

GLENELG SHIRE

COUNCIL PLAN 2021 - 2025

**QUARTER 2 REPORT
2023 / 2024**



ACKNOWLEDGEMENT TO COUNTRY

TRADITIONAL OWNERS

Glenelg Shire Council respectfully acknowledges the traditional lands and waters of the Gunditjmara people, Boandik people, Jardwadjali people and their respective cultural heritages.

Aboriginal and Torres Strait Islander People provide an important contribution to Australia's cultural heritage and identity.

We respectfully acknowledge the Aboriginal and Torres Strait community living throughout the Glenelg Shire and the contribution they make to the Glenelg Shire's prosperity and wellbeing.

OVERVIEW OF REPORT

THE ICONS BELOW ARE USED THROUGHOUT THIS REPORT AS A KEY TO REPRESENT THE PROGRESSION STAGES OF EACH TASK, PROJECT OR OBJECTIVE IDENTIFIED BY THE GLENELG SHIRE COUNCIL.



Achieved

The Achieved icon will be used when a project/plan has been successfully completed.



Delayed

The Delayed icon will be present in this report when a project/plan has been identified as postponed, not on track or redefined.



In Preparation

The In Preparation icon will be used in this report when a project/plan is in its planning stage and the details are being prepared.



On Track

The On Track icon will be used when a project/plan is progressing, and is likely to achieve what is required within the time identified in the scheduling plan.






Ahead of Schedule

The Ahead of Schedule icon will be used when a project/plan is likely to be completed earlier than planned.

MAJOR PROJECTS

The below table provides an update on major projects as identified in the Council Plan 2021-2025

PROJECT	UPDATE	STATUS
Portland Foreshore	<p>Lighting Installation Materials have been delivered to site. The tender for installation is currently advertised and will be evaluated January 2024. The Marine and Coastal Act Consent is currently under review with DEECA.</p> <p>Ceremonial Dance Space The Marine and Coastal Act consent continues to be reviewed prior to going out to tender for contract of works.</p>	
Cape Bridgewater Infrastructure	<p>Project progression is in line with the required achievement milestones within the Grant Agreement.</p> <p>Stage 2 construction is currently in progress with main carpark and middle carpark works complete. The concrete pathway from the west carpark stairs to the top carpark is complete. The timber decking installation and BBQ area is also complete.</p>	
Portland Employment Precinct	<p>Project progression is in line with the required achievement milestones within the grant agreement. Continued discussion with interested parties occurring.</p>	

Multi-purpose Facility –
Portland Foreshore

Project progression is in line with the required achievement milestones within the Grant Agreement.

The Multipurpose Building consultation process is complete with Council endorsing the location, design and to proceed to tender for construction at the November Council meeting. The Marine and Coastal Act consent application has been submitted and the tender documentation is almost complete for release.

Alexandra Park Upgrade

The Alexandra Park Upgrade project is complete.



Achieved



Delayed



In Preparation









On Track



Ahead of Schedule

PRIORITY PROJECTS

The below table provides an update on priority projects as identified in the Council Plan 2021-2025

PROJECT	UPDATE	STATUS
Multi-Purpose Sporting facility	No applicable funding opportunities have arisen in this reporting period. Council continues to monitor and review funding opportunities.	
Aquatic Strategy Implementation	No applicable funding opportunities have arisen in this reporting period. Council continues to monitor and review funding opportunities.	
Arts & Culture Strategy Implementation	The work on the Year 3 actions is currently on hold due to resignation of Arts and Culture Manager.	
Portland Renewable Energy Project – Civic Precinct Construct	Designs are complete and material orders for stage 1 and 2 Thermal Loop upgrade have been received. Tender documents for installation are currently being developed.	
Tracks & Trails Construct	Funding was secured for the construction of stage 2 of the Portland North Pathway. Tender for construction is currently advertised and is scheduled to be evaluated in January 2024.	
Local Freight Roads Project- Precinct	Progression of milestones are occurring in line with the grant agreement. The Fitzgerald St - Portland, Heathfield Lindsay Rd and Mumbannar Wanwin Rd components have been tendered.	



Achieved



Delayed



In Preparation



On Track



Ahead of Schedule

STRATEGIC PRIORITY

COUNCIL HAS IDENTIFIED THE FOLLOWING STRATEGIC PRIORITIES THAT ALIGN TO THE SIX GLENELG 2040 COMMUNITY PLAN THEMES. THE BELOW TABLES PROVIDE UPDATES ON EACH OF THE PRIORITIES.



OUR NATURAL ENVIRONMENT

Striving towards a carbon neutral future to protect and enhance the natural environment for future generations.



OUR EDUCATION, EMPLOYMENT AND INDUSTRY

Adapting and growing a diverse economy to embrace employment of the future and educational opportunities.



OUR HEALTH AND WELLBEING

Supporting the Glenelg community to thrive by being healthy, inclusive and well.



OUR LIFESTYLE, NEIGHBOURHOOD AND CULTURE

Creating enriched and vibrant lives through experiences, safe and well planned neighbourhoods.







OUR ACCESS, TRANSPORT AND TECHNOLOGY

Making it easier for people to connect in and around the Glenelg Shire.



OUR VOICE AND ACTION

A highly engaged and capable local government, leading Glenelg to ensure the needs and aspirations of our community are realised.

INITIATIVE	ACTION	UPDATE	STATUS
Protect Our Natural Environment			
Review planning scheme to ensure wetlands, rivers and streams areas are clearly outlined.	Initiative Completed in Year 2 of the Council Plan	Initiative Complete.	
Support programs to identify, protect and celebrate natural waterways, wetlands, estuaries, and cultural heritage sites.	Continue to support and liaise with agencies with a focus toward the Fawthrop Lagoon environmental protection and the South West Environmental Education Group.	<p>Council supported SWEE in the preparation of sites for planting and weed control at the Fawthrop Lagoon through allocation of staff to projects.</p> <p>Council is currently working closely with Glenelg Hopkins CMA for upcoming roadside weed control.</p> <p>Collaboration continues with GMTOAC regarding cultural heritage in project development and implementing Cultural Heritage Inductions.</p> <p>GHCMA and Council are working on potential collaboration on joint funding applications.</p>	
Review and improve the use of planning scheme tools to protect biodiversity on Shire owned or managed land.	Initiative Completed in Year 2 of the Council Plan	Initiative Complete.	
Work with the Glenelg Hopkins Catchment Management Authority to investigate the extent of flooding and inundation to guide the appropriateness of future development.	Undertake a Dartmoor/Nelson flood study.	The Dartmoor/Nelson draft flood study has been completed and is undergoing independent peer review.	

<p>Explore funding opportunities for weed and vermin eradication.</p>	<p>Continue to implement roadside weed and pest control program in alignment with funding requirements.</p> <p>Continue to monitor grant options.</p>	<p>Funding for Roadside Weed and Pest Control has been received and works are progressing under the program. RHDV K5 virus obtained, and we are working with residents to distribute.</p> <p>The Roadside Weeds and Pest Program Control Plan 2023-2026 has been adopted by Council and is currently being programmed.</p>	
<p>Review Council’s planning and policy controls to ensure they protect and green Glenelg.</p>	<p>Pursue and update waterways data in partnership with the GHCMA as data is made available.</p>	<p>There have been no changes to data this quarter. Council will continue to work in partnership with Glenelg Hopkins CMA to ensure updates are made as the data becomes available.</p>	
<p>Work with partners to ensure natural corridors are spatially mapped and habitat connectivity improved.</p>	<p>Support agencies and advocate where applicable.</p>	<p>No further actions have been undertaken this quarter.</p>	
<p>Review and implement the Domestic Animal Management Plan to ensure responsible pet ownership and control measures.</p>	<p>Continue implementation of the 2021 - 2025 DAMP</p>	<p>New staff attended an Animal Management Officers course as part of their ongoing learning and induction. Staff attended the State Conference to keep abreast of current trends and practices.</p> <p>A community education animal management and ownership program has been developed to roll out in quarter 3.</p> <p>New signage for the Portland Foreshore in accordance with Schedule 29 Dog Control Areas have been drafted.</p> <p>Officers have begun to patrol the Portland Foreshore and Nunn's beach areas to educate and ensure responsible pet ownership on leash, controlled and picking up after their dog.</p>	

Prepare Glenelg Shire's response to Victoria's Circular Economy

<p>Increase energy efficiency of Council buildings, reducing costs and Council's carbon footprint.</p>	<p>Continue to explore cost and energy efficiency as opportunities arise with the Building Maintenance and Project Management teams.</p>	<p>Energy efficient LED lighting is being implemented on the Portland Foreshore, utilising controlled sensors to reduce energy consumption.</p> <p>Council continues to provide support and input into energy reduction measures through project and building teams. Support was provided on design of the Multipurpose Building, Portland Gymnastics and Maintenance at the Portland Leisure and Aquatic Centre.</p>	
<p>Seek funding to establish a Bioenergy Plant to offset gas for heating public buildings.</p>	<p>Continue to monitor funding opportunities.</p>	<p>No applicable funding opportunities have arisen in this reporting period. Council continues to monitor and review funding opportunities.</p>	
<p>Continue to use natural and recycled products for infrastructure projects and ongoing commitment to the Planet Ark Wood Encouragement Policy.</p>	<p>Update Environmental Sustainability Strategy to incorporate the Circular Economy Policy.</p>	<p>Reviews and updates to relevant internal procedures have been completed and will sit within the Environmental Strategy as key documents.</p> <p>A report to Executive Team is scheduled for 2024 to seek recommendation to undertake the development of the strategy.</p>	
<p>Transition fleet to environmentally friendly vehicles and seek renewable alternatives for fuel.</p>	<p>Transition Council light fleet and plant vehicles to environmentally friendly options.</p>	<p>Five hybrid vehicles are on order and potential electric utility vehicles and heavy plant replacements are being explored.</p>	
<p>Explore installation of electric vehicle charging stations at Council facilities.</p>	<p>Explore research into charging station and potential partnerships and seek funding and/or grant opportunities for charging stations.</p>	<p>No applicable funding opportunities have arisen in this reporting period. Council continues to monitor and review funding opportunities.</p>	

Implement the Resource Recovery, Waste Minimisation and Management Strategy to:

- Plan for the introduction of the Victorian Governments "A New Economy (Recycling Victoria)" policy.
- Work regionally on kerbside aggregation reforms including Food and Organics Waste Service (FOGO) and glass.
- Prepare for soft plastic reform introduction in 2023.
- Advocate for the State Government transition planning, education and change grants.
- Provide education and incentives for residents to compost green waste at home/work.
- Continue the rehabilitation and monitoring of landfill sites, whilst maintaining separation distances.
- Provide Container Deposit sites.

Implement action plans for the introduction of the Victorian Governments "A New Economy (Recycling Victoria)" policy.
 Work regionally on kerbside aggregation reforms including Food and Organics Waste Service (FOGO) and glass.
 Develop and implement Kerbside Collection and Processing Contracts for Waste Services.
 Advocate for the State Government transition planning, education and change grants.
 Continue the rehabilitation and monitoring of landfill sites.
 Finalise and implement the waste education strategy.
 Support agencies for the implementation of the container deposit scheme.

Implementation of the Victorian Governments 'A New Economy' continues to progress.

Kerbside reforms have been built into the recently tendered Waste Collection contracts and final transition plans have been submitted to the State Government.

New Waste Haulage Contracts have been implemented. The Landfill Environmental Monitoring contract has been awarded. Waste Collection contracts have been evaluated and are awaiting award.

Community Consultation and implementation of the Waste Education Strategy is scheduled for 2024.

The Container Deposit Scheme has been activated by the State Government and Council continues to provide support.



Achieved



Delayed



In Preparation









On Track




Ahead of Schedule








INITIATIVE	ACTION	UPDATE	STATUS
Increase the Economic value of regional food fibre production within the Shire			
Support Southern Rural Water, Wannon Water and Glenelg Hopkins Catchment Management Authority to advocate for increased ground water usage.	Support relevant regional bodies in their advocacy for increased groundwater usage.	Council continues to support Southern Rural Water, Wannon Water and Glenelg Hopkins Catchment Management Authority to advocate for increased ground water usage.	
Create a Glenelg Shire Council Food and Fibre Strategy to realise the potential of the food and fibre industry in Glenelg.	Implement Food and Fibre Strategy.	The draft strategy has been presented to and reviewed by Council. Amendments have been implemented and the final draft is due for endorsement in the third quarter.	
Partner with Great South Coast Food and Fibre Council to grow and support the region's primary producers.	Continue to support the work of Food and Fibre Great South Coast and ensure Council's own Food and Fibre Strategy is in alignment with current priorities of the local peak body.	Council continues to support the work of Food & Fibre Great South Coast, including promotion of initiatives and events including the Food & Fibre Career Tasting Trail.	
Continue to support the Great South Coast Designated Area Migration Agreement to attract skilled workers to the region.	Partner with Warrnambool City Council and neighbouring Councils to co-develop a new Designated Area Migration Agreement (DAMA) for 2024 and beyond.	Council supported review of the DAMA agreement. A business case was developed and presented to the State Government requesting an extension to the number of places for DAMA in Glenelg and expansion to the number of eligible industries.	

<p>Work with Agriculture Victoria, sector peak bodies and associations to support accessibility of training in agricultural best practice.</p>	<p>Promote training and upskilling opportunities to local producers through local partnerships, including innovative programs such as AgFutures.</p>	<p>Council continues to assist with the promotion of professional development opportunities and the AgFutures initiatives, sharing directly with industry groups and wider circulation across Electronic Direct Mail and social media.</p>	
<p>Explore funding opportunities to ensure saleyards infrastructure is fit for purpose and enhance online sales and connectivity.</p>	<p>Continue to progress AuctionsPlus online platform. Seek funding for upgrades to the facility.</p>	<p>Council continues to seek funding for upgrades to the Casterton saleyards. Minor works were carried out to improve safety and standards of the yards prior to the selling season.</p> <p>The review of the online AuctionsPlus platform was completed. The outcome was that it will no longer be used due to the viability and use post COVID.</p>	


Build on Glenelg Shire’s tourism to create culturally appropriate and high value experiences with tourism industry participants and community organisations




<p>Create regional tourism campaigns to encourage visitation across the townships.</p>	<p>Develop partnerships with local committees, businesses, and tourism operators to support collaborative marketing initiatives.</p>	<p>Council continues to partner and support local committees and business to develop marketing initiatives such as The Retail Window and Light Display and New Years Eve grants.</p> <p>Partnership with GORRT to develop a new regional campaign focused on Glenelg continues with proposals received and under review.</p>	
--	--	--	---




<p>Continue to improve and invest in the delivery of the Tracks and Trails Strategy.</p>	<p>Seek funding and/or grant opportunities for implementation of Tracks and Trails Strategy.</p> <p>Refine priority deliverables within the Tracks and Trails strategy.</p>	<p>The Assets and Community Services Directorates are working collaboratively through reviewed actions of the Tracks and Trails Strategy to develop a plan of works within budget allocations for 2024/2025 financial year.</p>	
<p>Support the Gunditj Mirring Traditional Owners Corporation, Gunditjmara People, and local Aboriginal Community in their work to preserve and promote the Budj Bim Cultural Landscape and to share the history and significance of their ancestral lands through the review and implementation of the Shire's Aboriginal Partnership Agreement.</p>	<p>Work with the Aboriginal Partnership to deliver initiatives that align to the agreed actions of the Partnership Agreement 2023 - 2028.</p>	<p>Projects will be presented to Strategic Level of the Partnership in early 2024 for endorsement. Following this, Gunditjmirring Traditional Owners Aboriginal Corporation Board will be engaged to provide approval for use of any Cultural intellectual property within the projects.</p>	
<p>Work with Federal and State Government to progress the rail trail projects.</p>	<p>Seek funding and/or grant opportunities for implementation of Tracks and Trails Strategy.</p>	<p>Council was successful in securing funding through LRCI 4 for the implementation of the Casterton Rail Trail Stage 1 to activate the railway precinct. Design work is currently in progress.</p>	





<p>Collaborate with Great Ocean Road Regional Tourism (GORRT) and Limestone Coast Tourism to increase marketing of the Shire.</p>	<p>Work with GORRT to develop the Strategic Masterplan and Destination Action Plans for 2024-2027. Continue to partner with Limestone Coast Mixed Dozen Wine Trail.</p>	<p>Council provided feedback on the review of the Great Ocean Road Regional Tourism strategic masterplan and is awaiting finalisation of the document.</p> <p>The Limestone Coast Mixed Dozen Wine continues to be supported, with review on Glenelg's commitment annually.</p>	
<p>Recognising land owned by Traditional Owners through the planning scheme to enable these sites to be managed in a culturally sensitive way.</p>	<p>Regular consultation with GMTOAC to assist in continuation of land management in a culturally sensitive way.</p>	<p>Council's Planning unit continue to hold bimonthly meetings with GMTOAC for consultation around land management in a culturally sensitive way.</p>	

Support educational pathways that promote lifelong learning




<p>Deliver quality childcare and kindergarten services to meet the needs of the community across the Shire.</p>	<p>Continue to implement identified areas for improvement from the National Quality Standard Assessment and Rating Reports.</p> <p>Review Kathleen Millikan Centre service model study recommendations</p>	<p>Council continues to deliver quality childcare and kindergarten services.</p> <p>Council have received the final Assessment and Rating reports for Jaycee Kindergarten, Karreeta Peeneeyt Mara Portland Child & Family Complex and Heywood Kindergarten. Quality improvement notes will be reviewed by Children's Services Manager and Team Leaders in the third quarter to develop an implementation plan for any identified areas of improvement. Implementing identified areas of improvement from previous assessment and rating reports will continue for Kathleen Millikan Centre, Dartmoor Children's Centre and Kalbarri Kindergarten.</p> <p>Recommendations of the final Kathleen Millikan Centre service model review have been reviewed. Addressing key challenges will commence in the third quarter.</p>	
---	--	---	---

<p>Continue to work with education and health partners to increase engagement in playgroups and three-year-old kinder programs.</p>	<p>Continue to promote the benefits of 3-year-old kindergarten to families.</p> <p>Continue to promote kindergarten using social media platforms.</p> <p>Continue to support Portland District Health with the promotion of Supported Playgroups to targeted families.</p>	<p>Council has developed virtual tour videos to assist new and existing families to make an informed decision on services. The virtual tour videos will be released and promoted via social media in alignment with the 2024 kinder enrolment period.</p> <p>Council has developed orientation presentations for each kindergarten service which were distributed to 2024 enrolled families. The presentation was made available to families via a link to Council's website.</p> <p>Collaboration continued with Portland District Health (PDH) Maternal and Child Health unit with monthly contract meetings and monthly administration meetings. Council and PDH are exploring opportunities to collaborate and promote the benefits of kindergarten and long day care to families via First Time Parents Group and Supported Playgroups.</p>	
<p>Undertake a feasibility study into the expansion of the Portland Child and Family complex to meet the demand for service and improve the financial viability through places offered.</p>	<p>Review the Portland Child and Family Complex service model study recommendations.</p>	<p>Council has received the final Portland Child & Family Complex Service Model Study report. From the report recommendations the Children's Services Manager will develop an action plan timeline in the third quarter.</p>	
<p>Support families and agencies to access programs and continue to enhance the Central Enrolment Process for Children's Services.</p>	<p>Complete ongoing reporting requirements for Central Registration and Enrolment Scheme (CRES) and continue support for families throughout the enrolment process.</p>	<p>Council have received the Kindergarten Central Registration and Enrolment Scheme (CRES) Administrative Support Grants from the Department of Education. Council will review the funding options and submit signed funding acceptance in Q3.</p>	

<p>Provide leadership support to Beyond the Bell, Stepping Stones to School Program and other initiatives to encourage educational attainment across the Shire at all key transition points.</p>	<p>Continue to partner with Beyond the Bell and Stepping Stones program.</p>	<p>Council continues to attend Stepping Stones to School South Western Region Steering Group Meetings.</p> <p>Beyond the Bell Glenelg Local Action Group meetings are currently on hold pending review.</p>	
<p>Expand library outreach services to extend the reach across the Shire and continue to deliver contemporary library resources and programs.</p>	<p>Continue to seek Library outreach opportunities within local community events.</p>	<p>Glenelg Libraries were unable to schedule summer outreach visits however, planning is underway for the Easter period. Nelson Click and Collect continued along with the regular outreach route to Dartmoor, Digby and Merino.</p>	
<p>Support groups and community organisations that encourage lifelong learning.</p>	<p>Partner and support with organisations and community groups to conduct programs and events to all age groups across the Shire.</p>	<p>A large number of author events have been delivered at the Portland and Casterton libraries. Early childhood programs continue to take place across the Shire including Storytime and Rhymetime. Partnerships with United Way Glenelg for Magic of Storytime programs continue.</p> <p>The Saturday Arts program is taking place in Casterton and Portland for all ages, and the Libraries After Dark continues to provide a range of programs including art workshops, games nights, health information sessions and music.</p> <p>The Seniors Festival held in October 2023 included full program of more than 20 events throughout the Shire including exercise classes, art programs, local history and digital classes.</p>	

<p>Expand the traineeship and apprenticeship program within Glenelg Shire Council.</p>	<p>Continue to seek Library outreach opportunities within local community events.</p>	<p>Recruitment preparation for 2024 traineeships in Childrens Services and Community Services is underway, with recruitment scheduled to commence in early 2024.</p>	
<p>Provide Aboriginal educational scholarships.</p>	<p>Work with Aboriginal Partnership to determine suitable methods of vocational support for Aboriginal students.</p>	<p>Review of the Aboriginal Scholarship program has been deferred until 2024.</p>	
<p>Continue to support the Future Leaders of Industry Program.</p>	<p>Provide annual financial support and professional development opportunities to the program via Glenelg and Southern Grampians, Local Learning and Employment Network.</p>	<p>Year 3 Action Complete.</p>	
<p>Work with educational providers to harness the demand for construction, early childhood educators, independent living, agriculture, and manufacturing sectors in line with skills commission report.</p>	<p>Promote employment in the early childhood sector partnering with South West TAFE, Westvic, WDEA and The Glenelg Southern Grampians Local Learning and Employment Network. Continue to explore and advocate for opportunities to upskill early childhood educators.</p>	<p>Council's Children's Services Unit have commenced the recruitment process for 2024 traineeships in partnership with Westvic and South West TAFE. This ongoing initiative promotes employment opportunities in the early childhood sector.</p>	

Support businesses within the Glenelg Shire

<p>Implement a system to offer targeted support, training, and relevant information to local businesses.</p>	<p>Continue to build out the Monitor CRMS system across Council for greater usage and uptake. Continue to partner with organisations to offer annual Stakeholder Forum and Business Capability Workshops to engage businesses and provide targeted support and learning.</p>	<p>Staff training the Monitor CRMS system was delivered to ensure optimised usage.</p> <p>A Business Capability Workshop was held in quarter two with further workshops scheduled for the next quarter.</p>	
<p>Support the development of digital hubs/shared workspaces through the region.</p>	<p>Investigate opportunities in Libraries across the shire for expanding study and temporary work and/or meeting spaces.</p>	<p>Preparation for Community Engagement in 2024 for the Heywood Library facilities is underway. Small and large meeting rooms in the Portland Library and meeting rooms in Heywood and Casterton continued to be used by the community.</p>	
<p>Provide minor financial grants to support small business (e.g., facade upgrades, business planning and development).</p>	<p>Finalise Retail Facade Improvement Program, including acquittals for all remaining projects.</p>	<p>Initiative Complete</p>	

Explore opportunities to activate vacant or empty shop fronts throughout Glenelg.

Seek funding and/or grant opportunities to incentivise businesses, including the possibility of public art funding or collaborations with local artists.

No applicable funding opportunities have arisen in this reporting period. Council continues to monitor and review funding opportunities.



Achieved



Delayed



In Preparation









On Track



Ahead of Schedule





INITIATIVE	ACTION	UPDATE	STATUS
Plan and monitor municipal public health			
Develop and deliver an Annual Action Plan and Report for the Municipal Public Health and Wellbeing Plan.	Work with partners and stakeholders to report on the Year 2 Action Plan and develop the Year 3 Action Plan.	The Year 2 Action Plan Report is complete and will be available to the public via the Council website. The Year 3 Action Plan is in development and will be published on Council's website in the next quarter.	
Implement a biennial survey during years 2 and 4 to measure progress initiatives of the Municipal Public Health and Wellbeing Plan.	Distribute the Health and Wellbeing survey across the Glenelg Shire and collate results to help determine a base line for understanding the impact of health and wellbeing initiatives. The same survey will be replicated in Year 4 of the Municipal Public Health and Wellbeing Plan to provide comparative data.	The Health and Wellbeing survey is complete. Responses have been collated and will be used as baseline data to measure the impact of the 4-year Health Plan upon its completion in 2025.	
Develop a framework to support our ageing population across the Shire.	Initiative complete.	Initiative Complete	


<p>Conduct an annual satisfaction survey with families to understand the level of satisfaction with Maternal and Child Health Services and identify areas for improvement.</p>	<p>Continue to conduct annual satisfactions surveys with all children’s services users across the Shire.</p> <p>Implement identified areas of improvement.</p> <p>Monitor Portland District Health feedback from service users.</p>	<p>The Annual Satisfaction Survey was circulated to all service users (families) this quarter. Survey results have been received and have been distributed to Director Community Services, Portland District Health Maternal and Child Health unit and Children's Services unit Team Leaders.</p> <p>The Maternal Child Health results will be reviewed in conjunction with Portland District Health at the upcoming Monthly Contract meeting scheduled in the third quarter. The results will then be reviewed with Children's Services unit Team Leaders in the third quarter.</p>	
<p>Monitor delivery of the Maternal and Child Health and Early Years Immunisation Programs against the contract management requirements.</p>	<p>Review and renewal of the Provision of Maternal Child Health contract for 2023 / 2024.</p> <p>Attend monthly contract management meetings for data reporting including LGPRF.</p>	<p>Council is waiting for quote submission from EOI applicants. Quote submissions are scheduled to be reviewed by in the third quarter.</p> <p>Ongoing monthly contract meetings with Portland District Health continue. Portland District Health Maternal and Child Health unit will provide data for LGPRF in line with reporting requirements outlines by Council, 6 monthly data anticipated to be received early in the third quarter.</p>	
<p>Continue to provide First Time Parent Groups (FTPG's), appropriate childcare and high-quality kindergarten services to 0–5-year-olds across the Shire.</p>	<p>Support Portland District Health to continue to promote participation in Maternal and Child Health First Time Parents Groups.</p> <p>Kindergarten and Long Day Care Services enrolment processes to be promoted to participants.</p>	<p>Council has continued to support Portland District Health to promote First Time Parents Groups, any funding opportunities or variations to existing funding relevant to MCH service delivery are relayed to Portland District Health.</p>	


Enhance physical health and emotional wellbeing



<p>Work with existing clubs and community organisations to deliver other social recreation opportunities.</p>	<p>Implement the incentives policy to support sustainability of local clubs and to encourage recreation and engagement in sport of population groups like All Abilities, Women in Sport, and Active Ageing.</p>	<p>The Incentivisation Procedure was endorsed in October. A communication plan will be developed to update users on the incentives available to them, in line with the 2024 fee schedule.</p>	
<p>Incentivise events to provide healthy food options reflective of funding criteria.</p>	<p>Redevelop the community grants criteria with events specific criteria focusing on larger scale weighting for those with healthy food options.</p>	<p>Review of the Community Grants criteria was placed on hold during the second quarter due to staffing. Work will recommence in the third quarter.</p>	
<p>Work with sports clubs to provide healthy food options at training and game days.</p>	<p>Support clubs to engage with the Vic Kids Eat Well Health Program to support small bite changes and provide healthy food options.</p>	<p>Year 3 Action Complete</p>	



<p>Support increased food security by providing additional access points and frequency of food share distribution initiatives across the Shire.</p>	<p>Work with Food Share Organisations to increase access points and knowledge of free and low-cost food options across the Shire.</p>	<p>Support was provided to the Heywood Community Garden committee to further establish infrastructure for the garden. This includes a produce swap within the community.</p>	
<p>Advocate for additional mental and allied health services across the Shire.</p>	<p>Participate in Portland Headspace Advisory Committee and engage in local and regional consultations under mental health reforms.</p>	<p>Representation on the Headspace Advisory Committee continued.</p> <p>Council participated in consultation sessions held by the Interim Regional Boards (IRB) regarding the mental health needs of rural and regional communities, under the Royal Commission into Victoria's Mental Health System.</p> <p>Council also partnered with the IRB to hold a localised service sector engagement session on mental health needs, under the Municipal Public Health and Wellbeing Plan.</p>	

Supporting safe, engaged, and inclusive communities

<p>Carry out Gender Impact Assessments across the delivery of services, assets, policy development and projects that Council delivers.</p>	<p>Conduct a minimum of 6 Impact Assessments on organisational projects, policies, and programs to identify and address barriers to equity and access.</p>	<p>Year 3 Action complete</p>	
--	--	-------------------------------	---

<p>Deliver programs that support gender equality and the prevention of family violence.</p>	<p>Implement recommendations from Impact Assessments where viable.</p> <p>Deliver annual 16 Days of Action events and programs.</p>	<p>Following Impact Assessment recommendations an update to the placement of the alarm in the Portland Leisure and Aquatic Centre All Abilities Changeroom was implemented, and the installation of Audio Repeaters at the Must Street Traffic Lights was completed.</p> <p>Council secured funding to support the delivery of the annual 16 Days campaign across the Shire.</p> <p>Council partnered with Portland Rotary SayNo2familyviolence Committee to coordinate a Walk Against Family Violence event in Portland that included a free BBQ and coffee with cups displaying support for the campaign. A banner and custom ribbon displaying the Respect Women: Call it Out branding was installed on the Bentinck St fence with signage displaying the impact of violence against women.</p> <p>A local campaign was rolled out across Council social media platforms and Council also contributed to a regional social media campaign in partnership with Women's Health and Wellbeing Barwon South West, Respect 2040.</p> <p>Council delivered a staff breakfast in partnership with Casterton Memorial Health, to acknowledge changes in the internal family violence policies and promote cross organisational awareness of the campaign.</p>	
<p>Explore the use of oval lighting to create safer places to walk/run when ovals are not being used for formal sporting activities.</p>	<p>Promote after-hours availability and/or programs for the public to utilise recent lighting upgrades at ovals for informal exercise and social recreation opportunities.</p>	<p>Action to be investigated post daylight savings.</p>	

<p>Support community led projects and events to increase social connection within neighbourhoods.</p>	<p>Support community led projects in Heywood under Vic Health funding.</p> <p>Provide support to community organisations to facilitate sustainable events.</p>	<p>'This Girl Can' campaign week featured two programs in the Heywood community, including soccer clinics and boxing classes. The sessions took place at Heywood Secondary College, one session was for students and another open to the community.</p> <p>The Heywood Community Garden commenced its development with the installation of essential infrastructure. A successful planting day event was held in October, drawing active engagement from the community and obtaining valuable input for the garden's development. Based on input from the community and the Garden Committee, a comprehensive landscape design has been created to outline the subsequent development stages of the Garden. The committee is currently working on implementing the next stage of the development to further enhance the space.</p>	
<p>Recognise and support volunteer organisations.</p>	<p>Continue to host Annual Volunteer week to recognise individuals and organisations.</p> <p>Promote Listening Post drop in sessions as means to engage and support volunteer organisations.</p> <p>Continue to support volunteer organisations at Civic Events such as ANZAC Day.</p>	<p>Promotion of the Listening Post Sessions was supported via distribution of key volunteer contacts.</p> <p>Event planning continues for Volunteer Week events due to be held in May 2024.</p>	

<p>Explore funding opportunities to improve community safety within the Shire.</p>	<p>Respond to community concerns as they arise around Safety issues, seeking funding where required to address.</p>	<p>Council has continued to respond to safety concerns with lighting installation complete at Alexandra Park carpark and reviews of vehicle separation on oval walking track.</p> <p>Shade upgrades are currently being implemented at the Heywood Pool to protect patrons from the weather. Upgrades to traffic management signage and lighting is taking place at the Portland Transfer Station.</p> <p>Designs currently in progress for tram crossing lights on the Portland Foreshore in preparation for the construction of the Multipurpose Building.</p>	
<p>Support placement opportunities for young people within various volunteer organisations, Council events and programs.</p>	<p>Engage with young people shire wide through volunteer opportunities in civic and community events and programs.</p>	<p>A variety of opportunities for young people to be involved in events and programs took place in the second quarter, including the Bayview FReeZA students leading and facilitating a school fete for their peers.</p> <p>Live4Life Crews from the four secondary schools across the Shire came together for an end of year celebration event. Preparation included weekly planning sessions for all event activities.</p> <p>The Heywood Community Garden held a planting day where students from the Heywood Secondary College volunteered their time to tidy the space prior to the event, moving materials and building structures. The students cooked baked goods to sell to the community on the day as a fundraiser for the school.</p>	



Achieved



Delayed



In Preparation



On Track





Ahead of Schedule




INITIATIVE	ACTION	UPDATE	STATUS
Prepare and plan for the changing housing needs for Glenelg's population			
Prepare structure plans for Dartmoor, Heywood, Narrawong and Nelson to review existing land uses and provide direction for future use.	Prepare the Narrawong and Dutton Way Structure Plans.	Preparation of the Narrawong and Dutton Way structure plans are underway.	
Prepare guidelines to assist residents/developers to understand the requirements of building and investing in Glenelg.	Promote Heritage Guidelines to improve understanding of building and investing in the Shire.	The Planning Unit and Heritage Advisory Services continued to promote the Heritage Guidelines.	
Adopt the draft Portland Strategic Framework Plan and draft Rural Land Strategy to provide a coordinated approach to the use and development of urban and rural land.	Undertake strategic work to review the rural conservation zone 2 and investigate the introduction of the farming zone 2 and rural living zone.	Scoping of the project is prepared and background work has commenced.	
Prepare a housing strategy to encourage and increase housing choice, diversity, and affordability to meet population forecasts and objectives.	Participate in the Barwon South West "Key Worker Housing" Project to deliver housing strategy.	Initiative is complete.	

Deliver Fit for Purpose Multi-Use Facilities




<p>Continue to replace, renew, and consolidate council owned assets to ensure facilities are financially viable, fit for purpose and multiuse.</p>	<p>Develop service plans to determine the future state based on financial viability and community needs of council owned and managed assets.</p>	<p>Council is undertaking a project to better identify asset utilisation and costs associated with them. This is a multi-year project.</p> <p>Investigation of road assets in conjunction with Transport Operators is ongoing.</p>	
<p>Develop and implement a Library Strategy to ensure Library facilities are contemporary, fit for purpose and multiuse.</p>	<p>Continuation of implementation of the Glenelg Libraries Strategic Plan 2021-2026, through development of annual action plans.</p>	<p>Implementation of the Year 2 of the Action Plan is on track with several programs and activities delivered across the Shire.</p> <p>Click and collect services are now regularly running for the Nelson community.</p>	



Enhance Council's ongoing relationships with the Traditional Owners of the region

<p>Prepare and implement a framework for project managers to consider opportunities for cultural representation in projects.</p>	<p>Progression of the Asset Project Management Framework and continued engagement with GMTOAC on all relevant infrastructure projects.</p>	<p>Development of the Project Management Framework has continued. Council is currently exploring method to introduce a digital working document in accordance with the Framework and to support critical decision points.</p> <p>Council continues engagement with GMTOAC through monthly infrastructure planning meetings and have been working collaboratively on several projects.</p>	
--	--	---	---

<p>Codesign and implement an Aboriginal Partnership Plan with Aboriginal partners.</p>	<p>Work collaboratively with the Aboriginal Partnership to consult, design, and deliver on actions that align with the new Partnership Agreement.</p>	<p>A planning meeting was held, and meeting dates were set for 2024. The Terms of Reference were reviewed, and a secondary planning session was scheduled for February 2024.</p> <p>Council representation at both the strategic level and working group level of the Partnership is being reviewed.</p>	
--	---	--	---

Deliver experiences to enrich community life

<p>Consider opportunities for nature-based play, outdoor fitness and informal recreation through playgrounds and skate parks across the Glenelg Shire.</p>	<p>Implement the Playground Management Plan and Open Space Strategy</p>	<p>The Playground Management Plan is being implemented with regular auditing and cyclic maintenance.</p> <p>Further work is occurring on the Open Space Strategy to align priorities and financial allocation across the Organisation.</p>	
<p>Develop a Creative Strategy, linked to the Great South Coast Creative Industries Strategy to inform artistic and cultural projects, programming and activities across the Shire.</p>	<p>Implement Year 1 (2023 / 2024) Arts and Culture Strategy Action Plan</p> <p>Commence development of Year 2 Action Plan</p>	<p>The work on this action is currently on hold due to resignation of Arts and Culture Manager.</p>	
<p>Embed the Public Art Masterplan into the planning, design and procurement of infrastructure projects and public spaces.</p>	<p>Support finalisation of Project Management Framework. Respond to opportunities for developing creative infrastructure in Glenelg Shire.</p> <p>Synergise the public art action plan and council projects</p>	<p>The work on this action is currently on hold due to resignation of Arts and Culture Manager.</p>	

<p>Review and deliver key elements of the Civic Precinct Masterplan.</p>	<p>Review the Civic Precinct Masterplan and seek funding and/or grant opportunities.</p>	<p>Design for the heating loop is being finalised and expected to go out to tender in the third quarter.</p>	
<p>Explore funding opportunities to support access to recreational and commercial fishing within the Local Port of Portland Bay and other waterways within the Shire.</p>	<p>Seek funding and/or grant opportunities.</p>	<p>No applicable funding opportunities have arisen in this reporting period. Council continues to monitor and review funding opportunities.</p>	



Achieved



Delayed



In Preparation



On Track





Ahead of Schedule









INITIATIVE	ACTION	UPDATE	STATUS
Increase access, transport availability and transport options			
Continue to investigate improvement to public transport connections into and within Glenelg.	Review active transport solutions and advocate for funding.	Council continues ongoing investigations and advocacy.	
Advocate for the reintroduction of a regular passenger service to and from Portland Airport.	Continue to explore opportunities and advocate for a regular air passenger service.	Council continues ongoing investigations and advocacy.	
Support a passenger services feasibility study (i.e., local bus network, regional services, including express, to and between Adelaide, Geelong, Melbourne).	Continue to explore opportunities and advocate for enhanced connectivity in passenger transport links.	Council continues ongoing investigations and advocacy.	
Support a feasibility study for connectivity to rail services from Warrnambool in response to the Grampians and Barwon South West Region Passenger Services Cost Feasibility Study (2017).	Continue to explore opportunities and advocate for enhanced connectivity in passenger transport links.	Council continues ongoing investigations and advocacy.	

Increase digital connectivity

<p>Increased digital connectivity and infill of mobile blackspots throughout the Shire.</p>	<p>Seek funding and/or grant opportunities for improved connectivity both directly and through Great South Coast Regional Partnerships and the South West Victoria Alliance.</p>	<p>Council continues ongoing investigations and advocacy for the improvement of Shire wide digital connectivity and mobile blackspots.</p>	
<p>Continue to deliver the Digital Glenelg Implementation Plan and Program Roadmap.</p>	<p>Commence phase 3 of Implementation Plan and Program Roadmap.</p>	<p>Activities in Phase 3 are on track.</p> <p>Commencement of Phase 4 activities are underway with the preparation of work to enable Council going to market for a new back-office technology solution to support operations.</p>	

Improve the efficiency and safety of moving freight

<p>Continue to support the Rail Freight Alliance to improve rail upgrades (including Maroona to Portland line).</p>	<p>Continue to advocate for improvements to the rail network via the Rail Freight Alliance.</p>	<p>Council continues to advocate with key stakeholders for funding for the Maroona to Portland rail line.</p>	
<p>Support Glenelg Shire initiatives contained within the State Government - Victorian Freight Plan.</p>	<p>Continue to investigate and implement relevant actions and initiatives within the Victorian Freight Plan.</p>	<p>A draft submission of the review of the National Freight & Supply Chain strategy to include the Glenelg Shire specifically is currently being finalised.</p>	

<p>Identify and investigate improvements to the Henty Highway to improve the ability of oversized freight to be transported to and from the Port of Portland.</p>	<p>Continue to advocate for improvements via the Green Triangle Action Plan Monitoring Group, Regional Roads Victoria, and Department of Transport.</p>	<p>Council continues ongoing investigations and advocacy through the Victorian Freight Action Plan.</p>	
<p>Work with all key stakeholders to repair and upgrade key freight routes as detailed in the Green Triangle Freight Action Plan, Roads of Strategic Importance, and the Victorian Freight Plan.</p>	<p>Continue to advocate for repair and upgrades to priority freight routes in partnership with key stakeholders.</p>	<p>Collaboration, strategy, and advocacy ongoing through the Green Triangle Freight Action Committee.</p> <p>A Council led presentation delivered to industry and government stakeholders on the success of this collaboration.</p>	
<p>Explore funding opportunities for safer roads, i.e., Blackspot funding, Safe Travel in Local Streets (STiLS).</p>	<p>Continue to advocate for safety improvements by seeking funding opportunities as they arise</p>	<p>No applicable funding opportunities have arisen in this reporting period. Council continues to monitor and review funding opportunities.</p>	
<p>Work with key stakeholders to increase road safety and improve driver behaviour within the Shire.</p>	<p>Continue to engage driver mentors and learner drivers into the Glenelg L2P program.</p>	<p>Council's partnership with Are Able case workers as L2P Mentors has seen positive results with five learners matched. Three additional young people were also matched with mentors and are ready to drive. This is a total of eight matched for the quarter.</p> <p>A Mentor Christmas afternoon tea was held to help keep Mentors up to date with program information.</p> <p>Six learners gained their licence in this quarter.</p> <p>51 professional lessons were provided to learners.</p> <p>This quarter has averaged 25 active learners engaged and there are currently (delete) with 15 young people on the waitlist to the L2P program.</p>	

Increase active transport use

<p>Review and develop Active Transport Plans to identify opportunities for active transport use and connectivity.</p>	<p>Investigate opportunity to implement Wayfinding Signage in alignment with Tracks and Trails Strategy.</p>	<p>Two Wayfinding Signage opportunities have been identified. A Signage Policy is to be developed prior to undertaking these projects.</p>	
<p>Investigate lighting for leisure tracks and trails in urban areas to increase use.</p>	<p>Continue to Seek funding and/or grant opportunities in alignment with Council Plans and Strategies.</p>	<p>No applicable funding opportunities have arisen in this reporting period. Council continues to monitor and review funding opportunities.</p>	
<p>Seek funding to implement local trails as identified in the Glenelg Tracks and Trails strategy.</p>	<p>Continue to Seek funding and/or grant opportunities in alignment with Council Plans and Strategies. Review prioritisation of actions within the Tracks & Trails Strategy.</p>	<p>No suitable funding opportunities have arisen during this quarter. Council continues to monitor funding. Work continues post the review of the Tracks and Trails Strategy Actions, with Assets and Community Services Directorates planning action delivery and budget allocation for the 2024/25 financial year.</p>	
<p>Expand the pedestrian footpath and crossing network.</p>	<p>Seek funding opportunities in line with relevant strategies.</p>	<p>No applicable funding opportunities have arisen in this reporting period. Council continues to monitor and review funding opportunities.</p>	

Enhance the use of technology to improve services, infrastructure and facilities provided

<p>Prioritise services, infrastructure, and assets for the investment in smart city technology.</p>	<p>Continue delivery of Smart City technology framework and delivery of projects that enhance the use of technology and improve services and new facilities including the foreshore and multi-purpose building.</p>	<p>The Digital Glenelg unit continue to advocate and support the utilisation of smart cities, working closely with the Assets Department in implementing technology to support the delivery of services.</p>	
<p>Explore options to record visitation data along the Great South West Walk (GSWW) to understand investment required.</p>	<p>Possible data collection methods to be explored including I.o.T.</p>	<p>Council continues the review of SmartCities software and the exploration of digital applications for Friends of the Great South West Walk, including potential funding opportunities.</p>	
<p>Invest in Internet of Things infrastructure.</p>	<p>Advocate the utilisation of smart technologies and identify opportunities for the inclusion in projects and infrastructure in collaboration with Assets department</p>	<p>Planning of further utilisation of IoT and smart technology has been completed with planned projects to commence in the third quarter.</p>	



Achieved



Delayed







In Preparation




On Track





Ahead of Schedule

INITIATIVE	ACTION	UPDATE	STATUS
Apply good governance and leadership to strategic decision-making			
Implement and monitor the Community Engagement Policy and Framework.	Develop and deliver training for Council staff on the implementation the Community Engagement Policy and Framework.	Strategic Engagement training was delivered to Council staff in October with a focus on the IAP2 Australasia framework. Review of the Community Engagement Policy and Framework is scheduled to be finalised in the third quarter.	
Within budget and funding constraints, implement initiatives identified within the 2040 Community Plan and Vision.	Alignment of yearly Council Plan actions to 2040 initiatives.	Year 3 Action Complete	
Implement deliberative engagement programs in line with Council's legislative requirements.	Undertake deliberative engagement practices for projects and initiatives of significant importance or impact on the community.	Council continues to undertake community engagement in alignment with the Community Engagement Policy and Framework for Major Projects and initiatives. In the second quarter the Your Say Glenelg website (Council's engagement platform) had a total of 5600 visits with an average of 955 visits per day.	
Explore live streaming and recording functionality of Council Meetings.	Initiative Complete	Initiative Complete	

<p>Create a Data Hub to catalogue, use and reuse data collected through research and consultation programs.</p>	<p>Implementation of data management policies and framework, improve reporting capabilities utilising PowerBI.</p>	<p>Glenelg Futures continues to mature organisational use of PowerBI and champion data driven decision making. Implementation of Data Management Framework continues. Improvements to Council website with major works page providing access to information for residents.</p>	
---	--	--	---

Strengthen our regional reach and understanding of townships

<p>Continue to work in partnership with peak bodies across the region.</p>	<p>Maintain existing partnerships with peak bodies across the region, ensuring Council maintains a strong presence.</p>	<p>Council continued partnerships with Australian Cruise Association, Australian Regional Tourism, Great Ocean Road Regional Tourism and cross-border collaboration with the Limestone Coast region through the Mixed Dozen Wine Trials, offering another source of cross-border tourism promotion.</p>	
<p>Continue to hold Council Meetings across the Shire where possible.</p>	<p>Allocate 2 Council meetings for the financial year in locations outside of Portland.</p>	<p>Council resolved at the Statutory Meeting in November to hold the March 2024 Council meeting in Merino and the September 2024 Council meeting in Casterton.</p>	
<p>Hold Listening Posts across the Shire.</p>	<p>Promote and deliver annual Listening Post calendar.</p>	<p>The Dartmoor and Merino Listening Post Sessions were held on the 19 October with three Councillors and four Executive Team members in attendance at both sessions to informally chat with community members in an open forum.</p> <p>The Merino session was held at the Merino General Store with more than 15 community members in attendance and 8 submissions.</p> <p>The Dartmoor session was held at the Dartmoor General Store with almost 20 community members in attendance and a total of 11 submissions. Positive feedback was received from the community for both sessions.</p> <p>Marketing for the sessions was undertaken via posters, social media, website and relevant community newsletters.</p>	

Develop and implement a program to actively promote the type and status of infrastructure projects across the Shire.

Report and update on the status of infrastructure projects across the Shire via a variety of engagement tools.

The reporting platform for updates and project status remains active on the Council website.
Progress is continuing on Power Bi internal reporting on project status at multiple levels of the organisation.



Achieved



Delayed



In Preparation



On Track



Ahead of Schedule

WHAT'S HAPPENING IN THE SHIRE

ACROSS THE SHIRE

Council launched the Shire wide Community Newsletter

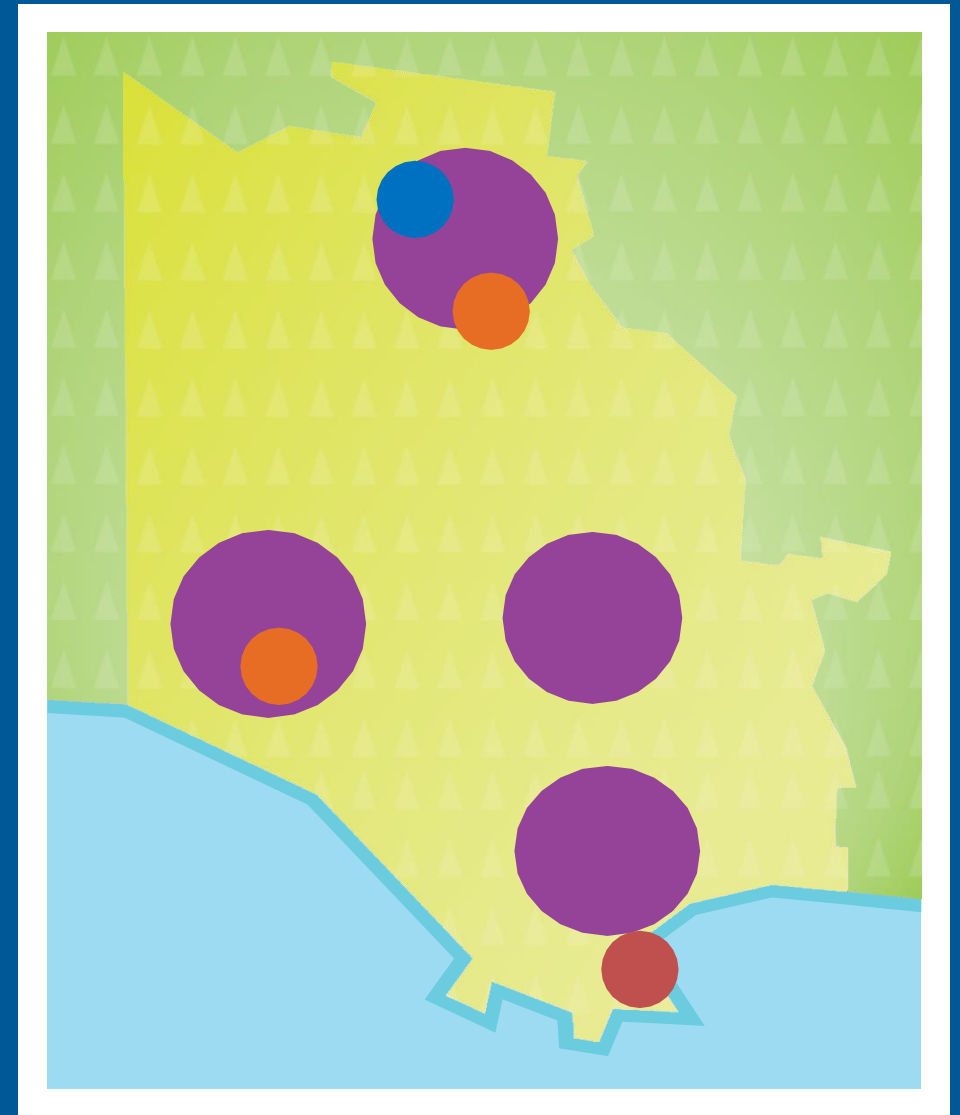
The annual campaign designed to boost and support our local economy returned for the fourth year encouraging community to eat, shop and play local to share a \$2000 prize pool.

Listening Post Sessions

The Dartmoor and Merino Listening Post Sessions were held on the 19 October with three Councillors and four Executive Team members in attendance at both sessions to informally chat with community members in an open forum.

Retail Window & Light Display

December saw the return of the popular Retail Window and Light display that encourages small business across the shire to “light Up Glenelg with Christmas window displays and community to shop local at Christmas. The community vote for their favourite display with Planet Kaos in Portland, Hairwise in Casterton and KNS Precious Products Portland taking out the wins for 2023.



MERINO & DARTMOOR

Listening Post Sessions

The Dartmoor and Merino Listening Post Sessions were held in October at the General Stores in each location. Around 19 residents came to chat informally over some morning tea and a coffee about Council services and processes. Community were able to submit feedback and ideas for our Executive Team and Councillors to take back and action or consider.

PORTLAND

Upwelling Festival

The Upwelling Festival that celebrates the epic natural ocean occurrence took place in November. The Iconic Event receives annual funding from Council to assist in delivering a community focused event. More than 3000 attendees enjoyed Marine education talks, live music, annual parade, arts, Blessing of the Fleet, markets and much more.

International Day of Persons with a Disability

On 3 December International Day of Persons with a Disability was held at multipurpose facility Alexandra Park Pavilion in Portland. The event, facilitated by Kyeema Support Services Inc was supported by Council and was a huge success providing fun activities and information for support services.

CASTERTON

Local athlete honoured

A statue of Commonwealth Games Gold Medallist Kathryn Mitchell, honouring her outstanding athletics achievements as well as her ambassadorship for her community and country, was unveiled at the entrance to the main oval at Island Park, Casterton's sporting precinct, on 1 December 2023.



 **PORTLAND CUSTOMER SERVICE CENTRE**

71 Cliff Street, Portland

 **CASTERTON CUSTOMER SERVICE CENTRE**

67 Henty Street, Casterton

 **HEYWOOD CUSTOMER SERVICE CENTRE**

77 Edgar Street, Heywood

 PO Box 152 Portland 3305

 1300 GLENELG (1300 453 635)

 enquiry@glenelg.vic.gov.au

 www.glenelg.vic.gov.au

