



Community Vision and Council Plan 2025-29

including Municipal Public Health and Wellbeing Plan

ACTION PLAN





OBJECTIVE 1

Customer Focused Alpine

PRIORITY	MAJOR INITIATIVE	ACTION	YEAR 1 2025/26	YEAR 2 2026/27	YEAR 3 2027/28	YEAR 4 2028/29	CONTINGENT ON FUNDING
1.1 Our highest priority is improving our communication - both listening and providing information and feedback.	Implement a program of internally conducted customer surveys to inform and drive improvements to customer experience.	Undertake initial customer survey to receive feedback to inform customer charter development.	X				
		Roll out a regular customer survey program and continuous improvement process.			X	X	
		Deliver a waste education campaign to residents and tourists to improve diversion of waste from landfill across kerbside and public place waste.		X	X		
1.2 Our systems and processes are designed, implemented, and reviewed to support a customer focused culture.	Deliver a public Alpine Shire Council Customer Charter that specifies our commitment to customer service, including response times and expectations for us and customers.	Deliver an Alpine Shire Council Customer Charter that specifies our commitment to customer service, including response times and expectations for us and customers.	X	X			
		Review Complaints Policy and reporting and feed review into Charter development.	X				
	Enhance systems and supporting processes to ensure efficient, consistent, and timely service delivery and customer experience.	Undertake review of the Statutory Planning application system and implement system improvements to optimise functionality.	X	X			X
		Review and improve the service request processes following the steps which have been successfully implemented to manage Engineering service requests.	X	X			
		Deliver updated Alpine Shire Council website with a focus on increasing ease of access to, and transparency of, our data and information.			X	X	X
		Develop an improved customer-facing Capital Works Project Dashboard and Pipeline to inform the community of our current and future capital works.	X				
		Explore digitisation of the Mount Beauty archives as a part of a document management project and communicate outcomes of assessment.		X			X
	Establish a service performance measurement and reporting framework covering all key areas of service delivery and including key performance indicators, service performance targets, and reporting protocols.	Develop a measurement system that reflects our performance across all key areas of delivery, including a review and expansion of all existing metrics and align to reflect and drive our performance.	X				
		Establish a Service Review Framework.		X			X

PRIORITY	MAJOR INITIATIVE	ACTION	YEAR 1 2025/26	YEAR 2 2026/27	YEAR 3 2027/28	YEAR 4 2028/29	CONTINGENT ON FUNDING
1.3 We use our resources responsibly to deliver efficient, evidence-based services, facilities and projects that benefit our communities and meet our customer commitments.	Deliver Statutory Planning service delivery improvements.	Implement a Statutory Planning customer service roster to facilitate on-call community access to a Statutory Planning resource.	X				
		Establish key performance indicators and associated targets for Statutory Planning service delivery and initiate an ongoing reporting program.	X				
		Upgrade our transfer station facilities to ensure best practice customer service and stockpile management.		X	X		X
	Deliver an Asset Plan to enable responsible management and maintenance of our assets that enhances resilience of our assets to risks, including financial and climate change.	Develop and deliver an updated Asset Plan to guide investment of responsible asset renewals, upgrades, and new.	X	X	X	X	
		Review and improve our Climate Adaptation Asset Risk Assessment to ensure asset sustainability against the changing climate.		X	X		X
	Increase the level of service we provide to our communities without incurring extra cost by moving to an internally delivered, proactive model of maintenance.	Procure stormwater hydro blasting trailer and develop crews to enable proactive stormwater maintenance and in-house response to issues.	X				X
		Develop a scheduling system for all outdoor crews to ensure balanced workload, prioritised and appropriate service delivery while maximising efficiency.	X	X			
		Prepare the Alpine Shire Community Infrastructure Needs Assessment.	X				
1.4 Our continued engagement will promote community understanding and contribution to decisions that bring positive change across Alpine Shire.	Strengthen engagement processes with our communities to increase involvement in key decisions or actions that impact them through the delivery and implementation of an Engagement Strategy.	Continue partnership with the Local Government (no fourth glass bin) Advocacy group and continue to negotiate with the Victorian Government to delay the implementation date for the glass only bin while further research is completed.	X	X			
		Deliver a Community Engagement Strategy to articulate our commitment to evolving our community engagement delivery and reach and identify opportunities for improvement.		X			
		Work with DEECA Committees of Management to establish effective partnerships for the management of reserves and facilities.	X	X			

OBJECTIVE 2

Sustainable and Resilient Alpine

PRIORITY	MAJOR INITIATIVE	ACTION	YEAR 1 2025/26	YEAR 2 2026/27	YEAR 3 2027/28	YEAR 4 2028/29	CONTINGENT ON FUNDING
2.1 New capital projects and works will be strategically aligned and planned to support long-term sustainability.	Deliver high priority capital works pipeline projects, including: <ul style="list-style-type: none"> Bright River Precinct Masterplan Bright Skate Park Upgrade Bright to Wandiligong Trail - Centenary Avenue to Morses Creek Road Kiewa River Trail - Embankment Drive to Damms Road Bridge Mountain View Children's Centre Redevelopment Tawonga South Public Toilets 	Maintain a prioritised Capital Works Project Pipeline to ensure we have a forward plan of projects that are strategically aligned, sustainable, and grant ready for funding opportunities.	X	X	X	X	
		Scope and/or deliver the construction of the following Capital Works Pipeline Projects:					
		• Deliver the Alpine Better Places Project Tawonga	X	X	X	X	X
		• Develop the Bright River Precinct Masterplan			X	X	X
		• Deliver the Bright Skate Park Upgrade	X				X
		• Deliver the Bright to Wandiligong Trail - Centenary Park to Pioneer Park	X	X			X
		• Scope an extension of the Bright to Wandiligong Trail through the Wandig Diggings.	X				X
		• Deliver an extension of the Bright to Wandiligong Trail through the Wandig Diggings.			X	X	X
		• Deliver the Kiewa River Trail - Embankment Drive to Damms Road Bridge	X	X			X
		• Scope the Kiewa River Trail - Damms Road Bridge to Pebble Beach		X			X
		• Deliver Kiewa River Trail - Damms Road Bridge to Pebble Beach			X	X	X
		• Scope the Tawonga South Public Toilets	X				X
		• Deliver the Tawonga South Public Toilets		X			X
		• Deliver Mountain View Children's Centre Redevelopment		X	X	X	X
		• Deliver the Nimmo Pedestrian Bridge Myrtleford	X				X
		• Establish potential solutions to reestablish the Wandig Walk	X	X			X

PRIORITY	MAJOR INITIATIVE	ACTION	YEAR 1 2025/26	YEAR 2 2026/27	YEAR 3 2027/28	YEAR 4 2028/29	CONTINGENT ON FUNDING
	Implement the Alpine Shire Climate Action Plan 2025-2029.	Imbed scope 3 GHG emissions baselining in capital projects processes, including liaising with suppliers around emissions and waste reduction opportunities.		X			X
		Prioritise energy efficiency, renewable energy generation and storage, water efficiency, recycled and recyclable material, and local procurement in capital works projects.		X	X	X	X
		Introduce a robust framework into our procurement procedure to ensure all future procurement is aligned with our circular economy goals.		X			
		Ensure our stormwater management assets are resilient to a changing climate and incorporate water sensitive urban design infrastructure in high pollutant load locations.			X	X	X
2.2 We plan for future risks like bushfire, flooding, landslip, and erosion, while improving planning certainty and sensitively managing township growth to protect local character, amenity, and identity.	Update the Alpine Planning Scheme to address key risks to future development and improve planning certainty and decision making across Alpine Shire, including implementing the: <ul style="list-style-type: none"> Alpine Shire Land Development Strategy Alpine Shire Rural Directions Strategy Dinner Plain review Flood studies Neighbourhood Character Study 	Implement Amendment C65alpi to the Alpine Planning Scheme.	X	X			X
		Implement the Alpine Shire Land Development Strategy 2024.		X	X		
		Prepare and implement the Alpine Shire Rural Directions Strategy.	X	X	X		X
		Undertake a review of planning controls and environmental risks at Dinner Plain.	X	X			X
		Undertake a review of the application of the Heritage Overlay in Alpine Shire.	X	X	X		X
		Prepare and implement a planning scheme amendment/s to implement the Myrtleford, Porepunkah, and Upper Ovens flood studies in the Alpine Planning Scheme.	X	X			X
2.3 We protect our rural industries and balance other priorities, such as tourism, in our rural areas.		Prepare and implement structure plans to guide the future growth and development of the four major Service Towns.			X	X	X
2.4 We advocate for, and work towards, the long-term delivery of appropriate housing for residents and workers of Alpine Shire.	Prepare the Alpine Shire Key Worker Roadmap.	Prepare and implement the findings of the Key Worker Housing Road Map.	X	X	X	X	X

PRIORITY	MAJOR INITIATIVE	ACTION	YEAR 1 2025/26	YEAR 2 2026/27	YEAR 3 2027/28	YEAR 4 2028/29	CONTINGENT ON FUNDING
2.5 ❤️ We support our communities' mental health and wellbeing.	Advocate for certainty and sustainability in funding for services specifically targeted at supporting the mental wellbeing of our communities.	Develop an advocacy plan and scope an increased program of support dependent on funding secured.	X				
		Deliver a program of activities and initiatives to support mental health across Alpine Shire, aligned to available funding.	X	X	X	X	X
2.6 ❤️ We take action on climate change and its impacts on our communities, biodiversity, and the environment, while supporting circular economy initiatives that help reduce waste and improve recycling.	Work across our organisation and our communities to identify and deliver greenhouse gas reductions and climate change adaptation actions.	Develop Community Climate Action Plans for townships.	X	X	X		X
		Implement Environmentally Sustainable Design provisions in the Alpine Planning Scheme.		X	X		X
		Establish closed loop industry at our transfer stations to deliver accessible circular economy solutions for our communities.				X	
2.7 Our communities will be resilient and well prepared to withstand natural disasters and economic changes.	Improve our communities' preparedness for and recovery from future emergencies and support community resilience partnerships and activities.	Oversee our preparedness for future disasters including recruiting, training, and rostering emergency management personnel, reviewing operational procedures, and establishing an Emergency Communications Plan.	X	X	X	X	X
		Support community-led resilience groups, including delivery of community resilience initiatives.	X	X	X	X	X
	Maintain and review emergency management plans, including our Municipal Emergency Management Plan and Bushfire Place of Last Resort Plan.	Review and adopt Bushfire Place of Last Resort Plan.	X	X			
		Review Municipal Emergency Management Plan (MEMP) and present to Municipal Emergency Management Planning Community and Regional Emergency Management Planning Committee for assurance.		X			
2.8 ❤️ We achieve long-term financial resilience to meet community needs now and into the future.	Identify and execute targeted strategies to enhance our financial sustainability over the long term.	Develop Financial Plan 2025/26 - 2034/35.	X				
		Develop and deliver a Financial Sustainability Strategy.	X	X	X	X	X
		Present recommendations to Council for Capital Works projects (new and upgrade) that are informed by robust analysis of the implications on operational budgets.	X	X	X	X	

PRIORITY	MAJOR INITIATIVE	ACTION	YEAR 1 2025/26	YEAR 2 2026/27	YEAR 3 2027/28	YEAR 4 2028/29	CONTINGENT ON FUNDING
2.9 We support a strong and sustainable economy across Alpine Shire.	Improve our support for businesses to navigate our processes and approvals.	Develop and mature a one-point-of-contact model for businesses to facilitate information provision and advice related to permit application.	X	X			
	Update Economic Development Strategy.	Review the Alpine Shire Economic Development Strategy 2022.				X	
	Deliver Tourism and Events Strategy.	Prepare and implement the Alpine Shire Tourism and Events Strategy.		X	X	X	X
		Develop an Investment Prospectus.		X			
2.10 Risks are systematically identified and managed to support informed decision-making and organisational resilience.	Maintain a strong risk management framework to identify and address potential risks.	Update the risk management framework for endorsement by the Audit and Risk Committee.	X				X
		Develop an internal Audit Plan for endorsement by the Audit and Risk Committee, and ensure audits delivered align with the Plan.	X				X
2.11 Effective governance ensures transparent oversight of our operations.		Develop and implement a structured professional development program for Councillors to support effective governance and leadership.	X	X	X	X	X
		Facilitate the successful delivery of Council elections.				X	
		Support good governance through a strong Councillor induction program.			X	X	

OBJECTIVE 3

Vibrant and Healthy Alpine

PRIORITY	MAJOR INITIATIVE	ACTION	YEAR 1 2025/26	YEAR 2 2026/27	YEAR 3 2027/28	YEAR 4 2028/29	CONTINGENT ON FUNDING
3.1 ❤️ We promote gender equality and support meaningful action aligned with challenging the underlying causes of gender-based violence.		Work with partner agencies to support and deliver initiatives that highlight the importance of gender equality and the prevention of gender-based violence.	X	X	X	X	X
3.2 ❤️ We support healthy lifestyles, including movement and access to healthy food.	Continue to improve the service delivery of our aquatic facilities and gym.	Review the service delivery model of our aquatic facilities and gym.	X	X			X
3.3 ❤️ We support our communities to access our services and facilities regardless of age, ability, sexuality, gender, ethnicity, or background.	Refresh our Access and Inclusion Plan and deliver initiatives to ensure our facilities, events, and services are accessible.	Review and update the Access and Inclusion Plan, and develop an Action Plan outlining key delivery actions and reporting processes.	X				
		Audit our Council-owned community sports infrastructure to determine suitability for women and girls (e.g., baby change facilities, etc.)		X			X
		Deliver outcomes of the Access and Inclusion Plan.		X	X	X	X
3.4 ❤️ We engage with Traditional Owners and First Nations Peoples to deliver meaningful outcomes for Country, community, and reconciliation.		Develop a 2026 - 2030 Action Plan for Reconciliation.		X			
		Deliver outcomes of the Action Plan for Reconciliation.			X	X	
		Build relationship with the Taungurung Land and Waters Council through participation in the Local Government Forum.	X	X	X	X	X
3.5 ❤️ We recognise the importance of high quality facilities, outdoor spaces, and connected footpaths, tracks, and trails to provide access to key services and support the wellbeing of our communities.		Deliver community focused and family-friendly library services and review delivery model to ensure service meets needs of the community.	X	X	X	X	X
		Investigate growing the High Country Library Network to increase buying power and provide greater efficiencies.			X		

PRIORITY	MAJOR INITIATIVE	ACTION	YEAR 1 2025/26	YEAR 2 2026/27	YEAR 3 2027/28	YEAR 4 2028/29	CONTINGENT ON FUNDING
	Scope and deliver an upgrade to the Bright Library.	Scope Bright Library Upgrade		X			X
		Deliver Bright Library Upgrade			X	X	X
	Prepare and deliver the Alpine Shire Recreation Reserve Policy.	Develop the Alpine Shire Recreation Reserve Policy.	X				X
		Deliver the Alpine Shire Recreation Reserve Policy.		X	X	X	
	Prepare and deliver the Alpine Shire Facilities Policy.	Develop the Alpine Shire Facilities Policy.	X				X
		Deliver the Alpine Shire Facilities Policy.		X	X	X	
	Deliver a rolling program of investment into new pedestrian footpaths and trails.	Deliver the following new pedestrian footpaths and trails as part of our Capital Works program:					
		<ul style="list-style-type: none"> Mummy Road footpath Canyon Lane to Cavalli Place trail 	X	X	X	X	X
3.6 ❤️ We support local community groups, programs, events, and initiatives that activate and celebrate Alpine Shire, build stronger, inclusive, more connected, and resilient communities, and enrich the lives of our diverse community members.	Deliver community grants and events funding to support inclusion, connectedness, resilience, and sustainability through local community groups and organisations.	Deliver Community Grants and Event Funding programs, reviewing annually to ensure delivery to stated objectives.	X	X	X	X	X
	Support community connectedness by providing meaningful opportunities to volunteer with our organisation.	Review our volunteer management framework to provide for greater volunteer support and management efficiency.			X		
3.7 ❤️ We support people of all ages and stages to thrive.		Deliver maternal and child health, immunisation, and family support programs.	X	X	X	X	X
		Deliver a program of activities and initiatives to support young people and seniors across Alpine Shire.	X	X	X	X	X
3.8 ❤️ We ensure compliance with regulations to help our community enjoy lifestyles and spaces that are safe and welcoming for all.	Investigate the feasibility of providing a public dump point in Bright to support local residents and visitors.	Review and update previous analysis and recommendations to inform future infrastructure planning.	X	X			
	Deliver a Community Local Law 2029.	Revise and modernise the Community Local Law 2019 through a strategic review informed by community engagement and emerging priorities.			X	X	X

Autumn in Porepunkah



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