A safe, healthy and active community

Our vision
In the year 2040, Maroondah will be a safe, healthy and active community with local opportunities provided for people of all ages and abilities to have high levels of social, emotional and physical wellbeing.

Our commitments
Through the Council Plan 2017/-2021 (Year 1: 2017/18), Council identified 10 priority actions to be delivered during the 2017/18 financial year to work towards a safe, healthy and active community.

Commence construction of the $2.5m Jubilee Sporting Pavilion redevelopment

Construction of the pavilion was delayed and will be undertaken during 2018/19 with the assistance of a $2 million grant from the Victorian Government announced in the 2018/19 Budget. The Victorian Government funding is the result of strong advocacy from Council. The pavilion is home to the Ringwood Cricket Club, Ringwood Football Club and the Ringwood Spiders All Abilities Sports Club and will become home to the Ringwood District Cricket Association and to Cricket Victoria’s new Eastern Metro Zone association. The pavilion redevelopment will include accessibility features, new and improved change and toilet facilities that will be female friendly. A first floor extension with designated office space will also be constructed. The pavilion will complement the $1 million project being undertaken to upgrade the oval.
Develop a Gender Equity Policy/Statement

A new Gender Equity Policy was developed and was adopted by Council’s management team in May 2018. This Policy is aimed at supporting Council in its work to prevent violence against women in our community by demonstrating leadership in relation to gender equity. Gender inequality is one of the main contributors to violence against women. The policy identifies a range of commitments for Council that seek to advance both culture and practice in promoting gender equity through its workforce and service delivery.

Finalise a new Gaming Policy and commence preparation of a planning scheme amendment to incorporate the policy into the Maroondah Planning scheme

Following extensive consultation a draft Maroondah Gambling Policy was developed authorised for placement of public exhibition by Council in June 2018. Following exhibition it is anticipated that the Policy will be presented for adoption by Council early in 2018/19. The new Gambling Policy seeks to advance and strengthen Council policy statements and planning controls in relation to electronic gaming machines in Maroondah. Following its adoption Council will commence preparing documentation for a future planning scheme amendment to implement the Policy into the Maroondah Planning Scheme.

Complete the design works, undertake operational readiness planning and construct the $16.5m HE Parker Multi Sports Complex

The design works and associated operational readiness planning for this major redevelopment of the HE Parker sporting complex were completed in 2017/18. With Council being successful in receiving funding grants from both the Australian ($10.5 million) and the Victorian ($3.0 million) governments for the sports complex the project is moving from the design phase to the construction phase with works planned to be completed in 2019. At a total cost of $16.5 million the complex sees a complete rebuild of the courts and facilities to cater for a variety of sports including netball, volleyball, badminton and table tennis with associated training facilities. There will be four new indoor netball courts, a kiosk, new male and female toilets, a Changing Places toilet facility, change facilities, officials and first aid rooms, sport association offices and three multipurpose rooms constructed. Car parking will also be improved including new accessible parking spaces.

Did you know?

Council Environmental Health Officers inspected 900 registered premises in 2017/18
Undertake works to implement CCTV in Croydon Town Centre, including detailed design and documentation, along with the supply and installation of cameras

Council received funding of $435,000 from the Australian Government to upgrade and extend the existing CCTV network within the Croydon Town Centre precinct. The funding was provided through the Safer Streets Program and enabled the upgrading of 14 existing CCTV cameras as well as upgrades to the wi-fi communication system. Seven new CCTV cameras were also installed at designated priority areas. Two CCTV cameras located within the site of the new Croydon Town Square are in temporary locations providing surveillance of the space until the Town Square construction is completed.

Prepare and commence implementation of a new Maroondah Health and Wellbeing Plan 2017-2021

The Maroondah Health and Wellbeing Plan 2017-2021 was adopted by Council in October 2017. The development of the Plan included extensive stakeholder consultation and compilation of health and wellbeing data. The implementation plan contains a variety of actions to achieve improvements in the wellbeing of the community. Some actions included researching food security within Maroondah in partnership with the Maroondah Emergency Relief Network. Other activity has involved working with the Migrant Information Centre to identify and support the needs of our Culturally and Linguistic Diverse community. The membership of the Maroondah Partners in Community Wellbeing Committee has also been strengthening. In addition, Council has developed health and wellbeing-related policies on gender equity, affordable housing and gambling in the past 12 months.

Commence construction of the $3.0m HE Parker Sporting Pavilion redevelopment

The design for the upgrade of the sporting pavilion at HE Parker, home to football and cricket, commenced in 2017/18. This $3 million project will see the pavilion gain new unisex change rooms; the addition of female bathroom facilities; new umpire, first aid and trainers rooms; a new multi-purpose room and meeting room; a new spectator viewing area and new public toilets. The works will also see improved accessibility to and within the facility, as well as accessible bathroom and change facilities. The upgrade will allow clubs to accommodate the growing number of junior players, both male and female, as well as the growing number of senior female players. Council is funding the project with $2.5 million from the Capital Works program, and $500,000 funding from the Federal Government’s Community Development Grants program.
Participate in the South East Melbourne Council’s Alliance (SEMCA) Alcohol Density Project to strengthen decision making capabilities of Councils regarding packaged liquor outlets

In December 2017 Council elected to seek authorisation from the Minister for Planning for a Group Council Planning Scheme Amendment. The eight participating Councils comprise Cardinia, Casey, Frankston, Greater Dandenong, Kingston, Knox, Maroondah and Mornington Peninsula. Once enacted the amendment will enable these Councils to take social and health impacts into consideration when assessing planning applications for packaged liquor licenses. In May 2018 the group was successful in gaining authorisation from the Minister for Planning to proceed with the Group Councils Amendment to their respective Planning Schemes. The amendment process will be undertaken in 2018/19.

Commence construction of the $2.7m Silcock Sporting Pavilion redevelopment

The project to construct the new pavilion has been delayed due to the complexity of incorporating the variety of user groups requirements into the design. The design for the pavilion redevelopment is now being finalised based on the feedback from the user groups and will see the construction of an accessible facility with multi-purpose rooms and social spaces, female-friendly change rooms, accessible amenities, club administration spaces and spectator viewing areas.

Commence sportsfield reconstruction works at Jubilee Park in Ringwood

This major upgrade of the Russell Lucas oval included new sub-surface drainage, irrigation, oval fencing and improvements to the ground contours. Also included were new turf centre wickets as well as new turf and synthetic practice wickets. The playing surface has been planted with drought tolerant Santa Anna couch grass. During the works Ringwood Cricket Club, Ringwood Football Club and Ringwood Spiders were relocated to other grounds in the region.

Did you know?

Over 970,000 visits were recorded at Aquanation during 2017/18
A safe, healthy and active community

Our strategic indicator results

<table>
<thead>
<tr>
<th>Indicator/Measure</th>
<th>Actual 2017/18</th>
<th>Target 2017/18</th>
<th>Actual 2016/17</th>
<th>Actual 2015/16</th>
<th>Actual 2014/15</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall Maternal and Child Health service client participation in key ages and stages visits (Local Government Performance Reporting Framework - LGPRF) - Participation in first home visit)</td>
<td>101.2%</td>
<td>100%</td>
<td>102.8%</td>
<td>99.4%</td>
<td>96.9%</td>
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<tr>
<td>Attendance at Council aquatic and leisure facilities as a proportion of the residential population (LGPRF - Number of visits per head of population)</td>
<td>8.75</td>
<td>8.33</td>
<td>7.39</td>
<td>7.19</td>
<td>5.75</td>
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<tr>
<td>Community satisfaction with recreation facilities (Local Government Community Satisfaction Survey - CSS)</td>
<td>80</td>
<td>77</td>
<td>77</td>
<td>78</td>
<td>74</td>
</tr>
</tbody>
</table>

Maroondah is home to 48 sporting ovals
Our achievements

In addition to the Council Plan priority actions, Council has also undertaken a wide range of other activities in working towards a safe, healthy and active community. Some highlights from the year are detailed below.

Working towards a safe community

Promoting an end to all forms of violence
The Maroondah community made an incredible contribution of more than 30,000 stars to the One Million Stars to End Violence nationwide community art project. The stars made in Maroondah were included in a Weave100 community exhibition as part of the 2018 Commonwealth Games held in April on the Gold Coast. The woven stars are symbols of light and reminders of the importance of having the courage to end all forms of violence, including violence against women and children, elder abuse, homophobia and racism. Stars were provided by more than 45 different groups including kindergartens, schools, churches, businesses, service clubs and aged care facilities.

Funding extended for MABELS program
The pioneering work of our enhanced Maternal and Child Health service for the MABELS (Mothers And Babies Engaging and Living Safely) program has been recognised by the State Government and resulted in a two year extension of the funding for the program.

Support to assist with hoarding behaviour
In April 2018, the Maroondah Hoarding and Squalor Network (MHSN) launched a new website. The website is tailored to engage a variety of audiences including those experiencing the condition; those concerned about a family member, friend or neighbour; and also health professionals. The MHSN network and website provides a model for other councils and community groups to create their own local support networks.

16 days of activism against gender violence
Council worked in partnership with Women’s Health East to deliver the 16 days of activism campaign to promote awareness that gender equality is critical for the prevention of violence against women. In communities where men and women are equally valued instances of family violence is lower. Awareness was raised through a targeted social media campaign and the use of billboards in prominent locations throughout the community. The 16 days of activism campaign runs nationally from White Ribbon Day to the UN Human Rights Day (25 November to 10 December).

Next stages of CCTV safety projects delivered
CCTV cameras contribute to maintaining safety in the community. In April 2018 an additional five cameras where installed in the Ringwood Metropolitan Activity Centre public spaces. In Ringwood East Council also worked closely with the Ringwood East Traders, Victoria Police, VicTrack and Metro Trains Melbourne to provide an improved and integrated safety solution that included seven CCTV cameras installed in August 2017. These projects were additional to the cameras upgraded and installed in the Croydon Town Centre.

Occupational therapy demand grows
Occupational therapy is part of the overall aged and disabilities service for our community. The team improves safety in the home and aims to maximise independence by providing safety assessments, trialling equipment and recommending ways to complete daily tasks safely. In 2017/18 the team experienced a 50% increase in referrals and responded to all these new client needs. In addition, the team supported the Dementia Carers Support Group with information, providing guest speakers and arranging outings.

Did you know?
The Maternal & Child Health Service welcomed 1,419 new babies into their programs in 2017/18
Our achievements

Working towards a healthy community

Aquanation strives to become a Platinum Pool
At Aquanation the team already has many practices in place to ensure the safety of users and they have decided to have this confirmed. The process has begun to become a certified Platinum Pool. This certification is awarded by Life Saving Victoria who assess and guides aquatic facilities to achieve the highest possible standards in aquatic safety and risk management. The accreditation is recognised as a sign of excellence within the Industry. The program requires facilities to adhere to a strict ‘Code of Practice’ with the completion of an initial combination of assessment processes over 12 months followed by annual recertification.

Council partners for positive education program
Council was instrumental in developing a strong partnership with our local schools that has resulted in the Victorian Government allocating $5.5 million to a new facility at Heathmont Secondary College. In addition $890,000 has been allocated over two years to support a positive education program across public schools within Maroondah. The partnership builds on the Communities of Wellbeing work and is designed to support the use of positive psychology in over 20 of our schools. Through positive education, students are taught valuable life skills and provided with increased capacity to learn effectively to provide a strong foundation to build a successful life. This is a first for local government in Australia and is an outstanding example of Council working to support the community to embrace action and support delivery of the Maroondah 2040 community vision.

Upgrade standard for Immunisation
During 2017/18 Council completed the successful transition to the new quality management standard ISO9001:2015 from ISO9001:2008 for its immunisation service. The community health service was then audited against the standard by an independent auditor. The auditor found the Quality Management System was ‘cutting-edge’ and that the team showed high levels of professionalism and care. Maroondah is the first metropolitan council to achieve this certification for this service.

New Maroondah Health and Wellbeing Plan adopted
Council formally adopted the updated Maroondah Health and Wellbeing Plan 2017-2021 in October 2017. The Plan is reviewed every four years in partnership with key stakeholders. An extensive consultation process was undertaken together with an analysis of relevant data about Maroondah. Included in the plan are a series of actions designed to improve the health and wellbeing of the Maroondah community. Work has commenced on implementing these actions.

Tarralla Creek trail pram walk
In February 2018 a new initiative to encourage parents and carers to get active was begun when Council arranged several pram walks along the Tarralla Creek Trail. Participants enjoyed a friendly chat with other parents and carers, as well as with the attending Maternal and Child Health nurses.

Vacation care activities
Council’s vacation care programs continue to be conducted during the school holidays with a focus on children aged 5 to 12. Activities encourage children to socialise, have fun, be active and learn. This is achieved by a mix of safe and inclusive activities and excursions to places like Funfields, the beach, zoos and trampoline centres.

Aged & Disability team audited
Council was successfully audited on all of the services it delivers under the Commonwealth Support Program. This program has replaced the State Home and Community Care (HACC) Program. Services audited included occupational therapy, meals on wheels and the Kerrabee Social Support Programs. Also audited were all in home services including domestic assistance, personal care, respite care and the home maintenance provided through Calvary Silver Circle. This was the first Commonwealth Audit of all aspects of the services and included observing the team delivering services and interviews with staff and clients.
Did you know?
Health Club members cycled nearly 39,000 kilometres in 2017/18

Council’s draft policy on Gambling released
In June 2018 Council released the draft gambling policy for public exhibition as the culmination of this project. Work began on the policy in 2016/17 with Council seeking to understand the views of key stakeholders, local venues and the broader Maroondah community on gambling patterns and attitudes to gambling. Council is not the responsible authority for gaming machines in Victoria however Council can make submissions on behalf of the community to the Victorian Commission for Gambling and Liquor Regulation when existing gaming venues seek to increase the number of machines or when a new venue seeks to include gaming machines. The policy will be formally adopted in 2018/19 and guide Council’s submissions in the future.

Successful pilot of program to support infants who have experienced trauma
Council piloted a program where an infant mental health specialist works alongside a maternal and child health nurse to plan and implement services for children who have been exposed to childhood trauma as a result of family violence. The success of the pilot has resulted in the program now being offered in other local governments in the region. The program has also resulted in education programs to improve the capacity of professionals to work with children exposed to trauma.

Participants at the Kerrabee Social Support Program
Our achievements

Working towards an active community

Let’s get walking
In October 2017 Council introduced a series of low impact Walk Maroondah initiatives to further foster an active and healthy Maroondah. These initiatives included the ‘Come Walk with Us’ program that was a casual group that walked every Thursday evening during October at the Croydon Athletics track. Specifically designed for children were the Maroondah Junior Ranger walks that highlighted points of interest, flora and historical information around walking paths located at Ringwood Lake, Yarrunga Reserve, Warrien Reserve and Wombolano Reserve.

Event promotes family participation during Active April
The annual Tri Maroondah event was held in April 2018 at Town Park and Aquahub in Croydon. Tri Maroondah provided the community with an opportunity to be active with family and friends. The individual event involved a 150-metre swim and 4.8 kilometre bike ride and a 1.6 kilometre run or walk. The family event involved a 100 metre swim, 2.4 kilometre bike ride and a 1.2 kilometre walk or run.

Eastfield Park Enhancement Plan
Work commenced on the development of a concept enhancement plan for Eastfield Park. In May 2018 Council commenced a formal first-stage community consultation process for the concept enhancement plan, and received significant feedback, which is currently being reviewed.

Run Maroondah
In September 2017 Run Maroondah was held at HE Parker Reserve with over 500 people participating. This run caters for people of all ages and has different course lengths including 15 and 10 kilometre runs, a five kilometre run/walk and for children the 1.2 kilometre kids dash.

Aquahub revamped
In 2017/18 Aquahub’s Health and Fitness Club was transformed with more space, new equipment, and additional training options. Included in the work was a new gym floor and three dedicated training zones that provide full-body workouts. Zone 1 features cardio equipment, pin-loaded machines and free weights. Zone 2 features a range of state-of-the-art Technogym Selection Pro pin-loaded machines, additional cardio pieces and treadmills. Zone 3 features a three training matrix with platforms, plate-loaded machines and a larger range of dumbbells, kettlebells and more. The FITT studio has also had a facelift with the addition of a two cell matrix, a sled track and dedicated equipment storage.

Inaugural Night run
In April 2018 the first Maroondah Night Run was held at Ringwood Golf course. This family friendly event proved extremely popular with more than 450 people taking part. The five kilometre run or walk was held after sunset with the course illuminated by glowsticks.
Did you know?
11,714 vaccinations were delivered by Council’s fully accredited immunisation service during 2017

New walking routes
Council has created new walking routes using existing footpaths and routes. The new trails have signage and bollards installed to identify them. All the paths are either concrete or gravel and are accessible for wheelchairs, prams, bikes and scooters. There are 12 new routes including the 4.2km Yarra walking route starting at Hochkins Ridge Flora Reserve, Croydon North; the 3.9km Candlebark Walk that connects Candlebark Reserve, Narr Maen Reserve and Yarrunga Reserve in Croydon Hills; the 3.8km Mullum walking route that connects Norwood Secondary College, North Ringwood Reserve, Mullum Mullum Reserve and the Mullum Mullum Creek Trail and the 2.8km The Range walking route in Croydon.

More people learning to swim
There is already a strong aquatic education program at Maroondah’s leisure facilities, however in 2017/18 this became even stronger with 2,100 people enrolled in the learn to swim lessons, a 20% increase on 2016/17. That’s more members of our community able to enjoy water recreation safely and with confidence.
A safe, healthy and active community

Looking ahead...

Council will continue working towards a safe, healthy and active community during 2018/19 by:

Design and construct the $2.5m Jubilee Sporting Pavilion redevelopment
As a result of successful advocacy to the Victorian Government for funding the redevelopment of the pavilion at Jubilee Park will proceed in 2018/19. The pavilion is home to the Ringwood Cricket Club, Ringwood Football Club and the Ringwood Spiders All Abilities Sports Club and will become home to the Ringwood District Cricket Association as well as to Cricket Victoria's new Eastern Metro Zone association. The pavilion redevelopment will include improved accessibility access including a new entrance and connections to and from the existing ground floor and grandstand areas. Also included in the work are new and improved change and toilet facilities that are female friendly and a first floor extension with designated office space.

Finalise a new Gambling Policy and commence Preparation of a planning scheme amendment to incorporate the policy into the Maroondah Planning scheme
Council will formally adopt the new Gambling Policy developed and exhibited to the public in late 2017/18. The policy will define Council’s role and responsibilities in managing gambling in the municipality and its commitment to supporting a ‘harm minimisation’ approach. Once adopted, work will then commence to incorporate the Policy into the Maroondah Planning Scheme to help positively impact the issue of gambling in the community.

Amend planning controls relating to alcohol density through participation in the South East Melbourne Council’s Alliance (SEMCA) Alcohol Density Project
Council is a partner in the South East Melbourne Councils Alcohol Density Project. This project has provided strong evidence of a correlation between the size and number of liquor outlets and an increased rate of alcohol related harm in communities. Following approval from the Planning Minister in late 2017/18 work will continue on developing a planning scheme amendment for the member Councils to enable the social impact of a liquor licence to be taken into consideration for a Planning Scheme amendment.

Complete the design works, undertake operational readiness planning and construct the $16.5m HE Parker Multi Sports Complex
Council has been successful in receiving funding grants from both the Australian ($10.5 million) and Victorian Governments ($3 million) to upgrade the current netball facilities within the HE Parker sports precinct. The design and placement of the $16.5 million complex uses the existing footprint of the netball courts to achieve the maximum retention and protection of existing native trees. The existing netball pavilion and 10 courts have been demolished and a new indoor four court, multi-sports complex is being built to enable training and competition for netball, volleyball, badminton and table tennis. Four new outdoor netball courts will have spectator viewing areas and good connectivity to the facilities within the new complex. There will be four new indoor netball courts, a kiosk, new male and female toilets, a Changing Places toilet facility, change facilities, officials and first aid rooms, sport association offices and three multi-purposerooms. Grandstand seating will accommodate 310 people and will be supplemented with courtside seating for an additional 360 people within the venue. Car parking will also be improved with new accessible parking spaces.
Undertake works to implement CCTV in Croydon Town Centre, including detailed design and documentation, along with the supply and installation of cameras

Council will finalise the upgrade of CCTV cameras in Croydon Town Centre with the last two cameras installed in permanent positions following the completion the redevelopment of the new Croydon Town Square. The project involves the upgrade of 14 existing cameras and installation of seven new cameras in central Croydon. The new and upgraded cameras aim to protect our community, deter unsocial behaviour criminals and provide vital information to police. The project has been funded through a $435,000 Australian Government grant under the Safer Streets Programme.

Implement a new Maroondah Health and Wellbeing Plan 2017-2021

Council will continue implementing the action plan that was adopted in 2017/18. Activities to be undertaken include continued participation in the South East Melbourne Councils Alcohol Density project, working with local agencies on suicide prevention, continuing to work with Council owned and operated facilities to enhance the range of healthy food options offered and collaborating with the Maroondah Community House Network to provide lifelong learning opportunities. Other activities include the collaborative implementation of the first Maroondah Reconciliation Action Plan, implementation of the Gambling Policy and the new Affordable and Social Housing Policy. Work will also continue with Maroondah’s partners in the Together for Equality and Respect project helping to prevent violence against women.

Commence construction of the $2.7m Silcock Sporting Pavilion redevelopment in Croydon

Design work for this facility is underway and is focused on establishing a new multipurpose facility that includes multipurpose spaces, change rooms that are appropriate sized and flexible, and enhanced amenities, storage areas, office space, and kitchen/bar areas. The reserve is home to the Croydon Ranges Soccer Club, the Croydon Ranges Cricket Club and the Croydon & District Obedience Dog Club

Design and constructing the $3m HE Parker Sporting Pavilion redevelopment

This $3 million project will see the pavilion gain new unisex change rooms; the addition of female bathroom facilities; new umpire, first aid and trainers rooms; a new multi-purpose room and meeting room; a new spectator viewing area and new public toilets. The works will also see improved accessibility to and within the facility, as well as accessible bathroom and change facilities. The upgrade will allow clubs to accommodate the growing number of junior players, both male and female, as well as the growing number of senior female players. Council is funding the project with $2.5 million from the Capital Works program, and $500,000 funding from the Federal Government’s Community Development Grants program.

Did you know?

94 school crossing supervisors help children and families safely get to and from school at 76 school crossings across Maroondah
A safe, healthy and active community

Looking ahead...

Council will continue working towards a safe, healthy and active community during 2018/19 by:

**Undertake sportsfield reconstruction works at Quambee Reserve No.1 Oval in Ringwood North**

Quambee Reserve is a large sporting precinct located in Ringwood North. It includes three ovals, a tennis club, pony club (including a horse jumping area) and walking trail around the reserve. The reserve also has a playground that is suitable for older children, featuring a large structure with ladders up to a big orange tunnel slide, a flying fox and a nest swing. In Council’s capital budget money was allocated to undertake sportsfield reconstruction work to commence in 2018/19. The reserve is home to the North Ringwood Football Club, Parkwood Tennis Club, Ringwood Horse & Pony Club and the Warranwood Cricket Club.

**Design and construct the Springfield Sporting Pavilion redevelopment**

Springfield Reserve is located on Mt Dandenong Road, Croydon and is home to the Croydon Rangers Gridiron Club, the Croydon Arrows Soccer Club, the Eastern Football League Umpires Association, and a component of Council’s vacation care program. This project will see a new multipurpose pavilion designed in 2018/19 with construction occurring in future years. The new pavilion will incorporate universal design principles and female friendly facilities for all users, including the female team members of the Croydon Rangers Gridiron Club.

![A redevelopment of Springfield Reserve is planned for 2018/19](image)
Did you know?

Maroondah’s leisure facilities had just under 60,000 visits to Learn to Swim programs.
A safe, healthy and active community

Our core services

Council delivers a wide range of services aimed at promoting a safe, healthy and active community. These services include:

Aquahub / Croydon Memorial Pool (Leisure)
Aquahub provides a variety of programs and services to those in the community looking to improve or maintain their health and wellbeing. The facility provides a large gym, a comprehensive group fitness program, aquatic facilities for both general usage (lap swimming, recreation use, individual rehab) and specialised programs (aqua aerobics, rehab classes, special needs programs), and a quality aquatic education program for all ages and abilities. Croydon Memorial Pool has served the community since 1962. The seasonal outdoor pools provide for general usage (lap swimming, recreation use) and specialised programs (aquatic education, aqua aerobics, school carnivals). The facility also provides a summer venue for youth events and a family friendly destination over the summer months.

Aquanation (Leisure)
Aquanation features a 66.5 metre 10 lane pool with comprehensive diving facilities. The facility also offers a warm water pool, a dedicated learn to swim pool, large toddler and children’s leisure play pool, two large waterslides, dedicated dry dive training facilities, a large gym with three separate group fitness rooms, child care facilities and a café.

Community Health (Health, Local Laws and Emergency Management)
This team plays an instrumental role protecting and promoting the health and wellbeing of the community through education and prevention strategies. The function also initiates regulatory intervention where there is a risk to the health, wellbeing and/or safety of our community. A broad range of proactive and reactive activities are undertaken that include the registration and assessment of food and health businesses; statutory food and water sampling; communicable disease investigations; preventative health services; direct immunisation services and general health promotion activities.

Emergency Management (Health, Local Laws and Emergency Management)
These activities support the prevention, response, and recovery from disasters within the Maroondah municipality and the surrounding Eastern region are a key focus of the Emergency management team.

Leisure Marketing (Leisure)
Maroondah Leisure’s marketing team partners with and supports the Maroondah Leisure facility teams to develop and deliver marketing and communications to the consumer market and customers.

Maroondah Golf and Sportsfields (Leisure)
Maroondah Golf offers two 18 hole public courses to the community. Ringwood Golf is on Canterbury Road and is often referred to as one of Melbourne’s leading public access courses. The course offers golf lessons, practice facilities, a fully stocked golf shop and a café. Dorset Golf is located in Trawalla Road, Croydon and offers a fully stocked golf shop, golf lessons and practice facilities. Maroondah Golf also provides maintenance of Council’s parks and gardens, sportsfields and playgrounds. This includes grass mowing and maintenance of landscaped areas within the municipality.
Maternal & Child Health (Community Services)
The Maternal and Child Health service is a state-wide universal service for families with children from birth to school age. The service is delivered from seven Maternal and Child Health centres across the municipality and is provided in partnership with the Department of Education and Training (DET). Council also provides an enhanced service focusing on children, mothers and families at risk of poor health and community wellbeing outcomes. Support is provided in the home, the maternal and child health centre and other locations within the community. The Universal Maternal and Child Health Service supports families and their children in the areas of parenting, development, and assessment, promotion of health and development, wellbeing and safety, social supports, referrals and links with communities. It includes key ages and stages consultations and a flexible service component. Enhanced MCH service focuses on children, mothers and families at risk of poor health and wellbeing outcomes, in particular where multiple risk factors for poor health outcomes are present. The team also deliver parent education programs, drop in sessions and a lactation service. Supported playgroups are also conducted for families experiencing disadvantage.

Sports and Recreation (Leisure)
This function supports and provides a range of leisure opportunities for the Maroondah community. The Team supports and encourages increased community involvement in physical activity by coordinating the delivery of programs, activities and events such as the annual Maroondah Festival. The Team also seeks to maximise opportunities for community based physical activity by increasing skills and resources. This is achieved through advocacy and lobbying peak sports bodies and other levels of government for increased funding of programs and facilities; providing information and skill development to local clubs and groups; facilitating local networks to establish partnerships; and monitoring industry trends and participation patterns to ensure local service planning remains relevant to community needs. Sports and Recreation is also responsible for the overall occupancy of Council’s sporting facilities and pavilions including seasonal allocations, leases, licences and casual use.

The Rings (Leisure)
The Rings is a four court indoor stadium in Ringwood. The venue offers a range of both junior and adult competitions and programs, mainly catering for basketball and netball. The Rings conducts school holiday activities including multisport programs and skills coaching.

Did you know?
More than 57,000 people attended the theatre at Karralyka
A prosperous and learning community

Our vision

In the year 2040, Maroondah will be a thriving centre of economic activity and opportunity within the eastern region where the sustainability and growth of local businesses is supported. All community members, groups, education providers and local businesses have access to a wide range of quality learning resources and facilities.

Our commitments

Through the Council Plan 2017-2021 (Year 1: 2017/18), Council identified five priority actions to be delivered during the 2017/18 financial year to work towards a prosperous and learning community.

Undertake pedestrian and vehicle access improvement works at Heathmont Shopping Precinct - Canterbury Road, Heathmont

Traffic signal and carpark access improvement works commenced as planned in February 2018 however a two month delay was experienced in completing the critical high voltage power pole relocation works. Council continued its construction work where possible with the pedestrian operated traffic signals being relocated in May 2018. The remaining carpark access improvement works are now due for completion in September 2018.
Commence Regional Service Partnerships at Realm

Realm is a major community hub in Ringwood and is home to a library, public art space and Council’s BizHub. Realm also offers an interface to Council’s operations via a physical Customer Service Centre. With its proximity to Ringwood and Eastland it presents an opportunity to provide the community with greater access to regional information. Council is working with the Eastern Regional Group of Councils to identify opportunities to expand the service offering at Realm.

Work in partnership to finalise development of the Ringwood Metropolitan Activity Centre Masterplan

Metropolitan Activity Centres (MACs) are important elements of the Victorian Government’s long-term plan to encourage and manage the sustainable growth of Melbourne’s suburbs. Ringwood is an important strategic location because it is located at the junction of EastLink and the Eastern Freeway with excellent connections to the metropolitan arterial road network. It is also at the junction of the Lilydale and Belgrave rail lines and 10 bus routes as well as being a key gateway between the CBD and Yarra Valley. In planning terms it serves as a large catchment area supporting a range of land uses and activities. The previous masterplan for the overall development of the Ringwood MAC was developed in 2004. A major review of this plan is now being undertaken that recognises the development to date and plans for the next 10 to 15 years. Work is well progressed and has involved key stakeholder engagement together with development of a series of background studies. The work to date informs the development of the revised masterplan with the draft plan due to be considered by Council in late 2018.
Work in partnership to implement the Bayswater / Bayswater North Industrial Precinct Strategy

The location of the Bayswater/ Bayswater North Industrial precinct has led to a partnership between Maroondah, Knox and Yarra Ranges Councils. The project has been identified as suitable for inclusion in the UN Global Compact City Partnerships model. This model will enable Maroondah and its partners to utilise a proven global framework for capacity building in the precinct. The framework is being developed in conjunction with RMIT. It brings opportunities to advocate for capital investment within the precinct to stimulate investment, business growth and employment ensuring the longer term sustainability of the area. A plan will be developed that identifies linkages and gaps between existing strategies for the precinct and the model framework, resulting in the development of an overall implementation plan.

Work in partnership to facilitate appropriate development within the Ringwood Metropolitan Activity Centre and Croydon Activity Centre

Council continues to advocate for and facilitate private sector investment in the Ringwood Metropolitan Activity Centre and Croydon Activity Centre. This occurs at all phases of the development from Masterplan stage to actual construction and land use. The Croydon Town Square redevelopment currently under construction with completion expected in 2018/19 is one example of Council improving the commercial precinct of Croydon to add additional vitality to that area. The review and update of the Ringwood MAC Masterplan, that was adopted in 2004, is another example of looking to the future to strengthen Maroondah’s liveability.

Our strategic indicator results

<table>
<thead>
<tr>
<th>Indicator/Measure</th>
<th>Actual 2017/18</th>
<th>Target 2017/18</th>
<th>Actual 2016/17</th>
<th>Actual 2015/16</th>
<th>Actual 2014/15</th>
</tr>
</thead>
<tbody>
<tr>
<td>Library membership as a proportion of the residential population (LGPRF)</td>
<td>16.18%</td>
<td>15%</td>
<td>14.9%</td>
<td>24.2%</td>
<td>17.0%</td>
</tr>
<tr>
<td>Participant satisfaction with business support workshops (SDP - Level of positive improvement in business skills)</td>
<td>97%</td>
<td>96%</td>
<td>96.5%</td>
<td>96%</td>
<td>97%</td>
</tr>
<tr>
<td>Increase in new business skills and networking achieved through Bizweek activities (B&amp;D SDP - % of participants who learned new skills at Bizweek)</td>
<td>97%</td>
<td>96%</td>
<td>96%</td>
<td>93%</td>
<td>93.6%</td>
</tr>
</tbody>
</table>
Did you know?
The estimated gross regional product in Maroondah has increased over 13% to $5.83 billion

Our achievements

In addition to the Council Plan priority actions, Council has also undertaken a wide range of other activities in working towards a prosperous and learning community. Some of the highlights from the year are detailed below.

Working towards a prosperous community

Council hosts Maroondah BizWeek
The BizWeek program, held in May 2018, featured a major calendar of events. Events were mostly located at Realm and designed to provide opportunities for businesses to gain skills and to connect with others through networking opportunities. Over 480 people attended the events, and took part in over 430 hours of workshops. Just over half the attendees were attending for the first time. The success of BizWeek is best measured by those who attended with 80% saying they made valuable connections with other Maroondah businesses and 97% reporting that it will help them grow their businesses.

Work Inspiration program
Council once again conducted its Work Inspiration program offering the opportunity for a group of Year 10 students to spend three days at Council. During the three days students can speak with a variety of professional staff about future career paths and also undertake two days of practical work experience. Students who take part find that talking first hand with a variety of people helps to inform their future career paths.

Women on the Go events showcase local businesses
As part of International Women’s Day in March 2018 Council hosted its annual Women on the Go event at Eastland. The event was an opportunity for 40 local women to showcase their businesses and provides an opportunity for the businesses to network and build important contacts.

Heathwood Shopping Centre future
Council is working to develop a concept plan for the Heathwood Shopping Centre, on Wantirna Road, Ringwood. This concept plan will guide future improvement to the centre. The project began in 2017/18 and will continue into 2018/19 with broader engagement and consultation with local businesses and property owners.

BizHub improves its offering
Council continues to look at ways of improving the BizHub experience for small business users. Improvements introduced in 2017/18 included BizHub Coworking Members having automated payment options, including print-copying services. Members are now also able to access the coworking space on weekends. A Premium Coworking Membership has been introduced providing permanent desks within the coworking space and other benefits.
A prosperous and learning community

Our achievements

Working towards a learning community

Libraries report increased use
Maroondah’s libraries are operated by the Eastern Regional Library Corporation in a partnership with Knox and Yarra Ranges Councils. Over the past two years library visits at Realm have increased by over 300 percent to 485,000 visits per annum whilst those at Croydon have remained constant at around 300,000. This averages over 15,000 visits a week. Both libraries have strong use, not just in loans but also in the use of computers and general spaces.

Maroondah graduates more drivers from its L2P program
The L2P program continued into its second year with 697 hours of practice provided by the volunteer mentor drivers. The program matches learner drivers with a fully licensed volunteer mentor to help learner drivers gain the required 120 hours of driving experience to be eligible for a probationary driver’s licence. The program is particularly valuable for those learner drivers who do not have easy access to either a car or supervisors with a full license. Volunteer mentor drivers are provided with comprehensive training and support throughout the program. The program is run with support from the Rotary Club of Ringwood and the Victorian Government.

The L2P program has seen many young learner drivers earn their P-plates
Did you know?

Eastland celebrated its 50th birthday in late 2017

Maroondah Plus 10 schools project
Council coordinates the Maroondah Plus 10 Schools Project that is a partnership between Council, Maroondah’s primary and secondary Schools, University of Melbourne, and the Institute of Positive Education. There are now 22 schools actively participating. All these schools have undertaken a Positive Education Needs Analysis and are also training in positive education. Positive education aims to teach students and teachers to be more resilient by focusing on people’s strengths which assist in protecting from depression. A new Maroondah Positive Education Network has also been established to provide ongoing support. A further $890,000 funding was announced by the Minister for Education to support the initiative alongside $5.5 million to build a centre for wellbeing at Heathmont College.

Professional learning program delivered for child educators
Council continued to deliver the annual Children’s Services professional learning program during 2017/18. This program aims to help child educators in Maroondah keep pace with best practice in key areas of social, health and behaviour management. Some of the sessions were aimed at educators who work in early childhood services, while others were for educators working with primary school aged children. Topics included autism, behaviour management, indigenous culture and play-based learning.

SWAT recognised
Year 10 students across Maroondah have the opportunity to participate in a leadership program conducted by Council. The SWAT program (Student Wellbeing Action Teams) is designed to upskill and empower young people to create meaningful change in their communities. In 2018 the program was shortlisted as a finalist in the Local Government Professionals Awards for Excellence.

The SWAT program saw Year 10 students from school across Maroondah improve their leadership skills
A prosperous and learning community

Looking ahead...

Council will continue working towards a prosperous and learning community during 2018/19 by:

**Develop regional service partnership at Realm**
Council will continue to work with the Eastern Regional Group of Councils to increase the utilisation for regional services at Realm. The Group will work to develop specific projects over the coming year. Opportunities are also being explored at a state level to continue to expand the services available for the community.

**Complete the update of the Ringwood Metropolitan Activity Centre Masterplan**
Council will continue to work with the Victorian Planning Authority in developing the *Ringwood Metropolitan Activity Centre Masterplan*. Council plans to complete the updated Masterplan and commence preparation of an accompanying planning scheme amendment. The amendment will formally implement the objectives of the Masterplan and reference it within the Maroondah Planning Scheme. Subject to Victorian Government reforms it is anticipated that either an Infrastructure Contributions Plan or Developer Contributions Plan will be undertaken in parallel with the planning scheme amendment.

**Work in partnership to implement the Bayswater / Bayswater North Industrial Precinct strategy to assist local businesses and promote investment attraction**
This major project has been identified as suitable for inclusion in the UN Global Compact City Partnerships model. Council has committed to continuing to work in partnership with the Victorian Government, the Melbourne Regional Development Australia Committee, Knox City Council and Yarra Ranges Council to implement the Bayswater Business Partnership. The Partnership supports improved business growth, sustainable employment, advocacy and improved infrastructure for the 4500 businesses in Bayswater and Bayswater North.

**Develop, promote and expand the BizHub Coworking Space**
The BizHub Coworking Space is located within Realm. Realm is a library service and Arts Space. The Coworking Space provides a flexible working space for local businesses on a permanent or ad hoc basis. In 2018/19 Council’s business support team will continue to promote the value of coworking including the many opportunities to collaborate and network.

*The Coworking space at Realm*
Plan and implement carparking improvements in the Ringwood Metropolitan Activity Centre and the Croydon Activity Centre

Council is developing a Maroondah Parking Framework and Action plan. The framework and associated action plan will result in a strategic approach to parking provision and management. The framework will complement the work being undertaken in reviewing the plans for Ringwood and Croydon Activity Centres. It is anticipated that following community consultation in late 2018 the framework will be presented to Council.

Work in partnership to facilitate appropriate development within the Ringwood Metropolitan Activity Centre and the Croydon Activity Centre

Council will continue to work in partnership with key stakeholders to develop an engaging, community focused program to position and promote Ringwood MAC, and the redeveloping Croydon Activity Centre as Melbourne’s newest urban destinations. Council plans to continue communicating with residents and stakeholders ensuring they are provided with relevant and timely information regarding the continued growth and renewal in their areas.

Did you know?
There are over 44,000 employed people working in Maroondah

Our core services

Council delivers a number of services aimed at promoting a prosperous and learning community. These services include:

Business and Activity Centre Development

Business and Activity Centre Development delivers business support and development programs for the broader business community to support the sustainable growth of the local economy, and manages the relationships between Council, business, and community. The Business and Activity Centre Development team delivers a collaborative cowork space, programs, information, training, and opportunities for businesses to connect and support business growth and employment throughout the region. The team also stewards the development of the Ringwood Metropolitan Activities Centre and Croydon Major Activity Centre through fostering partnerships with key stakeholders to improve the viability and prosperity of these important commercial hubs. These partnerships are also enhanced through co-ordination of activations and programs at Realm and Ringwood Town Square.

Libraries (Revenue, Property and Customer Service)

Council provides two library facilities – one at Realm in Ringwood and one in Croydon. The library service is delivered under a regional partnership model by Eastern Regional Libraries Corporation.
A vibrant and culturally rich community

Our vision
In the year 2040, Maroondah will be a creative cosmopolitan community recognised for its celebration and promotion of arts and culture. There will be a broad range of engaging entertainment options, diverse cultural activities and the creation and display of traditional and contemporary forms of art.

Our commitments
Through the Council Plan 2017-2021 (Year 1: 2017/18), Council identified two priority actions to be delivered during the 2017/18 financial year to work towards a vibrant and culturally rich community.

Create a new Croydon Town Square, including community engagement, completion of detailed design and construction.

The new Croydon Town Square is designed to provide an open space that better connects Main Street and the Croydon Station and Bus Interchange. A Changing Places toilet facility is being included thanks to $100,000 funding from the Victorian Government. Council has consulted with the community and worked closely with key stakeholders to understand what they would like in this new space. Design works have been completed and preparation work undertaken with the demolition of the former 97 Main Street building. It is planned that the new Croydon Town Square will be completed by March 2019.
Implement innovative and engaging arts events and outcomes in Ringwood Arts Precinct

Approximately 120,000 people have visited exhibitions, programs, installations, and events across the Ringwood Arts Precinct, including at Realm, Ringwood Town Square, Ringwood Station, the Backyard and Maroondah Federation Estate. From niche indoor and outdoor events, to popular and highly successful arts incubators and exhibitions in ArtSpace at Realm. A number of activities and events in 2017/18 have had a strong focus on community engagement and cultural diversity including the Sounding Stories project and the Bamboo Village event which celebrated the culture and stories of our communities from Burma. Also exhibited at ArtSpace at Realm was the Edna Walling: A Creative Legacy exhibition.

Our strategic indicator results

<table>
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<tr>
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<th>Actual 2015/16</th>
<th>Actual 2014/15</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community satisfaction with arts and cultural facilities (CSS - Arts centres and libraries)</td>
<td>78</td>
<td>78</td>
<td>78</td>
<td>77</td>
<td>73</td>
</tr>
<tr>
<td>Participation in Maroondah Festival activities</td>
<td>30,000 (est)</td>
<td>30,000 (est)</td>
<td>30,000 (est)</td>
<td>30,000 (est)</td>
<td>25,250 (est)</td>
</tr>
</tbody>
</table>

Did you know?

Nearly 120,000 people attended arts and cultural activities.

We welcomed more than 100 new citizens to Maroondah as part of our Australia celebrations at Ringwood Lake Park in 2018.
A vibrant and culturally rich community

Our achievements

In addition to the Council Plan priority actions, Council has also undertaken a wide range of other activities in working towards a vibrant and culturally rich community. Some of the highlights from the year are detailed below.

Working towards a vibrant and culturally rich community

Thousands enjoy the 2017 Maroondah Festival
An estimated 30,000 plus people enjoyed the annual Maroondah Festival in November 2017. The festival continued the tradition of providing free and low cost activities for people of all ages. Over 100 community groups provided information and entertainment. The activities took place in a variety of areas including the Parke Lawyers Main Stage Arena, Platypus Junction Kids Kingdom, Youth Space, Australian Skin Clinics Wellbeing Area, Denso Eco Village, Aveo Community Expo, Mercedes Benz Ringwood Artisan Market, Tastes of Maroondah Stage and the Sounds of Maroondah Stage.

The Spiegeltent came to Maroondah
In a first for Maroondah the world famous Spiegeltent appeared in January 2018 for 10 days of frivolity, fun and spectacular entertainment for people of all ages. This was the result of a collaboration between Council, Karralyka and Eastland. The sellout season of performances kicked off with an opening night gala on Wednesday 17 January, 2018. Acts included Circus Oz, the burlesque of Dolores Daiquiri, comedy from Akmal and Lawrence Mooney as well as other musical performers. Children were also entertained by How to be a Rockstar – a rock and roll comedy and The Amazing Drumming Monkeys, a unique blend of puppetry, live music and comedy.
Wyreena celebrated 40 years

Since 1978 Wyreena Community Arts Centre has been a much-loved creative place where the community has come together to enjoy, create, and explore. In March the centre celebrated its 40 year birthday with an exhibition titled *Celebrating Wyreena - 40 Years* including works by past artists and teachers. At the launch of the exhibition guest speaker Kay Scott reflected on her involvement in saving Wyreena in the 1970s from developers. One of the first artists to exhibit at Wyreena, Cecilia Sharpley, also spoke about her memories of Wyreena.

Movies in the Park

Three family friendly movie nights were held in Maroondah parks during February and March 2018. Prior to the movies at dusk there were fun, family activities and sausage sizzles. Movies this year were Lego Batman, Moana and Guardians of the Galaxy 2.

New public art for play

October 2017 saw the installation of a new public art piece at Wyreena. The art work titled the *GlowB Cubby* is a 3.2-metre diameter sphere of stainless-steel and granite complete with jewel-like glowing mirrors and it’s also a place for children to play. GlowB is an award-winning design by Benjamin Gilbert, of Agency of Sculpture, in collaboration with Playce. Council secured this art piece at auction with the proceeds going to national youth homelessness prevention charity, Kids Under Cover. GlowB took out the title of Australia’s Best Cubby and Best Interior Designed Cubby at the 2017 Melbourne International Flower and Garden Show ‘Kids Under Cover Cubby House Challenge’.

Did you know?

More than 100 community groups were involved in the 2018 Maroondah Festival

The GlowB Cubby at Wyreena Community Arts Centre
A vibrant and culturally rich community

Our achievements

In addition to the Council Plan priority actions, Council has also undertaken a wide range of other activities in working towards a vibrant and culturally rich community. Some of the highlights from the year are detailed below.

Working towards a vibrant and culturally rich community

Children’s Week
Over 400 families attended the annual Children’s week fun day in October 2017. The day had many activities including face painting, sensory play, rock star workshops, storytelling and a performance by Paul Jamieson, the music man. A super friends event was also held at Wyreena Community Arts Centre where children came dressed as their favourite super hero or magical character and explored the gardens with wizard Sim Sala Bim.

New artwork on Mullum Mullum Creek trail
Council added to its diverse collection of public art with the unveiling of Mullum Mullum the Owl. The owl is the work of sculptor William Eicholtz and now keeps watch over the Mullum Mullum Creek Trail (adjacent to Acacia Court). The sculpture depicts a ‘Powerful Owl’ which is a species that can still be seen along Mullum Mullum Creek. It also reflects the meaning of ‘Mullum Mullum’ - an adaptation from the Woiwurrung language meaning ‘a place of many large birds’. This impressive sculpture stands 1.65 metres tall and weighs 750 kilograms.

Bedford Park Ballet Studio opened
The official opening of the Bedford Park Ballet studio occurred in July 2017 and marked the completion of the major upgrade to the facility. The studio is home to the Bedford Park Ballet Group that is a non profit group established in 1961. The $638,000 works included a new accessible entry and car parking, extended functional foyer area for parents to mingle before and after classes, a unisex accessible toilet, junior and senior change rooms, male change rooms, a kitchenette as well as improved office facilities and additional storage. The work was largely funded by Council with contributions from the Ringwood Ballet Group and the Australian Government.

Yellow Tailed Black Cockatoos
Maroondah’s Public Art Collection was also expanded by the addition of a tree sculpture in Longview Road, Croydon South. An opportunity arose following a large wattle tree being damaged by lightning to use the remaining stump to capture the essence of the area. Working with the shape of the stump of the old tree sculptor Rob Bast took four days to carve a pair of yellow tailed black cockatoos.

ANZAC – Building Bridges
2018 saw the final iteration of the three year ANZAC Building Bridges project that explored Maroondah’s stories of connection with ANZAC. The project resulted in creative works including performance, video and exhibitions. The 2018 project titled In the Blood saw documentary maker Andy Drewitt interview five residents and explore what ANZAC means to the current generation.
Did you know?

There were 68,060 visitors to Maroondah Art Gallery and ArtSpace at Realm in 2017/18.
A vibrant and culturally rich community

Looking ahead...

Council will continue working towards a vibrant and culturally rich community during 2018/19 by:

**Continuing the creation of a new Croydon Town Square**
Council will finalise the construction the Croydon Town Square in 2018/19. The Square includes a Changing Places toilet facility thanks to $100,000 funding from the Victorian Government and is designed to create a new vibrant open space in the heart of Croydon together with better connections between Main Street and the Croydon Station and Bus Interchange. Council undertook community consultation and worked closely with key stakeholders to understand what they would like to see in this new space.

**Implementing arts events and outcomes in the Ringwood Town Square Precinct**
Building on successful events in previous years Council will continue to offer a variety of events and exhibitions in ArtSpace at Realm and the Ringwood Town Square. These will include live music, contemporary art exhibitions and creative arts incubators.

**Introducing new Arts Advisory Committee and implementing new public art across Maroondah**
During the process of developing the Maroondah 2040 Community Vision the community identified the importance of arts and culture. To further support and guide the development of arts and culture a new Council advisory committee will be established to provide advice and direction on future arts activities.

**Commencing an Arts and Cultural Development Strategy for 2018-2022**
The current Arts and Cultural Development Strategy was adopted in 2014. It is timely to review the strategy and develop the focus for the next four year period (2018-2022). The strategy will be developed with both community and artistic consultation to identify the preferred directions to grow, promote and support arts and culture in Maroondah.

**Redeveloping Karralyka**
Karralyka is Council’s premier conference and performance venue and is programmed to undergo a major redevelopment. This $10 million project will deliver improved facilities, performance areas and access. Council will continue to advocate for support from other levels of government for funding towards this project. The redevelopment is expected to be completed in 2020, subject to funding outcomes.

*Karralyka, Ringwood East*
Did you know?
455 functions were held at Karralyka in 2017/18

Our core services

Council delivers a number of services aimed at promoting a vibrant and culturally rich community. These services include:

Arts and Cultural Development (Community Services)
Arts and Cultural Development works in partnership with the community and across Council to realise the community’s vision for a creative and culturally vibrant Maroondah. The team directly manages a range of programs, services, and facilities for all the community to enjoy. These include: ArtSpace at Realm, Wyreena Community Arts Centre in Croydon, Maroondah Access Gallery at Maroondah Federation Estate, Maroondah Art Collection, Council’s Public Art program and initiatives across the Ringwood Arts Precinct. Artists, creative industry professionals, community and cultural groups are supported through capacity building, skills development, networking opportunities and the Arts and Cultural Grants program. Arts and Cultural Development also provides cultural planning advice and expertise across Council, contributing to creative placemaking, the appreciation of cultural heritage, and embedding the value of the arts and creativity for wellbeing and quality of life.

Karralyka (Leisure)
Karralyka opened in 1980 and is a premier theatre and function centre in Melbourne’s eastern suburbs and the only facility of this size in Maroondah. The theatre has a seating capacity of 430 and generates positive demand as a ‘venue for hire’ as well as presenting its own programs to bring performing arts to the Maroondah community. Karralyka is a flexible function venue with a total capacity for 550 seated guests. The kitchen facilities at Karralyka are also used to prepare food for Council’s Meals on Wheels service.

Mullum Mullum the Owl
A clean, green and sustainable community

Our vision
In the year 2040, Maroondah will be a leafy green community with high levels of waste diversion and sustainable approaches to infrastructure development, urban design and management of natural resources. Our community is resilient and has the knowledge, capacity and resources to make sustainable lifestyle choices.

Our commitments
Through the Council Plan 2017-2021 (Year 1: 2017/18), Council identified five priority actions to be delivered during the 2017/18 financial year to work towards a prosperous and learning community.

Commence implementation of the Eastern Organics Contract
Council is working with its neighbouring councils to source a new contract for organic waste. Following the advertising of the regional tender, a preferred supplier was selected with full implementation to occur in late 2018.
Did you know?
Council planted 25,000 trees to maintain the leafy canopy in the municipality

Develop a Climate Change Risk and Adaptation Strategy

In June 2018 Council adopted the *Climate Change Risk and Adaptation Strategy 2018-2022*. The new Strategy builds on the work previously undertaken and outlines how Council and its partners will work toward building a more climate adapted community. The development of the new strategy was informed by stakeholder engagement and climate projections by the Bureau of Meteorology and the CSIRO. The Strategy includes the managing the risks of climate change, using the natural environment to build adaptive capacity and encouraging climate future proofing.

Undertake preliminary works to rehabilitate the waterway and infrastructure at Yanggai Barring in Warranwood

Council manages many waterways, dams and ponds within its parks and reserves. A component of this waterway management process involves desilting. Desilting is the removal of silt, sediment and salts that build up in waterways and affect both water quality and quantity and impact the local habitat. During the year Council undertook dam rehabilitation works at Yanggai Barring in Warranwood. This work included draining the dam, desilting works and the installation of a flow control valve that helps to control water levels.
A clean, green and sustainable community

Undertake a major upgrade of the playground at Ringwood Lake Park

The first stage of the new Ringwood Lake Park playground was completed in 2017/18. This major enhancement to the amenity of the park is accessible for all abilities and includes a Changing Places toilet and a Liberty Swing. Also included are a carousel catering for wheelchairs and all paths are fully accessible. The paths link to all play experiences including water play, the canopy trail, and slides.

Other features include a flying fox and climbing structures, as well as wooden animal sculptures dotted around the park. There are new timber totems, a tadpole Tapper Musical Sculpture, and Maroondah’s first Expression Swing (where a parent can be on the swing and face their young child). The new playspace is complimented by the creation of five new disabled car parking bays with accessible paths connecting to the playspace. The work was funded by $900,000 from Council’s capital works budget and $100,000 from the Victorian Government’s Community Sports Infrastructure Fund.

Finalise the Maroondah Vegetation Review

Work is progressing on the vegetation review with the crucial evidence gathering phase nearing completion. This has involved a review of existing documentation, stakeholder engagement, commissioning a tree canopy study and a biodiversity analysis. Analysis of issues identified during this process has commenced and potential options to address the issues are being compiled.

Our strategic indicator results

<table>
<thead>
<tr>
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<th>Target 2017/18</th>
<th>Actual 2016/17</th>
<th>Actual 2015/16</th>
<th>Actual 2014/15</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annual tree planting within Maroondah (Bushland, street and parks – trees only)</td>
<td>25,000</td>
<td>24,000</td>
<td>24,500</td>
<td>23,000</td>
<td>33,200</td>
</tr>
<tr>
<td>Recycling diversion rate from landfill (LGPRF)</td>
<td>55.28%</td>
<td>54.5%</td>
<td>54.9%</td>
<td>53.9%</td>
<td>55.3%</td>
</tr>
</tbody>
</table>
Did you know?

Just under 24,000 tonnes of garden organics and recyclables were collected in 2017/18

Our achievements

In addition to the Council Plan priority actions, Council has also undertaken a wide range of other activities in working towards a clean, green and sustainable community. Some of the highlights from the year are detailed below.

Working towards a clean community

**Strategy to manage domestic wastewater adopted**

During 2017/18 Council developed the *Domestic Wastewater Management Strategy 2017-2021*. The Strategy aims to improve processes and inform environmentally sustainable decision making. It also provides the necessary actions to ensure that existing septic tank wastewater systems and any new installations are installed, maintained and monitored to protect the health of the community and the surrounding environment. The project involved development of a single database for wastewater management systems; establishing a mapping layer to enable spatial analysis; and the introduction of a new internal planning referral process. All relevant properties were inspected to determine how their wastewater system was operating and to answer any questions from the property owner.

*Candlebark Walk Reserve, Croydon Hills*
A clean, green and sustainable community

Our achievements

In addition to the Council Plan priority actions, Council has also undertaken a wide range of other activities in working towards a clean, green and sustainable community. Some of the highlights from the year are detailed below.

Dandenong Creek brought back to life
Melbourne Water is working in partnership with Council to undertake the Dandenong Creek project. Council manages many of the stormwater and road drains that flow into the creek. Work commenced on the revitalisation of the creek which will improve both storm water quality and the habitat of native fish. Council also manages the bridge that spans the creek and the Dandenong Creek Trail that adjoins it. An important component of the project is the ‘daylighting’ of the creek, which involved the removal of an 830 metre piped section of the creek between HE Parker Reserve and the railway line in Heathmont. This excavation is designed to restore the creek to its natural shape and form.

National Tree Day
Council and the community celebrated National Tree Day in July 2017 by planting trees in parks and reserves. Candlebark Walk Reserve in Croydon Hills was one example where 30 Grade 6 students from Croydon Hills Primary School together with Council planted over 300 eucalyptus trees. The trees planted will grow to supplement existing canopy trees that are declining in number. There are fewer replacement trees growing naturally so Council is committed to planting trees into Maroondah’s bush reserves to maintain the canopy.

Maintaining our bushland
Council together with volunteer groups undertake a continuous maintenance program of Maroondah’s areas of remnant bushland. This involves controlling weed species of all varieties, planting of new trees to maintain the canopy and other works to both conserve the bushland and enhance their biodiversity.
Our achievements

Working towards a sustainable community

Aquahub reduces its energy consumption
Following energy audits at Aquahub, located in Croydon, Council decided to act on both power and water usage. Aquatic facilities are generally high consumers of both resources. To achieve positive changes Council has upgraded all internal lighting to LEDs and installed new energy efficient boilers that heat both the wet and dry areas. To complete the project 800 solar panels were installed on the roof. All of these have contributed to a cleaner, greener and more cost effective facility.

Maroondah joins the Compost Revolution
In 2017/18 Council joined the Compost Revolution and encouraged all residents to do the same. The Compost Revolution is an award-winning social enterprise that encourages composting at home. Maroondah residents receive 60 per cent off the recommended retail price of a compost bin, worm farm or Bokashi bin, as well as free delivery to their home. The Compost Revolution is a response to research that shows up to half of the rubbish that households create is organic waste such as paper, food scraps and garden waste. This waste can be removed from landfill by composting, which in turn benefits gardens by increasing nutrients and improving water retention.

Realm contributes to greenhouse gas reduction
In May 2018 the installation of solar panels at Realm in Ringwood was completed. The work was part of Council’s commitment to deliver on the Maroondah Sustainability Strategy by working towards being carbon neutral and reducing greenhouse gas emissions from nonrenewable power generation. The panels also provide a long term benefit with a positive impact on Realm’s energy costs.

Did you know?
There are 13 distinct habitat types within Maroondah and 82 sites of biological significance which are protected by the Maroondah Planning Scheme.
A clean, green and sustainable community

Looking ahead...

Council will continue working towards a clean, green and sustainable community during 2018/19 by:

**Finalise the implementation of the Eastern Organics Contract**
Council has joined the Metropolitan Waste and Resource Recovery Group in letting a regional contract for organic waste. Following the selection of preferred tenderer in 2017/18 the remaining contractual items will be finalised enabling the implementation of the contract in late 2018.

**Progressing the Maroondah Vegetation Review**
The Maroondah Vegetation Review project commenced in 2017/18 and involves an assessment of the biodiversity and tree canopy of Maroondah together with a review of relevant planning controls. In 2018/19 it is planned to conclude these studies and finalise the strategy. A planning scheme amendment will be developed to update, replace or supplement the existing controls regarding vegetation and landscape within the Maroondah Planning Scheme.

*The lake at McAlpin Reserve, Ringwood North*
Our core services

Council delivers a range of services aimed at promoting a clean, green and sustainable community. These services include:

**Bushland and Waterways (Operations)**
This team maintains over 50 bushland reserves, which involves proactively supporting, conserving and enhancing biodiversity and maintaining appropriate fire breaks. As well as maintaining Water Sensitive Urban Design and waterways under Council’s control.

**Park Maintenance (Operations)**
The team maintains Council managed parks and gardens including proactive and reactive maintenance of landscaped areas, grass mowing, and programmed tree planting in parks and reserves. The team also maintains Council’s playgrounds in accordance to Australian Standards and Best Practice.

**Tree Maintenance (Operations)**
The team maintains Council’s tree assets including all street trees and trees within parks and reserves. They undertake proactive tree inspections; remedial tree work and reactive inspections; works in response to customer requests or storm events; and deliver Council’s street tree planting program.

**Waste Management (Finance and Governance)**
The team provides residential and commercial waste services to the Maroondah community, including public recycling bins, street litter bins, parks and reserves bins and Council facility bins. The team manages the contracts for kerbside collection, receipt and sorting, green organics, and land fill collection. Services also include: on-call hard waste collection, a schools and community waste education program and strategic planning to meet future waste management needs.

Maroondah is home to 18 mammal species, 23 butterfly species, 116 bird species and nine frog species, including the rare Victorian smooth froglet.
Members of the Maroondah Disability Advisory Committee have been working closely with Council on a number of community projects including the development of Ringwood Lake Park playspace.

An accessible and connected community

Our vision
In the year 2040, Maroondah will be an accessible community for all ages and abilities with walkable neighbourhoods, effective on and off-road transport networks and access to a range of sustainable transport options.

Our commitments
Through the Council Plan 2017-2021 (Year 1: 2017/18), Council identified five priority actions to be delivered during the 2017/18 financial year to work towards a accessible and connected community.

Advocate for grade separation of the Lilydale railway line at Coolstore Road in Croydon

In the lead up to the State election in late 2018 Council continued its proactive advocacy to the Victorian Government for the grade separation of the Coolstore Road level crossing in Croydon. This level crossing is not included on the Victorian Government’s current level crossing removal program. Council advocated that it be included within the current program or as a priority once the current program of 50 crossings is completed. Council considers that the future removal of this level crossing, together with an upgraded railway station and bus interchange will enable improved vehicle and pedestrian links, improved car parking capacity and a fully integrated Croydon Town Centre.
Did you know?
In 2017/18, 181 traffic management plans were assessed, 37% more than 2016/17

Commence Hughes Park carpark improvement works

Hughes Park in Croydon North is home to the Croydon North Cricket Club and Veterans Football team, the Croydon Homing Pigeon Club and the 1st Croydon Hills Scout Group. The first stage of renewal of the car park was completed in May 2018 and involved the reconstruction and widening of the main access road, drainage works, construction of formal parking bays, two of which are designated disabled bays, and associated landscaping.

Work in partnership to implement intersection improvement works at the corner of Maroondah Highway and Dorset Road in Croydon North

VicRoads is working in partnership with Council to deliver this project to improve traffic flow at this major intersection. In 2017/18 the community were consulted regarding the project and the design works were completed. Following the completion of the design, the works were tendered and awarded in June 2018. The actual construction works at the intersection are due to be completed in the first half of 2019.

Accelerate Council’s footpath construction program

The 2017/18 Budget allocated $730,000 for new footpath construction in Maroondah. This enabled footpaths to be constructed in Possum Lane, Northwood Street, Dillon Grove, Goldsmith Avenue, Karista Avenue, Jeffrey Drive, Jennifer Court, Lockhart Drive and Edna Street. The planned footpath construction work in Dorset Road was delayed due to issues with traffic management and resolution with VicRoads. These works commenced in late June 2018 and are expected to be completed by the end of 2018.
Advocate to the Commonwealth and Victorian Government for provision of new and upgraded major transportation infrastructure in Maroondah; including freeway connections, upgrade to arterial roads and intersections, and major public transport enhancements.

Council has continued to advocate to the Australian and Victorian Governments on transport improvements. This has included the upgrade of Dorset Road between Hull Road and Maroondah Highway; pedestrian and traffic improvements at the intersection of Maroondah Highway, Yarra Road and Kent Avenue and at Plymouth Road, Croydon; traffic improvements at Canterbury and Bedford Roads, Ringwood and at New Street and Maroondah Highway, Ringwood. This is in addition to the advocacy for construction of an underpass at the intersection of Warrandyte Road and Ringwood Bypass. Council also provided a report and recommendations to the North East Link Authority as part of the consultation on the preferred route for the new road. Council will continue to advocate to both levels of Government in the lead up to the State election in November 2018 and the Federal election due to take place in 2019.

Our strategic indicator results

<table>
<thead>
<tr>
<th>Indicator/Measure</th>
<th>Actual 2017/18</th>
<th>Target 2016/17</th>
<th>Actual 2016/17</th>
<th>Actual 2015/16</th>
<th>Actual 2014/15</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total length of overlay works undertaken as part of the road asset enhancement program (LGPRF - Proportion of sealed roads below the set intervention level)</td>
<td>2.75%</td>
<td>2.75%</td>
<td>2.75%</td>
<td>0.7%</td>
<td>1.1%</td>
</tr>
<tr>
<td>Number of different streets where works are undertaken as part of the road asset enhancement program (LGPRF - Square metres of sealed local roads reconstructed)</td>
<td>14,501</td>
<td>10,000</td>
<td>8,498</td>
<td>1,639</td>
<td>7,846</td>
</tr>
</tbody>
</table>
Did you know?

This year we gave consent for 268 building demolitions, slightly less than 2016/17.
Our achievements

In addition to the Council Plan priority actions, Council has also undertaken a wide range of other activities in working towards an accessible and connected community. Some of the highlights from the year are detailed below.

Working towards an accessible community

Stage 1 of Ringwood Lake Park playground completed
The first stage of the new Ringwood Lake playground was completed in 2017/18. This major enhancement to the amenity of the park is accessible for all abilities and includes a Changing Places toilet and a Liberty Swing. Also included is a carousel catering for wheelchairs and all paths are fully accessible for wheelchairs and prams. The paths link to all the experiences including water play, the canopy trail, and slides. Other features include a flying fox and climbing structures, as well as wooden animal sculptures dotted around the park. There are new timber totems, a tadpole Tapper Musical Sculpture, Maroondah’s first Expression Swing (where a parent can be on the swing and face their young child). The new playspace is complimented by Stage 2 works which will see the creation of five new disabled car parking bays with accessible paths connecting to the playspace. The work was funded by $900,000 from Council’s capital works budget and $100,000 from the Victorian Government’s Community Sports Infrastructure Fund.

New Glen Cairn Avenue footbridge
This new $65,000 footbridge across the Mullum Mullum Creek at Glen Cairn Avenue, Ringwood was opened in July 2017. The new and improved bridge is almost twice as wide as the previous timber structure and has a non-slip deck supported by a more robust steel structure. The bridge makes it easier for walkers and bike riders to enjoy the Mullum Mullum Creek Trail. Pathways leading to the bridge have also been realigned, as well as improvements to levels, bends have been smoothed out and wider openings were created at both ends of the bridge.

The redeveloped Ringwood Lake Park playspace is Maroondah’s most utilised playground
Did you know?
Just over 4% more building permits were issued by Council than in 2016/17

Working towards a connected community

Heathmont Village carparking upgrades
Work is well underway on this $1.2 million project that will significantly improve safety, traffic flow and carpark access off Canterbury Road and through the centre’s carpark. Included in the project is the extension of the right turn slip lane for central access to the car park and an extension of the left turn slip lane. Other carpark improvements works include pedestrian access, drainage upgrades, additional bollards and planter boxes to improve safety and enhance the village feel of the local shopping centre. The final stages of the project will be completed in 2018/19.

Council hosts National Ride 2 Work Day community breakfast
During October 2017 over 165 cyclists took part in the Maroondah Ride2Work Day. The main objective of the day was to promote riding to work as a normal activity and grow the appetite for cycling in the community. Council hosted free breakfasts at HE Parker Reserve in Heathmont and at Realm in Ringwood Town Square. Free bicycle safety checks were also offered at both locations. The cyclists also had the opportunity to give their opinion on possible cycling corridor alignments on the Box Hill to Ringwood bicycle path and the Carrum to Warburton Trial.

Traffic calming design works completed for Heathmont Road
In 2016/17 designs were completed to promote traffic calming in Heathmont Road, Heathmont. This was done following concerns raised by residents and Council’s subsequent investigations. The design incorporated three raised intersections, four raised sections of pavements two pedestrian refuges near Edith Street and Edna Street and alterations to Balfour Avenue and Wainui Avenue intersections. The eight month construction project was completed in June 2018.

Safety improved in Exeter Road
In April and May 2018 works were undertaken to improve safety on Exeter Road, Croydon. These works included the installation of three raised pavement sections between Nangathan Way and Neuparth Road that are designed to help control speed in the area.

Improved parking at neighbourhood centres
Council undertook projects to improve parking at two of its neighbourhood centres. In Heathmont Road, 15 new parking space were constructed. At Knaith Road Reserve, Ringwood East, an additional 33 parking spaces were constructed. Knaith Road Reserve is located behind the Ringwood East shops and has a playground, grassland and picnic table. The car park is also next to the senior citizens centre, kindergarten, bridge club, community hall and scout hall.

Participants in the 2017 Ride 2 Work Day event
Looking ahead...

Council will continue working towards an accessible and connected community during 2018/19 by:

**Working towards an accessible community**

**Working in partnership to implement intersection improvement works at the corner of Maroondah Highway and Dorset Road in Croydon North**

This project is a partnership with VicRoads. In 2017/18 VicRoads completed the consultation, project design and contract letting. Construction works will commence in late 2018, with the project due for completion in mid 2019. The work includes the construction of new traffic lanes, and the redistribution of existing lanes within the intersection, together with changes to the traffic signal programming. These works are designed to improve traffic flow at this busy intersection.

**Developing a Maroondah Carparking Framework, incorporating a Parking Policy, updates to parking strategies and permit systems**

Council recognises that as the community changes so does the way people access locations for both personal and commercial reasons. Parking is one element that supports this mobility. Council is developing a framework which will consider the changing nature of housing, events, commercial developments and transportation modes. It will provide a greater consistency in Council’s approach to planning parking, resolving issues, applying restrictions and the issuing of parking permits throughout the municipality.

**Commence road renewal works in Caroline Street, Ringwood**

The renewal of roads within Maroondah maintains existing standards and amenity of the area. In 2018/19 Caroline Street, Ringwood, is programmed to be renewed. Design for this project was completed in 2017/18 and the resulting project placed out to tender. Council will award the tender early in 2018/19 with the actual construction planned to be commence in late 2018.

**Continuing Council’s footpath construction program**

During 2018/19 Council will continue its footpath construction program to provide improved pedestrian safety. This work recognises that our footpaths are a key element of connection and activity within local communities. A program of work based on priorities will be developed and residents in the construction areas will be notified.

**Advocating for provision of new and upgraded transportation infrastructure in Maroondah with both State and Federal governments**

In 2018/19, as part of the lead up to both Federal and State elections, Council will continue its robust advocacy to address the major transport needs of the community. This advocacy will include Council’s position on the proposed North-East Link and the removal of the railway crossing at Coolstore Road.
Our core services

Council delivers a number of services aimed at promoting an accessible and connected community. These services include:

**Construction Maintenance (Operations)**
This team provides proactive and reactive maintenance of Council’s infrastructure assets including roads, footpaths and drains. Construction maintenance provides proactive cleaning of all drainage pits within road reserves and programmed street sweeping. The team also provides all logistical and fleet maintenance services for Council.

**Engineering Services (Engineering and Building Services)**
This team provides engineering technical expertise in areas of traffic and transportation planning, drainage investigation and strategy, engineering development approvals, and project management. Council manages assets such as roads, footpaths, drainage, bicycle paths, and buildings which provide important links to services and enhance community wellbeing.
The Ringwood Metropolitan Activity Centre has seen substantial investment over the past 12 months.

An attractive, thriving and well built community

Our vision

In the year 2040, Maroondah will be an attractive community with high quality urban form and infrastructure that meets the needs and aspirations of all ages and abilities. A diverse range of housing options are available and thriving activity centres provide a broad range of facilities and services to meet community needs. The character of local neighbourhoods continues to be maintained while also accommodating population growth.

Our commitments

Through the Council Plan 2017-2021 (Year 1: 2017/18), Council identified four priority actions to be delivered during the 2017/18 financial year to work an attractive, thriving and well built community.

Continue the upgrade of drainage including flood mitigation works in Acacia Court catchment in Ringwood and the Scenic Avenue catchment in Ringwood East

These projects are being undertaken in stages due to the complexity of the works. Stage 4 of the Acacia Court catchment works were completed in 2017/18, Stage 5 is currently undergoing final design, with works scheduled to be carried out in the 2018/19 year. Completion of Stage 3A Scenic Avenue works have been delayed due to the completion of service authority works and other planned developments in the area. Stage 3A is expected to be completed in September 2018. Design of Stage 3B of the Scenic Avenue drainage works is complete, with the tender for works expected to be awarded in late 2018 allowing construction works to commence in the 2019 calendar year.
Upgrade Lincoln Road, east of Dorset Road

Lincoln Road is being upgraded to improve the condition of the road to enhance safety. The project is being supported with funding from the Federal Roads to Recovery Project and delivered by Maroondah, in partnership with Yarra Ranges Council. The detailed design for Stages 1 and 2 and construction of early works were all completed in 2017/18. Tender for construction of the remainder of the Stage 1 works was awarded by Council in April 2018, and actual works commenced in June 2018. This project is expected to be completed in early 2019.

Undertake a municipal wide review of Council’s neighbourhood character and heritage controls

Maroondah has 23 identified neighbourhoods which have specific local characteristics. The Neighborhood Character Study identified the important local design elements of each of these areas and set clear guidelines for residential development that should be met when considering applications. A consultant was appointed to undertake a review of the existing neighbourhood character provisions and assess the changes in character since the original study. A consultant has also completed a heritage review that included identifying places of heritage significance and reviewing nominations from the community.

Develop a Council policy position on affordable and social housing

Council has prepared a Draft Affordable and Social Housing Policy that was placed on public exhibition in June 2018. This new Policy has been prepared to help Council better understand affordable and social housing issues, establish closer relationships and ongoing sharing of information with the local service sector, and clarify Council’s policy position in responding to these issues. Development of the Policy involved background research led by expert consultants. A stakeholder engagement program involving interviews, focus groups and a broader consultation forum helped inform development of the Policy. The Policy will be considered for adoption in 2018/19.
An attractive, thriving and well built community

Our strategic indicator results

<table>
<thead>
<tr>
<th>Indicator/Measure</th>
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<th>Target 2017/18</th>
<th>Actual 2016/17</th>
<th>Actual 2015/16</th>
<th>Actual 2014/15</th>
</tr>
</thead>
<tbody>
<tr>
<td>Council’s infrastructure renewal/maintenance ratio</td>
<td>107%</td>
<td>110%</td>
<td>114%</td>
<td>107%</td>
<td>130%</td>
</tr>
<tr>
<td>(Renewal and maintenance gap)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Proportion of planning applications assessed within statutory timeframes (LGPRF)</td>
<td>82%</td>
<td>80%</td>
<td>80%</td>
<td>84%</td>
<td>90%</td>
</tr>
<tr>
<td>Total value of building approvals (residential, commercial and industrial) ($’000)</td>
<td>$437,814</td>
<td>$330,000</td>
<td>$300,000</td>
<td>$349,503</td>
<td>$326,908</td>
</tr>
<tr>
<td>Community satisfaction with general town planning policy (CSS)</td>
<td>54</td>
<td>58</td>
<td>58</td>
<td>58</td>
<td>58</td>
</tr>
</tbody>
</table>

Council has a number of Maternal and Child Health Centres serving the municipality
Did you know?

There are 104 different community facilities in Maroondah

Our achievements

In addition to the Council Plan priority actions, Council has also undertaken a wide range of other activities in working towards an attractive, thriving and well-built community. Some of the highlights from the year are detailed below.

Working towards an attractive community

**Wyreena’s future planned**
Following on from Wyreena’s 40th anniversary Council consulted with the community to develop a Wyreena Heritage Masterplan. The plan addresses the heritage values of this significant site and will ensure that Wyreena can accommodate the growing demand for community space, creativity and the arts. In 2018/19 a landscape plan, incorporating a public art element, will be finalised.

**Changes to Maroondah’s planning scheme**
Work has progressed on updating the Maroondah Planning Scheme to include the Housing Strategy that was adopted by Council in June 2016. This work includes changes to the Municipal Strategic Statement. The preparatory work was completed in 2017/18. The next stage requires Council to formally initiate the scheme amendment which is likely to occur early in 2018/19.

Working towards a thriving community

**Updating the Ringwood Metropolitan Activity Centre (MAC) Masterplan**
Council has continued its partnership with the Victorian Planning Authority in update the Masterplan for Ringwood MAC. The existing plan dates to 2004 and is being updated to reflect development to date and provide a framework for future development. This project has involved undertaking several background studies and engaging with stakeholders to inform the development of an Issues and Options Paper. A draft Masterplan is scheduled to be placed on public exhibition by the end of 2018. Once complete it is planned to commence preparation of an accompanying planning scheme amendment to formally implement the objectives of the Masterplan and reference it within the Maroondah Planning Scheme. Depending on the outcome of State Government reforms in planning it is anticipated that either an Infrastructure Contributions Plan or Developer Contributions Plan will be undertaken in parallel with the planning scheme amendment.

**Croydon Maternal and Child Health Centre upgrade**
In April 2018 the Croydon Maternal & Child Health Centre relocated to facilities in Civic Square, Croydon. This new centre has three large consulting rooms to service the increasing demands in the area. The original MCH site was heritage-listed so had limited capacity to be redeveloped. The new space allows nurses to work with the enhanced home visiting team and the MCH administration team. The MABELS program and Child & Youth Mental Health Service representatives also operate out of the centre. There is also a new multipurpose room for parent education classes. The heritage listed site will be used for several Maternal and Child Health outreach programs, including breastfeeding support; new parents’ groups; playgroups; services for Burmese families; and MCH drop in sessions where parents can see a nurse without having to make an appointment.
An attractive, thriving and well built community

Our achievements

In addition to the Council Plan priority actions, Council has also undertaken a wide range of other activities in working towards an attractive, thriving and well built community. Some of the highlights from the year are detailed below.

Jubilee Park Upgrade
The $1 million upgrade to Jubilee Park oval was completed in late 2017/18 and included new sub surface drainage, irrigation and overall improvements to the oval contours. The project also included new turf centre wickets and the installation of new turf and synthetic practice wickets. The playing surface is now Santa Anna couch grass, a drought tolerant and hard wearing species.

Bedford Park Ballet Studio redeveloped
The official opening in July 2017 marked the completion of the major upgrade to the Bedford Park Ballet Studio. The $638,000 works included a new accessible entry and car parking, extended functional foyer area for parents to mingle before and after classes, unisex accessible toilet, junior and senior change rooms, male change rooms, a kitchenette as well as improved office facilities and much needed additional storage. The redevelopment was largely funded by Council with contributions from the Ringwood Ballet Group and the Australian Government.

The Bedford Park Ballet Studio underwent a redevelopment in 2017
Did you know?

112 applications to build on flood prone or overland flow land were assessed by Council in 2017/18
An attractive, thriving and well built community

Looking ahead...

Council will continue working towards an attractive, thriving and well built community during 2018/19 by:

Delivering over $43m in capital works

The 2018/19 Capital Works program will deliver over $43.6 million in asset renewal and development across Maroondah. The program of works will ensure Maroondah’s assets continue to meet the needs of the community. Highlights of the 2018/19 Capital Works Program include:

• $4.46 million on recreational and open space improvements across Maroondah including completion of the Croydon Town Square, sportsfield surface renovation at Mullum Mullum Oval 2, Ringwood, playground renewals and renewal of some sports field lighting.

• $22.21 million on buildings and renewal works to ensure the community has access to well maintained, safe and appropriate facilities. The program includes construction of the HE Parker Multi Sports complex, and works at Central Ringwood Community Centre, Croydon Sporting Pavilion, HE Parker Scout Hall, HE Parker Sporting Pavilion, Jubilee Park Croquet Pavilion, Maroondah Montessori Pre School, Maroondah Pre School and Quambee Sporting Pavilion.

• $7.3 million on roads, footpaths, local area traffic management and commercial centres including reconstruction of Ford Street in Ringwood; Tarralla Creek Trail improvement works and $2.28 million on footpath replacement and construction at various locations across the municipality.

Canterbury Road, Heathmont, during the major road works as part of the safety and access improvements
Did you know?

A total of 68 building permits were issued by Council’s building services in 2017/18

Upgrading Lincoln Road, east of Dorset Road
In 2017/18 Council commenced work on upgrading Lincoln Road, from Dorset Road in Croydon to the five-ways roundabout in Mooroolbark. The project is a partnership between Maroondah and Yarra Ranges councils and is supported in part by funding from Federal Roads to Recovery Program. The upgrade will improve the overall condition of the road, street lighting, drainage and improve safety for cyclists. This work is due for completion in 2018/19.

Reviewing Council’s neighbourhood character and heritage controls
Councils current municipal-wide planning controls for neighbourhood character and heritage are based on an evidence report dating back to 2006 and 2003 respectively. The existing controls and the previous work have served Council well, but with increasing development pressures it is timely that these studies and their associated planning controls are now reviewed. Work began in 2017/18 on the review by undertaking heritage and neighbourhood character studies. It is planned to complete this work in 2018/19 to incorporate the findings into Maroondah’s overall planning controls.

Continue the upgrade of drainage including flood mitigation works in Power Street catchment
This large project is being conducted over many stages. In 2018/19 it is planned to undertake Stage 6 design with actual construction anticipated to commence in early 2019.

Develop and commence implementation of priority open space and public realm enhancement plans
Work in 2018/19 will focus on plans to improve open space including Ainslie Park, Eastfield Park and Dorset Recreation Reserve. Work will continue on the development of the Croydon Community Precinct Masterplan and beginning the development of the HE Parker Reserve Enhancement Plan. It is also planned to complete the Wyreena Heritage Masterplan. All these works are designed to ensure our community spaces meet evolving needs.

Work in partnership to implement the Greening the Greyfields Project to facilitate a sustainable approach to urban redevelopment in identified residential precincts
Greening the Greyfields is an Australian Government funded pilot project aimed at improving overall community outcomes in these areas. Greyfields are areas where the housing stock is near the end of its useful life and most of the asset value is in the land itself. The project aims to promote the creation of collaborative redevelopment precincts where landowners work together with Council to design better housing outcomes for their land. The project builds on the direction of the Maroondah Housing Strategy 2016 and Plan Melbourne Refresh 2017-2050. A Community Advisory Group has been established to provide feedback to the pilot program. Work is continuing to develop the enabling statutory planning instruments and to further consult with the community.
An attractive, thriving and well built community

Our core services

Council delivers a range of services aimed at promoting an attractive, thriving and well built community. These services include:

**Asset Planning and Management (Assets)**

Responsible for the strategic long term planning and management of Council’s community assets and provides specialist advice and support to facilitate improved asset management capabilities for the organisation.

The function provides advice on strategic direction, policy development and capital works in relation to Council’s community assets.

**Building Services (Engineering and Building Services)**

This function provides a number of services that are dictated by statutory and legislative requirements. Although this limits the ability to introduce new initiatives, it requires work practices and services/service levels to be responsive to legislative changes and community expectations. The team also ensures the compliance of existing and proposed buildings with the *Building Act* and regulations, and also provides advice on variations to building regulations and swimming pool/spa safety barriers.

**Project & Facilities (Assets)**

Responsible for the overall delivery and management of Council’s community facility assets and provides specialist advice and support in relation to all building construction works, and reactive and proactive maintenance associated with facilities.

**Statutory Planning (Planning)**

Council has the responsibility for delivering town planning land use and development advice and assessments to a diverse community of over 116,489 residents and over 9000 businesses. These residential and commercial land uses are set in a unique urban environment with high levels of amenity protected by various landscape and environmental controls, as set out in the *Maroondah Planning Scheme*. The role of statutory planning is to manage and consult with the community to ensure that land use changes are to the social, environmental and economic betterment of the City.

**Strategic Planning and Sustainability (Integrated Planning)**

This team is responsible for the development of land use and planning policies and strategies to ensure the most sustainable land use patterns; and administering and reviewing the *Maroondah Planning Scheme* including amendments to the scheme. The team also guides the integration of sustainability into Council and community activities and operations. Council takes a holistic and strategic approach to sustainability focusing on reducing its environmental footprint, helping the community adapt to a changing climate, enhancing the quality of the local environment and promoting sustainable transport and active travel options.
Did you know?

268 consents for building demolitions were issued in 2017/18
An inclusive and diverse community

Our vision
In the year 2040, Maroondah will be an inclusive community where social connections are strong across generations and diversity is embraced and celebrated.

Our commitments
Through the Council Plan 2017-2021 (Year 1: 2017/18), Council identified three priority actions to be delivered during the 2017/18 financial year to work towards an inclusive and diverse community.

Monitor the Federal National Disability Insurance Scheme and My Aged Care reform agenda and implement transitional arrangements for relevant areas of Council service delivery

Maroondah has successfully transitioned to the My Aged Care (Commonwealth Home Support Program and Regional Assessment Service) with advice that funding will be extended until 2020. The transition of younger clients to National Disability Insurance Scheme (NDIS) commenced in November 2017 and the transition of service arrangements are continuing to be negotiated with the Victorian Government and the current service provider. Council is continuing to build good working relationships with the NDIS Local Area Coordinators. Outcomes for the 186 clients transitioned to date have been positive.
Develop a Female Participation Strategy for physical activity

Council’s 2015 Physical Activity strategy highlighted the need to help improve the physical activity of females within Maroondah. Work has progressed on the delivery of some immediate activities including provision of suitable changing facilities at various sporting venues. To provide a comprehensive assessment of the current opportunities, and develop a coordinated approach, a Female Participation Strategy is being developed. A situational analysis has been completed, a project plan developed and broader consultation continues to be undertaken to ensure the strategy meets community needs.

Investigate and implement additional female changing facilities at local sporting venues

Council in undertaking several initiatives to increase or modify its existing change room facilities and pavilions to cater for increased female participation. There are several facilities involved at a range of progression states. Upgrades to the Dorset Soccer Pavilion are complete and the redevelopment of Heathmont and Silcock pavilions are underway. There are proposed upgrades to the Quambee and Croydon pavilions, planned modifications to Benson Pavilion and also the development of concept plans for the redevelopment of Springfield Pavilion.

Our strategic indicator results during 2016/17

<table>
<thead>
<tr>
<th>Indicator/Measure</th>
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<th>Target 2017/18</th>
<th>Actual 2016/17</th>
<th>Actual 2015/16</th>
<th>Actual 2014/15</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of volunteers engaged within the organisation</td>
<td>348</td>
<td>350</td>
<td>380</td>
<td>473</td>
<td>396</td>
</tr>
</tbody>
</table>
An inclusive and diverse community

Our achievements

In addition to the Council Plan priority actions, Council has also undertaken a wide range of other activities in working towards an inclusive and diverse community. Some of the highlights from the year are detailed below.

Working towards an inclusive community

Glen Park Community Shed
The transformation of what was a men’s shed into a community shed is now complete. This was achieved by craning in a building previously located at Norwood Reserve. The new shed extends the work space and includes a kitchenette. Importantly it has been fitted with ramps and accessible benches allowing the shed to expand its focus from men to people of all ages, genders and abilities. The community shed now operates five days a week with volunteers offering six programs, including a beginner’s carpentry course for people with higher needs.

Maroondah’s Carer Group celebrates 20 years
Maroondah Carer’s Group celebrated its 20 year anniversary in April 2018 with a high tea. The group offers a supportive and social environment for carers of all ages. Peer support is provided, with the guidance of staff members from Council and Eastern Access Community Health. Following consultation with the carers the group has been relocated to the Kerrabee Centre, Croydon, where other social support groups are based.

66 local groups supported by community grants funding program
66 Maroondah community groups have benefitted from more than $140,000 in Council’s 2017/18 Community Grants Funding Program. The annual grants are allocated to eligible projects that increase community participation; address a community need; provide advice or support to a group in need; or support the development of arts and cultural content in Maroondah. A diverse range of programs were funded, including: playgrounds for newly arrived mums and Chinese grandparents run by the Migrant Information Centre; therapy dog visits organised by SalvoCare Eastern Gateways; Electric Wheelchair Sports Association court hire; and the Adult Hot Shots and Cardio Tennis program run by the Gracedale Park Tennis Club. Tarralla Kindergarten in Ringwood East also received a grant to enable kindergarten children and community members to work with an artist to create a mural.

Intergenerational music memories trialled
A collaboration between Council, Swinburne University’s VCAL program and Homestyle Aged Care Ferndale Gardens successfully trialled a new program to promote age friendly respect and social inclusion. Music was used to bring together one generation within the facility who were experiencing some memory loss with another generation that were disenfranchised from mainstream society. Through music, both generations were able to connect, grow and learn that age is no barrier to building relationships.
Did you know?

123 young people were nominated for a Maroondah Youth Award in 2018

International Women’s Day breakfast with a focus on sport

Council’s International Women’s Day breakfast was held at Karralyka in March 2018 and celebrated women in sport at the local, national and international level. The keynote speaker was Carol Cooke AM, an Australian Paralympic cyclist who then joined a panel with Toni Cumpston, Hockey Australia’s High Performance Manager, Belinda Hocking, three time Olympian and Emerson Woods, cocaptain of the Eastern Ranges Australian Rules team in the TAC Cup. The panel answered questions from the attendees and spoke of the challenges and rewards of participating in sport.

Local volunteers recognised

Council’s volunteers were formally thanked and recognised at a function in December 2017. This annual event is an opportunity to officially acknowledge Maroondah’s volunteers who assist Council by delivering important services and activities for the community. Council currently has more than 400 volunteers involved in different areas, including Meals on Wheels, bushland and reserve management and social support services. Council recognised the incredible contribution of 31 volunteers who have volunteered with Council for 10, 15, 20, 30 or 35 years.

Council celebrates IDAHOBIT Day

Council celebrated the International Day Against Homophobia, Biphobia and Transphobia (IDAHOBIT Day) in May 2018 by raising the rainbow flag at both its Ringwood and Croydon offices. The rainbow flag was raised for one week, in support for, and commitment to, reducing the barriers faced by the lesbian, gay, bisexual, transgender and intersex (LGBTI) community, both locally and across the globe. Council has done significant work over the years to increase the inclusivity of all Council services to LGBTI community members. IDAHOBIT Day is held on the anniversary of the date in 1990 when the World Health Organisation removed the classification of homosexuality as a mental disorder.

Supporting equitable sporting clubs

Council worked with neighbouring Councils, local community groups and sporting clubs on the Our Codes Our Clubs project. The project highlighted the positive work local clubs are doing to encourage equal access to opportunities in sport. The collaboration developed an online resource that outlines the practical actions sporting club committees can take to promote gender equality and highlights the benefits for clubs in creating a more inclusive environment. To complement the resource a short film also titled Equality is the Game! was produced with representatives of local clubs sharing their experiences in increasing opportunities for females to be involved in sport and the benefits it brings including helping to prevent violence against women.
An inclusive and diverse community

Our achievements

In addition to the Council Plan priority actions, Council has also undertaken a wide range of other activities in working towards an inclusive and diverse community. Some of the highlights from the year are detailed below.

Working towards a diverse community

Gender Equity Policy adopted
The Council Plan identified the need for a policy on gender equity as a means of further supporting Council’s work in preventing all forms of violence. Two key principles are set out in the policy, the first that everyone is entitled to basic human rights such as social inclusion, equal opportunity and freedom from discrimination. The second principle is that Council will demonstrate leadership and commitment to gender equity in all communication, policies, practices and processes, both internally and externally.

National Sorry Day event held to promote reconciliation
In recognition of National Sorry Day (26 May) and National Reconciliation Week (27 May to 3 June) Council, in collaboration with local Indigenous and Wurundjeri Elders, hosted an event at the Mullum Mullum Indigenous Gathering Place. A Welcome to Country and Smoking Ceremony was held followed by performances by singer-songwriter Kutcha Edwards along with members of Yeng-Gali Mullum Mullum (formerly the Mullum Mullum Indigenous Gathering Place Choir) and students from Ringwood Secondary College. The Indigenous and Torres Strait Islander flags were formally raised outside Council’s Braeside offices to mark the start of National Reconciliation Week.

Seniors Week recognises the contribution of older people in our community
The Maroondah Seniors Festival Day was again held at Karralyka in October 2017 as part of Council’s celebration of Seniors Week. Over 800 seniors attended the Seniors Festival Day with 30 local groups providing information during the Seniors Wellbeing Expo. The groups showcased local opportunities and services for Maroondah residents aged over 65. The day also included musical performances by the Melbourne Welsh Male Choir and John Bowles. Council coordinated a diverse program of events across the week including information sessions on using different technologies, craft sessions, training courses, walking groups, fitness classes and golf sessions.

Youth Week celebrates local young people
Council hosted a range of activities in April 2018 to celebrate National Youth Week held to recognise the achievements and creativity of local young people aged 12 to 25. The annual Maroondah Youth Awards acknowledged the exceptional commitment of local young people who give their time to support the community and help others. 123 young people were nominated for awards across four categories of creativity, personal journey, leadership and group achievement. The Pure Talent art exhibition at Wyreena Community Arts Centre showcased the artistic talent of 16 young people from secondary schools across Maroondah and included digital media, painting, drawing, photography, sculpture, print making and design.
Did you know?
697 hours of driving practice were provided to young people by volunteer mentor drivers through the Maroondah L2P program

Looking ahead...

Council will continue working towards an inclusive and diverse community during 2018/19 by:

**Monitoring the Federal National Disability Insurance Scheme and My Aged Care reform agenda**
Council will continue a review of funding and current contractual arrangements for aged-related and disability support services to inform Council's position and role in these services beyond 2019. Transitional arrangements for relevant areas of Council service delivery will be put in place in the interim.

**Investigating and implementing additional female changing facilities at local sporting venues**
An audit of all Council owned community sporting facilities has been undertaken to identify and prioritise female friendly infrastructure improvements. The results will inform the capital works program and support applications to the Sport and Recreation Victoria Community Sports Infrastructure Fund - Female Friendly Funding Category. This will extend the work already completed or in progress.

**Continue implementation of the Corporate Volunteering program**
Council will continue to implement its corporate volunteering program during 2018/19. This program coordinates the recruitment of volunteers for a variety of activities across Council. Some of the volunteer roles include Meals on Wheels, reserve and bushland maintenance, community gardens, facility tour guides and study support sessions. Volunteers joining the program are offered training and support and are recognised for the valuable contribution they make to the community.

**Develop and commence implementation of a new Disability Policy and Action plan**
During 2018/19 Council will review the previous Disability Policy and Action Plan and work with key stakeholder groups to identify key outcomes and actions to be undertaken over the coming years. More detail on the implementation of the current plan can be found in the Statutory Information section of this report.

The Maroondah Carers Group celebrated its 20th anniversary in April 2018
An inclusive and diverse community

Our core services

Council delivers a range of services aimed at promoting an inclusive and diverse community. These services include:

Working towards a diverse community

Aged and Disability Services (Community Services)

Council provides both Commonwealth Home Support Program (CHSP) Services and Home and Community Care Program for Younger People (HACC PYP) which includes intake, assessment and care coordination, domestic assistance (home care), personal care and individual social support, respite care, occupational therapy and allied health, vulnerable persons support, food services (Meals on Wheels), supported residential services (SRS) support program, social support groups and home maintenance services to eligible residents. The CHSP aims to support frail older people and their carers to maximise their independence by supporting them to remain at home and stay connected to their community. HACC PYP assists people with disability during the transition to National Disability Insurance Scheme (NDIS) and supports those people under the age of 65 who may not be eligible for NDIS. Aged and Disability Services also provide active and healthy ageing activities, facilitate carer support groups and provide support to senior citizens and older persons groups.

Volunteer Workforce Services (Workplace People and Culture)

This function oversees the development, implementation and review of Council’s Volunteer Strategy which includes a centralised and coordinated approach to recruiting, rewarding, promoting and managing Council’s volunteers to ensure the provision of sustainable Council services for the community. The function also coordinates Council’s student placement, disability employment and indigenous employment programs.

Youth and Children’s Services (Community Services)

Youth and Children’s Services formed through the recent integration of the Youth Services and Children’s Services teams. The purpose of Youth and Children’s Services is to raise the wellbeing of Maroondah’s children and young people. The team works towards this through:

- Service delivery - including programs, services, and events for young people; vacation care, family day care, and occasional care services for children; and information and education sessions for parents.
- Providing information and resources to community members and professionals in Maroondah.
- Providing support and coordination to the local child and youth sectors through provision of professional learning, networking opportunities, capacity building initiatives, sector coordination projects, supporting local kindergartens and schools, and facility management.
- Planning and strategy - including consultation and engagement work, service and sector planning and strategy to meet local needs and leverage strengths.

EVs Youth Centre is popular with young people
Did you know?
Council prepared and delivered more than 34,191 Meals on Wheels to Maroondah residents in 2017/18
A well governed and empowered community

Our vision
In the year 2040, Maroondah will be an effectively empowered community that is actively engaged in Council decision making through processes that ensure their voice is heard and considered. Council provides strong and responsive leadership, ensures transparent processes and works with the community to advocate and champion their needs.

Our commitments
Through the Council Plan 2017-2021 (Year 1: 2017/18), Council identified two priority action to be delivered during the 2017/18 financial year to work towards a well governed and empowered community.

Council’s digital services transformation program spans several years. A broad suite of projects is currently underway including the development of a standard operating environment, and the review of Council’s large range of software solutions, to reduce complexity and ensure licensing compliance.
Did you know?
During 2017/18 there were over 6,700 local laws customer requests, including 1,800 relating to animals.

Our strategic indicator results

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<tr>
<th>Indicator/Measure</th>
<th>Actual 2017/18</th>
<th>Target 2016/17</th>
<th>Actual 2016/17</th>
<th>Actual 2015/16</th>
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<td>Community satisfaction with Council lobbying/advocacy (CSS)</td>
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A well governed and empowered community

Our achievements

In addition to the Council Plan priority actions, Council has also undertaken a wide range of other activities in working towards a well governed and empowered community. Some of the highlights from the year are detailed below.

Working towards a well governed community

**New plan to guide animal management in Maroondah**
Council completed the development of a new Domestic Animal Management Plan 2017-2021 that will guide how Council’s animal management services operate over the next four years. The Plan is reviewed every four years as a statutory requirement under the Domestic Animals Act 1994. The new Plan was formally adopted by Council in December 2017.

**Emergency management working group established**
Council strengthened its preparedness for emergencies at its facilities by establishing an internal focused Emergency Management Working Group. The group has developed and implemented processes to review Council’s Business Continuity Planning that will guide how the organisation functions if there is a major interruption to Council’s operations. The group also commenced planning for the development of an Emergency Management Workforce Strategy to further guide activities.

**Improved risk management practices**
Council has continued to enhance its sector leading practices by further improving its monitoring of risks and clearly link strategic risks with operational outcomes. The creation of Risk Leaders throughout the organisation has improved risk awareness by embedding risk expertise within all service areas to identify and mitigate risks in daily operations.

**New community grants policy**
Council’s independent auditor reviewed the current policy and practices associated with the Community Grants program. These grants provide funds to community groups and not for profit organisations to support the provision of programs and services that respond to an identified community need; contribute to the building of stronger communities; and align to Council’s key directions in Maroondah 2040: Our future together. One of the results of the audit were recommendations to further improve the grant process. These recommendations were implemented in 2018 and included a revised policy adopted in May.
Did you know?
There are over 18,000 registered animals in Maroondah

Working towards an empowered community

Council continues to advocate for the removal of the level crossing at Coolstore Road in Croydon
In the lead up to the State election in late 2018 Council has continued its proactive advocacy to the Victorian Government and other parties for the grade separation of the Coolstore Road level crossing in Croydon. This level crossing is not included on the Victorian Government’s current level crossing removal program. Council advocated that it be included within the current program or as the first priority for the removal of the level crossing. This level crossing is not included on the Victorian Government’s current level crossing removal program. Council advocates for the duplication of the section of Dorset Road north of Hull Road. This upgrade would also enable the removal of the level crossing at Coolstore Road. The duplication would provide greater traffic capacity, reduce traffic congestion, and enable improved pedestrian links, improved car parking capacity, and a fully integrated Croydon Town Centre.

Council advocates for support at the national level
Council advocates for support at the federal level of government as well as with the state level. Whilst at the National Assembly for the Australian Local Government Association (ALGA) Council advocated strongly for funding for several road projects and sought support for the Bayswater Business Precinct, and the Karralyka upgrade. Meetings were held with the Minister for Infrastructure and Transport (removal of Croydon railway crossing and other road upgrade projects) and the Shadow Minister for the Arts (Karralyka upgrade). Briefings were also held with the Assistant Minister for Cities and Digital Transformation and the Shadow Minister for Innovation as well as the Shadow Minister for Sport.

Advocacy for children, reserves and roads
Council continues to advocate for support across a range of projects including the proposed Croydon Family and Children’s centre, a facility that will incorporate a range of early childhood services, such as kindergarten, Occasional Care, and Maternal & Child Health Care. Council continued its advocacy for the duplication of the section of Dorset Road north of Hull Road. This upgrade would also enable changes to drainage, and improvements to footpaths and significantly reduce traffic congestion. The duplication would complement and integrate with the $8 million Maroondah Highway/Dorset Road intersection improvements being funded by the Australian Government and currently underway.

Municipal Association of Victoria (MAV) state council meeting
Council was successful in having 2 motions adopted at the MAV state council meeting in May 2018. These motions will now formally be part of the advocacy that MAV conducts with the Victorian Government. The first motion was to press the Victorian Government on the introduction of a container deposit scheme to contribute to a reduction in land fill. The second was to advocate to the Victorian Government to amend the Victorian Planning Provisions to better support small affordable housing.

New Council website launched
Council launched its highly interactive, new-look website in August 2017, featuring an improved look and layout; an enhanced search function; improved functionality and optimisation for mobile and desktop devices; an online consultation hub; and new accessibility features; enabling our community to better interact with Council 24/7.
Looking ahead...

Council will continue working towards a well governed and empowered community during 2018/19 by:

**Progressing Council’s innovative digital transformation**

Council will continue its focus on utilising new technologies to provide more efficient services. These improvements will include new functionality in applications and digital processes coupled with a continued focus on security. Utilising technology to increase the mobility of staff whilst providing access to Council’s systems will assist in providing more efficient services. The iPEP initiative will continue to be a foundation for identifying and delivering improvements.

**Update Council’s administrative facilities**

Council will upgrade its administrative facilities at its Operations Centre and complete the proposed extension of Realm. These developments are designed to improve Council’s overall ability to provide improved, integrated and accessible services to the Maroondah community.

**Continue to work on Innovation and Customer Service delivery models**

Customer service is a key interface between Council and the community and work continues to identify changes and improvements to that experience. In addition to customer service, Council continues to identify and implement improvements to all its services. The changes to Council’s administrative facilities will provide additional opportunities for innovation.

*Utilising technology to improve our customer service is a major priority for Council*
Did you know?

With the move to electronic payment Council issued only 82 cheques in 2017/18

Our core services

Council delivers a broad range of services aimed at promoting a well governed and empowered community. These services include:

Communications and Engagement
This team has both a corporate and an operational responsibility for the management of public relations, communications and community engagement for Council, to promote the work and achievements of Council and keep the community informed and engaged. It provides a range of services including publications, advertising and newsletters, communication and advocacy campaigns, management of Council’s e-Communications including websites and digital media, Council’s branding, corporate identity and marketing, internal communications, development of style guides and related policies. The team also provides a support role to the Mayor and Councillors.

Council and Community Planning (Integrated Planning)
This team oversees the integrated planning of Council activities and seeks to proactively strengthen community wellbeing. The team consists of three functions: Council Planning, Community Planning and Community Development. The Council Planning function coordinates the preparation of the Council Plan, the Annual Report, corporate strategy and policy development, and the cyclical service delivery planning process. The Community Planning function oversees social research and policy development, along with the Maroondah 2040 Community Vision and the Maroondah Health and Wellbeing Plan. The Community Development function builds partnerships aimed at strengthening community wellbeing and advocating for community needs. This includes work in the following areas: disability, culturally and linguistically diverse communities, marginalised communities, gender equity, life-long learning, reconciliation, and community safety.

Customer Service (Revenue, Property and Customer Service)
The Customer Service team manages and operates Council’s 1300 Call Centre and three service centres: in Braeside Avenue, Croydon Civic Square, and Realm. The team provides information and referral on Council services, booking services for a number of Council services, referral of customer requests, and cash receipting for payment of accounts and fees.

Financial Services (Finance and Governance)
This team provides sound financial management that complies with legislative requirements, and also ensures that planning and budgeting activities meet Maroondah’s vision and the long term financial sustainability of Council. The core services include: accounts payable, financial accounting (including reconciliations, financial accounts and statutory returns), management accounting (including long term financial strategy, annual budget, monitoring and reporting) strategic project analysis and coordination of Council’s internal audit projects for the Audit and Risk Advisory Committee.

Governance Administration (Finance and Governance)
This team provides administrative support and advice on a range of matters, including statutory compliance; Council Meeting process (i.e. preparation of agendas and minutes of Council Meetings); and conduct of Australian Citizenship Ceremonies. The team also manages meeting room requirements at the City Offices in Ringwood.
A well governed and empowered community

Our core services

Council delivers a broad range of services aimed at promoting a well governed and empowered community. These services include:

**Human Resources Advisory Services (Workplace People and Culture)**

This team provides a range of generalist human resources advice and support on matters including recruitment and selection, induction, job design and analysis, remuneration and benchmarking, policies and procedures, equal opportunity, performance management and conditions of employment.

**Human Resources Strategy and Projects (Workplace People and Culture)**

This function leads the development, implementation and review of Council’s human resource and workforce planning strategies. The function also manages key organisational development process improvement initiatives to ensure Council remains progressive and sustainable, maximising organisational efficiency to deliver exceptional community services. These strategies consider political, economic, social, technological, environmental and legal factors that may impact on the local government sector into the future. The function also provides project management and change management support to the organisation and undertakes strategic human resource planning.

**Information Technology (Information Technology)**

The Information Technology team provides a diverse range of services, supporting the delivery of high quality, convenient, and cost-effective services. This is achieved primarily through the enablement of Council staff, and by increasing organisational efficiency through the adoption and use of technology to underpin service delivery to the community. And, by focusing on our citizens needs and expectations, increasing the convenience of interacting with Council by securely providing more services online, delivering increased accessibility beyond traditional business hours.

**Learning and Development (Workplace People and Culture)**

This team oversees the development, implementation and review of Council’s learning and development activities and career development which cover a range of internal services including management of all learning and development programs (including eLearning), performance reviews, employee and leadership development programs, employee engagement and management of learning and development related policies.

**Local Laws (Health, Local Laws and Emergency Management)**

The Local Laws team provides a broad range of services to ensure the amenity, function and safety of the City is maintained to a high standard. The activities include the registration and management of domestic animals; ensuring the management of safe and accessible car parking; protection of resident and business amenity and safety; fire preparedness and prevention; and managing the City’s school crossings.

**Occupational Health and Safety (OH&S) (Workplace People and Culture)**

This function oversees the development, implementation and review of Council’s safety management system which includes reviewing and updating OH&S policies, OH&S training, hazard identification, inspections and reporting and OH&S consultative processes.
Organisation Development (Workplace People and Culture)
This function focuses on the strategic direction of the organisation, assessing, and building on our organisational strengths, weaknesses, and opportunities. The function works on building unity and open communication among organisational leaders, promoting a more diverse and inclusive workplace, encouraging change in people and the organisation for growth. The organisational activities undertaken by this function include team building, career development, coaching, mentoring, leadership development, talent management and change management with an aim of enhancing organisational performance and individual development.

Property and Valuations (Revenue, Property and Customer Service)
This team provides, develops and implements Council's revenue policy and strategy, the annual rating strategy, statutory declarations and notices, and rates and charges generation. The function undertakes general property valuations, supplementary rating valuations, non-rating valuations, and reviews of the rateability of properties. The team also issues rate notices, develops revenue projections, manages concessions, sundry debtor invoicing, leads Council's debt recovery, Electoral Roll production and manages the property database including the name and address register, Council's geographic information system (mapping) database and street naming/numbering. The team also collect the Fire Services Property Levy (FSPL) on behalf of the Victorian Government.

The property component has carriage of Council's land portfolio including, buying, selling, encroachments, and statutory requirements in relation to its land holdings.

Did you know?
There are 99 different acts or regulations at either State or Federal Government levels that impact directly on services delivered by Council.
Our core services

Council delivers a broad range of services aimed at promoting a well governed and empowered community. These services include:

Remuneration and Benefits (Workplace People and Culture)
This team is responsible for the delivery of the fortnightly payroll (end-to-end), system administration of the payroll system and time and attendance system, process and system improvements, legislative compliance, remuneration services, reporting and policy development and review.

Risk, Information and Integrity (Finance and Governance)
This team oversees the development, implementation and review of the risk management framework across Council which includes the development and maintenance of strategic and operational risks including risk treatment plans and administration of the risk register. The function also provides risk management advice and training to Council service areas. Mitigation of Council’s liability is achieved through effective claims management and maintains appropriate insurance cover for insurable assets and liabilities. This team also helps ensure compliance in regard to statutory registers, freedom of information & privacy as well as the organisations information management component, which relates to the accurate and compliance storage of corporate documents.

Systems, Reporting and Analytics (Workplace People and Culture)
The function manages the implementation and maintenance of human resource systems, initiates, and coordinates innovation and process improvement activities. This team is also responsible for identifying performance standards, analysing, and reporting on organisation performance data, and driving improvement initiatives to support effective data driven decision making. Critical to this function is the extraction of data from a range of sources, to inform decision making in complex operating environments, and to drive tangible performance improvements.

WorkCover and Injury Management (Workplace People and Culture)
This function involves management of rehabilitation, fitness for work and the return to work program, management of the employee assistance program and development of associated policies.

Workforce Relations (Workplace People and Culture)
This function oversees Council’s enterprise agreement negotiation, award interpretation, provides employee and industrial relations advice and supports the end-to-end employment contracts management.
Did you know?
Council’s customer service call centre responded to over 112,500 calls in the year.