











Service Profile

2025 - 2026



Wodonga Council acknowledges Aboriginal and Torres Strait Islander people as the First Peoples of the Country. We also acknowledge them as Traditional Owners and Custodians across various lands. We pay our respect to their Ancestors, Elders, children and young people. We acknowledge the strength and resilience of all Aboriginal and Torres Strait Islander Peoples and recognise their continuous connections to lands, waters and communities across the country.

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Key

The icons associated with each service represent its link to the Council Plan 2025-2029



Liveable and connected communities



Thriving local economy



Resilient infrastructure and environment



Effective leadership and sustainable future

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 13 of the 2025 - 2026 Budget for specific details.



Asset Management

Operating Budget ($,000) 2025 - 2026

Revenue	$692	/	Expense	($5,229)

Resilient infrastructure and environment

Liveable and connected communities

Effective leadership and sustainable future

Description

Asset Management is committed to overseeing and maintaining the council's assets and infrastructure, ensuring they are efficiently managed, well-maintained and meet technical, regulatory, lessee and customer requirements.

Activities

Property and Asset Management

- Provision of advice and guidance on property-related matters to internal and external stakeholders
- 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

Capital Renewal and Infrastructure Planning

- Plans and prioritises renewal needs across key infrastructure categories to support long-term financial planning
- Inspections, repairs and upkeep of council buildings

Building Maintenance and Operations

- Regular cleaning and upkeep of council buildings
- Management of contracts with external service providers for maintenance, repairs and other building-related tasks
- Maintenance and compliance of essential safety measures and systems (fire emergency exits, smoke alarms)

Land and Building Planning

- Planning and management of council-owned land and buildings, including budget preparation, plan implementation and ensuring compliance with budget approvals (acquisitions and disposal)
- Management of files related to the acquisition, disposal and occupancy of Crown and public land
- Management and coordination of security services (surveillance, access control, personnel)

Leases and Licences

- Maintenance of updated reports on leases and licences, published on the council's website
- Legal and administrative support for Parks and Gardens, Sport and Recreation, cultural and community facility leases and grazing licence

Reporting and Accountability

- Regular internal and external reporting for transparency and accountability

Fleet Management, Maintenance and Replacement Planning

- Manage the lifecycle of council light and heavy fleet assets, ensuring cost-effectiveness, compliance with safety and environmental standards, and alignment with operational needs, including procurement, replacements, and adherence to the Fleet Policy and Asset Management Strategy
- Oversee the servicing, maintenance, and registration of fleet and plant to maximise availability, extend asset life, and ensure compliance with legislative and safety requirements



Building Services

Operating Budget ($,000) 2025 - 2026

Revenue	$1,126	/ Expense	($1,645)

Resilient infrastructure and environment

Thriving local economy

Description

Building Services ensures that all buildings within the municipality meet safety and regulatory standards, in line with the council's obligations under the Building Act 1993. This includes assessing and approving building permit applications, conducting inspections during construction and issuing occupancy certificates. The service is vital to preserving the safety, integrity and compliance of our built environment.

Activities

Building Certification and Audits

- Completion of building certifications and audits to verify the quality and safety of new and existing buildings

Building Inspections

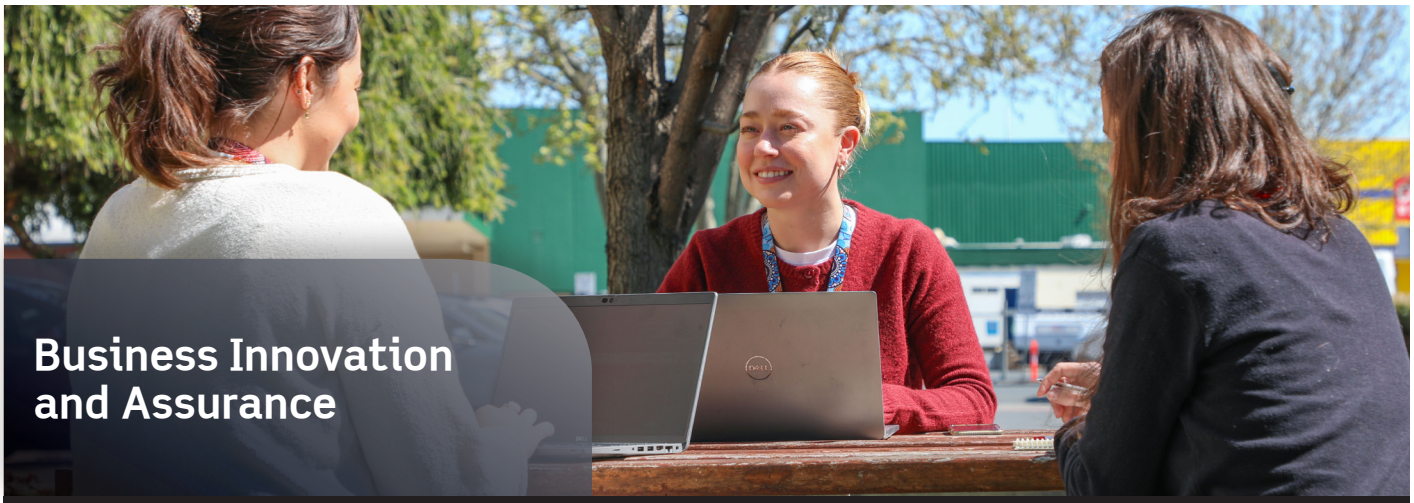
- Timely, reliable and consistent building inspection service to uphold safety standards for buildings under construction and existing buildings

Building Permit Application Management

- 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

Regulation Enforcement and Compliance

- Promotion and enforcement of building regulations and standards with builders and property owners
- Investigation and enforcement of breaches of the Building Act 1993 and issuing notices to rectify non-compliant work
- Maintenance of the municipal swimming pool and spa register



Business Innovation and Assurance

Operating Budget ($,000) 2025 - 2026

Revenue	$29 /	Expense	($1,936)

Effective leadership and sustainable future

Description

Business Innovation and Assurance fosters a culture of excellence, accountability and integrity in managing the council's risk management, business continuity, business improvement, service management and governance duties. The service bridges the council and organisation, ensuring transparent and responsible operation.

Activities

Business Continuity and Risk Management

- Development and facilitation of the organisational business continuity plan and framework
- Development and maintenance of the Risk Management Framework to enable a proactive risk management culture
- Coordination of public and products liability, professional indemnity and municipal asset protection plan

Insurance and Claims Management

- Provision of advice and support for insurance claims management and insurance-related matters
- Management and oversight of internal control environment, including policies, procedures, strategies and plans

Governance

- Provision of ethical and high-quality leadership to the council and community
- Provision of high-level administrative assistance and governance support to the council's executive team to support Councillors
- Oversight of high-level governance practices within the council
- Provision of strategic advice to the council's Executive team to support informed decision-making

Customer-Centric Service Delivery

- Conduct of regular service reviews to ensure our services are delivered efficiently and effectively, providing the best value for money for our community
- Conduct of regular process mapping activities to improve internal systems for the benefit of staff and the community

Transparency and Accountability

- Oversight of an integrated planning and reporting framework to support organisational performance and service excellence
- Maintenance of organisational registers for conflicts of interest, gifts, non-compliance, insurance and risk
- Conduct of annual service planning to facilitate the budget building process and ensure services are resourced appropriately to deliver the best value for money services for the community

Audit and Compliance

- Coordination of internal audit services and the provision of secretariat services to the Audit and Risk Committee
- Management of Freedom of Information (FOI) requests in a timely and appropriate manner



Compliance

Operating Budget ($,000) 2025 - 2026

Revenue	$955	/	Expense	($2,155)

Resilient infrastructure and environment

Description

The Compliance team safeguards the community through a spectrum of essential services, including by 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.

Activities

Legislative Compliance and Enforcement

- Management of legislated requirements of the Domestic Animals Act 1994, including maintaining a register of dogs and cats, addressing community concerns regarding nuisance pets, reducing dog attacks and promoting responsible pet ownership
- Investigation of illegal dumping, noise complaints and enforcing regulations to protect the environment
- Local laws enforcement, including investigating and enforcing offences to enhance environmental and amenity outcomes for the community
- Compliance of planning and building regulations, including monitoring and enforcement of adherence to codes and standards

Fire Safety and Prevention

- Fire safety activities, including fire safety inspections, enforcement of fire safety standards and public education initiatives

Public Education and Awareness

- Implementation of public education initiatives on parking laws to ensure equitable use of parking spaces within the central business area
- Enforcement of regulations as needed to enhance road safety and streamline traffic flow



Cultural and Visitor Services

Operating Budget ($,000) 2025 - 2026

Revenue	$825 /	Expense	($4,025)

Thriving local economy

Liveable and connected communities

Description

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.

Activities

Arts Development

- Commissioning, installation and maintenance of public art across the city
- Assistance of organisations, artists and internal departments with governance, planning, project design, funding applications and partnerships
- Collaboration with local Indigenous community for cultural projects, i.e. NAIDOC Committee
- Delivery of temporary art installations, art workshops and space activation activities across the city
- Management of community funding agreements with organisations including HotHouse Theatre, Wodonga and District Historical Society, Murray Arts and Flying Fruit Fly Circus
- Provision of professional development opportunities for creative and cultural sectors

Bonegilla Migrant Experience

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

The Cube Wodonga

- Design and delivery of an annual season program of performing arts, curating diverse performances and events with support from Creative Victoria funding
- Venue hire with comprehensive facilities, technical support and event coordination services. Events include workshops, meetings and social activities as well as performances
- Offering of bookings, support and development services for event organisers
- Management of Cube bar and catering services for events and performances

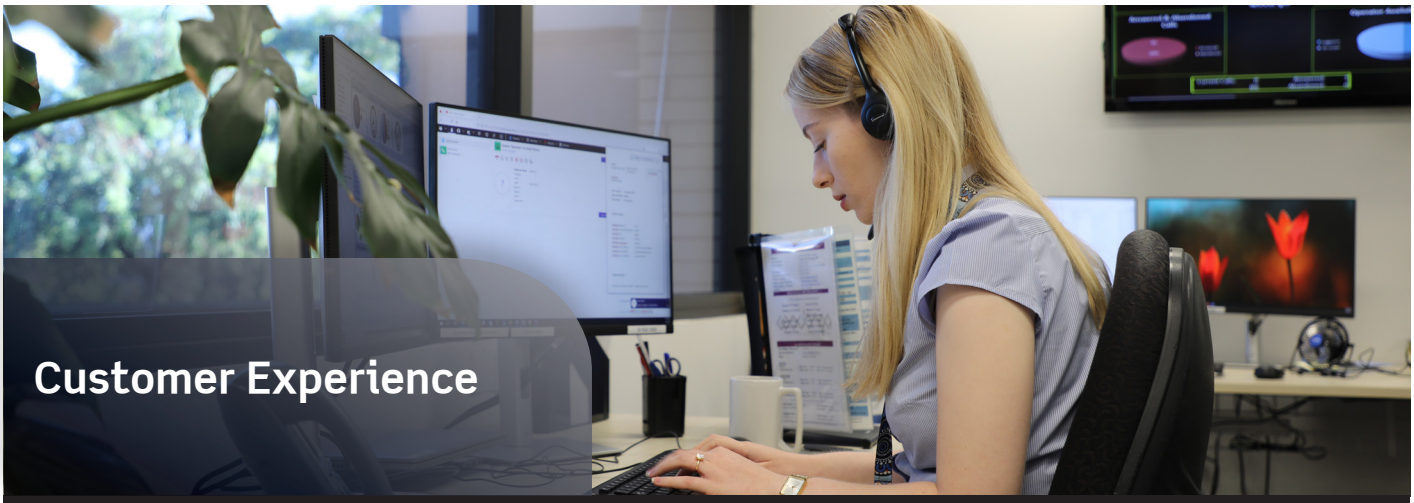


Events

- Development and delivery of an exciting calendar of events for the Wodonga community
- Provision of funding avenues for event organisers through the Event Attraction Program
- Encouragement and facilitation of event compliance process for safe, professional and sustainable events, including the promotion of events on public land, complying with event permit and public liability requirements
- Targeting and attracting major events to Wodonga, which drive visitation and economic return
- Offering advice, information and support to Wodonga event organisers, including the provision of resources (venue guides, event management planning guides, conference planners)

Tourism

- Participation in working groups and committees to support local, regional and state tourism projects in collaboration with external partners
- Support of professional development for tourism partners, focusing on best practices, partnerships and tourism promotion
- Leadership and implementation of responsible actions from the Destination Management Plan (DMP), including development of council-owned product and new tourism product opportunities for the city
- Provision of content to the Visit Albury Wodonga team for social media posts to engage and attract visitors
- Development and delivery of strategies, including the Albury Wodonga DMP, to boost city tourism through marketing campaigns, tourism initiatives and partnerships



Customer Experience

Operating Budget ($,000) 2025 - 2026

Revenue	$22	/	Expense	($1,536)

Effective leadership and sustainable future

Description

The Customer Experience team is committed to delivering exceptional service to the community across multiple channels, ensuring that all enquiries related to council services are addressed efficiently and effectively. Operating from the council offices, we aim to provide first-time resolution for community members, minimising the need for referral to other departments. Our focus is on offering timely, responsive assistance that meets the diverse needs of our customers, positioning us as the primary point of contact for all enquiries and contributing to a seamless and positive customer experience.

Activities

Customer Service and Support

- Management of customer queries, ensuring first-contact resolution and providing timely, accurate support to meet community needs
- Collection and processing of customer payments, offering convenient methods and assistance to ensure timely and accurate transactions
- Management of non-council related inquiries to appropriate external agencies, ensuring customers are connected with the right resources

Internal Collaboration and Communication

- Facilitation of communication and collaboration across council departments, acting as a central point of contact for inquiries, service delivery and issue resolution

Communication Channels and Information

- Oversight of multiple communication channels (phone, email, online forms, in-person), ensuring clear, consistent and professional interactions
- Provision of up-to-date and accessible service information to help the community understand council services and make informed decisions



Economic Development

Operating Budget ($,000) 2025 - 2026

Revenue	$-	/	Expense	($685)

Thriving local economy

Description

Economic Development promotes balanced and sustainable community growth by influencing investment in wealth, human capital and job creation. It achieves this through the provision of a business concierge service in the area of investment attraction, land development and by securing government funding.

Activities

Economic Growth and Advocacy

- Support of advocacy projects designed to promote or stimulate economic growth
- Facilitation of investment in the local economy to generate growth and support job creation, including applying for external grants to support business development projects

Business Support and Development

- Promotion and support of business activities and associated support initiatives
- Assistance to local businesses in navigating regulatory processes, accessing funding or grants, providing mentoring or guidance and offering general support and advice

Communication and Stakeholder Engagement

- Facilitation of the provision of communication materials to promote the local economy, attract investment, showcase success stories and engage with businesses and stakeholders

Partnerships and Collaboration

- Facilitation of business partnerships and collaboration with all levels of government to stimulate economic growth and foster relationship building



Emergency Management

Operating Budget ($,000) 2025 - 2026

Revenue	$60 /	Expense	($197)

Effective leadership and sustainable future

Resilient infrastructure and environment

Description

Emergency Management coordinates planning, preparedness, response and recovery to meet the Victorian statutory requirements. The program works with external agencies and organisations to address the prevention and recovery of an emergency event.

Activities

Emergency Management Leadership and Coordination

- Leadership of the Municipal Emergency Management Planning Committee and participate in various committees and groups to collaborate with other stakeholders
- Effective coordination of and management of stakeholders to ensure a coordinated emergency response
- Engagement with various stakeholders, including government agencies, community organisations and the public, to ensure a coordinated and effective emergency response

Planning and Development

- Development, implementation, review and update of mandated and best practice emergency management plans
- Regular reviews and updates of emergency management plans based on lessons learned, best practices and legislated changes
- Continuous monitoring and assessment of risks using the SES Community Emergency Risk Assessment tool to ensure the relevance and effectiveness of emergency management plans

Emergency Response and Relief

- Set up and maintenance of the Emergency Response Centre, including training volunteers and staff, and developing Standard Operating Procedures (SOPs)
- In the event of an emergency, establishment of one or more relief centres to provide support and recovery
- Maintenance and monitoring of a register of vulnerable persons to ensure their safety and well-being during emergencies

Training and Support

- Provision of training and support to volunteers and staff involved in emergency management activities
- Conduct of regular exercises and simulations to test and improve emergency response plans, in conjunction with the Municipal Emergency Planning Committee



Environmental Health

Operating Budget ($,000) 2025 - 2026

Revenue	$252	/	Expense	($848)

Liveable and connected communities

Resilient infrastructure and environment

Description

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

Activities

Regulation, Compliance, and Enforcement

- Regulation, education and enforcement of legislation, best practice standards and guidelines, including permits, inspections and compliance with the Food, Public Health and Wellbeing, Residential Tenancies, Tobacco, and Environmental Protection Acts
- Partnering with the local public health unit, Environmental Protection Agency, Department of Health, and Municipal Association of Victoria (MAV) for coordinated action and support

Public Health and Safety

- Collection, pick-up and safe disposal of sharps (i.e. needles) found on council-owned land, and provision and disposal of community-related medical sharps
- Statutory food and water sampling to ensure compliance with health and safety requirements
- Surveillance and control of arbovirus risks (mosquitoes) within the municipality, including the implementation of the council's Arbovirus Management Plan
- Implementation of the Domestic Wastewater Management Plan, including monitoring 750 systems across the city

Community Engagement and Education

- Provision of information and resources on environmental health topics such as food safety, public health, wastewater and labour hire accommodation to empower the community to make informed decisions
- Compliance with MAV service agreements, including educational visits to retailers and smoke-free locations

Investigation and Response

- Timely investigation and action of customer requests concerning environmental health issues (i.e. nuisance noise, odour, light, hoarding, premises-related, food quality)

Health Premises and Business Applications

- Internal department application referrals for planning, building and better business approvals for new food, accommodation, health premises and unsewered properties



Finance

Operating Budget ($,000) 2025 - 2026

Revenue	$-*	/	Expense	($-*)

Effective leadership and sustainable future

*The 2025 - 2026 budgeted expenses for Finance total $1,570,253. These costs have been fully allocated to other services through Activity-Based costing, resulting in a net expense of $0 for Finance.

Description

Finance oversees the council's financial management, including budget preparation, issuing rates notices and handling transactions such as accounts payable. It ensures compliance with financial standards, prepares high-quality financial reports and manages financial risks and procurement to support sound governance. Finance also provides strategic advice to internal and external stakeholders, facilitates long-term financial planning and oversees systems to maintain accurate data and reporting.

Activities

Financial Transaction Management

- Management of financial transactions, including accounts receivable, accounts payable and payroll
- Calculation and payment of various taxes, including fire services, fringe benefits, goods and services and pay-as-you-go withholding
- Administration of the Emergency Services and Volunteers Fund levy on behalf of the State Government

Budgeting and Financial Planning

- Preparation of the annual budget, including stakeholder engagement, forecasting revenue and expenditure, aligning with strategic objectives, ensuring compliance with statutory requirements and presenting for council approval
- Preparation and maintenance of the Long Term Financial Plan, outlining the council's financial strategy over 10 years, including revenue and expenditure forecasting, assessing financial sustainability, identifying funding gaps and aligning resources with strategic priorities
- Preparation of the annual performance statement as per the Local Government Performance Reporting Framework (LGPRF) and securing the Victorian Auditor General's Office (VAGO) sign-off

Financial Reporting and Analysis

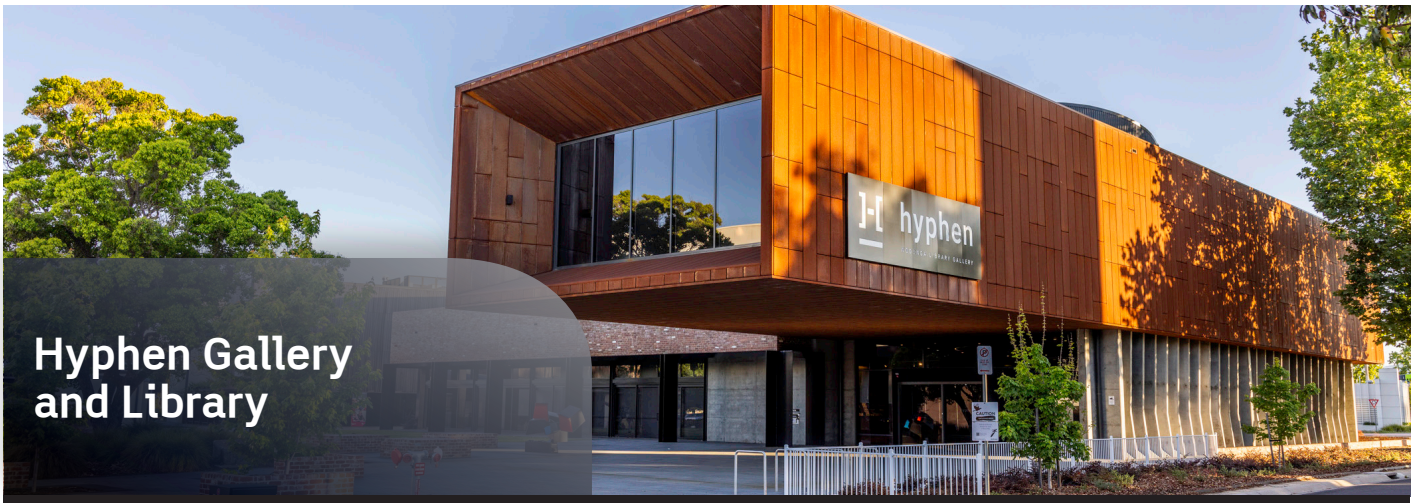
- Preparation of acquittals and other financial reports, including grant acquittals and the annual report, to the Essential Services Commission on rate cap compliance
- Conduct of an analysis and modelling, prepare briefing papers and deliver presentations to contribute to decision-making processes
- Preparation of quarterly budget reports and annual financial statements in line with applicable legislation, regulations and standards

Investment and Procurement Management

- Preparation of the investment policy and manage investments
- Preparation of the procurement policy and overseeing the procurement process

Revenue and Rating Management

- Oversight of revenue and rating policies, including maintaining the property rating database and coordinating property valuations and objections



Hyphen Gallery and Library

Operating Budget ($,000) 2025 - 2026

Revenue	$503 /	Expense	($2,770)

Liveable and connected communities

Description

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

Activities

Public Access and Digital Resources

- Provision of public computers, free Wi-Fi, Maker Space and digital resources, including e-books, online databases, business resources, printing and photocopying
- Offer of home delivery services for individuals with limited mobility or access

Library Collection Management

- Curation of a diverse physical and digital library collection, including books, audio-visual materials and digital databases

Community Engagement and Support

- Engagement and collaboration with community groups, stakeholders and artists to facilitate opportunities, learning and capacity building
- Active contribution to the well-being and support of the local community through initiatives such as AW Foodshare vouchers, Volunteer Resource Bureau Homework Club, Justice of the Peace services, Services Australia pop-ups and Family History support

Cultural and Creative Industry Development

- Facilitate cultural industry development programs in the creative studio for emerging artists and creative industries
- Curation and execution of diverse exhibition programs showcasing various mediums

Educational and Public Programs

- Offer of educational tours and programs catering to audiences of all ages, including school groups
- Provision of public programs such as workshops, events, talks and seminars, promoting early years literacy, digital literacy and youth programming

Retail and Venue Services

- Operation of the retail shop selling gifts and regional creative products, generating revenue
- Offer of venue hire for commercial and community events, workshops and meetings



Immunisation

Operating Budget ($,000) 2025 - 2026

Revenue	$290	/ Expense	($822)

Liveable and connected communities

Description

Immunisation helps to protect our community from serious diseases, providing a safe, effective way to protect against certain diseases. The immunisation service provides free vaccinations for infants and children, adolescents and adults through the National Immunisation Program (NIP). We offer six community immunisation sessions throughout the Wodonga LGA each month as well as a schools program. Immunisation services are also provided to some surrounding areas through service agreements to protect, improve and promote public health within local municipalities, in line with the Public Health and Wellbeing Act 2008.

Activities

Vaccination for infants and children

- Free vaccination for children from 0 - 4 years of age. Catch-up vaccination programs for infants and children who have missed scheduled immunisations

Vaccination for adolescents

- Delivering the secondary school immunisation program in school settings to support high levels of coverage against vaccine preventable diseases

Vaccination for adults

- Free vaccines for pregnant women and older people

Vaccinations for special-risk groups

- At higher risk of vaccine preventable diseases due to certain conditions, underlying disease, or other risk factors

Seasonal influenza vaccinations

- Offered free to eligible infants, children and adults

Vaccination programs delivered to some surrounding LGA's

- Under Service Agreements

Commercial influenza vaccination program

- Offered seasonally (at cost) to local businesses in support of staff health and community protection

Administration

- Of all necessary data and reporting requirements of vaccinations provided under the National Immunisation Program



Information Services

Operating Budget ($,000) 2025 - 2026

Revenue	$-* /	Expense	($-*)

Effective leadership and sustainable future

*The 2025 - 2026 budgeted expenses for Information Services total $3,818,282. These costs have been fully allocated to other services through Activity-Based costing, resulting in a net expense of $0 for Information Services.

Description

Information Services ensures a stable, secure and responsive ICT environment for business users. The service empowers users through innovative software and hardware infrastructure while maintaining data and information confidentiality and integrity. The ICT service includes Geographical Information Services and Records Management.

Activities

IT Applications and Systems Support

- Management and support of different IT applications used within the organisation, including Microsoft products, Kapish, Pathway, Think Project ASM, Intramaps GIS, Finance One, Aurion Payroll and Xpedite Preschool

Regulatory Compliance and Governance

- Adherence to relevant Acts and regulations

Database and Reporting Management

- Oversight of the management, administration, development and distribution of reporting and analytics capabilities for various databases within the organisation

Geographic Information Services (GIS)

- Oversight of the management, development and administration of Geographic Information Services, including mobile GIS applications

Information Management and Archival Services

- 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

Cybersecurity and Data Protection

- Implementation and management of cybersecurity measures such as firewalls, content management (web/mail filtering), DLP (Data Leakage Prevention) and endpoint security

IT Infrastructure Management

- 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)

IT Support and Staff Training

- Provision of IT support services including IT help desk support, managing IT charges and providing IT and information management training for staff



Kindergartens

Operating Budget ($,000) 2025 - 2026

Revenue	$4,995	/ Expense	($6,816)

Liveable and connected communities

Description

Kindergartens offers high-quality early learning programs, prioritising inclusion for all children in the two years prior to commencing school. Programs focus on social, emotional and educational development, providing individualised support to set children up for positive educational and life outcomes associated with participation in quality early childhood education programs.

Activities

Kindergarten Program Delivery and Planning

- Provision of funded sessional kindergarten services to eligible children, including the implementation of the Best Start, Best Life reform agenda from the 2026 school year
- Educational program planning and development to ensure the delivery of high-quality kindergarten programs that align with the Victorian Early Years Learning and Development Framework (VEYLDF) and are tailored to the individual needs of each child and the broader needs of the kindergarten group
- Procurement, monitoring and allocation of resources required to implement the kindergarten programs across all services to ensure smooth program implementation and equitable distribution

Child Assessment and Individual Support

- Individual child assessments to identify and address specific educational, developmental and social needs as identified through individual child observations, communication with families and collaboration with other early childhood service providers
- Support for families in developing the skills to navigate the education system and actively engage in their child's educational journey

Regulatory Compliance and Oversight

- Oversight and implementation of national regulations and laws relevant to early childhood education and care
- Staff engagement, allocation and coordination of professional development to ensure smooth service operation in line with the provision of high-quality educational programs that meet National Quality Framework (NQF) standards

Collaboration and Community Partnerships

- Collaboration with community members, organisations and agencies to enhance the educational experience offered by kindergarten services and provide additional support to children and families

Future Planning and Adaptation

- Future planning to understand the evolving landscape of early years education, ensuring adaptability to changes that allow for the delivery of high-quality programs meeting evolving standards, state government directives and community needs



Leadership

Operating Budget ($,000) 2025 - 2026

Revenue	$-*	/	Expense	($-*)

Effective leadership and sustainable future

*The 2025 - 2026 budgeted expenses for Leadership total $2,988,454. These costs have been fully allocated to other services through Activity-Based costing, resulting in a net expense of $0 for Leadership.

Description

The role of directors and 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.

Activities

Planning Oversight

- Management of strategic vision and plans, ensuring alignment with community needs and council priorities
- Establishment and monitor performance indicators for council services and operations, ensuring alignment with state-level reporting requirements

Operational Management and Compliance

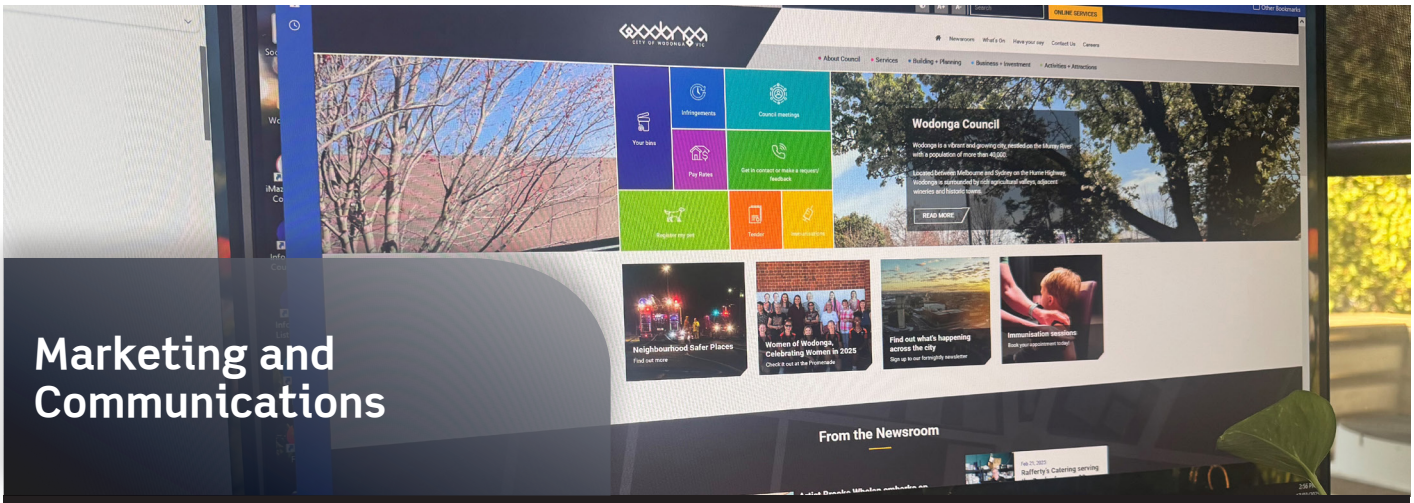
- Management and delivery of a diverse range of services for the community, ensuring accessibility, quality and responsiveness
- Management of day-to-day operations in accordance with the Local Government Act 2020, ensuring compliance with legislative and regulatory requirements
- Implementation of council decisions and policies, ensuring they are executed effectively and in a timely manner

Advisory and Reporting

- Provision of advice and reports to the elected council to assist in informed decision-making, promoting transparency and accountability

Community Engagement and Partnerships

- Facilitation of community engagement and partnerships to ensure effective and efficient service delivery, fostering collaboration and participation across diverse stakeholder groups



Marketing and Communications

Operating Budget ($,000) 2025 - 2026

Revenue	$1	/	Expense ($1,390)

Effective leadership and sustainable future

Liveable and connected communities

Description

Marketing and Communications cultivates effective communication, awareness and engagement with the community. It informs the community on the wide variety of projects, programs and events happening within the municipality while also ensuring customers are aware of the wider service offering of the council.

Activities

Communications and Marketing

- Development of content including copywriting, speech writing, social media assets and web content
- Advice, development and implementation of integrated communications and marketing campaigns to promote council's services, partnerships, programs and events
- Management of council's digital channels, including websites, social media and electronic newsletters
- Streaming of Finance and Budget Delegated Committee meetings, and special and ordinary council meetings

Design and Content Services

- Provision of proofing and design services for printed and online publications, including maps, forms, publications, collateral and merchandise
- Development and maintenance of branded signage assets across the city
- Coordination of photography and videography for content creation, showcasing council's services, projects and programs

Community Engagement and Consultation

- Planning, advisory support, development and reporting on the council's community consultation requirements across a broad range of topics, strategic documents and projects

Media Relations

- Management of the council's media responses and media opportunities, including attendance at media opportunities, providing media advice and preparing media releases and statements in response to inquiries

Brand and Image Management

- Management of the council's image library and brand assets
- Coordination of the city's flags schedules and response to civic flag requests

Support for Advocacy and External Initiatives

- Support of the advocacy initiatives of other teams through the creation of supporting documentation



Maternal and Child Health

Operating Budget ($,000) 2025 - 2026

Revenue	$1,225 /	Expense	($2,265)

Liveable and connected communities

Description

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 well-being through monitoring physical, emotional and social health and intervention to support in areas of identified need.

Activities

Key Age and Stage Consultations

- Provision of 10 Key Age and Stage consultations to children from birth to school age, per the MCH service framework, with a focus on health promotion, preventative health monitoring and opportunistic service provision to ensure child well-being and development

Enhanced MCH Program

- Delivery of the Enhanced MCH program, offering additional support for families experiencing a period of vulnerability, focusing on infant mental health, family violence and targeted interventions for those with additional needs

Breastfeeding Support

- Provide specialised support and guidance to mothers to support their breastfeeding journey

Additional Support Programs

- Provision of specialist family violence consultations for families experiencing or at risk of family violence
- Organisation and facilitation of support groups for first-time parents, including hosting information sessions and outreach services
- Provision of evidence-informed approaches to supporting parents and caregivers with sleep and settling concerns
- Offering extra consultations to families beyond the scheduled Key Age and Stage visits to address specific concerns or needs, providing additional support and guidance



Office of the CEO

Operating Budget ($,000) 2025 - 2026

Revenue	$- /	Expense	($775)

Effective leadership and sustainable future

Description

Provides leadership and oversight to the operations of the organisation in accordance with strategy, policy and risk appetite, providing facilities and services to the community of Wodonga and the surrounding region.

The Office of the CEO also facilitates regional collaboration and advocacy and provides executive support to the CEO and councillors.

Activities

Strategic Leadership and Vision

- Provision of strategic leadership to guide the overall direction and vision for the organisation, ensuring alignment with strategic goals and policy development in collaboration with the Executive team and greater leadership group
- Provision of expert advice to guide Councillors in their role as elected representatives, supporting their leadership
- Key decision-making regarding council operations, resources, assets and human capital to meet the objectives set by Councillors
- Influencing public policy and resource allocation by increasing visibility and understanding of local and regional issues, with a focus on bringing positive change at local, regional and national levels

Performance Monitoring and Delivery

- Monitoring of the performance on the delivery of actions in the Council Plan and other key plans and strategies to ensure alignment with strategic goals and objectives
- Oversight of potential risks and adoption of strategies to mitigate and manage risks effectively, ensuring organisational stability and growth

Innovation and Growth

- Setting and promoting a culture of accountability, transparency and collaboration through open communication that aligns with the organisation's vision and values
- Promotion of innovation and growth to achieve positive outcomes for staff and the community, ensuring efficient and effective operations

Relationship Development and Stakeholder Management

- Promotion of collaboration between stakeholders in the region to enhance the community and shape the future growth of the region, particularly as a regional city in Victoria and regional capital in Australia
- Development and maintenance of relationships with elected members, key partners and stakeholders, fostering strong connections within the organisation and community



Parks and Gardens

Operating Budget ($,000) 2025 - 2026

Revenue	$212	/	Expense	($9,410)

Resilient infrastructure and environment

Liveable and connected communities

Description

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

Activities

Landscape and Infrastructure Maintenance

- Garden maintenance, including care for flowerbeds, shrubs, trees and hard landscapes in parks
- Mowing of parks and gardens for neatness and consistent appearance
- Repair and upkeep of street furniture, paving, fountains and other public infrastructure
- Maintenance and repair of irrigation systems for gardens, lawns and sports ovals
- Regular inspections and repairs of infrastructure in natural reserves and rural roadsides for safety and functionality
- Maintenance of sports ovals for safe community use

Fire Prevention and Mitigation

- Fire prevention through planning, mitigation and risk reduction strategies
- Conservation of native flora and fauna in reserves and rural roadsides, meeting legislative and bushfire management requirements

Environmental Conservation and Pest Management

- Weed, pest and disease control through chemical applications
- Pest control to preserve ecosystems by managing invasive species
- Livestock management in reserves to ensure proper care and minimise environmental impact
- Environmental reserves may include vegetation offsets to compensate for removal in development projects

Safety and Compliance

- Regular playground inspections to ensure safety and regulatory compliance
- Tree maintenance to ensure safety, beauty and habitat for wildlife
- Deliver the Electrical Line Clearance Management Plan through the proactive management and maintenance of vegetation around powerlines



People and Safety

Operating Budget ($,000) 2025 - 2026

Revenue	$-*	/	Expense	($-*)

Effective leadership and sustainable future

*The 2025 - 2026 budgeted expenses for Leadership total $1,595,656. These costs have been fully allocated to other services through Activity-Based costing, resulting in a net expense of $0 for People and Safety.

Description

The People and Safety team supports the organisation by providing expert advice, practical support and strategic guidance across all aspects of human resources (HR), learning and development, safety, health and wellbeing. With a focus on collaboration, leadership and culture, the team contributes to a thriving, resilient and engaged workforce.

By partnering across the organisation, the team helps attract and support great people, build capability, and promote safe, healthy and inclusive working environments. A strong emphasis on continuous learning, care and prevention enables individuals and teams to perform at their best.

Activities

Human Resources and Workforce Planning

- Support for workforce planning by advising on staffing needs, skills gaps and succession to promote sustainability, efficiency and organisational readiness
- Contribution to employee capability and performance development through frameworks, tools and advice
- Support for attraction and retention strategies by advising on recruitment, employee experience, benefits and conditions

Employee Engagement and Satisfaction

- Support of employee engagement through strategic advice on surveys, results interpretation and action planning
- Promotion of a positive and inclusive culture by advising on people-related programs and practices
- Enabling alignment between workforce experience and organisational goals through collaboration with leaders

Safety, Health and Wellbeing

- Provision of guidance on safety, health and well-being through policies, programs, training and proactive risk management
- Promotion of a culture of prevention, care and responsibility through education, incident response and improvement actions
- Support of return-to-work planning and early intervention approaches to foster a safe and inclusive work environment

Learning and Development

- Enabling professional growth through capability frameworks, development planning and access to learning opportunities
- Promotion of a culture of continuous learning and support career development across the organisation
- Provision of advice on leadership and team development initiatives aligned to organisational needs



Population Health

Operating Budget ($,000) 2025 - 2026

Revenue	$- /	Expense	($984)

Liveable and connected communities

Description

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.

Activities

Community Health and Wellbeing Advocacy

- Advocacy with and for community infrastructure and initiatives that optimise the health and well-being of residents
- Maintenance of data, undertake research, analyse social data and develop partnerships to create advocacy tools responding to the emerging needs of the community
- Design and delivery of the council's Disability Action Plan, facilitating an access advisory group, and ensuring compliance with legislative requirements related to disability access and inclusion
- Implementation of legislated obligations under the Gender Equality Act 2020, undertake gender impact assessments, promote gender equity and reduce gendered violence through community partnerships and campaigns
- Undertaking of Social Impact Assessments (SIAs) for liquor licence applications to assess the social impact

Inclusive Community Capacity Building

- Planning, design and delivery of policies, strategies, plans and projects to promote and undertake community capacity building across broad community populations, including Aboriginal, senior, culturally and linguistically diverse, youth and LGBTIQA+
- Development of policy, partnerships and programs for alcohol and other drugs, gambling, mental health and resilience, safety and affordable housing.

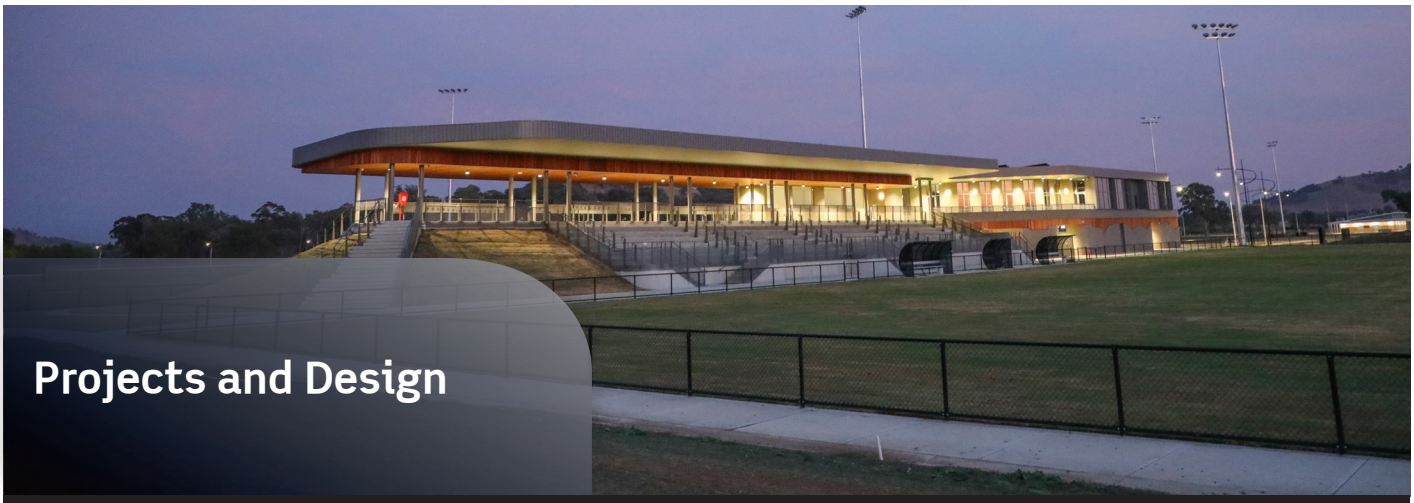
This includes undertaking Social Impact Assessments (SIAs), coordinating Local Drug Action Team, partnering with the Local Public Health Unit, Liquor Accord and local safety committees

Volunteer Coordination and Support

- Coordination of volunteers in the event of natural disasters and other emergency events as part of the council's Municipal Emergency Management response
- Promotion, attraction and recognition of volunteers through recruitment, induction, training and risk management
- Facilitation of volunteer club development and manage staff volunteer programs across council services
- Planning for and supporting of community access and operation of social infrastructure, support partnerships and facilitate community capacity-building activities for volunteers and local not-for-profit organisations and clubs

Community Funding and Recognition

- Policy and procedure development and administration of the council's Sponsorship and Donation program and Community Funding Request program
- Support, celebrate and profile of the achievements of young people through the Young Achiever Scheme (YAS), other awards, recognition and positive media coverage



Projects and Design

Operating Budget ($,000) 2025 - 2026

Revenue	$350	/	Expense	($2,358)

Resilient infrastructure and environment

Liveable and connected communities

Thriving local economy

Description

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

Activities

Community Infrastructure Projects Management

- Management of the construction, renewal and expansion of community infrastructure projects
- Scoping and designing of projects related to civil, landscape, building and infrastructure developments

Civil and Engineering Project Management

- Project management of various civil construction projects, including roads, drainage, bridges and footpaths
- Management of the engineering aspects of planning, including statutory and strategic planning, subdivisions, referrals, inspection and advice

Traffic and Transportation Management

- Traffic management and engineering, including technical enquiries, road safety initiatives, transportation planning and engineering design
- Management of infrastructure projects such as street lighting and sports field infrastructure

Public Safety and Environmental Compliance

- Management of old landfill cells ensuring compliance with EPA standards and reporting
- Maintenance of council-owned street lights and traffic lights for public safety and efficient traffic flow



Roads Maintenance

Operating Budget ($,000) 2025 - 2026

Revenue	$1,152 /	Expense	($4,308)

Resilient infrastructure and environment

Liveable and connected communities

Description

Wodonga Council is committed to maintaining the city's road, path and drainage infrastructure to a high standard. The Roads Maintenance service ensures that these essential components are well-maintained, providing a fair and reasonable level of quality that aligns with the Road Management Plan. It strives to make the roads safe and accessible for everyone.

Activities

Road and Carriageway Maintenance

- Maintenance of sealed and unsealed road carriageways, including repairs, resurfacing and maintenance of road surfaces in accordance with council's Road Management Plan
- Street sweeping and road inspection, including regular cleaning of streets and thorough inspection of road conditions for identification of maintenance needs

Parking and Traffic Infrastructure Maintenance

- Maintenance and repair of parking bays, carparks, shoulders, kerb and channel, including repairs and maintenance to ensure safe and functional parking and traffic flow
- Sign and guardrail maintenance, including installation, repair and maintenance of road signs, guardrails and other safety infrastructure

Drainage and Stormwater Management

- Drainage infrastructure maintenance, including maintenance and clearing of table drains, culverts and underground stormwater infrastructure to ensure proper water flow and prevent flooding

Fire Safety Infrastructure Maintenance

- Fire hydrant maintenance, including repairs, maintenance and replacement in line with fire authority regulations

Pathway and Footpath Maintenance

- Path and footpath maintenance, including repairs, maintenance and construction of footpaths and shared paths for pedestrians and cyclists



Sport and Recreation

Operating Budget ($,000) 2025 - 2026

Revenue	$97	/ Expense	($1,972)

Liveable and connected communities

Resilient infrastructure and environment

Description

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.

Activities

Recreational Services and Facility Management

- Scoping, procurement and overseeing management contracts for key recreational services and/or precincts, and monitoring service KPIs (Wodonga Racecourse, WAVES, Wodonga Sports and Leisure)
- Management of various facilities by ensuring compliance, risk management, facility maintenance and supporting facility development

Recreation and Playground Infrastructure Management

- Project management of recreation, playground and connectivity infrastructure, including budget and resource management, plan implementation and ensuring compliance with project objectives and sporting codes/regulations
- Management of playground capital expenditure, renewal and high-risk programs, ensuring efficient use of available resources and compliance with the approved budget
- Management and maintenance of playgrounds, fitness equipment and other related recreational facilities, ensuring their safety and proper functioning

Sports and Recreation Program Development

- Partnerships, development and delivery of a range of sport and recreation programs and events in accordance with local needs and interests
- Research, planning and delivery of strategies and objectives for recreational precincts, infrastructure and activities. This includes identifying opportunities for community engagement



Strategic and Statutory Planning

Operating Budget ($,000) 2025 - 2026

Revenue	$351	/ Expense	($2,418)

Resilient infrastructure and environment

Thriving local economy

Description

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

Activities

Land Use Planning and Policy Development

- Administration of council-led planning scheme amendments to ensure alignment with approved land use strategies
- Development of effective land use planning strategies to enhance community well-being, guide and promote development, boost the economy and protect the environment
- Review and update of the local planning scheme to ensure it remains up-to-date with current planning policies and guidelines
- Advocacy for sustainable practices and policies at the local, state and national level

Planning Permit and Amendment Assessment

- Assessment of planning scheme amendment proposals (rezoning) initiated by proponents, ensuring consistency with planning policies and guidelines
- Assessment and determination of planning permit applications, ensuring compliance with planning legislation and the Wodonga Planning Scheme
- Coordination of Certification and Statement of Compliance processes

Collaboration and Stakeholder Engagement

- Collaboration with community groups, businesses and other stakeholders to promote sustainability and address environmental challenges
- Preparation and lodgement of applications to the Victorian Civil and Administrative Tribunal (VCAT), responsible for resolving planning disputes and reviewing decisions made by local councils

Sustainability and Resource Efficiency

- Research and implementation of projects to reduce operating costs and improve resource efficiency



Waste Management

Operating Budget ($,000) 2025 - 2026

Revenue	$8,686	/	Expense	($8,660)

Resilient infrastructure and environment

Description

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

Activities

Waste Collection and Management

- Management of kerbside collection for residential and commercial waste, ensuring proper disposal and recycling to promote sustainability
- Management of daily waste and recycling collection from parks, reserves and commercial areas, ensuring proper sorting and processing
- Oversight of pensioner hard waste collections to support vulnerable residents
- Coordination of waste collection from council-owned streets and high-profile areas for a clean community
- Collection of illegal dumping, deceased animals and street litter to maintain public health and cleanliness

Sustainability and Education

- Development of waste-related strategies and plans to guide waste reduction, recycling and sustainable practices
- Facilitation of the Halve Waste educational program, school/community tours and promotion of recycling and sustainable practices

Infrastructure and Contract Management

- Oversight of the installation and removal of bins and dog bag dispensers to improve infrastructure
- Management of the Albury Waste Management Centre contract, ensuring landfill disposal compliance with environmental regulations

Partnerships and Industry Engagement

- Maintenance of partnerships with waste management agencies to stay updated on policies, funding and best practices
- Participation in the Waste Management and Resource Recovery Association of Australia

CITY OF WODONGA VIC