CITY OF WODONGA VIC

WODONGA COUNCIL

Service Profile 2024-2025



KEY

The icons associated with each service represent its link to the *Council Plan 2021-2025*


Strong, responsible and sound leadership


Sustainable and forward-looking


Healthy, safe and resilient community


Connected and engaged community


Thriving and vibrant community

Wodonga Council acknowledges Aboriginal and Torres Strait Islander people as the First Inhabitants of the Country. We respect their Ancestors, Elders and young and recognise their continuous connections to lands, waters and communities across the Country.

CONTENTS

Asset Management 4

Building Services 5

Business Innovation and Assurance 6

Compliance 7

Cultural and Visitor Services 8

Customer Experience 11

Economic Development 12

Emergency Management 13

Environmental Health 14

Finance 15

Hyphen Gallery Library 16

Immunisation 17

Information Services 18

Kindergarten 19

Management 20

Marketing and Communications 21

Maternal and Child Health 22

Office of the CEO 23

Parks and Gardens 24

People and Safety 25

Population Health 26

Projects and Design 29

Roads Maintenance 30

Sport and Recreation 31

Strategic and Statutory Planning 32

Waste Management 33



Asset Management

Infrastructure and Growth

Operating Budget ($,000) 2024 - 2025			
Revenue	$592	**Expense**	($1,406)

Sustainable and forward-looking

Description and purpose

Asset Management is dedicated to overseeing and maintaining the council's assets and infrastructure. This service guarantees that assets are efficiently managed, maintained and capable of meeting technical, regulatory, lessee and customer needs.

Core service activities

- Inspections, repairs and upkeep of council buildings
- Maintenance and compliance of essential safety measures and systems (fire emergency exits, smoke alarms)
- Management and coordination of security services (surveillance, access control, personnel)
- Planning and implementation of the capital renewal program to maintain and upgrade council buildings and their infrastructure (major renovations, structural repairs, equipment upgrades)
- Regular cleaning and upkeep of council buildings
- Managing contracts with external service providers for maintenance, repairs and other building-related tasks
- Management of assets throughout their life cycle, from acquisition to disposal, to maximise their value and utility
- Maintenance of accurate asset registers including associated GIS objects, to understand the geographic distribution of assets
- Creation and review of asset management policies, strategies and plans
- Regular internal and external reporting for transparency and accountability
- Planning and management of council-owned land and buildings, including budget preparation, plan implementation, acquisitions and disposal, and ensuring compliance with budget approvals
- Maintenance of updated reports on leases and licenses, published on the council website
- Provision of advice and guidance on property-related matters to internal and external stakeholders
- Legal and administration support to Parks and Gardens, Sport and Recreation, cultural and community facility leases and grazing licenses
- Management of files related to the acquisition, disposal and occupancy of Crown and public land



Building Services

Infrastructure and Growth

Operating Budget ($,000) 2024 - 2025			
Revenue	$992	**Expense**	($1,452)

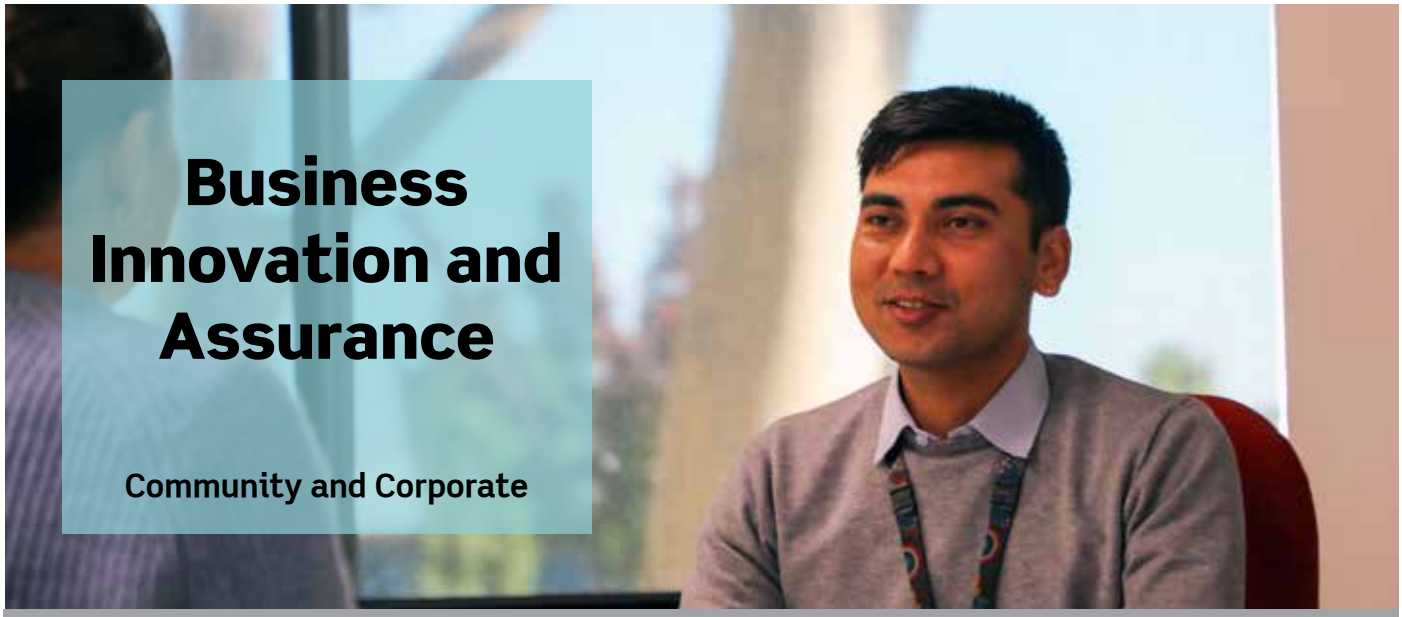
Sustainable and forward-looking

Description and purpose

The Building Services team at Wodonga Council ensures that all buildings in our municipality meet safety and compliance standards and fulfil the council's responsibilities under the Building Act. They review and approve building plans, conduct inspections during construction and issue certificates of occupancy. Their role is crucial in safeguarding the integrity and safety of our built environment.

Core service activities

- Completion of building inspections and permitting activities to uphold public health and safety standards for both new constructions and existing buildings
- Promotion and enforcement of building regulations and standards with builders and property owners
- Completion of building certifications and audits to verify the quality and safety of new and existing buildings
- Supervision of the building permit application process, including thorough reviews and assessments of building plans, verification of compliance with building regulations and standards and the issuance of permits for construction
- Promotion and enforcement of building standards and regulations related to energy efficiency, including energy ratings and the use of sustainable building materials
- Compliance with the Building Code of Australia to ensure the health and safety of the public in new and existing buildings



Business Innovation and Assurance

Community and Corporate

Operating Budget ($,000) 2024 - 2025			
Revenue	$20	**Expense**	($2,274)

Strong, responsible and sound leadership

Sustainable and forward-looking

Healthy, safe and resilient community

Description and purpose

Business Innovation and Assurance drive a culture of excellence, accountability and probity to undertake the council's risk management, insurance, business continuity, service management and governance responsibilities.

Core service activities

- Development and maintenance of the Risk Management Framework to enable a proactive risk management culture
- Promotion of positive risk management behaviours to minimise risks and build a culture of best practice
- Provide advice, information and support related to claims management and insurance
- Coordination of public and products liability, professional indemnity and JMAPP assets insurance
- Development and facilitation of business continuity planning requirements
- Coordination of internal audit services and the provision of secretariat services to the Audit and Risk Committee
- Embedding customer-centric processes to ensure quality experiences and services
- Provide ethical and high-quality leadership to the council and community
- Maintain organisational registers for conflicts of interest, gifts and non-compliance
- Provide high-level administrative assistance and governance support to elected councillors
- Ensure high-level oversight of governance practices within the council
- Offer strategic advice to councillors to assist in informed decision-making
- Management of Freedom of Information (FOI) requests in a timely and appropriate manner



Compliance

Infrastructure and Growth

Operating Budget ($,000) 2024 - 2025			
Revenue	$908	**Expense**	($1,906)

Healthy, safe and resilient community

Description and purpose

The Compliance team safeguards our community through a spectrum of essential services. This includes ensuring animal welfare, enforcing local laws, maintaining parking order, inspecting properties for fire safety, monitoring building and planning compliance, safeguarding school crossings and managing infringements.

Core service activities

- Management of legislated requirements of the Domestic Animals Act, including maintaining a register of dogs and cats, addressing community concerns regarding nuisance pets, reducing dog attacks and promoting responsible pet ownership
- Local laws enforcement including investigating and enforcing offences to enhance environmental and amenity outcomes for the community
- Implementation of public education initiatives on parking laws, while enforcing regulations as needed to enhance road safety, streamline traffic flow and ensure equitable use of parking spaces within the central business area
- Fire safety activities including fire safety inspections, enforcement of fire safety standards and public education initiatives
- Investigation of illegal dumping, noise complaints and enforcing regulations to protect the environment
- Ensuring compliance with planning and building regulations, including monitoring and enforcing adherence to codes and standards



Cultural and Visitor Services

Infrastructure and Growth

Operating Budget ($,000) 2024 - 2025			
Revenue	$801	**Expense**	($3,150)

Healthy, safe and resilient community

Connected and engaged community

Thriving and vibrant community

Description and purpose

Cultural and Visitor Services aims to nurture diverse art, events and cultural experiences that are participatory, entertaining, educational and inclusive to all residents and visitors. This is provided through the management of Bonegilla Migrant Experience, The Cube Wodonga and a diverse range of event and arts programs.

Core service activities

Bonegilla Migrant Experience

- Asset management and maintenance programs to preserve national heritage status
- Interpretation, migrant plaques, public programs (exhibitions, tours, events) to engage visitors and educate about post-war migration history
- Education programs for schools and the community to learn about Bonegilla Migrant Reception and Training Centre's history and Australian immigration
- Strategic marketing campaigns to boost visitation to the region

Events

- The targeting and attracting of major events to be hosted in Wodonga
- Provision of funding avenues for event organisers through the Event Attraction Program
- Offering advice, information and support to Wodonga event organisers
- Encouragement and facilitation of event compliance process for safe, professional and sustainable events
- Collaboration with organisers on event infrastructure and logistics planning
- Development and delivery of an exciting calendar of events for the Wodonga community
- Provision of resources (venue guides, event management planning guides, conference planners)
- Facilitation of training and development opportunities for event organisers



Cultural and Visitor Services

Infrastructure and Growth

Core service activities continued

The Cube Wodonga

- Conference venue hire with comprehensive facilities, technical support, and event coordination services
- Community events venue hire for workshops, meetings and social activities
- Design and deliver an annual season program of performing arts, curating diverse performances and events
- Management of Cube bar and catering services for events and performances
- Offering bookings, support and development services for event organisers and community events

Arts and Cultural Development

- Delivery of temporary art installations, art workshops and space activation activities across the city
- Commissioning, installing and maintaining public art across the city
- Provision of professional development opportunities for creative and cultural sectors
- Management of MOU funding agreements with organisations (HotHouse Theatre, Historical Society, Murray Arts)
- Assisting organisations and artists with governance, planning, project design, funding applications and partnerships
- Collaboration with our local Indigenous community for culturally sensitive and respectful projects (NAIDOC Committee)

Tourism

- Develop and deliver strategies, including the Albury Wodonga Destination Management Plan, to boost city tourism through marketing campaigns, tourism initiatives, and partnerships
- Provide content for Visit Albury Wodonga's daily social media posts to engage and attract visitors
- Ensure the Visit Albury Wodonga website is current and functional by updating content and listings
- Respond to visitor and community feedback, manage emails, and assist with tourism product development
- Support professional development for tourism partners, focusing on best practices, partnerships, and tourism promotion
- Participate in working groups and committees to support local, regional, and state tourism projects in collaboration with external partners





Customer Experience

Community and Corporate

Operating Budget ($,000) 2024 - 2025			
Revenue	$22	**Expense**	($1,155)

Connected and engaged community

Description and purpose

The Customer Experience team is dedicated to delivering excellent customer service to the Wodonga community through various channels. We operate from the council offices and handle a wide range of enquiries related to all council services. Our goal is to provide a first-time resolution to community members, eliminating the need for referral to other business units. We strive to offer timely assistance that meets customer needs, serving as the primary point of contact for all inquiries.

Core service activities

- Provide information and assistance to customers on council-related matters
- Processing payments for various council matters including managing rates, animal-related requests, invoices, permit applications and infringements
- Handling enquiries through phone, email, chat and in-person interactions
- Provide information on various services such as finance and rates, building and planning, preschool and early years, compliance and local laws, waste management, environmental health and immunisation and event information
- Understanding and directing customers to appropriate channels for non-council related enquiries
- Administration support to other business units within the council



Operating Budget ($,000) 2024 - 2025			
Revenue	$0	**Expense**	($355)

Thriving and vibrant community

Description and purpose

The Economic Development service promotes balanced and sustainable community growth by informing investment in wealth, human capital and job creation. It achieves this through facilitating investment attraction, land development and securing government funding.

Core service activities

- Facilitation of investment in the local economy to generate economic growth and support job creation
- Support and advocacy of projects which are designed to promote economic growth
- Facilitation of business partnerships and collaboration to stimulate external economic networks
- Assisting local businesses to navigate regulatory processes, access funding or grants, providing mentoring or guidance and offering general support and advice
- Promotion and support of small business activities and support initiatives
- Development and implementation of communication strategies to promote the local economy, attract investment, showcase success stories and engage with businesses and stakeholders



Emergency Management

Community and Corporate

Operating Budget ($,000) 2024 - 2025			
Revenue	$94	**Expense**	($127)

Sustainable and forward-looking

Healthy, safe and resilient community

Description and purpose

Emergency Management coordinates government, voluntary and private agencies to address the prevention and recovery of an emergency event. This includes risk assessments, preparedness planning, response and recovery to meet statutory requirements.

Core service activities

- Develop, implement, monitor and manage mandated and best practice emergency management plans
- Participate in various committees and groups to collaborate with other stakeholders
- Set up and maintain the Emergency Response Centre, including training volunteers and staff and developing Standard Operating Procedures (SOPs)
- Effectively coordinate and manage stakeholders
- In the event of an emergency, establish one or more relief centres to provide support and assistance
- Maintain and monitor a register of vulnerable persons to ensure their safety and well-being during emergencies
- Engage with various stakeholders, including government agencies, community organisations and the public to ensure a coordinated and effective emergency response
- Provide training and support to volunteers and staff involved in emergency management activities
- Regularly review and update emergency management plans based on lessons learned and best practices
- Conduct regular exercises and simulations to test and improve emergency response plans
- Continuously monitor and assess risks to ensure that emergency management plans remain relevant and effective



Environmental Health

Community and Corporate

Operating Budget ($,000) 2024 - 2025			
Revenue	$239	**Expense**	($607)

Healthy, safe and resilient community

Description and purpose

The Environmental Health service at Wodonga Council monitors, regulates, educates and enforces legislation to protect public health and the environment. It ensures that Wodonga is a safe and healthy place to live, work and visit by enforcing environmental health standards. Its aim is to prevent illness and disease by supporting and safeguarding the community from health risks in both natural and built environments.

Core service activities

- Regulation, education and enforcement of legislation, best practice standards and guidelines (food safety, public health and wellbeing, residential tenancies, tobacco control, environment protection)
- Food and water sampling to ensure compliance with requirements
- Inspection and sampling of food establishments to ensure that they meet health and safety standards and guidelines for food handling, storage and preparation
- Conducting thorough investigations and taking prompt action on customer requests and complaints concerning environmental health issues
- Implementation of an arbovirus monitoring and control program
- Safe disposal of sharps (e.g. needles) found on council-owned land
- Provision of information and resources on topics such as food safety, environmental protection and public health to empower the community to make informed decisions and take appropriate actions



Finance

Community and Corporate

Operating Budget ($,000) 2024 - 2025			
Revenue	$47	**Expense**	($1,243)

Strong, responsible and sound leadership

Description and purpose

Finance manages budgets, issues rates notices, handles transactions such as accounts payable and payroll while ensuring compliance with financial standards. It also manages financial risks and procurement to maintain acceptable risk levels and ensure good governance.

Core service activities

- Preparation of the annual budget
- Preparation and maintenance of the long-term financial plan
- Raising rates notices and payment collection
- Oversight of procurement processes through a business partnering model to ensure value for money and compliance with probity requirements
- Management of financial transactions such as accounts payable and payroll
- Calculation and payment of various taxes, including diesel rebate, fire services, fringe benefits, goods and services and pay-as-you-go withholding
- Preparation of monthly, quarterly and annual financial statements as per applicable legislation, regulation and standards
- Secure sign-off from the Victorian Auditor General's Office (VAGO) on the annual financial statements
- Preparation of the annual performance statement as per the Local Government Performance
- Reporting Framework (LGPRF) and secure the Victorian Auditor General's Office (VAGO) sign-off
- Analysis and modelling, preparation of briefing papers and delivery of presentations to contribute to decision making processes



Hyphen Gallery and Library

Community and Corporate

Operating Budget ($,000) 2024 - 2025			
Revenue	$469	**Expense**	($2,086)

Connected and engaged community

Thriving and vibrant community

Healthy, safe and resilient community

Description and purpose

Hyphen Gallery and Library enriches the community by fostering connection, creativity, education and culture within a contemporary space. It offers diverse programs and collections to inspire and engage the community and visitors.

Core service activities

- Curation of a diverse physical and digital library collection (books, audio-visual materials, digital databases)
- Provision of home delivery services for individuals with limited mobility or access
- Delivery of public programs promoting early years literacy, digital literacy and youth programming
- Provision of public computers, free Wi-Fi and digital resources (e-books, online databases, business resources)
- Offers venue hire for commercial and community events, workshops and meetings
- Provision of access to community services (Justice of Peace, FoodShare, family history research resources)
- Active contribution to the well-being and support of the local community through various initiative
- Provision of public programs (workshops, events, talks, seminars) engaging residents and visitors
- Curation and execution of diverse exhibition programs showcasing various mediums
- Offers educational tours and programs catering to audiences of all ages, including school groups
- Operates the retail shop selling gifts and regional creative products, generating revenue
- Facilitates cultural industry development programs in the creative studio for emerging artists and creative industries
- Engages and collaborates with community groups, stakeholders and artists to facilitate opportunities, learning and capacity building



Immunisation

Community and Corporate

Operating Budget ($,000) 2024 - 2025			
Revenue	$282	**Expense**	($563)

Healthy, safe and resilient community

Description and purpose

The immunisation service administers vaccinations under the National Immunisation Program to eligible individuals in Wodonga through our community and school programs. There are also immunisation services to some schools and councils in the north east region of Victoria. The service also offers a commercial influenza vaccination program to local businesses annually.

Core service activities

- Prioritisation, organisation and administration of immunisation sessions at various locations across the city and surrounding local government areas
- Administration of a private flu vaccination service for businesses which provides flu vaccinations to employees at private companies
- Oversight of immunisation contracts with specific organisations and administering school vaccination programs in Albury and surrounding Victorian LGAs



Information Services

Community and Corporate

Operating Budget ($,000) 2024 - 2025			
Revenue	$0	**Expense**	($1,989)

Strong, responsible and sound leadership

Description and purpose

Information Services ensures a stable, secure and responsive ICT environment for our business users. The team empower users through innovative software and hardware infrastructure while maintaining data and record confidentiality and integrity.

Core service activities

- Management and maintenance of the IT infrastructure, including PCs, laptops/tablets, servers, disaster recovery/change control environments, networks (local area and wide area) and telecommunications (telephone handsets, mobile phones)
- Implementation and management of cybersecurity measures such as firewalls, content management (web/mail filtering), DLP (Data Leakage Prevention) and endpoint security
- Provision of IT support services including IT help desk support, managing IT changes and providing IT and information management training for staff
- Management and support of different IT applications used within the organisation across all business units
- Management, administration, development and distribution of reporting and analytics capabilities for various databases within the organisation
- Management, development, and administration of Geographic Information Services (GIS), including mobile GIS applications
- Information management and archival responsibilities including record creation, usage, retention, appraisal and disposal to ensure proper information preservation
- Management of information retrieval processes, including electronic and hardcopy record search, location and delivery as required
- Adherence to relevant Acts and regulations



Kindergartens

Community and Corporate

Operating Budget ($,000) 2024 - 2025			
Revenue	$4,652	**Expense**	($4,801)

Healthy, safe and resilient community

Description and purpose

Kindergartens offer high-quality early learning programs, prioritising inclusion for all children aged three to five. Programs focus on social, emotional and educational development, providing individualised support to set children up for lifelong learning success.

Core service activities

- Provision of 15 hours per week of face-to-face funded kindergarten for eligible children
- Engagement and co-ordination of kindergarten staff to ensure a high-quality service delivery
- Prioritisation of professional development for staff to ensure the provision of high-quality educational programs that meet the National Quality Framework (NQF) standards
- Oversight and implementation of national regulations and laws
- Educational program planning and development to align with the individual needs of each child and the broader needs of the group
- Individual child assessments to identify and address specific educational, developmental and social needs
- Monitoring, acquisition and allocation of resources to all kindergarten services to ensure smooth program implementation
- Support for families in developing the skills to navigate the education system and actively engage in their child's educational journey
- Collaboration with community organisations and agencies to enhance the educational experience and provide additional support to children and families
- Future planning to understand the evolving landscape of early years education, to adapt and deliver high quality programs that meet evolving standards and community needs



Management

Executive Services

Operating Budget ($,000) 2024 - 2025			
Revenue	$0	**Expense**	($3,205)

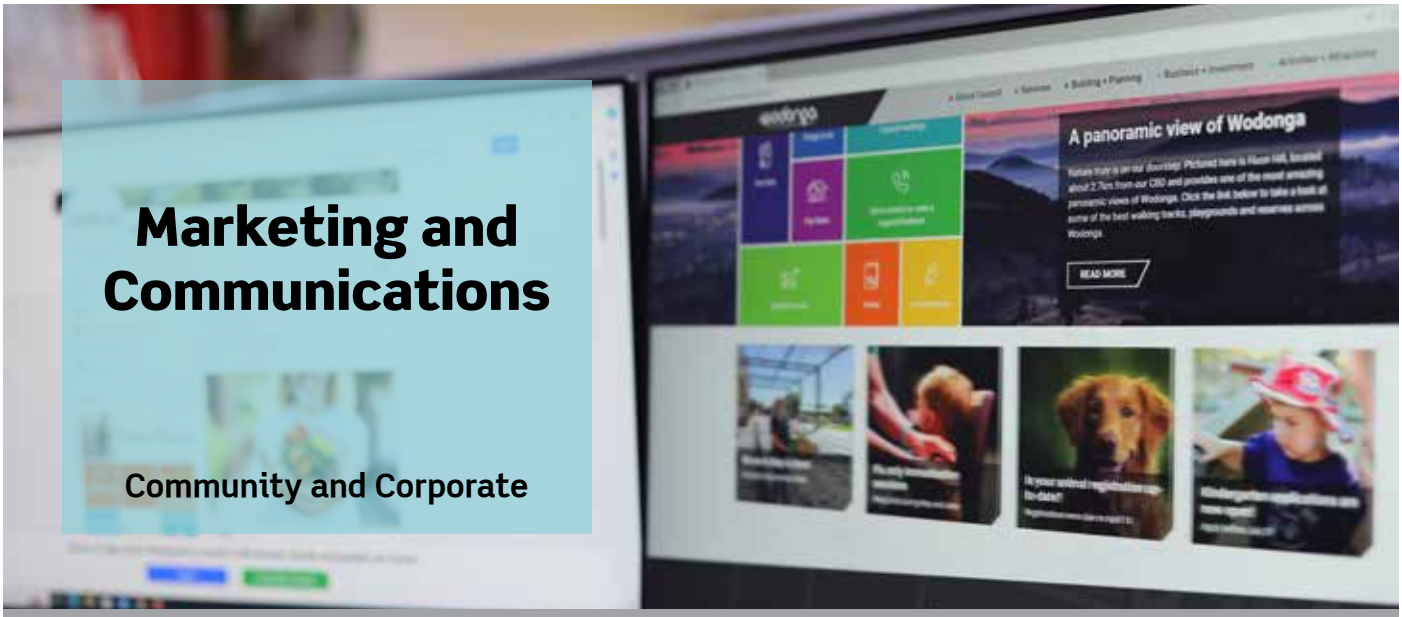
Strong, responsible and sound leadership

Description and purpose

The role of managers includes strategic leadership, operational management, community engagement, regulatory compliance and continuous improvement across diverse functional areas. Managers and directors lead teams, translate plans into action and navigate various challenges. They foster collaboration, empower individuals and ensure organisational success through strategic planning and effective execution.

Core service activities

- The monitoring of the strategic vision and plans
- Management and delivery of a diverse range of services for the community
- Provision of advice and reports to the elected councillor group to assist with decision-making
- Implementation of council decisions and policies
- Management of day-to-day operations in accordance with the Local Government Act
- Facilitation of community engagement and partnerships for effective and efficient service delivery
- The establishment and monitoring of performance indicators for council services and operations, aligning with state-level reporting requirements



Operating Budget ($,000) 2024 - 2025			
Revenue	$1	**Expense**	($1,384)

Connected and engaged community

Thriving and vibrant community

Healthy, safe and resilient community

Description and purpose

Marketing and Communications cultivates effective communication, awareness and engagement with the community. It showcases the wide variety of programs and events happening within the municipality, ensures customers are aware of the wider service offering of the council and is integral to an informed community.

Core service activities

- Development and implementation of integrated communications and marketing campaigns to promote the council's services, programs and events to key audiences
- Development of content including proofreading, copywriting, publications, collateral and online publications
- Management of the council's media responses, preparing media releases and statements in response to inquiries
- Support of advocacy and information sharing efforts, including liaison with other levels of government on announcements, media and political visits
- Management of the council's digital channels, including websites, social media and email marketing
- Undertake the council's community consultation requirements across a broad range of topics, council strategic documents, and projects
- Coordination of photography and videography for content creation to showcase council's services, projects and programs
- Management of the council's image library and brand assets
- Coordination of the city's flags schedule
- Development and maintenance of branded signage assets across the city
- Development of content and provide design services for printed and online publications, including maps, forms, publications and collateral



Maternal and Child Health

Community and Corporate

Operating Budget ($,000) 2024 - 2025			
Revenue	$1,197	**Expense**	($1,669)

Healthy, safe and resilient community

Description and purpose

The Maternal and Child Health (MCH) service provides free primary health care for children from birth to school age and their families. There is a focus on promoting wellbeing through monitoring physical, emotional and social health, as well as intervention to support in areas of identified need.

Core service activities

- Provision of 10 key age and stage visits per the MCH service framework to focus on health promotion activities, preventative health monitoring and opportunistic service provision to ensure the well-being and development of the child
- Offering additional consultations to families beyond the scheduled visits to address specific concerns or needs of the family and provide additional support and guidance
- Provision of specialised support and guidance to mothers to support their breastfeeding journey
- Organisation and facilitation of support groups specifically for first-time parents
- Provision of specialist family violence consultations to families who may be experiencing or at risk of family violence
- Provision of the Enhanced MCH (EMCH) program to offer additional levels of service and support for families experiencing a period of vulnerability. The focus of the EMCH program is infant mental health and wellbeing, identification of and support for families affected by family violence. The program delivers flexible actions and interventions to families who would benefit from targeted support.



Office of the CEO

Executive Services

Operating Budget ($,000) 2024 - 2025			
Revenue	$0	**Expense**	($800)

Strong, responsible and sound leadership

Description and purpose

Provides leadership and oversight to the operations of the organisation in accordance with strategy, policy and risk appetite. This office facilitates regional collaboration and provides executive support to the CEO and councillors.

Core service activities

- Provision of strategic leadership to guide the overall direction and vision for the organisation to meet our strategic goals and policy guidelines
- Key decision-making regarding the council's operations, resources, assets and human capital
- Relationship development and maintenance with elected members, key partners and stakeholders
- Identification of potential risks and the development of strategies to mitigate and control them
- Monitor performance against the Council Plan and other key plans and strategies
- Setting and promotion of a culture of accountability, transparency and collaboration
- Promotion of innovation and growth to provide positive outcomes for our staff and our community



Parks and Gardens

Infrastructure and Growth

Operating Budget ($,000) 2024 - 2025			
Revenue	$134	**Expense**	($8,210)

Sustainable and forward-looking

Healthy, safe and resilient community

Description and purpose

The Parks and Gardens service aims to maintain and improve safe open spaces by promoting health and wellbeing through well-maintained landscapes. It fosters community ownership and pride in Wodonga's open spaces. It prioritises building positive relationships with user groups, including sporting clubs, community organisations, government agencies and residents.

Core service activities

- Mowing is a fundamental practice in the upkeep of parks and gardens, entailing cutting the grass to a designated height to ensure a neat and well-maintained appearance
- Tree maintenance is crucial for a healthy environment, offering aesthetic beauty, shade for communities and habitat for wildlife, while ensuring the trees remain safe
- Litter removal to maintain cleanliness and enjoyment in parks and gardens while safeguarding the environment
- Regular maintenance and inspections of playgrounds to ensure safety and compliance with regulations, promoting community enjoyment
- Garden maintenance including caring for flowerbeds, shrubs, plants, trees and hard landscapes in parks and gardens
- Sports oval maintenance to ensure safe enjoyment for all participants and the community
- Fire prevention activities including planning, mitigation methods and reductions in wildfire risks
- Conservation of native flora and fauna in natural reserves and rural roadsides, meeting legislative requirements, including bushfire management
- Livestock management in council reserves to ensure proper care and to minimise environmental impacts
- Maintaining infrastructure in natural reserves and rural roadsides, including regular inspections, repairs and improvements for safety and functionality
- Pest control to provide ecosystem balance and preserve native flora and fauna by taking measures to manage invasive species and pests
- Management of vegetation offsets (VOMPs), compensating for vegetation removal in new developments



People and Safety

Community and Corporate

Operating Budget ($,000) 2024 - 2025			
Revenue	$0	**Expense**	($1,630)

Strong, responsible and sound leadership

Sustainable and forward-looking

Healthy, safe and resilient community

Description and purpose

People and Safety provides high quality specialist advice, support, leadership and assistance to the organisation relating to all people and safety matters. The teams work to improve staff health and well-being by employing effective workforce management and driving a culture of safety.

Core service activities

- Attracting, recruiting and retaining high calibre individuals for all job roles in order to ensure organisational capability
- Management of industrial relations, employee relations and human resource challenges as they emerge, with strategic resolutions that contribute positively to the council's objectives
- Implementation of an effective workforce plan that meets the needs of the organisation both now and into the future
- Providing learning and development opportunities for employees to enhance their skills, knowledge, capabilities and career progression while managing a robust performance appraisal system
- Designing and implementing adaptable strategies, structures and processes to foster an engaged, motivated and high-performing workforce that cares about the organisation's performance
- Implementation of proactive measures, specialist safety advice and policies to support employee safety, health and well-being in the workplace
- Facilitation of smooth returns to work for employees recovering from injuries or work-related absences
- Provision of training, coaching and development opportunities to employees regarding safety, and health and well-being practices
- Promotion and support for incident reporting, investigation of incidents and implementing corrective actions to prevent future occurrences
- Conducting thorough risk assessments and identifying potential hazards within the workplace while developing solutions to minimise risk



Population Health

Community and Corporate

Operating Budget ($,000) 2024 - 2025			
Revenue	$20	**Expense**	($1,041)

Healthy, safe and resilient community

Connected and engaged community

Thriving and vibrant community

Description and purpose

The Population Health service prioritises community well-being through policy development, planning and targeted initiatives which promote access and inclusion, support vulnerable individuals, prevent family violence, promote harm prevention and reduce health disparities.

Core service activities

- Design and delivering of the council's Disability Action Plan, facilitating an access advisory group and ensuring compliance with legislative requirements related to disability access and inclusion
- Development of Liquor and Gambling related policies and actions plans, as well as conducting social and community impact assessments on new liquor and gaming permits
- Coordination with the local drug action team and active participation in the Liquor Accord to enhance harm prevention, licensee compliance and community safety measures
- Conduct gender impact assessments, promoting gender equity and reducing gendered violence through community campaigns, facilitating the diversity and inclusion committee
- Policy and procedure development and administration of the council's sponsorship and donation program and Community Funding Request program
- Research and analysis of social data to allow the creation of advocacy tools to respond to the emerging needs of vulnerable communities
- Participation in networks and community efforts to address diverse agendas, including mental well-being and resilience
- Advocating for social initiatives and infrastructure that optimise the health and wellbeing of residents



Population Health

Community and Corporate

Core service activities continued

Volunteer Coordination

- Co-ordination of the council's community volunteer program including volunteer recruitment, induction, training, risk management and placement in various services across the council
- Promotion, attraction and recognition of volunteers in the community, including organising the annual Volunteer of the Year Awards, regular newsletters and communications, recruitment drives and volunteer appreciation efforts
- Management of the council's staff volunteer schedule including coordinating the promotion, and voluntary placement of staff in programs (e.g. Meals on Wheels, the Blood Bank program, corporate cooking programs at Birralee Park Neighbourhood House).
- Co-ordination of volunteers in the event of natural disasters and other emergency events as part of the council's Municipal Emergency Management response
- Facilitation of community capacity-building activities for volunteers and local not-for-profit organisations and clubs

Youth Development

- Planning, design and delivery of policies, strategies, plans and projects to promote youth-friendly environments and spaces for socialisation, connection, learning, leadership and general positive development
- Fostering partnership advocacy, pilot programs and campaigns involving young people in decision-making and taking active roles in issues affecting them and their communities, such as health, mental health, education and employment
- Support, celebrate and profile the achievements of young people through awards, recognition and positive media coverage

Aboriginal Community Development

- Recognition and celebration of the achievements of Aboriginal and Torres Strait Islander individuals and organisations within the community. NAIDOC and Reconciliation weeks are important occasions that showcase the rich heritage and contribution of Aboriginal and Torres Strait Islander people
- Partnerships to foster economic development and ensure that Aboriginal and Torres Strait Islander perspectives and interests are considered in decision-making processes
- Recognition of the importance of incorporating Aboriginal and Torres Strait Islander storytelling and culture into public spaces and council events





Projects and Design

Infrastructure and Growth

Operating Budget ($,000) 2024 - 2025			
Revenue	$250	**Expense**	($1,988)

Sustainable and forward-looking

Connected and engaged community

Description and Purpose

The Projects and Design team delivers diverse projects and provides support to internal and external customers to improve the quality of life of our residents. This service has expertise in project management, contract management and engineering services.

Core service activities

- Project management of various civil construction projects, including roads, drainage, bridges, footpaths
- Management of the construction, renewal and expansion of community infrastructure projects
- Management of infrastructure projects such as street lighting and sports field infrastructure
- Scoping and designing projects related to civil, landscape, building and infrastructure developments
- Management of the engineering aspects of planning, including statutory and strategic planning, as well as subdivisions, referrals, inspection and advice
- Traffic management and engineering, including technical enquiries, road safety initiatives, transportation and engineering planning



Roads Maintenance

Infrastructure and Growth

Operating Budget ($,000) 2024 - 2025			
Revenue	$1,109	**Expense**	($3,094)

Sustainable and forward-looking

Connected and engaged community

Description and purpose

At Wodonga Council, we are committed to maintaining our city's road, path and drainage infrastructure to a high standard. Our Roads Maintenance service ensures that these essential components are well-maintained, providing a fair and reasonable level of quality that aligns with our road management plan. We strive to make our roads safe and accessible for everyone in our vibrant community.

Core service activities

- Maintenance of sealed and unsealed road carriageways, including repairs, resurfacing, and maintenance of road surfaces
- Path and footpath maintenance, including repairs, maintenance, and construction of footpaths and shared paths for pedestrians and cyclists
- Drainage infrastructure maintenance, including maintenance and clearing of table drains, culverts, and underground stormwater infrastructure to ensure proper water flow and prevent flooding
- Sign and guardrail maintenance, including installation, repair, and maintenance of road signs, guardrails, and other safety infrastructure
- Street sweeping and road inspection, including regular cleaning of streets and thorough inspection of road conditions for identification of maintenance needs
- Maintenance and repair of parking bays, carparks, shoulders, kerb, and channel, including repairs and maintenance to ensure safe and functional parking and traffic flow
- Fire hydrant maintenance, including repairs, maintenance, and replacement in line with fire authority regulations



Sport and Recreation

Community and Corporate

Operating Budget ($,000) 2024 - 2025			
Revenue	$145	**Expense**	($1,661)

Sustainable and forward-looking

Healthy, safe and resilient community

Connected and engaged community

Description and purpose

The Sport and Recreation service promotes an active, healthy, engaged and inclusive lifestyle for all residents. It provides access to quality sporting, recreation and leisure facilities and amenity for safe and enjoyable participation, aiming to enhance community health and well-being.

Core service activities

- Management of various facilities by ensuring compliance, risk management, facility maintenance and supporting facility development
- Management and maintenance of playgrounds, fitness equipment and other related recreational facilities, ensuring their safety and proper function
- Management of playground capital expenditure, renewal and high-risk programs, ensuring efficient use of available resources and compliance with the approved budget
- Develop and deliver a range of sport and recreation programs and events in accordance with local needs and interests
- Research, planning and development of strategies and objectives for recreational activities, including identifying opportunities for community engagement
- Project management of recreation and playground activities, including budget and resource management, plan implementation, and ensuring compliance with project objectives and sporting codes/regulations
- Scoping, procurement and overseeing of management contracts for key recreational services and/or precincts and monitoring service KPI's



Strategic and Statutory Planning

Infrastructure and Growth

Operating Budget ($,000) 2024 - 2025			
Revenue	$364	**Expense**	($1,755)

Sustainable and forward-looking

Healthy, safe and resilient community

Description and purpose

This service guides sustainable city growth through urban design, land use strategies and environmental protection. The teams assess and manage planning permits, manage scheme amendments and provide planning advice to internal and external customers.

Core service activities

- Develop effective land use planning strategies to protect and enhance the council's environmental lands
- Administer council-led planning scheme amendments to ensure alignment with approved land use strategies
- Assessment of planning scheme amendment proposals initiated by proponents, ensuring consistency with planning policies and guidelines
- Reviewing and updating the local planning scheme to ensure it remains up-to-date with current planning policies and guidelines
- Assessment and processing of planning permit applications, ensuring compliance with relevant regulations and guidelines
- Management of the planning permit application referral processes to ensure permits meet statutory requirements with external authorities
- Assessment and certification of subdivision plans, ensuring compliance with subdivision regulations and issuing statements of compliance
- Provision of guidance and advice on planning matters to stakeholders and the community
- Preparation and lodgment of applications to the Victorian Civil and Administrative Tribunal (VCAT), which is responsible for resolving planning disputes and reviewing decisions made by local councils
- Advocacy for sustainable practices and policies at the local, state and national level
- Research and implementation of projects to reduce operating costs and improve resource efficiency
- Management of emission reduction strategies and develop renewable energy programs
- Collaboration with community groups, businesses and other stakeholders to promote sustainability and environmental challenges
- Implementation of sustainability practices in local government operations, including waste reduction, water conservation and sustainable transport options



Waste Management

Infrastructure and Growth

Operating Budget ($,000) 2024 - 2025			
Revenue	$855	**Expense**	($8,530)

Sustainable and forward-looking

Description and purpose

The Waste Management service manages, delivers and educates the community on kerbside, street garbage and transfer station waste to promote a sustainable and environmentally conscious city. It works to reduce wastage by promoting reuse, recycling and organics.

Core service activities

- Management of the kerbside collection contract and transfer station processes, which includes the collection and disposal of landfill, recycling and organic waste from residential areas
- Daily collection of waste and recycling in high profile areas, parks, reserves, sporting grounds and in the CBD
- Collection of illegal dumping, deceased animals and litter from the street
- Development of relevant waste-related strategies and plans to guide and improve waste management practices, such as waste reduction, recycling and the promotion of sustainable waste practices
- Contract management for the Albury Waste Management Centre, specifically for landfill disposal, ensuring compliance with environmental regulations and managing landfill operations
- Maintenance of partnerships with waste management agencies at all levels to stay updated on policies, funding and best practices
- Active participation and membership in the Waste Management and Resource Recovery Association of Australia
- Management of the pensioner hard waste collections to support vulnerable residents
- Installation and removal of bins and dog bag dispensers to improve bin infrastructure
- Oversight of educational tours of the transfer station for schools and the community to foster knowledge of waste management, recycling and sustainable practices

AUTHOR'S NOTE

Please note, the costs allocated to each service do not include income or expenses that could not be directly attributable to each of the services. For example, rates and capital grants income and depreciation and financing costs. Please see Page 12 of the 24-25 Budget for specific details. Council is considering its cost allocation policy and these costs may be included in future versions of the Service Profile.



