

Our Achievements

2016-2020 Council Term





A safe, healthy and active community



Snapshot of achievements 2016-2020

- Designed and constructed the \$16.5m Maroondah Nets multi-sports complex.
- Completed construction of the \$2.7 million Coopersmith Pavilion at East Ringwood Reserve, incorporating a home for Chin Community Victoria.
- Completed construction of the \$1.7m Tony Lethbridge Athletics Pavilion and \$1.0m refurbishment of the A.C Robertson Athletics Track at Proclamation Park in Ringwood
- Completed construction of the \$1.3m Croydon Park Pavilion, and the \$4.25m HE Parker Sporting Pavilion in Heathmont.
- Reconstructed sportsfields at Belmont Park in Croydon South, Jubilee Park and Mullum Mullum Reserve in Ringwood, Quambee Reserve in Ringwood North, and Springfield Park in Croydon.
- Designed, constructed and fully-funded Eastfield Dog Park in Croydon.
- Undertook a comprehensive Sports Demand Analysis to capture the current participation rates and future demand for sports in Maroondah.
- Undertook a strategic review of golf in Maroondah, including a new *Maroondah Golf Strategy*.
- Established the Maroondah Night Run and Walking Football and Netball programs.
- Participated in the Victorian Government's *This Girl Can* project, empowering over 1,160 women to be active.
- Worked in partnership to deliver a series of mental health events including the annual Ripple Effect event in Ringwood, the StressLess and look after your mental wellbeing community event in 2019, and well attended men's health events in 2019 and 2020.
- Established an online immunisation booking system.
- Developed and implemented a new *Maroondah Health and Wellbeing Plan 2017-2021*
- Developed and implemented a new *Youth Strategy* and associated action plans.
- Developed a new *Children and Families Strategy* and associated action plans.



- Banned smoking at Ringwood and Croydon Town Squares following extensive community consultation.
- Upgraded the CCTV network in Croydon Town Centre, and installed seven CCTV cameras in Ringwood East, and an additional five CCTV cameras in Ringwood.
- Worked in partnership to advocate to the Victorian Government on alcohol density through a South East Melbourne Councils' Alliance.
- Worked with partners of Together for Equality and Respect to prevent violence against women in Maroondah, including participation in the annual 16 Days of Activism campaign.
- Partnered with the community to support the One Million Stars to End Violence campaign, creating more than 30,000 stars.
- Developed the *Maroondah Gambling Policy 2018* and commenced work on an associated planning scheme amendment.
- Launched a new website for the Maroondah Hoarding & Squalor Network, providing a model for other councils and community groups to create their own local support networks.
- Developed a new Municipal Emergency Management Plan 2020-2023.
- Commenced development of a new *Maroondah Liveability and Wellbeing Strategy 2021-2031*.
- Commenced establishment of a regional cricket hub at the Jubilee Park sporting precinct in Ringwood.
- Commenced construction of the \$3.5m Silcock Sporting Pavilion redevelopment in Croydon.
- Commenced planning for the construction of sporting/multipurpose pavilion redevelopments at Proclamation Park in Ringwood, and Springfield and Ainslie Parks in Croydon.



A prosperous and learning community



Snapshot of achievements 2016-2020

- Updated the Ringwood Metropolitan Activity Centre Masterplan and prepared changes to the Maroondah Planning Scheme.
- Promoted and expanded membership of the BizHub Co-Working Space at Realm.
- Delivered annual Maroondah BizWeek events, workshops and mentoring sessions to the business community.
- Provided support to small businesses during the COVID-19 pandemic, including connecting businesses with business, legal, financial and mental health support services.
- Worked with the Eastern Regional Group of Councils (ERG) on a range of regional priorities identified in the *ERG Strategic Plan 2018-2020*.
- Commenced a strategic review of shopping centres in Maroondah.
- Continued to facilitate development within the Ringwood Metropolitan Activity Centre and Croydon Major Activity Centre.
- Implemented carparking improvements in the Ringwood Metropolitan Activity Centre and Croydon Major Activity Centre.
- Continued working in partnership to implement the Bayswater Business Precinct Strategy, including launching a website (BBP Connect) and a new local employment initiative (BBP Jobs).



- Continued working in partnership to deliver the Women on the Go program, focusing on women, their businesses, and their health and wellbeing.
- Upgraded the Kallay Street shopping centre in Croydon.
- Completed pedestrian and vehicle access improvement works at Heathmont Village Shopping Centre.
- Improved carparking in the Heathmont and Ringwood East neighbourhood centres.
- Introduced the annual Maroondah Kindergarten Expo.
- Co-ordinated the Maroondah Plus 10 Schools Project to deliver positive education to students from 27 Maroondah schools.
- Continued the annual Student Wellbeing Action Teams (SWAT) program helping young people to uncover their strengths and use their new skills to lead a wellbeing project in their own school.
- Continued the L2P program, enabling learner drivers who do not have easy access to either a car or supervisor with a full license to gain the required 120 hours of driving experience.
- Hosted a Creative Melbourne 2017 forum at Realm.
- Hosted the 2018 Australian Local Government Women's Association Victoria Conference at Realm.
- Commenced implementation of the Better Business Approvals Project.



A vibrant and culturally rich community



Snapshot of achievements 2016-2020

- Designed and constructed the \$2m Croydon Town Square connecting Main Street to Croydon station and bus interchange.
- Installed a range of new public art pieces including GlowB Cubby; Mullum Mullum the Owl by William Eicholtz; a sculpture of yellow-tailed black cockatoos by Rob Bast; and the Spotted Marsh Frog, by Ian Bracegirdle.
- Awarded the R & M McGivern Prize 2019 to Nadine Christensen for her work, Hang in there, 2018.
- Engaged local young people to create public art murals in the Croydon Town Centre.
- Developed a masterplan for Wyreena Community Arts Centre.
- Brought the Spiegeltent to Maroondah in 2018 and 2019.
- Staged innovative and engaging arts events in the Ringwood Arts Precinct including, Circus Connecticutus, Bamboo Village, Eye of our Ancestors, Sounding Stories, and interactive 'Word Me Up' arts incubator.



- Commenced design of the \$15 million Karralyka redevelopment.
- Developed a wide range of exhibitions, public art murals, performances, songwriting and recording projects with Indigenous artists and the local community
- Developed an *Arts and Cultural Development Strategy 2020-2025*.
- Established a new Maroondah Arts Advisory Committee.
- Continued the annual and highly successful Karralyka Theatre Season, and live streamed performances during the COVID-19 pandemic.
- Celebrated 40 years of Karralyka providing live theatre and community events for the Maroondah community.



A clean, green and sustainable community



Snapshot of achievements 2016-2020

- Developed and implemented the *Climate Change Risk and Adaptation Strategy*.
- Undertook the municipal-wide Maroondah Vegetation Review, including a community symposium informing the *Maroondah Vegetation Strategy 2020-2030*.
- Developed and implemented the *Domestic Wastewater Management Strategy 2017-2021*.
- Implemented the Eastern Organics Contract (developed through collective procurement) to divert Melbourne's organic waste from landfill.
- Joined the Compost Revolution in 2017, supporting Maroondah residents to recycle food scraps and do their bit for the environment.
- Worked in partnership to daylight sections of the Dandenong Creek.
- Rehabilitated the waterways at Yanggai Barrage in Warranwood.



- Completed desilting works at Ringwood Lake and Settlers Orchard Reserve in Croydon Hills.
- Continued Council's annual planting program.
- Continued to rollout the installation of energy efficient streetlights across Maroondah.
- Completed sustainability improvements at Aquahub and Realm, including new LED internal lighting and energy efficient boilers at Aquahub; and the installation of solar panels at Realm.
- Participated in the Solar Savers program supporting local low-income households to install solar with no upfront costs.
- Introduced an *Environmentally Sustainable Development Policy* into the Maroondah Planning Scheme.
- Endorsed an Environmental Upgrade Agreement to encourage local businesses to take steps to be more environmentally sustainable.
- Commenced working in partnership to re-naturalise the Tarralla Creek corridor.



An accessible and connected community



Snapshot of achievements 2016-2020

- Worked in partnership to support the Heatherdale Station Level Crossing Removal.
- Worked in partnership to improve the intersection at Maroondah Highway and Dorset Road, Croydon North.
- Upgraded Lincoln Road, east of Dorset Road, Croydon.
- Installed new traffic signals at the intersections of Bedford Road and Great Ryrie Street in Ringwood, Dublin Road and Knaith Road in Ringwood East, and Wonga Road and Tortice Drive in Ringwood North.
- Completed renewal work in New Street and Caroline Street in Ringwood, Dublin Road and Knaith Road in Ringwood East, and Heathmont Road in Heathmont.
- Completed construction of a new carpark at Eastfield Shopping Centre in Croydon South.
- Completed improvement works at the Hughes Park carpark in Croydon North and East Ringwood Reserve and Knaith Road Reserve carparks in Ringwood East.
- Accelerated Council's footpath construction program.



- Completed pedestrian safety upgrades in the Croydon Major Activity Centre.
- Completed shared path improvements along the Dandenong and Tarralla Creek shared trails, Mullum Mullum Trail and Heathmont Rail Trail.
- Installed a pedestrian and cyclist footbridge across the Mullum Mullum Creek at Glen Cairn Avenue in Ringwood.
- Developed a Maroondah Carparking Framework, incorporating a parking policy, and updates to parking strategies and permit systems.
- Continued to advocate to the Victorian and Australian Governments for the provision of new and upgraded major transportation infrastructure in Maroondah.
- Advocated to the Victorian Government for the removal of the level crossing at Coolstore Road in Croydon.
- Developed the *Maroondah Road Management Plan 2017-2021*.
- Commenced planning for multi-level commuter carparks in Croydon; Ringwood; Heathmont; and at Heatherdale Station.



An attractive, thriving and well built community



Snapshot of achievements 2016-2020

- Designed and completed the \$1m upgrade of the playspace at Ringwood Lake Park, and a new nature playspace at Dorset Recreation Reserve.
- Completed improvement works at Lipscombe Park, Brentwood Park and Kurboroo Kindergartens, and Knaith Road Childcare Centre.
- Upgraded the Croydon and Ringwood North Maternal and Child Health Centres.
- Completed redevelopment of the Bill Wilkins Lodge, and improvement works at the Ballet Studio, both located at Bedford Park in Ringwood.
- Completed a municipal wide review of Council's neighbourhood character and heritage controls and recommended changes to the Maroondah Planning Scheme.
- Implemented actions from the *Maroondah Housing Strategy 2016*.
- Developed the *Maroondah Affordable and Social Housing Policy 2018*.
- Developed the *Maroondah Public Lighting Policy*.
- Continued to work in partnership to implement the Greening the Greyfields Project to facilitate a sustainable approach to urban redevelopment.
- Delivered a 20-Minute Neighbourhoods Pilot Project in Croydon South.



- Introduced a new in-house building permit service for Maroondah properties.
- Completed flood mitigation works in the Acacia Court catchment in Ringwood, Power Street catchment in Croydon North, and Scenic Avenue catchment in Ringwood East.
- Continued to upgrade drainage within the Ringwood Metropolitan Activity Centre, central Croydon and Golf Links Estate in Croydon.
- Developed and commenced implementation of a Flood Mapping Communication Plan
- Commenced the development of open space enhancement plans for Eastfield Park and Dorset Recreation Reserve, in consultation with the community.
- Commenced development of a new Croydon Structure Plan (including urban design guidelines).
- Developed a masterplan and commenced planning for the staged development of the Croydon Community Wellbeing Precinct.



An inclusive and diverse community



Snapshot of achievements 2016-2020

- Established a new hub for Chin Community Victoria at the Coopersmith Pavilion at East Ringwood Reserve.
- Developed the *Maroondah Innovate Reconciliation Action Plan 2018-2020*.
- Expanded the Glen Park Community Shed, enabling a broader range of programs.
- Monitored the Federal National Disability Insurance Scheme and My Aged Care reform agenda and implemented transitional arrangements for relevant areas of Council service delivery.
- Implemented additional female changing facilities at local sporting venues and developed a Female Participation Strategy for physical activity.
- Completed the *Maroondah Disability Policy and Action Plan 2014-2018*, and developed and commenced implementation of a new *Disability Policy and Action Plan 2019-2021*.
- Commenced the Pathways for Carers program, proving a vital outlet for carers of people with a disability or mental health issue.
- Continued the rollout of Changing Places facilities in Maroondah, with new facilities included at Croydon Town Square.
- Celebrated 20 years of the Maroondah Carers' Support Group, a partnership that gives carers an opportunity to share their experiences, form friendships, and take a break from their caring role.
- Developed the *Gender Equity Policy 2018* and implemented initiatives to work towards gender equality.



- Worked in partnership to develop *Beyond Sparkles and Superheroes* - a booklist promoting gender equality and celebrating children's individuality.
- Worked in partnership on the *Our Codes, Our Clubs* project, supporting sporting clubs in Jubilee Park to be equitable.
- Commenced a new annual Emergency Relief Grants Scheme to support local service providers that assist vulnerable households and community members.
- Provided 274 community grants, totalling almost \$550,000 to eligible projects that enhance community wellbeing and increase 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.
- Introduced a special one-off Community Grants Funding Program to support the Maroondah community in responding to the COVID-19 pandemic.
- Celebrated volunteers assisting with Council services at annual events, and introduced the annual Bill Wilkins Award to recognise the outstanding contribution made by volunteers in the Maroondah community.
- Commenced new supported playgroup programs catering for vulnerable families and culturally and linguistically diverse communities.
- Commenced development of a new *Active and Healthy Ageing Strategy*.



A well governed and empowered community



Snapshot of achievements 2016-2020

- Developed a new *Customer Service Strategy*.
- Integrated the Croydon customer service centre into Croydon Library.
- Launched Council's new website featuring an improved look, layout and functionality, optimisation for mobile and desktop devices, new accessibility features, and an online consultation hub.
- Progressed Council's innovative digital services transformation, implementing online services and additional payment options for customers.
- Implemented new customer contact channels, including live chat and short message service (SMS).
- Expanded online services for Statutory Planning.
- Developed and implemented the *Council Plan 2017-2021*.
- Completed an interim review of *Maroondah 2040: Our future together*.
- Developed and implemented the *Domestic Animal Management Plan 2017-2021*.
- Developed and implemented a Community Engagement Toolkit.



Maroondah 2040 Community Vision
Updated June 2020

- Enhanced Council's community consultation portal - Your Say Maroondah
- Developed and commenced implementation of a COVID-19 community emergency relief referral process.
- Developed and commenced implementation of a COVID-19 Recovery Plan (including social and economic recovery initiatives).
- Continued to implement actions from the *Workforce, People and Culture Plan 2016-2020*.
- Completed an update of Council's administrative facilities at Realm in Ringwood Town Square.
- Commenced implementation of the new *Local Government Act 2020*.
- Successfully advocated to the Victorian Government in the lead up to the State election in November 2018, and to the Australian Government in the leadup to the Federal election in May 2019, securing more than \$180 million in funding for a range of significant projects that will benefit the Maroondah community.

Sector and industry recognition and awards



- Active & Healthy Ageing Initiative Winner of the inaugural 2016 Age-Friendly Victoria Award, part of the Victorian Senior of the Year Awards program
- Biodiversity Monitoring in Melbourne's East project, Eastern Alliance for Greenhouse Action Winner of the 2016 Premier's Sustainability Award
- MABELS Project - A collaborative response to family violence in the East Winner of the 2016 Early Years Awards - Creating Collaborative Community Partnerships
- MABELS Project (Mothers and Babies Engaging and Living Safely) Finalist in the 2017 LGPro Awards for Excellence - Community Partnerships Initiative
- Wyreena Community Arts Centre Playspace Winner in the 2017 Parks and Leisure Australia (PLA) (Victoria/Tasmania) Playspace Award (under \$0.5m)
- Active & Health Aging Initiative IT Clinic Finalist in the 2017 LGPro Awards for Excellence - Service Delivery Initiative
- Jan Caton, Aquahub Aquatic Educator Winner of the 2017 AUSTSWIM Victoria Awards - WETS Aqua Instructor Award
- Vicki Tsitos, Aquanation Health and Fitness Team Member Winner of the 2017 Aquatic and Recreation Victoria Industry (ARV) Awards - Personal Trainer Award
- Community Engagement Framework Finalist in the 2017 LGPro Corporate Planners Network Award
- Student Wellbeing Action Teams (SWAT) Finalist in the 2018 LGPro Awards for Excellence - Community Partnerships Initiative
- Physical Activity Strategy Finalist in the 2018 Parks and Leisure Australia (PLA) (Victoria/Tasmania) Strategic Planning Award
- The Coopersmith Pavilion, East Ringwood Finalist in the 2018 Parks and Leisure Australia (PLA) (Victoria/Tasmania) Community Facility of the Year Award
- Shane Dawson, School Crossing Supervisor Winner Region 3 of the 2018 Victorian School Crossing Supervisor of the Year Awards



- Pathway for Carers Finalist in the 2018 Victorian Disability Awards and Winner of the 2018 LGPro Aged and Disability Services Award for Outstanding Program/Project (non grant based)
- Active and Healthy Ageing Pet Therapy Pilot Project Finalist in the 2018 LGPro Aged and Disability Services Award for Outstanding Program/Project (non grant based)
- Hoarding and Squalor Network/website Winner of the 2019 LGPro Awards for Excellence – Community Partnerships Initiative and Finalist in the 2019 LGProfessionals Australia Partnerships and Collaboration Award
- Ringwood Lake Park Playspace Finalist in the 2019 LGPro Awards for Excellence – Community Assets and Infrastructure Initiative - \$2 million and under and Finalist in the 2019 Parks and Leisure Australia (PLA) (Victoria/Tasmania) Playspace Award (over \$0.5m)
- BizHub Coworking Space Finalist in the 2019 LGPro Awards for Excellence – Special Projects Initiative
- Community Run Club Finalist in the 2019 Parks and Leisure Australia (PLA) (Victoria/Tasmania) Community Based Initiative of the Year Award
- Council's Immunisation Service Quality Management System awarded ISO9001:2015 Accreditation and Continuous Improvement Award
- Maroondah Positive Education Finalist in the 2020 LGPro Awards for Excellence – Community Partnerships Initiative
- Buried in Treasures Program Winner in the 2019 LGPro Active Ageing & Wellbeing Award for Outstanding Program/Project (non grant based)
- Youth Strategy Finalist in the 2019 LGPro Corporate Planners Network Award
- Maroondah Nets Finalist in the Parks and Leisure Australia Community Facility of the Year Award (Victoria/Tasmania)

To contact Council

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Translating and Interpreter Service

13 14 50

National Relay Service (NRS)

13 36 77

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