

Community Satisfaction in Local Government Survey Results 2015

Proposed Improvement Action Plan 2015 - 2016

Response Area	Our action plan for 2015
1. Making decisions in the interest of the community	<ul style="list-style-type: none"> • Include a communication and engagement plan in all major projects. • Build staff skills in effective community engagement. • Develop clear Council reports which consider all available information and explain the rationale for recommendations.
2. Community consultation and engagement	<ul style="list-style-type: none"> • Continue to improve Council's practices by implementing the Year 1 action plan of the Communications and Community Engagement Strategy, including: <ul style="list-style-type: none"> ○ Greater use of video to explain Council services and initiatives ○ Review Council's website ○ Continue to build Council's use of social media ○ Exploration of a general community consultative panel ○ Development of a new online community engagement hub ○ Develop and deliver training to staff to improve practices • Develop an email contact database for part time residents. • Implement audio recording of Council meetings.
3. Lobbying on behalf of the Community	<ul style="list-style-type: none"> • Finalise key advocacy priorities and plans • Action those plans including advocating to Federal Election candidates
4. Town Planning Policy	<ul style="list-style-type: none"> • Undertaking rural hinterland project to develop stronger policy in rural areas to promote economic development opportunities. • Undertaking economic and land use review of Torquay Town centre.
5. Planning and building permits	<ul style="list-style-type: none"> • Completed customer focussed planning project and implementing more customer focussed structure and processes in Statutory Planning Unit. • Undertaken staff workshops to agree on key aspects of a customer service approach • Created new administration team responsible for customer interaction and improving process efficiencies • Business requirements project to define IT system to support customer approach
6. Planning for population growth	<ul style="list-style-type: none"> • Developing Spring Creek Precinct Structure Plan (PSP) to provide for responsive growth west of Torquay. • Implementing adopted Growing Winchelsea project to provide alternative options for growth in rural hinterland.
7. Environmental sustainability	<ul style="list-style-type: none"> • Develop an Environmental Leadership Program to be approved by Council
8. Maintenance of unsealed roads	<ul style="list-style-type: none"> • Implement road network plan to manage unsealed roads. • Develop asset renewal funding strategy.
9. Traffic management	<ul style="list-style-type: none"> • Investigate Long vehicle parking improvements at Winchelsea Visitor Information Centre. • Investigate and consult with the community to improve pedestrian movements across the Great Ocean Road at Aireys Inlet bottom shops. • Implement improvements to the pedestrian crossing of Great Ocean Road at Lorne Swing Bridge. • Community consultation, in conjunction with VicRoads, to make traffic congestion improvements at Camp Road, Anglesea roundabout.

Response Area	Our action plan for 2015
	<ul style="list-style-type: none"><li data-bbox="384 163 1490 230">• Continue to progress traffic management solutions for Beach Road / Surf Coast Highway and South Beach Road / Surf Coast Highway.<li data-bbox="384 237 1490 304">• Work with Vic Roads to implement new roundabout works at the Great Ocean Road Forest Road intersection.<li data-bbox="384 315 1490 383">• Work with Vic Roads to implement a pedestrian underpass at the Fairhaven Surf Life Saving Club.