

Draft Operational Plan 2016-2017

Engagement Summary

Background

All councils are required to develop an annual plan that lists the actions they will take during the year to achieve their strategic goals, which are aligned with priorities identified by the community.

Council's Operational Plan 2016-2017 and Fees and Charges 2016-2017 will guide a schedule of works for the next financial year. These documents allow Council to monitor its performance to ensure it is achieving community aspirations in a cost effective manner.

We asked

From 1 to 30 April, 2016 we asked the community to provide their feedback on the Draft Operational Plan 2016-2017 and Draft Fees and Charges 2016-2017 documents, which were on public exhibition during this time.

The Draft Operational Plan and accompanying documents were promoted via print and online advertising, and were available to access on Council's website and its online engagement site, as well as at libraries and the Council's Customer Service Centre.

Have Your Say online engagement website

661 total visits to the page

491 informed visitors

355 downloaded a document

66 viewed a photo snapshot

75 viewed the Mayor's video message

24 engaged visitors

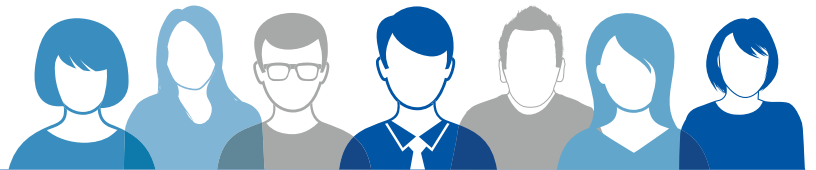
participated in the online
feedback survey tool



Total of 54 submission responses

21 for the Draft Operational Plan and budget

33 for the Draft Fees and Charges



Other community feedback

2 additional submissions

Staff feedback

27 submissions

Next steps

All feedback received was acknowledged, reviewed and considered when finalising the 2016-2017 Operational Plan and budget and 2016-2017 Fees and Charges, which was adopted by Council in May.

Council staff will report on the progress of the Operational Plan's actions through quarterly reviews to the Council. These reviews will outline progress made on each action of the Operational Plan and evaluate the key performance indicators assigned to each action. The corresponding budget allocations will also be reported. Council's operational performance is also detailed in its Annual Report.