	 New or upgraded priority footpath, trail and cycling connections and improvements delivered annually (meters) Review strategic footpath plans for Apollo Bay and Colac 	No Year 3 action planned beyond BAU
3.2.2	Plan for and supply quality public open space to meet community needs	 Council-managed open space provision aligns with standards for development outlined in the Public Open Space Strategy 	Complete Birregurra Play Space redevelopment project •• Complete Donaldson's Play Space renewal works ••
3.2.3	Provide fit for purpose accessible and well-utilised recreation, arts and community facilities and services	 Colac Otway Playspace Strategy developed and adopted Community satisfaction for recreation facilities increases annually from current result of 68% Community satisfaction for arts, centres and libraries increases annually from current result of 73% Increased participation rates at libraries; and increased visitation to COPACC programs All new and upgraded Council facilities are universally accessible 	Undertake Birregurra Hall and streetscape works •• Undertake Kitchen renewal at Colac Central Bowling Club Undertake key renewal works at Lavers Hill Hall ••

	Four-year Priorities	Indicator	Year 3 Annual Actions
3.2.4	Plan, design and maintain attractive and safe public spaces in partnership with our community and key agencies	 Community satisfaction for appearance of public spaces increases annually from current result of 70% Perceptions of safety during the day greater than 97.6% and after dark greater than 65.5% 	No year 3 action planned
3.2.5	Increase participation in physical activity throughout the shire through direct service provision and partnerships with health services and the wider community	 Increased visitation and memberships at Bluewater Leisure Centre and Apollo Bay Aquatic Centre Level of community grants funding directed to projects that encourage physical activity 	No year 3 action planned
3.2.6	Promote and demonstrate gender equity	 Gender Equity Plan for Council adopted and implemented New and upgraded community facilities accommodate gender neutral design principles Community facility fees and charges structures encourage facility users to embrace gender equity 	Report GEAP implementation to Gender Equality Commissioner
3.3 We	e are a safe, equitable and inclusive con	nmunity	
3.3.1	Support stakeholders such as Colac Area Health, Great Ocean Road Health, Barwon Health, Hesse Rural Health, Headspace and other community groups to improve mental health and wellbeing in our community	 Accessibility of services that lead to reduced rates of: Suicide and self-inflicted injuries (101 per 100,000 people) Psychological distress (20.3%) Anxiety or depression (31.7%) 	No year 3 action planned

	Four-year Priorities	Indicator	Year 3 Annual Actions
3.3.2	Support relevant stakeholders to improve healthy eating and living in our community •	 Reduced rates of diet-related chronic disease Community facility fees and charges structures encourage facility users to embrace healthy eating, reduced tobacco, alcohol and other drug use Increased partnerships and advocacy with relevant organisations 	No year 3 action planned
3.3.3	Diversity is embraced	 Greater than 45% of residents support multiculturalism as measured by Department of Health data Contribute to greater than 57% of residents feel valued by society Key council documents and communications are provided in accessible formats and multiple languages Increase in number of community events that celebrate diversity 	Install Ceremonial/ Recognition Flagpole at Civic Precinct Colac
3.3.4	Deliver a Reconciliation Action Plan in consultation with Eastern Maar Aboriginal Cooperative	 Reflect level Reconciliation Action Plan delivered by 2022 	No year 3 action planned
3.3.5	Provide community safety services that enhance the liveability of our shire •••	 Community satisfaction for enforcement and local laws increases annually from current result of 64%Local Law reviewed by 2023 	Complete General Local Law review

	Four-year Priorities	Indicator	Year 3 Annual Actions
3.3.6	Support health, enforcement and other services to support initiatives to reduce all forms of violence	Decrease family violence incident rates	No year 3 action planned
3.3.7	Reduce gambling-related harm in the Colac Otway Shire ••	 Gambling Policy developed for inclusion in the planning scheme 	No year 3 action planned

	Four-year Priorities	Indicators	Year 3 Annual Actions	
4.1 We	4.1 We commit to a program of best practice and continuous improvement			
4.1.1	Identify and embrace best practice and modernise systems to realise efficiencies	 Community satisfaction for Councils overall performance increases annually from current result of 58% 	Undertake an internal audit relating to cybersecurity controls	
4.1.2	Digital transformation to improve customer experience and interactions with community	 Number of services that can be accessed by customers online 	No year 3 action planned	
4.1.3	Building and Planning services are customer and solution focussed	 Community satisfaction for Planning and Building services greater than 50% by 2025 85% of planning applications, and 100% of Vic Smart applications determined in 60 days 	Undertake service specific feedback activity to identify opportunities to improve community perception	
	Undertake a rolling program of service reviews	 Conduct at least two service reviews annually and implement decisions made by Council, with a view to saving at least \$250,000 per year 	Complete Best Value Review of Community Care Review	
			Complete a service review of Colac Regional Saleyards	
4.1.4			Complete a service review of Services and Operations	
			Complete visitor servicing review	

	Four-year Priorities	Indicators	Year 3 Annual Actions	
4.2 We	4.2 We are a financially robust organisation			
4.2.1	Plan for sustainable portfolio of assets to deliver the services the community needs within our financial constraints	 Asset Management Policy reviewed to address asset decommissioning and divestment Asset Management Strategy and Plans adopted 	Implement Asset Management Strategy actions	
4.2.2	Adopt a policy and approach to guide the disposal of assets no longer required •	 Asset Management Plans include strategic service planning recommendations Capital Funds Allocation and Prioritisation Policies adopted 	No Year 3 action planned	
4.2.3	Manage procurement to get best value for the community	 Agreed audit recommendations are implemented within defined timelines Rolling internal audit program implemented 	Implement Internal Audit into Procurement	
4.2.4	Council businesses maximise community utilisation and minimise council subsidy ratios	 Reduced subsidy ratio for Council businesses (airports, saleyards, COPACC, Bluewater and Visitor Information Centres) 	Undertake strategic fee review for COPACC and Bluewater	
			Develop Statutory and Discretionary Reserve Policy	
4.2.5	Financial and risk management practices are responsible and sustainable	 Deliver ten-year financial plan VAGO LGPRF financial sustainability measures 	Review Council's Borrowing Policy	
			Review Council's Investment Policy	

	Four-year Priorities	Indicators	Year 3 Annual Actions	
4.3 We	4.3 We provide exceptional customer service			
	Council service delivery is efficient, accessible, solution-focused and	lution-focused and	Establish Customer Experience improvement program	
4.3.1	responsive to the needs of the community		Review Complaints Policy	
4.4 We	4.4 We support and invest in our people			
4.4.1	We respect and invest in our employees and continue to strengthen our workplace culture ••	Employee satisfaction and engagement	Develop action plan based on People Matters Survey results	
4.4.2	We commit to safe work practices and take a positive approach to our work	 Delivery of targets and measures as outlined in the OHS Strategic Plan 	Implement actions from Internal Audit into WHS systems	
4.4.3	Develop a skilled and diverse workforce by investing in training and development	 Attraction and retention of skilled workforce Number of secondments within the organisation Number of internal promotions Number of hours of training Number of traineeships/apprenticeships Development of a Workforce Plan 	Develop an organisation wide training program for mandatory and compliance training	

	Four-year Priorities	Indicators	Year 3 Annual Actions
4.4.4	Council provides clear, accessible communication and opportunities for the community to participate in decisions that affect them in line with the Community Engagement Framework	 Community satisfaction for Consultation and Engagement increases annually from current result of 54% Rolling program of Community Conversations implemented 	Conduct two 'community conversations' in small towns
4.4.5	Council decisions are open and transparent and the public has access to relevant Council information	 Number of decisions made in closed Council meetings Community satisfaction for Council's community decision making increases annually from current result of 54% Compliance with Public Transparency Policy 	Review decisions made in closed Council meetings and develop further guidance to maximise public decision-making