A safe, healthy and active community

Our vision

In 2040, Maroondah will be a safe, healthy and active community where all people have the opportunity to experience enhanced levels of social, emotional and physical wellbeing.

Our commitments

Through the Council Plan 2017-2021 (Year 3: 2019/20), Council identified 13 priority actions to be delivered during the 2019/20 financial year to work towards a safe, healthy and active community.

Amend planning controls relating to alcohol density through participation in the South East Melbourne Councils’ Alliance (SEMCA) Alcohol Density Project

In June 2018, the Minister for Planning rejected the exhibition of the proposed group planning scheme amendment (GC88) to introduce a packaged liquor policy into the Maroondah Planning Scheme. This planning scheme amendment was intended to provide participating Councils with planning tools to effectively manage applications for the sale of packaged liquor, particularly in areas of high supply. In rejecting the proposal, the Minister commented that the planning scheme is not placed to respond to social impacts on alcohol consumption and alcohol related harm. Council is currently working with project partners to identify alternative avenues to mitigate alcohol density issues.
Commence construction of the $3.5M Silcock Sporting Pavilion redevelopment in Croydon

The Silcock Sporting Pavilion redevelopment will include the demolition of existing cricket/soccer changerooms and will provide four female friendly change rooms as well as two new umpire changerooms; first aid and public toilet facilities; multi-purpose social space; new kiosk and kitchen; and a new undercover spectator viewing area. Construction commenced in April 2020 and is expected to be completed in March 2021.

Complete the $4.25M redevelopment of the HE Parker Sporting Pavilion

The redevelopment is currently in the final stages of construction completion. The double-storey facility will be home to four female-friendly change rooms, to cater for growing female involvement in grassroots sport, as well as a large multipurpose room and amenities. The facility will focus on inclusiveness and accessibility for all abilities. Once completed, the facility will accommodate the Heathmont Cricket Club, Heathmont Football Club and Sport and Life Training (SALT). Construction commenced in September 2019 and is anticipated to be completed in mid-2020.

Complete the $5M Springfield Sporting Pavilion redevelopment

This project will see a new multipurpose pavilion incorporating universal design principles and female friendly facilities for all users. Detailed design has commenced, and construction is expected to begin in 2020/21.
Complete the Jubilee Sporting Precinct redevelopment

The RO Spencer Pavilion serves the Jubilee Sporting precinct, and the Russell Lucas Oval which is a Premier Grade cricket ground. In April 2018, the Victorian Government committed $2 million in funding to support the project. The $3.5 million pavilion redevelopment will include improved accessibility features; new and improved change and toilet facilities, including female friendly facilities; and a first-floor extension with designated office space. Design has commenced, and it is anticipated that the construction will begin in 2020/21. The RO Spencer Pavilion redevelopment is also part of a broader precinct enhancement plan that will see some key longer-term outcomes for the community identified in the plan to be implemented over the next 10 years.

Undertake sportsfield reconstruction works at Quambee Reserve No 1 oval in Ringwood North

The main oval at Quambee Reserve was redesigned and reconstructed in 2019/20 to improve drainage, subsurface quality and grass cover. This will enable increased playing capacity of the ground, supporting the North Ringwood Football Club and Warranwood Cricket Club. Construction commenced in September 2019 and was completed in mid-2020.

Implement the changes that result from the reform of the Environment Protection Act

Council has contributed to the consultation and the Regulatory impact Statements associated with the new Environment Protection Amendment Act 2018. Implementation has been postponed until 1 July 2021 to ease the burden on business, industries and community members due to impacts of the COVID-19 pandemic. In the interim, the Environment Protection Authority Victoria (EPA) will continue to regulate under the Environment Protection Act 1970.

Complete the $3.25M Proclamation Park Sporting Pavilion redevelopment

This project will see the demolition of the existing pavilion and the construction of a new two storey facility, including female change facilities to meet the growing female participation in cricket and baseball. In addition, there will be an accessible public toilet, storage for clubs, and a level one multipurpose room with kitchen, kiosk and spectator viewing area. The new pavilion will be home to the Ringwood Athletic Club, Ringwood Little Athletics Centre, Ringwood Professional Athletic Club, Ringwood Cricket Club, Ringwood Saints Baseball Club, and Proclamation Park Walkers. Design commenced during 2019/20 and construction is anticipated to begin in 2020/21.
Undertake a review and develop a Physical Activity Strategy 2020-2024

Council will undertake a review of the Physical Activity Strategy and undertake a physical activity participation study to compare with results obtained in 2009 and 2014. Due to commence in 2020/21, the project will identify key focus areas for the 2020-2024 period.

Status: In progress
Responsibility: Operations, Assets and Leisure

Develop a new Municipal Emergency Management Plan considering changes to legislation and outcomes of Local Government Victoria's Councils and Emergencies project

The Councils and Emergencies Project is a multi-year, three phased project that aims to enhance the emergency management capability and capacity of local governments to meet their obligations in the management of emergencies. As part of this project, the Municipal Emergency Management Plan 2020-2023 was adopted by Council in March 2020.

Status: Complete
Responsibility: Development and Amenity

Complete the Dorset Recreation Reserve Redevelopment

An enhancement plan is currently being developed for Dorset Recreation Reserve, including redevelopment of the existing pavilion. Input is being sought from residents for both Dorset Recreation Reserve and Eastfield Park to identify improvement works that would take place over the short, medium and long term. Dorset Recreation Reserve features a park, nature-based playground, and 3.5-kilometre shared walking/bicycle trail around Dorset Golf Course. It is also home to Croydon City Arrows Soccer Club and the Maroondah Soccer and Darts Club.

Status: In progress
Responsibility: Operations, Assets and Leisure
Work with partners of Together for Equality and Respect (TFER): A Strategy to Prevent Violence Against Women in Melbourne East to prevent violence against women in Maroondah, including participation in the “16 days of activism” campaign

The 16 Days of Activism Against Gender Based Violence is a global campaign which runs from 25 November (International Day for the Elimination of Violence Against Women) to 10 December (Human Rights Day). In the Eastern Metropolitan Region (EMR) the campaign is supported by partners of Together for Equality and Respect - the regional strategy for Preventing Violence Against Women. The Strategy, led by Women’s Health East, is a partnership between the seven local governments of the EMR, community health services and other agencies that focus on primary prevention efforts to end violence against women. During November 2019, Council participated in the 16 Days of Activism campaign which involved the placement of seven billboards in prominent locations around Maroondah with messages relating to violence against women and family violence. In March 2020, Council also delivered a Women’s Safety Online event at Realm involving a presentation from the Office of the eSafety Commissioner.

Commence development of second Maroondah Youth Strategy Action Plan 2019-2021

Council has completed community consultation for the Youth Strategy Action Plan 2019-2021 and the action development phase has commenced. The Action Plan will include the adaptation of services to meet the emerging and future wellbeing needs of young people from the impacts of the COVID-19 pandemic. The draft Action Plan will be completed at the end of 2020.
Did you know?

Maroondah Immunisation Services immunised 1260 people against influenza.
Our strategic indicator results

<table>
<thead>
<tr>
<th>Indicator/Measure</th>
<th>Target 2019/20</th>
<th>Actual 2019/20</th>
<th>Actual 2018/19</th>
<th>Actual 2017/18</th>
<th>Actual 2016/17</th>
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<tr>
<td>Overall Maternal and Child Health service client participation in key ages and stages visits</td>
<td>100%</td>
<td>98.3%</td>
<td>98.87%</td>
<td>101.2%</td>
<td>102.8%</td>
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<td>Attendance at Council aquatic and leisure facilities as a proportion of the residential population</td>
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<td>Community satisfaction with recreation facilities</td>
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<td>76</td>
<td>80</td>
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<tr>
<td>(Local Government Community Satisfaction Survey)</td>
<td></td>
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</tbody>
</table>

Aquanation
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

Partnerships to improve mental health outcomes and address family violence

Council’s Maternal and Child Health service has developed strong partnerships to improve the mental wellbeing of children and their families through improved referral pathways. Key partners include Eastern Access Community Health (EACH); Eastern Health Mental Health Services; Eastern Community Legal Centre (ECLC); Eastern Health Perinatal Emotional Health Service (PEHS) for women experiencing emotional health issues, including postnatal depression and trauma impacting mental health during the first 12 months post birth; and Child and Youth Mental Health Services. Maternal and Child Health have seen an increase in mental health and family violence issues during COVID-19 restrictions and expect to see an increase in referrals as restrictions are lifted.

Buried in Treasures program

The Maroondah Hoarding and Squalor Network is a forum that has been developed for local agencies and community groups confronted with hoarding and squalor issues. Funding was sought from the Outer East Primary Care Partnership (OEPCP) to host a series of community forums, update the website and expand the network to the municipalities of Maroondah, Knox and Yarra Ranges. A Buried in Treasures Program was established, providing a six-week, two-hour self-help action group for people living with hoarding behaviour. Offering a judgment-free setting, the program encourages individuals to make positive changes to their home environment.

Improved lighting at Jubilee Park

Flood lighting was installed at six tennis courts at Ringwood Central Tennis Club at Jubilee Park. This project received $105,000 in Australian Government funding through the “Move it” SportAUS Grants program.

Maroondah Liquor Accord updated

Council has worked with the Maroondah Liquor Accord over the past year to review and develop a new Accord. The Maroondah Liquor Accord was launched in November 2015 and since that time has enjoyed strong membership and vibrant engagement with a broad range of licensees including hotels, restaurants/cafes, late night clubs, packaged liquor outlets, cinemas and sporting clubs. The project involved development of a new logo, a statement of values endorsed by the membership and a range of key commitments. The commitments relate to providing positive social environments, making venues safe and inclusive, promoting zero tolerance for violence, not serving underage persons, monitoring liquor compliance laws, providing responsible service of alcohol, and encouraging health and wellbeing.

Ask for Angela safety program

In partnership with the Maroondah Liquor Accord, Council continued implementation of the Ask for Angela campaign in local licensed venues. Ask for Angela is an international campaign to promote safety in licensed venues. If a patron feels unsafe, they can discretely use the simple code word which alerts venue staff that the person requires assistance. The campaign in Maroondah is being delivered in partnership with Victoria Police, EDVOS - a specialist family violence service in Melbourne’s Eastern Metropolitan Region, and Eastern Centre Against Sexual Assault (ECASA).

Review of the sharps exchange program

A review of the sharps exchange program was undertaken to ensure it continues to support the exchange of sharps containers resourcefully and safely and ensuring it is meeting the needs of those members of the community requiring the service for medical conditions. During COVID-19 restrictions the program continued with modified hours and meeting social distancing/hygiene requirements.
Our achievements

Working towards a healthy community

Maroondah Health and Wellbeing Plan
The Maroondah Health and Wellbeing Plan 2017-2021 is a strategic plan that describes how Council and partners will work together to achieve improved health and wellbeing for our local community. The Plan was adopted in late 2017 involving input from local community members, partners and stakeholders from the health and community service sectors. A range of actions were undertaken by Council over the past year including: alcohol-harm reduction in sporting club settings; delivery of mental health initiatives; support for Communities of Wellbeing initiatives; continued delivery of the Plus 10 schools initiative; development of a healthy choices policy for sporting venues; advocacy through the Eastern Affordable Housing Alliance; participation in the Together for Equality and Respect partnership; initiatives to increase female participation in sport; social inclusion partnerships with community houses; indigenous groups and CALD communities; and coordinating emergency relief partnerships to provide support for community members during the COVID-19 pandemic.

Be Kind Maroondah
The Be Kind Maroondah campaign was launched during the COVID-19 pandemic to keep the community connected during social isolation and encourage kindness and goodwill. Several initiatives were undertaken within three major themes; Be kind to yourself; Be kind to others; and Be kind to business. Information and resources were made available on Council’s website and people were encouraged to share kindness stories. A knitting project encouraged people to donate knitted items to those sleeping rough or in financial need. Grade 5 and 6 students also wrote letters to connect with older residents.

Stressless and look after your mental wellbeing event
During October 2019, Council hosted a free mental health community event focused on providing information on proven methods to reduce stress and manage anxiety. Over 300 community members attended the event which was delivered in partnership with EACH, Eastern Regional Libraries and Neami National. The event featured Matthew Johnstone, author, illustrator and former creative director of The Black Dog Institute, discussing proven methods to reduce stress, manage anxiety and lift mood. Participants were given the opportunity to connect with relevant service providers on topics such as healthy eating, animal therapy, and physical exercise.

Men’s health event
In June 2020, over 400 men from across the Eastern Region attended an online men’s health event, delivered in partnership between seven Councils as part of a Joint Local Government Health and Wellbeing Series. The event provided an opportunity to hear from former AFL footballer Tom Boyd sharing his story of going from #1 AFL draft pick to premiership player and then to retirement, all within five years. The event was delivered during Men’s Health Week which focuses on promoting male health facts and health services. Mental health is a key component to this, as men take their own lives at four times the rate of women.
Maroondah Positive Education Network (formerly Plus10 Schools) - helping our young people flourish

Council continued to work in partnership to deliver the Maroondah Positive Education Network (formerly Plus10 Schools) to increase the wellbeing and educational outcomes of students in Maroondah through the implementation of targeted wellbeing initiatives. As part of the project, Council delivered presentations and workshops to over 1000 students and 33 teachers; and school staff from Maroondah completed the Professional Certificate in Positive Education. The Maroondah Positive Education Project was presented at the 6th World Congress for Positive Education and the Maroondah Positive Education Project was highly commended in the community partnerships category of the LGPro Awards for Excellence.

Emergency meals assistance from Karralyka

Council’s Karralyka Centre significantly increased its Delivered Meals output as part of the response to the COVID-19 pandemic and the requirement for older vulnerable residents to self-isolate. Meals provided during the pandemic were supported through additional Australian Government funding. This funding was used to produce extra meals to meet demand, as well as for the redeployment of employees to cover the loss of volunteers involved in meal delivery.

Victorian Government’s Healthy Choices framework to be implemented in Council facilities

Council has continued the implementation of the Victorian Government’s Healthy Choices Framework and standards as part of the funding agreement for Maroondah Nets. Healthy Choices aims to improve the availability and promotion of healthier foods and drinks in community settings, and sport and recreation centres. Council has commenced development of policies and associated implementation plans for identified Council facilities and for Council employees. Implementation activities will continue in 2020/21.

Good Food for Me program for older residents

A Maroondah-first pilot program Good Food For Me is helping to teach older residents important yet simple, practical ways on how to live with better health through better nutrition. The pilot program was launched in February 2020 following the success of the Good Food For Me seminar held in early 2019. Open to residents aged 65 and over, the three-week program provided an introduction to the dietary needs of older people, while learning how to prepare everyday meals easily, independently and on a budget. The program is funded by the Commonwealth Home Support Program and is free to those registered and referred through My Aged Care.

Increased access to Maternal and Child Health Services

In response to an increased demand for support services as a result of the COVID-19 pandemic, the Maternal and Child Health Hotline continued to offer a confidential, 24-hour information and advice service to vulnerable families regarding concerns about child health as well as the health of parents. Maternal and Child Health ‘home’ visits, Breastfeeding support, Early Parenting Program, First Time Parents Group, Supported Playgroup Program continued during restrictions via video, phone or Facebook. A series of online videos were also produced to support parents with sleeping, feeding and parenting support.

NDIS transition service

Council continues to provide a National Disability Insurance Scheme (NDIS) transition service to assist local residents with information, support and/or advocacy services as they navigate the system wide changes. In 2019/20, over 600 hours of support was provided to Maroondah residents who were provided information and/or support through monthly Pathways for Carers walks, information provided at Maroondah Kindergarten Expo and other general information sessions/forums.

Occupational therapy service continues to address the needs of the community

With the Australian Government’s introduction of multiple occupational services in Maroondah and the high demand for support to regain or learn general life skills for independence, a greater focus has been on using resources to benefit more people. While Council’s 1:1 Occupational Therapy service continued, there have been several innovative pilot programs responding to complex, unmet needs, as well as the delivery of new programs.
Our achievements

Working towards an active community

Strategic review of golf in Maroondah

Council has undertaken a strategic review of Maroondah Golf to ensure the sport in Maroondah is sustainable in the future. A stage one report developed by external consultants identified both challenges and opportunities for the future of golf in Maroondah. A community consultation has been undertaken, and Council is now using the stage one review findings and the community consultation results to guide the development of the Maroondah Golf Strategy.

Walking football and netball programs

Maroondah City Council together with Melbourne East Netball Association commenced Walking Netball at Maroondah Nets. Walking Netball brings together a variety of low-intensity cardio, strength, flexibility and balance in one fun game. The game has been designed so anyone can play, regardless of age, ability or fitness level. Council continued the Walking Football Program in Maroondah in partnership with Knox City Council, U3A Croydon and Knox. The Walking Football program has been a huge success in helping senior Maroondah residents stay physically and socially active. Targeted at participants aged over 50, Walking Football aims to improve the physical and mental health outcomes for older residents and empower them to be physically active every day. Following the onset of the COVID-19 pandemic, the Walking Football and Netball programs were suspended pending the relaxation of restrictions.

Health and exercise services for older residents

In response to the temporary closure of Maroondah sports and recreation facilities during the COVID-19 pandemic, Council developed alternative physical and social programs for the community. Sports and recreation employees were redeployed to assist the volunteer workforce delivering emergency meals to older and vulnerable residents.

Run Maroondah

Held in September 2019, the annual Run Maroondah event was held at HE Parker Reserve, Heathmont, with approximately 460 participants. This run caters for people of all ages and has different course lengths including 15km and 10km runs, a 5km run/walk, and for children, the 1.2km kids dash. The aim is to encourage individuals and families to have fun together while taking part in physical activity.

Increased participation at Ringwood and Dorset Golf

Community participation has continued to grow for both Ringwood and Dorset Golf facilities over the past year. Participation in games of golf has increased by 3.7% and secondary spend has increased by 27% on the previous twelve months. Council also introduced programs to encourage participation of juniors and women in 2019/20 attracting a total of 800 participants.

Improvements to Jubilee Park Croquet Pavilion

Jubilee Park Croquet Pavilion redevelopment works were completed in August 2019, improving accessibility to and within the facility as well as a general upgrade to the facility. These improvements will support activities of Ringwood Croquet Club.
Active for Mental Health program
Council and Eastern Health partnered to run an Active for Mental Health pilot program supporting people to gain confidence to exercise and enhance their wellbeing whilst transitioning from residential mental health support services to independent living in the community.

Vacation Care activities
Council’s Vacation Care program continued to be conducted during the school holidays with a focus on primary school children aged 5 to 12. Activities encourage the children to socialise, have fun, be active and learn. This is achieved by a mix of safe and inclusive activities and excursions. As part of the response to COVID-19 pandemic, the Term 2 program did not run, however the Term 3 program will run from a single venue with numbers capped to allow for physical distancing.
Looking ahead

In continuing to work towards a safe, healthy and active community during 2020/21, Council will:

- **Design and construct sporting/multipurpose pavilion redevelopments at Silcock Reserve, Proclamation Park, Springfield Park, and Ainslie Park**
  As a result of funding by the Australian Government, Victorian Government and Council, several significant redevelopments are underway for multipurpose pavilions located in sporting reserves across Maroondah. Construction has commenced on the $3.5 million Silcock Sporting Pavilion which will include multipurpose spaces for enhanced community use; new flexible change rooms, enhanced amenities, storage areas, office space, and kitchen areas. The $3.25 million Proclamation Park Sporting Pavilion redevelopment will see the demolition of the existing pavilion and the construction of a new two storey facility, including female change facilities to meet the growing female participation in cricket and baseball. Redevelopment of sporting pavilions are also planned at Springfield and Ainslie Park.

- **Establish a regional cricket hub at the Jubilee Park sporting precinct**
  The RO Spencer Pavilion serves the Jubilee Sporting precinct, and in particular the Russell Lucas Oval, which is a Premier Grade cricket ground. Successful Council advocacy to the Victorian Government resulted in $2 million in funding for the redevelopment of the pavilion, which is home to the Ringwood cricket and football clubs and the Ringwood Spiders All Abilities Sports Club. Once completed it will also become home to the Ringwood District Cricket Association and to Cricket Victoria’s new Eastern Metro Zone Association. The $3.5 million redevelopment will include improved accessibility including a new entrance along with connections to and from the existing ground floor and grandstand areas. Also included in the works are new and improved female friendly change and toilet facilities and a first floor extension with designated office space.

- **Undertake a strategic review of golf in Maroondah**
  To ensure golf in Maroondah is sustainable in the future, Council is undertaking a review. The community consultation phase has concluded, and Council is now utilising the stage one review findings and community consultation results to guide the development of a Maroondah Golf Strategy.

- **Plan and implement the Dorset Recreation Reserve and Eastfield Park Enhancement Plans and undertake staged redevelopment works**
  An enhancement plan is currently being developed for Dorset Recreation Reserve, including redevelopment of the existing pavilion, which will include female-friendly changerooms and amenities. The Australian Government has provided $2 million towards the works. The facility will accommodate the Croydon City Arrows Soccer Club and the Australian Chin Community. Input is being sought from residents for both Dorset Recreation Reserve and Eastfield Park in order to identify improvement works that would take place over the short, medium and long term.
Develop a Liveability and Wellbeing Strategy 2021-2031 (incorporating the Municipal Public Health Plan)

The current Maroondah Health and Wellbeing Strategy 2017-2021 is due to conclude in 2021 and will be replaced by the new Maroondah Liveability and Wellbeing Strategy 2021-2031. The Strategy will provide a long-term holistic strategy covering key priorities to improve the health, wellbeing and resilience of Maroondah residents. Extensive community consultation has been undertaken on eight key topics - celebrating diversity; community learning; healthy lifestyle; liveable neighbourhoods; safe communities; social inclusion; social influences and sustainable environment. Council is also completing research on various social issues to ensure that an integrated action plan is developed as part of the Strategy. The Strategy will be completed in 2020/21 and identify a range of future priorities for Council following the COVID-19 pandemic.

Work with partners of Together for Equality and Respect (TFER): A Strategy to Prevent Violence Against Women in Melbourne East to prevent violence against women in Maroondah, including participation in the “16 days of activism” campaign

The 16 Days of Activism Against Gender Based Violence is a global campaign which runs from 25 November (International Day for the Elimination of Violence Against Women) to 10 December (Human Rights Day). In the Eastern Metropolitan Region (EMR), the campaign is supported by partners of Together for Equality and Respect – the regional strategy for Preventing Violence Against Women. The Strategy, led by Women’s Health East, is a partnership between the seven local governments of the EMR, community health services and other agencies that focus on primary prevention efforts to end violence against women. Council will continue to support the campaign in 2020/21.

Work in partnership to enhance the Maroondah Hoarding and Squalor website enabling it to become a State-wide resource

The Maroondah Hoarding and Squalor Network commenced in 2014 for agencies and community groups confronted with hoarding and squalor. The group provides partners with an opportunity to develop relationships, share skills and knowledge, and establish positive collaborative outcomes. A major achievement of the Network is the development of a dedicated website for support workers, and the family and friends of people with hoarding tendencies, which contributes to awareness of the condition and available avenues of assistance. In 2020/21, the website will be enhanced and become a state-wide resource.

Develop and deliver services in the Croydon Community Wellbeing Precinct

The transformation of the existing Croydon Civic Precinct into the Croydon Community Wellbeing Precinct will focus on delivering enhanced community spaces and functionality in relation to wellbeing facilities, family and children facilities, sport and recreation facilities, and open space. These combined elements, proposed to become integrated community hubs, will also enhance the accessibility and connectivity for the community.

Implement Council’s annual sportsfield improvement program

The sports field improvement program for 2020/21 will focus on enhancements to playing fields at Silcock Reserve, which consist of two cricket ovals and four soccer pitches.

Implement changes to emergency management legislation and outcomes of Local Government Victoria’s Councils and Emergencies Project

The Council and Emergencies Project is led by the Department of Environment, Land, Water and Planning (DELWP) through Local Government Victoria (LGV) and was developed to address a need identified by the sector and prioritised in the Victorian Emergency Management Strategic Action Plan. The priority seeks to ‘enhance the capability and capacity of Local Governments to meet their obligations in the management of emergencies’. The Emergency Management Legislation Amendment Act 2018 will come into effect in December 2020.

Implement the changes that result from the reform of the Environment Protection Act

Implementation of changes to the Environment Protection Act have been postponed until 1 July 2021 to ease the burden on business, industries and community members due to impacts of the COVID-19 pandemic. In the interim, the Environment Protection Authority Victoria (EPA) will continue to regulate under the Environment Protection Act 1970.
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 during the summer months.

**Aquanation (Leisure)**

Aquanation features a 66.5metre 10 lane pool with a 10metre diving tower and dry dive training area. 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, 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 including a flu program, and general health promotion and education activities.

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

Activities supporting prevention, response, and recovery from disasters within the Maroondah municipality and the surrounding Eastern region are a key focus of the Emergency Management team. The team is currently playing a significant role in Council’s response to the COVID-19 pandemic in coordination, relief and recovery planning.

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

The Local Laws team provide a broad range of services to ensure the amenity, function and safety of the City of Maroondah 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 Maroondah’s 73 school crossings.

**Leisure Marketing (Leisure)**

Maroondah Leisure’s marketing team partners with and supports the Maroondah Leisure facility teams to develop and deliver communication and marketing to the consumer market and customers. The team provides expertise in business development, marketing and communication campaign and channel management and work closely with venue teams to respond and deliver to business plan and venue budgets, whilst meeting customer needs and expectations.
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. The Maroondah Golf team also provide maintenance of Council’s parks and gardens, sportsfields and playgrounds. This includes grass mowing and maintenance of landscaped areas within the municipality.

Maroondah Leisure Sales and Membership (Leisure)

The Maroondah Leisure Sales and Membership team work in conjunction with the Maroondah Leisure facility teams and Marketing team in acquiring new perpetual members as well as the management of existing Maroondah Leisure members. The membership team facilitates the needs of the business and the customers through business planning, financial management, communication internally and externally and maintaining positive customer relationships. The major focus is to ensure an exceptional customer experience through service delivery.

Maternal and Child Health (Community Services)

The Maternal and Child Health (MCH) 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 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.

Council’s enhanced MCH service focuses on children, mothers and families at risk of poor health and wellbeing outcomes, where multiple risk factors for poor health outcomes are present. The team also delivers parent education programs, drop in sessions and a lactation service. A new addition to the MCH Service is the Supported Playgroup Program which includes five facilitated playgroups for vulnerable families with children who have needs.

Sport and Recreation (Leisure)

Sport and Recreation supports and encourages increased community involvement in physical activity by coordinating the delivery of programs, activities and events such as the annual Maroondah Festival and Run Maroondah. The team also seeks to maximise opportunities for community-based physical activity by supporting club capacity and improving infrastructure. This is achieved through advocacy; providing information and skill development to local clubs and groups; establishing partnerships; and monitoring participation patterns to ensure local service planning remains relevant to community needs. Sport and Recreation is also responsible for managing occupancy of Council’s sporting facilities and pavilions including seasonal allocations, leases, licences and casual use.

The Rings and Maroondah Nets (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.

Maroondah Nets is a new facility which commenced operations in May 2019. The indoor facility has multipurpose rooms, gym, café and caters for four netball courts, six volleyball and badminton courts plus table tennis. In addition, there are also four outdoor netball courts. The facility caters for junior and senior competitions, casual hire and holiday programs.

Maroondah Nets caters for netball, volleyball, badminton and table tennis
A prosperous and learning community

Our vision
In 2040, Maroondah will be a thriving regional centre of economic activity and education, where the sustainable growth of local businesses is supported, and diverse lifelong learning opportunities are accessible for all community members.

Our commitments
Through the Council Plan 2017-2021 (Year 3: 2019/20), Council identified eight priority actions to be delivered during the 2019/20 financial year to work towards a prosperous and learning community.

Continue to develop Regional Service Partnerships such as procurement efficiencies, library services and advocacy

The Eastern Regional Group of Councils has progressed joint advocacy in support of funding to key Council services, housing affordability and homelessness. This has included cost recovery for support to fire affected councils, and access to JobKeeper for Council employees impacted by the COVID-19 pandemic.

Status: In progress
Responsibility: Strategy and Community
Work in partnership to implement the Bayswater/Bayswater North Industrial Precinct Strategy to assist local businesses and promote investment attraction

Council is working in partnership with Knox and Yarra Ranges Councils to develop an overarching strategic framework for the revitalisation of the Bayswater Business Precinct (BBP) to attract future investment, maximise business performance and generate employment growth for the region. The partnership has implemented a Business to Business (B2B) social platform, BBP Connect, which was launched in June 2020 along with a complimentary BBP Jobs platform to connect local jobseekers, businesses and training and education providers. The project has been successful in gaining funding and is working in partnership with the Victorian Government to develop a transformation strategy. Led by the Victorian Government, the design for the widening of Canterbury Road as a key component of Victoria’s principle freight network is progressing. Elements of the BBP partnership have been impacted by coronavirus (COVID-19), with the project exploring ways of connecting and working online.

Develop, promote and expand the BizHub Coworking Space

BizHub is located within Realm and provides a flexible working space for local businesses on a permanent or a casual basis. Members were surveyed during 2019/20 to gain insights into improving the services offered such as mentoring, workshops and business support. The COVID-19 pandemic saw the temporary closure of the space and the introduction of an online platform, Slack, as a means of keeping the co-workers connected through online peer-to-peer mentoring, collaboration and education.

Plan and implement carparking improvements in the Ringwood Metropolitan Activity Centre and the Croydon Activity Centre

Council has successfully advocated for Australian Government funding for the construction of multi-level carparks in the Ringwood Metropolitan Activity Centre (MAC) and the Croydon Major Activity Centre. Both multi-level carparks are currently in the design phase.
Work in partnership to facilitate appropriate development within the Ringwood Metropolitan Activity Centre (MAC) and Croydon Major Activity Centre

The ongoing partnership between Council, businesses and the community within Maroondah’s key activity centres is creating an engaging, community focused program which positions the Ringwood Metropolitan Activity Centre (MAC) and the Croydon Major Activity Centre as two of Melbourne’s premier urban destinations. Improvements to the amenity of Maroondah Highway have continued through graffiti removal, an innovative public art program and a partnership approach between Council and property owners in Ringwood MAC. Work also commenced on the development of an upgraded Maroondah Highway boulevard. To further drive investment in the Ringwood and Croydon activity centres, proactive discussions have been held with major landowners, Swinburne University, privately owned shopping centres and developers to explore potential opportunities for partnerships and future development.

Undertake a strategic review of shopping centres in Maroondah and develop a Community Shopping Centre Strategy

Work continued throughout the year on a strategic review of Maroondah’s neighbourhood and local shopping centres. Boundaries were mapped for 31 centres, business owners confirmed, and a comprehensive audit of above ground infrastructure was undertaken.

Implement the changes that result from the Small Business Victoria Regulation Review in relation to the Food Act

The Better Approvals Project is a collaboration between Council and Small Business Victoria which has involved a suite of reforms to improve the small business customer experience. The project was implemented in April 2020, providing a more streamlined approach to supporting businesses in the Maroondah area. During the COVID-19 pandemic, assistance was provided to small businesses serving food, helping them to quickly adapt their mode of service delivery, implement social distancing measures, as well as providing quick approval under the Food Act (1984).
As part of the Croydon Community Precinct development, plan and deliver the Croydon Library integrated Customer Service project

In late 2019, Council shifted its customer service presence from the former Croydon Civic offices into Croydon Library. This integration of customer service within the library will serve as a working model in preparation for the new hub within the Croydon Community Wellbeing Precinct into the future.

Status: In progress
Responsibility: Corporate Services

Our strategic indicator results

<table>
<thead>
<tr>
<th>Indicator/Measure</th>
<th>Target 2019/20</th>
<th>Actual 2019/20</th>
<th>Actual 2018/19</th>
<th>Actual 2017/18</th>
<th>Actual 2016/17</th>
<th>Actual 2015/16</th>
</tr>
</thead>
<tbody>
<tr>
<td>Library membership as a proportion of the residential population</td>
<td>16.20%</td>
<td>15.88%</td>
<td>16.26%</td>
<td>16.18%</td>
<td>14.9%</td>
<td>24.2%</td>
</tr>
<tr>
<td>Participant satisfaction with business support workshops</td>
<td>90%</td>
<td>100%</td>
<td>97%</td>
<td>97%</td>
<td>96.5%</td>
<td>96%</td>
</tr>
<tr>
<td>Increase in new business skills and networking achieved through BizWeek activities</td>
<td>90%</td>
<td>N/A*</td>
<td>98%</td>
<td>97%</td>
<td>96%</td>
<td>93%</td>
</tr>
</tbody>
</table>

* BizWeek postponed in 2019/20 due to the COVID-19 pandemic

The Women On The Go expo celebrates women in business and is a collaboration between Maroondah City Council, Knox City Council, and Yarra Ranges Council
A prosperous and learning 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 prosperous and learning community. Some of the highlights from the year are detailed below.

Working towards a prosperous community

**BizHub supports our businesses during the COVID-19 pandemic**

In response to the COVID-19 pandemic, Council’s BizHub team mobilised quickly to establish a triage service for Maroondah-based small to medium enterprises (SMEs). This service linked businesses to a range of professional advice including business, legal, financial and mental health support services. Together with the Melbourne East Regional Economic Development Group (MEREDG) and Eastern Region Councils, businesses were surveyed on the impact of the pandemic on their operations, with the results informing Council’s actions. Hundreds of local businesses were contacted by phone directly and offered support. ‘We’re Still Open’ and ‘Be Kind to Business’ campaigns were launched for local shopping centres, offering support for businesses who were still trading, including social distancing decals on footpaths.

**New offerings for our small business community**

Council has broadened its support offerings to Maroondah’s small business community by strengthening its partnerships with the Victorian Chamber of Commerce and Industry and the Australian Small Business Advisory Service Digital Solutions to provide access to a broader range of workshops and development programs for our small to medium enterprises (SMEs). The COVID-19 pandemic saw many of these offerings transferred online to enable SMEs to continue to gain value from the webinars and other business support incentives rolled out by Council during the pandemic.

**Council progressed a Special Charge Scheme for Croydon Main Street Traders Association**

In April 2019, the Croydon Main Street Traders Association (CMSTA) lodged a petition with Council to commence the statutory process to declare a new Special Charge Scheme that will operate for a five year period. Following extensive consultation with traders, the statutory process was completed and Council declared the Special Charge Scheme at its October meeting in 2019. The funds raised by the scheme will be used by CMSTA for promotional events, advertising, the employment of a part-time Shopping Centre Co-ordinator and activities which aim to increase commerce, patronage, safety, visual appeal and vitality of the Croydon Main Street precinct. In April 2020, the traders asked for the scheme to be placed on hold due to the impact of COVID-19 restrictions, and it will be reactivated when appropriate.

**Supporting the Maroondah Business Group**

Council continues to be an active member and supporter of the Maroondah Business Group following its formation in 2019. This group actively supports the local business community by promoting shared learning, collaboration, engagement and advocacy.
Working towards a learning community

Developing youth leadership

Through the annual Student Wellbeing Action Team (SWAT) program, Council worked with a select group of Year 10 students from Maroondah schools who were keen to take their leadership to the next level. SWAT supports young people to uncover their strengths and use their new skills to lead a wellbeing project in their own school. The 2019 SWAT presentation night, held at Aquinas College in October, involved presentations on the wellbeing projects that the 24 participating students had developed and implemented at their schools. The 2020 SWAT program has been cancelled due to COVID-19 restrictions and school closures.

Council’s Kindergarten Expo

Council’s Kindergarten Expo, in March 2020, was again highly successful with approximately 189 parents attending. All Maroondah kindergartens were present to promote their centre and discuss timetables, learning and their programs with families. Families could also learn about services provided by the Maroondah Integrated Kindergarten Association (MIKA); Council’s Maternal and Child Health and immunisation teams; the National Disability Insurance Scheme (NDIS); and the Department of Education and Training.

Continued implementation of the Volunteer, Work Experience and Student Placement Programs

Council continued to provide its volunteering and Student Placement Program until placements were put on hold due to the COVID-19 pandemic. The program provides opportunities for volunteers and students to support the wider community, support their studies and provide practical work experience. Council volunteers assist with programs such as Delivered Meals, maintaining our bushland, reserves and community gardens, arts and cultural programs, and advisory committees.

Maroondah graduates more drivers from its L2P program

The L2P program continued for its fifth year with over 304 hours of practice provided by volunteer mentor drivers. The program matches learner drivers with a fully licensed volunteer mentor to help them 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 supervisor with a full licence. Volunteer mentor drivers are provided with comprehensive training and support. During COVID-19 restrictions, the program has been suspended due to physical distancing restrictions, impacting the hours that were able to be delivered. The program will recommence once restrictions have eased.

Support for kindergartens during the COVID-19 pandemic

Council offered increased assistance to kindergartens during the COVID-19 pandemic, supporting early education providers as they adapted their services to deliver programs both on-site and at home, ensuring children and families continued to be engaged.

Community Houses offer education programs and essential services during the COVID-19 pandemic

In response to the COVID-19 pandemic, Community Houses continued to provide a focal point for community engagement, making changes to their service delivery and activities in order to comply with COVID-19 restrictions. Community Houses continued to offer accredited education programs and essential services such as childcare, emergency relief and health and wellbeing programs.

Accessible library services during the COVID-19 pandemic

Despite the suspension of Maroondah’s libraries and the click-and-collect service as a result of COVID-19 restrictions, Eastern Regional Libraries arranged for the community to continue accessing books, magazines and DVDs through a ‘Click for Home Delivery’ postal service. To keep children at home entertained, libraries streamed ‘Storytime Live’ to the Eastern Regional Libraries (ERL) Facebook page each weekday at 11am.
Looking ahead

In continuing to work towards a prosperous and learning community during 2020/21, Council will:

**Undertake a strategic review of shopping centres in Maroondah**

A comprehensive review of shopping centres in Maroondah is being undertaken which will complement the 20-Minute Neighbourhood Project. It is expected that this will be completed in 2020/21 and provide a basis for prioritising amenity works in the centres.

**Work in partnership to implement the Bayswater Business Precinct Strategy to assist local businesses and promote investment attraction**

The Bayswater Business Precinct Strategy is a partnership with Knox and Yarra Ranges Councils to maintain and strengthen the economic value of the Bayswater Business Precinct. Consultants have been engaged to develop a transformation strategy following a successful bid for funding. Once completed the need for a movement and place plan will be considered. During 2020/21, work will continue on the implementation of BBP Connect (Business-to-Business platform) and BBP Jobs - connecting job seekers with employers.

**Develop and promote the BizHub Coworking Space**

The BizHub Coworking Space in Realm, provides a flexible working space for local businesses on a permanent or casual basis. BizHub will continue to be reviewed and modified during 2020/21 to ensure it meets the needs of its members and responds to the challenges of an evolving coworking industry.

**Plan and implement carparking improvements in the Ringwood Metropolitan Activity Centre and the Croydon Major Activity Centre**

The review of the Ringwood and Croydon parking strategies has commenced with internal consultation underway. Both strategies will be completed in late 2020 following external community consultation, although this may be impacted by the COVID-19 pandemic. Design is underway for multi-level car parks in the Ringwood Metropolitan Activity Centre (MAC) and the Croydon Major Activity Centre with the construction schedule yet to be finalised.

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

This partnership between Council and key stakeholders has focused on developing an engaging, community focused program to position and promote the Ringwood Metropolitan Activity Centre (MAC) and the Croydon Major Activity Centre as two of Melbourne’s premier urban destinations. During 2020/21, work will continue on a number of projects, including design of the Maroondah Highway boulevard, a Masterplan for Staley Gardens and endorsement of the Amendment C130 to the Maroondah Planning Scheme.

**Implement the Better Approvals Project**

The Better Approvals Project, which is a collaboration between Council and Small Business Victoria, aims to improve the small business customer experience. The project has identified opportunities to improve Council’s small business permit process across statutory planning, health, building and local laws. Changes to be implemented in 2020/21 include a customer centric design, the introduction of a small business concierge, and improved communication and information on the permit process.
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 support and development programs for the business community and manages the relationships between Council, businesses and community. The team delivers a collaborative co-working space, programs, information, training, and opportunities for businesses to connect and support business growth and employment throughout the region. The team also stewards development of the Ringwood Metropolitan Activity Centre and the Croydon Major Activity Centre by fostering partnerships that improve the viability and prosperity of these important commercial hubs. These partnerships are 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 at Civic Square in Croydon. The library service is delivered under a regional partnership model by Eastern Regional Libraries Corporation.

Realm library
A vibrant and culturally rich community

Our vision
In 2040, Maroondah will be a vibrant and creative community recognised for celebration of the arts, cultural expression and diverse entertainment options.

Our commitments
Through the Council Plan 2017-2021 (Year 3: 2019/20), Council identified four priority actions to be delivered during the 2019/20 financial year to work towards a vibrant and culturally rich community.

Commence development of an Arts and Cultural Development Strategy 2019-2023

A review of the Arts and Cultural Development Strategy 2014-2018 was undertaken in 2018 and the timeframe for the next Strategy adjusted to the 2020-2025 period. During 2019/20, community and stakeholder consultation was undertaken, and the Arts and Cultural Development Strategy 2020-2025 was endorsed by Council in March 2020.

Status: Complete
Responsibility: Strategy and Community
Establish a new Arts Advisory Committee and implement new public art across Maroondah in accordance with Council’s Public Art Policy

The Maroondah Arts Advisory Committee comprises three Councillors and five industry representatives. Established in May 2018, the Committee meets quarterly and has contributed to the development of the Maroondah Arts and Cultural Development Strategy 2020-2025; directions for new Public Art commissions; input into the Maroondah 2040 Refresh; and ideas for the growth and display of Council’s Maroondah Art Collection.

Complete the $15 million Karralyka redevelopment

Design works have commenced for the $15 million Karralyka redevelopment and will continue over the next few years. The proposed redevelopment will include a new entrance and foyer; and an outdoor paved terraced area leading from the function rooms. The redevelopment will also include an additional function room and a new video-conferencing board room, both of which will enable Karralyka to increase its offering for training and conference activity. A range of disability groups in the eastern region that use Karralyka for functions and performances will have improved accessibility and facilities for their participants and supporters. The redevelopment works are subject to the allocation of external funding.

Further develop the programming and profile of the Ringwood arts precinct

The Ringwood arts precinct consists of a network of indoor and outdoor formal and informal facilities and sites. Current areas of focus include a guided Urban Art Tour including indoor and outdoor street art and public art works commissioned by QIC and Council. The tour has been developed in partnership with Eastland with the first tours undertaken in December 2019. Other sites for arts development have included identified locations along Maroondah Highway in Ringwood. The first location to involve public art treatment helped to address amenity and graffiti issues and involved Minna Leunig's painted mural 'The Anthropocene'. Arts activities have been undertaken online or in modified form, such as self-guided walks, as part of the response to the COVID-19 pandemic, with activities to recommence once restrictions are lifted.
A vibrant and culturally rich community

Our strategic indicator results

<table>
<thead>
<tr>
<th>Indicator/Measure</th>
<th>Target 2019/20</th>
<th>Actual 2019/20</th>
<th>Actual 2018/19</th>
<th>Actual 2017/18</th>
<th>Actual 2016/17</th>
<th>Actual 2015/16</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community satisfaction with arts and cultural facilities</td>
<td>78</td>
<td>77</td>
<td>82</td>
<td>78</td>
<td>78</td>
<td>77</td>
</tr>
<tr>
<td>Participation in Maroondah Festival activities</td>
<td>27,000</td>
<td>27,000</td>
<td>27,000</td>
<td>30,000 (est)</td>
<td>30,000 (est)</td>
<td>30,000 (est)</td>
</tr>
<tr>
<td>Community members participating in classes at Wyreena Community Arts Centre</td>
<td>1659</td>
<td>N/A*</td>
<td>1626</td>
<td>1589</td>
<td>1659</td>
<td>1520</td>
</tr>
</tbody>
</table>

* Term 2 and 3 classes at Wyreena Community Arts Centre cancelled due to the COVID-19 pandemic

Maroondah Youth Services team at Maroondah Festival
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

Indigenous arts and culture celebrated

Council has continued to work in close partnership with Indigenous artists, community and cultural groups to build on and promote the richness of Indigenous arts and culture to the whole community. Highlights during 2019/20 included: the introduction of Ringwood Urban Art Tour which includes a range of Indigenous public art; inspiring traditional arts and crafts community workshops with Aunty Daphne Milward and Aunty Irene Norman; and an “Indigenous perspectives on the Anthropocene” exhibition at Maroondah Federation Estate Gallery, in association with the 2019 R&M McGivern Art Prize. A number of Reconciliation Week celebrations moved to an online format, with Kutcha Edwards performing online and hosting a question and answer session.

Children’s Week activities

A range of events and online activities were held in Maroondah during October 2019 to celebrate Children’s Week. Wyreena Community Arts Centre held a Halloween themed event, which attracted a huge response from the community with over 1000 people attending the weeknight event. Families dressed in Halloween costumes with roving entertainment, craft activities and the Silver Birches building was transformed into a magical space with a treasure quest theme. Unfortunately, the Children’s Fun Day did not proceed due to inclement weather.

Another successful Maroondah Festival

In November 2019, the 30th Maroondah Festival attracted a crowd of more than 27,000 people. There were hundreds of free and low-cost activities on offer for people of all ages with many community groups providing information and entertainment. The day included: a sensory garden, various stages with local performers, food trucks, community workshops and rides for children of all ages. The event is considered the largest free community event operating in Melbourne’s east.

All-ages live music event at EV’s Youth Centre

The FReeZA team have delivered a range of events during 2019/20 including a ‘metal’ show at EV’s Youth Centre attracting 101 participants, and a skate competition at Y Space in Croydon. In response to the COVID-19 pandemic, all live events were temporarily suspended. During these restrictions, the FReeZA team delivered a successful online event involving an Instagram livestream with 301 participants.
Karralyka’s 40th Birthday
Karralyka celebrated 40 years of hosting arts and cultural events with a birthday event held on the outdoor lawn on 23 February 2020. Residents enjoyed guest appearances, entertainment, music, food trucks and free cake. Entertainment was provided on the main stage by MC Dave O’Neil, ABC’s Lah Lah’s Big Live Band, Chart Topping 80’s Band, and The Code One band. Children enjoyed a magic fairy show, a reptile experience, free face painting, interactive games, rides and music for the whole family.

Events in Ringwood Town Square
The year saw increasing popularity of events held in Ringwood including the annual Christmas festivities and open-air movie nights held in conjunction with Eastland. Ringwood Town Square and Realm continue to be vibrant spaces for our community. Events and activities were suspended from March to June 2020 in response to the COVID-19 pandemic.

New public art in Tarralla Creek wetlands
Installed in November 2019, Ian Bracegirdle’s Spotted Marsh Frog is located in Town Park, Croydon, near the Fred Geale Oval. The latest installation features the Spotted Marsh Frog, a species found in the nearby Tarralla Creek wetlands. The provision of public art around Maroondah is guided by Council’s Public Art Policy, which demonstrates Council’s commitment to public art in Maroondah and responds to the community’s desire for traditional and contemporary art forms in public settings.

Karralyka performances online
Despite the cancellation and postponement of performances due to the COVID-19 pandemic, Karralyka offered livestreaming of certain performances for residents to enjoy from home. Toe Tapping Tuesday’s offered free livestreamed performances by well-known performers and up and coming talent across a range of genres.
Did you know?

76,822 guests attended Karralyka in 2019/20
Looking ahead

In continuing to work towards a vibrant and culturally rich community during 2020/21, Council will:

Design the Karralyka redevelopment, and undertake staged redevelopment works

Design has commenced for the $15 million Karralyka redevelopment and work will continue over the next few years subject to funding. The proposed redevelopment will include a new entrance foyer, an additional function room, outdoor plaza space and improved accessibility.

Implement the new Arts and Cultural Development Strategy 2020-2025

The Maroondah Arts and Cultural Development Strategy 2020-2025 was endorsed by Council in March 2020. The new strategy will guide and inform a range of arts and cultural activities over the next five years.
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 work in partnership with the community, artists and cultural producers, and across Council to realise the community’s vision for a creative and culturally vibrant Maroondah. The team delivers a range of facilities, programs and services, which attract high levels of visitation from Maroondah and the eastern region. These include ArtSpace at Realm and other initiatives across the Ringwood arts precinct; Wyreena Community Arts Centre in Croydon; Maroondah Federation Estate Gallery and the Maroondah City Council Art Collection, as well as the Public Art Collection which is sited across Maroondah. Local artists, creative industry professionals, community and cultural groups are supported through capacity building, skills development and networking opportunities in addition to financial support through the Arts and Cultural Grants program. The team 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 across social, environmental and economic domains.

**Karralyka, Maroondah Federation Estate and Maroondah community halls (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 428 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 Delivered Meals service. The team at Karralyka also oversee the management and booking of Maroondah Federation Estate and eight Maroondah community halls.
Our vision
In 2040, Maroondah will be a resilient community committed to sustainable living, enhancing our natural environment, and providing leadership in responding to climate change.

Our commitments
Through the Council Plan 2017-2021 (Year 3: 2019/20), Council identified four priority actions to be delivered during the 2019/20 financial year to work towards a clean, green and sustainable community.

Finalise the Maroondah Vegetation Review and prepare planning controls for inclusion in the Maroondah Planning Scheme

Council progressed the Maroondah Vegetation Review during 2019/20 and adopted the Vegetation Strategy at its meeting on 16 March 2020. Implementation of the actions within the Strategy, including a revision of planning controls within the Maroondah Planning Scheme is now underway.

Status: Complete
Responsibility: Strategy and Community
Work in partnership to undertake renewal works on the Mullum Mullum and Dandenong Creek shared trails

Renewal works for the Dandenong Creek shared trail, from Colchester Road to Dorset Road, were completed in April 2020. This included removal of the existing asphalt footpath, the construction of a wider concrete footpath and minor alterations to the alignment of the path to improve offset to vegetation. Project planning for Mullum Mullum Creek shared trail renewal works commenced in 2019/20. Construction has been deferred until 2020/21 due to the COVID-19 pandemic.

Introduce an environmentally sustainable development policy into the Maroondah Planning Scheme

Council commenced a new environmentally sustainable design function to provide advice to the community, developers and planning officers to incorporate sustainable design initiatives into both residential and commercial developments. A draft policy is currently under preparation with the intention to expand requirements to all areas of the municipality, not just Ringwood Metropolitan Activity Centre. It is anticipated that Council will seek authorisation from the Minister for Planning for public exhibition in 2020.

Tender and implement contracts for waste collection, landfill and the receipt and sorting of recyclables to meet community need and expectations across all waste streams as identified in the Waste Management Strategy 2019-2029

Council is developing a new Waste Strategy, which aims to be implemented in 2020. This Strategy will help direct and drive the needs within each of its waste contracts. Additionally, specifications are being developed and advocacy work undertaken to help ensure that Council is in the best possible position when looking to implement its new contracts. Tenders have been postponed for twelve months due to the COVID-19 pandemic.

Our strategic indicator results

<table>
<thead>
<tr>
<th>Indicator/Measure</th>
<th>Target 2019/20</th>
<th>Actual 2019/20</th>
<th>Actual 2018/19</th>
<th>Actual 2017/18</th>
<th>Actual 2016/17</th>
<th>Actual 2015/16</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annual tree planting within Maroondah</td>
<td>15,000</td>
<td>23,000</td>
<td>17,500</td>
<td>25,000</td>
<td>24,500</td>
<td>23,000</td>
</tr>
<tr>
<td>Recycling diversion rate from landfill</td>
<td>54%</td>
<td>56.83%</td>
<td>54.56%</td>
<td>54.14%</td>
<td>54.94%</td>
<td>53.96%</td>
</tr>
</tbody>
</table>

Did you know?

Tree and shrub foliage cover across Maroondah in January 2019 was estimated as being 36.5% through the use of computer-based learning methodology.
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

Domestic Wastewater Management Strategy Action Plan developed

An action plan has been developed to continue to implement the Domestic Wastewater Management Strategy over the next two years. Some of the actions include developing a guide to maintaining domestic waste water systems, running a de-sludge maintenance reminder program, developing a ‘New Owners Kit’ for new owners of unsewered properties, and updating mapping overlays with the Community Sewerage Program.

Desilting completed

Major desilting and waterbody reinstatement works were completed at Settlers Orchard Reserve in Croydon Hills and in the Ringwood Lake waterbody and pondage system. Additional major desilting works were undertaken in pond 1 and 2 at The Range estate wetlands. Desilting and reinstalment works were completed in top and middle sediment ponds at Yarrunga Reserve. The major lower pond was partially desilted, and a condition report collated on the lower pondage assets (bridge and ramps). The Dell drainage reserve was reconstructed and realigned including rock beaching, creek widening along with new drainage pits and related infrastructure.
Working towards a green community

Council’s annual planting program
Maroondah’s streets, parks and bushland reserves are benefiting from Council’s annual planting program. Among the new plantings are 1200 street trees including native gums, wattle, eucalypts, acacia and bottlebrushes and a selection of exotic species such as crepe myrtles, Chinese elms, and flowering pear. Approximately 7500 seedlings, understory plantings and grasses have been planted at our parks and reserves, with around 25,000 indigenous plants and trees now at home in bushland reserves. Thousands of trees, shrubs and grasses are planted annually throughout Maroondah, either in place of plants that have reached the end of their lifecycle, or to build on our leafy environment. Where possible, Council plants indigenous species to ensure longevity of existing plant and wildlife populations. Over the past 12 months, Council has planted 1500 plants in park areas, 1800 plants in neighbourhood shopping centres, 800 plants at Ringwood Lake Park, and 3400 plants at Maroondah Nets in Heathmont.

Council’s garden bed refurbishment program
During 2019/20, Council has undertaken a garden bed refurbishment program to refresh garden beds at Croydon Town Park, McAdam Square, McAlpin Reserve, Merrindale Shopping Centre, in addition to Maroondah’s gateway signage locations and a range of neighbourhood shopping centres.

National Tree Day
Council celebrated National Tree Day in July 2019 with a number of planting activities with local school groups. The canopy replacement program continued to supplement exiting trees which are declining in number. With fewer replacement trees growing naturally, Council is committed to planting trees in Maroondah’s bushland reserves to maintain tree canopy.

Maintaining our bushland
Council, in partnership with volunteer groups, undertook a continuous maintenance program during 2019/20 that involved control of weed species, planting of new trees to maintain tree canopy and other works to both conserve the bushland reserves and enhance their biodiversity.

Council’s Bushland team work to conserve bushland reserves
A clean, green and sustainable community

Our achievements

Working towards a sustainable community

Environmental Upgrade Agreement

In October 2019, Council endorsed proceeding with Environmental Upgrade Finance (EUF), a financing mechanism enabling Maroondah building owners to better access finance (lower rates and longer terms) for environmental upgrades to existing non-residential buildings. An EUF is a three-party agreement between a building owner (borrower), a financial institution (lender) and a Local Government Authority (LGA). An Environmental Upgrade Agreement (EUA) is used to levy an Environmental Upgrade Charge on the property which is payable back to the lender through the rates system. Council is using this approach, consistent with Maroondah 2040 and Council’s Sustainability Strategy, to support industries and enterprises to prosper and develop by facilitating low carbon businesses, stimulating a green economy, and facilitating resource efficient businesses.

Sustainability Activities Report 2016 - 2020

Council’s Sustainability Activities Report describes the progress of implementation of the 2016 Sustainability Strategy. Some of the highlights identified within this review include: the reduction in greenhouse gases by 26 percent compared to 2010/11 levels; participating in the Local Government Power Purchasing Agreement project to procure renewable energy from 2021/22 for some of Council’s large energy use sites; preparing Council’s first Climate Change Risk and Adaptation Strategy 2018/19 - 2021/22; and hosting the Living Maroondah Symposium bringing together the community and a range of expert speakers to discuss the value of vegetation. The evaluation provided within the report, and advice from the Maroondah Environment Advisory Committee, will now assist Council in commencing development of a new Sustainability Strategy in late 2020.
**Looking ahead**

In continuing to work towards a clean, green and sustainable community during 2020/21, Council will:

**Work in partnership to implement the Reimagining Tarralla Creek project**

Council is working in partnership with Melbourne Water, Yarra Valley Water and the Department of Environment, Land, Water and Planning (DELWP) on the project design and construction delivery of the Tarralla Creek Connects project. Design development in partnership with Melbourne Water is progressing with the first stage of construction expected to commence in 2020/21.

**Complete the tender and implement contracts for waste collection, landfill and the receipt and sorting of recyclables**

Council is developing a new Waste Strategy, which aims to be implemented in 2020. This Strategy will help direct and drive the needs within each of its waste contracts. Additionally, in 2020/21 the tender and contracts for waste collection, landfill and the receipt and sorting of recyclables will be completed.

**Introduce the Maroondah Environmentally Sustainable Design Policy into the Maroondah Planning Scheme**

Council commenced a new environmentally sustainable design function to provide advice to the community, developers and planning officers to incorporate sustainable design initiatives into both residential and commercial developments. A draft policy is currently under preparation with the intention to expand requirements to all areas of the municipality, not just Ringwood Metropolitan Activity Centre. It is anticipated that Council will seek authorisation from the Minister for Planning for public exhibition in 2020.

**Undertake a review and update Council’s Sustainability Strategy and Carbon Neutral Strategy**

Following the completion of the Sustainability Activities Report for 2016-2020, project planning will now commence on preparing a new Sustainability Strategy that responds to the evaluation of the past strategy and the advice of the Maroondah Environment Advisory Committee. A review of the Carbon Neutral Strategy will be undertaken in 2021.

**Implement an accelerated streetscape enhancement program, including a significant increase in tree planting**

The streetscape enhancement program will continue in 2020/21 with significant tree planting. Council is also investigating the potential to undertake planned fuel reduction burns in selected bushland reserves in partnership with the Country Fire Authority (CFA).
A clean, green and sustainable community

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)**
The team maintains 42 bushland reserves, which involves proactively supporting, conserving and enhancing biodiversity and maintaining appropriate fire breaks. The team also maintains water sensitive urban design elements and waterways that are under Council management.

**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 with Australian Standards and Best Practice, Council’s reserve fence line half cost fencing program, and Marveloo hire bookings.

**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 in response to customer requests or storm events; and 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.

Council maintains tree assets including all street trees and trees within parks and reserves.
Did you know?

Just over 26,521 tonnes of garden organics and recyclables were collected in 2019/20
Annual Report 2019/20

An accessible and connected community

Our vision
In 2040, Maroondah will be accessible for all ages and abilities with walkable neighbourhoods, sustainable transport options, and a safe integrated transport network.

Our commitments
Through the Council Plan 2017-2021 (Year 3: 2019/20), Council identified four priority actions to be delivered during the 2019/20 financial year to work towards an accessible and connected community.

Advocate to the Australian and Victorian Government for provision of new and upgraded major transportation infrastructure in Maroondah

Council has continued its advocacy campaign to State and Federal Members and Ministers for a range of key priority transportation projects. Council’s comprehensive advocacy strategy resulted in approximately $180 million in budget and election commitments for the Maroondah community across both Victorian and Australian levels of government. This included: $60 million from the Australian Government for four multi-level car parks in Ringwood, Croydon, Heathmont and at Heatherdale Station, with construction due to commence from late 2020, and $2 million from the Victorian Government for East Ringwood Station carpark improvement works; $80 million for road improvements including the intersection of Wantirna Road and Reilly Street in Ringwood; an upgrade to Plymouth Road in Croydon Hills; upgrades to Dorset Road north of Hull Road; and an upgrade to Canterbury Road between Dorset and Liverpool Roads.
Accelerate Council’s footpath construction program

Council has continued the implementation of its footpath construction program to provide improved pedestrian safety. The 2019/20 footpath construction program comprised: Armstrong Road in Heathmont (shared path on west side of road); Barkly Street in Ringwood (between New Street and Maidstone Street); Macey Grove in Ringwood North (on both sides of the road); Rosebank Avenue in Ringwood North (on both sides of the road from Warrandyte Road to Through Street and Warrandyte Road to Macey Grove); Terrigal Close in Ringwood North (on both sides from Oban Road to Lockhart Road and Oban Road to end of court bowl); Marwarra Street in Ringwood East; and Windsor Road in Croydon (between Hewish Road and Lacey Street). The total value of works completed was $789,000, and the total length of footpath constructed was 3.49 kilometres.

Implement the Maroondah carparking framework action plan

The review of the Ringwood and Croydon Parking Strategies has been completed and an internal consultation is underway. It is expected that both strategy reviews will be completed in late 2020 following external community consultation, however this may be impacted by the COVID-19 pandemic.

Undertake the renewal of New Street in Ringwood, including flood mitigation works, between Maroondah Highway and Sylvia Grove

Community consultation on the New Street renewal and flood mitigation works has been completed. Design work has commenced but has been delayed due to complex drainage challenges and a substantial increase in the scope of required road renewal works. Construction works have been impacted by the COVID-19 pandemic and are now expected to commence in 2020/21.
Our strategic indicator results

<table>
<thead>
<tr>
<th>Indicator/Measure</th>
<th>Target 2019/20</th>
<th>Actual 2019/20</th>
<th>Actual 2018/19</th>
<th>Actual 2017/18</th>
<th>Actual 2016/17</th>
<th>Actual 2015/16</th>
</tr>
</thead>
<tbody>
<tr>
<td>Proportion of sealed roads below the set intervention level</td>
<td>3%</td>
<td>2%</td>
<td>2.69%</td>
<td>2.75%</td>
<td>2.75%</td>
<td>0.7%</td>
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<tr>
<td>Square metres of sealed local roads reconstructed</td>
<td>3500</td>
<td>17,352</td>
<td>3499</td>
<td>14,501</td>
<td>8498</td>
<td>1639</td>
</tr>
</tbody>
</table>

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

Warrien Reserve Toilet Block

Construction of a new toilet block at Warrien Reserve commenced in December 2019, bringing improved amenities to the park. The facility included three toilet cubicles, with two accessible and one ambulant toilet with a bench/table for assisting older people and a baby change table.

Successful advocacy for carparking improvements in Ringwood and Croydon

During 2019/20, Council successfully advocated to the Australian Government for funding to develop new carparks for the Ringwood Metropolitan Activity Centre and the Croydon Major Activity Centre. The new Croydon carpark will be located on Council owned land in Devon Street and the new Ringwood carpark will be located on Council owned land in Bedford Road. Construction works for both projects are scheduled to commence in 2021.

Working towards a connected community

Local area traffic management improvements

Council has allocated funds to its Capital Works Program to install traffic calming measures in Tortice Drive, Ringwood North, including street lighting upgrades, installation of eight new speed cushions and a pedestrian refuge island. Traffic signals will be installed at the Wonga Road and Tortice Drive intersection to improve safety and access. The Australian Government committed $409,000 to fund an upgrade of the Dublin Road and Knaith Road intersection through the Blackspot Program. Blackspots are generally identified by intersections that have a proven history of accidents over the most recent five-year period. The Australian Government’s Black Spot Program considers these locations for further funding and provides an opportunity to proactively address critical road safety issues. Work commenced in April 2020 and was scheduled for completion in July 2020.
Council supported National Ride2Work Day

Council continued its support of National Ride2Work Day to promote the inclusivity, access and safety of cycling in all its forms and celebrate the diversity of Maroondah’s cycling community. The breakfast event at Ringwood and Croydon Town Squares was enjoyed by 60 cyclists. In addition, Council supported three businesses to host their own events.

Road safety education programs delivered

Council offered a range of programs to promote road safety and healthy and active lifestyles through active commuting to school. Be Safe, Stay Safe is a 40-minute road safety session aimed at Prep and Grade 1 classes. In 2019/20, 531 students across four primary schools received training in being observant in local streets, identifying safe road crossing locations and safe walking skills. Council also delivered a successful public transport program in partnership with Metro Trains at Mullum Primary School. Forty Grade 6 students learned and practiced how to plan public transport trips, use myki cards and travel safely on public transport.

Asphalt resurfacing

As part of Council’s annual road rehabilitation program, Dublin Road in Ringwood East (between Tweed Street and Bedford Road); Bedford Road in Ringwood East (between Dublin Road and Canterbury Road); and Hewish Road in Croydon were identified for asphalt road resurfacing works. This type of road resurfacing consists of the application of asphalt and is commonly utilised throughout Maroondah and other municipalities to enhance the longevity of the road pavement and to provide a smoother surface.
Looking ahead

In continuing to work towards an accessible and connected community during 2020/21, Council will:

**Complete the Lincoln Road upgrade, east of Dorset Road in Croydon**

The second stage of the Lincoln Road upgrade works from Dornoch Court to Dorset Road commenced in February 2020 and is expected to be completed in August 2020. The works include reconstruction and widening of the road, kerb and channel, drainage upgrades, bicycle lanes, installation of street lighting, pedestrian operated signals at Mount View Parade and improvements to the service roads.

**Undertake the renewal of New Street in Ringwood, including flood mitigation works, between Maroondah Highway and Sylvia Grove**

Design work has commenced but has been delayed due to complex drainage challenges and a substantial increase in the scope of required road renewal works. Construction work is expected to commence in 2020/21.

**Advocate for public transport improvements in the Bayswater Business Precinct**

Advocacy for public transport improvements in the Bayswater Business Precinct is dependent on the outcome of the overall transformation strategy, which is currently being developed.

**Design and construct multi-level carparks in Croydon, Ringwood, Heathmont; and Heatherdale station**

Schematic design has been completed for a multi-level carpark in Devon Street, Croydon, and construction is expected to commence in 2020/21. Multi-level carparks in Ringwood (Bedford Road) and Heathmont (Canterbury Road) are currently being designed with construction expected to commence in 2020/21. A feasibility study has been undertaken for a suitable location for a new multi-level carpark at Heatherdale Station.

**Undertake improvement works at the carpark at McAlpin Reserve, Ringwood North**

Modifications will be carried out to the McAlpin Reserve carpark to improve the functionality, provide further accessible carparking and create a new sealed pathway from Wonga Road to the reserve’s internal pathways.

**Advocate to the Australian 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 will continue its robust advocacy to address the major transport needs of the Maroondah community.

**Deliver an expanded footpath construction program**

During 2020/21, Council will continue the implementation of its footpath construction program to provide improved pedestrian safety. The footpath construction program for 2020/21 comprises works at: New Street (100 New Street to Sylvia Grove); Towerhill Drive (Wonga Road to Frederic Drive); Tunbury Avenue (Towerhill Drive to Major Street); Major Street (Wonga Road to Tunbury Avenue); Holyrood Crescent (Stonington Place to Towerhill Drive); Patterson Street (Eastfield Road to Fairview Avenue); Eastfield Road (Bayswater Road to Railway Avenue); Seares Drive (Maroondah Highway to Old Lilydale Road); Ian Avenue (Holland Road to Seares Drive); Gardini Avenue (Greenwood Avenue to Thomas Street); Ireland Street (City Road to Reilly Street); and Bellbird Court (Wantima Road to Clarke Drive); Laurence Grove (1 Laurence Grove to Knaith Road; and Balmoral Road (Melview Drive to Lockhart Road).
Undertake carpark improvement works at Merrindale Shopping Centre in Croydon South, and Ainslie Park in Croydon

Planned carpark improvement works at Merrindale Shopping Centre Croydon South and Ainslie Park Croydon are expected to commence in 2020/21.

Implement the Maroondah Carparking Framework action plan

Council will continue to implement the Maroondah carparking framework in 2020/21. The Framework will provide a greater consistency to Council’s approach to planning parking, resolving issues, applying restrictions and the issuing of parking permits throughout the municipality. Activities in 2020/21 will include parking guidelines for specific land use areas; enhancing traffic safety; increasing the use of sustainable transport modes; developing a Maroondah car share policy; adopting a best practice approach to dealing with parking complaints and safety concerns; reviewing the Ringwood and Croydon Activity Centre Parking Strategies; reviewing the parking management strategy around Maroondah Hospital; and addressing overflow parking issues across the municipality.

Work in partnership to implement intersection improvement works at the corner of Reilly Street and Wantirna Road, Ringwood; and Plymouth Road and Kirtain Drive, Croydon

Council will continue to work in partnership with VicRoads on the development of design and community consultation for improvement works at the corner of Reilly Street and Wantirna Road, Ringwood; and Plymouth Road and Kirtain Drive, Croydon.

Council’s new parking guidelines will continue to increase the use of sustainable transport modes.
Our core services

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

**Built Environment (Operations)**

The team provides proactive and reactive maintenance of Council’s infrastructure assets including roads, footpaths and drains. Built Environment 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)**

The 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, and bicycle paths which provide important links to services and enhance community wellbeing.

Council manages assets such as roads, footpaths, drainage, and bicycle paths which provide important links to services and enhance community wellbeing.
Did you know?

3.5 kms of new footpaths were constructed in the 2019/20 year.
Our vision
In 2040, Maroondah will be an attractive, sustainable and well built community with thriving activity centres and a network of neighbourhoods where everyone has the opportunity to live, work and play locally.

Our commitments
Through the Council Plan 2017-2021 (Year 3: 2019/20), Council identified 12 priority actions to be delivered during the 2019/20 financial year to work towards an attractive thriving and well-built community.

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

Over the past 12 months, Council has undertaken a review of neighbourhood character changes and a survey of potential buildings of heritage significance. Community consultation on the neighbourhood character recommendations has also been completed. Heritage controls for the Jubilee Park Precinct (Amendment C116) were considered by an independent Planning Panel and adopted by Council in November 2019 and subsequently sent to the Minister for Planning for final approval. A municipal wide study of places of heritage significance will be completed in mid-2020.
Complete the Lincoln Road upgrade, east of Dorset Road, Croydon

Stage one works for the upgrade of Lincoln Road in Croydon, between Hull Road and Dornoch Court, have been completed. The works included reconstruction and widening of the road, kerb and channel, drainage upgrades, bicycle lanes, installation of street lighting and improvements to the service roads. The second stage of the Lincoln Road upgrade works, from Dornoch Court to Dorset Road, commenced in February 2020 and are expected to be completed in August 2020. The works include reconstruction and widening of the road, kerb and channel, drainage upgrades, bicycle lanes, installation of street lighting, pedestrian operated signals at Mount View Parade and improvements to the service roads.

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 the sustainability and community benefits within development. The project aims to promote the creation of collaborative redevelopment precincts where landowners work together with Council to design more sustainable housing outcomes for their land. The Minister for Planning has authorised exhibition of two associated planning scheme amendments associated with the project, and exhibition is anticipated to occur in early 2021.

Develop and implement the Flood Mapping Communications Plan

A Flood Mapping Communications Plan is under development however project timing has been impacted by the COVID-19 pandemic. It is expected that the plan will be further developed in 2020/21. Information on Council’s emergency response to flood events is available on Council’s website under the Municipal Emergency Management Plan and the Victorian SES website (Maroondah / SES Local Flood Guide).
Develop and commence implementation of priority open space and public realm enhancement plans

During 2019/20, Council commenced the development of open space enhancement plans for Eastfield Park, Dorset Recreation Reserve and Ainslie Park Reserve. These open space enhancement plans are being developed in accordance with actions identified in Council’s Open Space Strategy. Extensive community consultation regarding the proposed Eastfield Park Enhancement Plan resulted in significant feedback from the community. After analysing the feedback, Council identified five key elements and a revised draft concept plan will be developed in 2019/20. An enhancement plan is currently being developed for Dorset Recreation Reserve focusing on the provision of enhanced soccer facilities and various open space improvements as part of a Stage 1 redevelopment. The plan has been endorsed by Council and is currently being distributed to the community for their information. A draft enhancement plan is being developed for Ainslie Park with a focus on the provision of a new multipurpose facility to service the existing Ainslie Park sportsground. Further discussions will occur with Melba College in the coming months, to facilitate enhanced alignment with the proposed Melba College Stage 3 redevelopment.

Implement the new Ringwood Activity Centre Masterplan into planning processes

Council formally adopted the updated Ringwood Metropolitan Activity Centre (MAC) Masterplan at its meeting on 26 November 2018. The Masterplan seeks to reinforce the Ringwood MAC as the principal retail, commercial, community, entertainment and employment focal point of the region. Work is now underway to prepare a planning scheme amendment to incorporate the Masterplan into the Maroondah Planning Scheme. Community members were invited to provide input through a public exhibition of the associated planning scheme amendment (C130) undertaken in early 2020. A report on the submissions received and the next steps in the process will be considered by Council in mid-2020.

Continue the upgrade of drainage works in the Scenic Avenue catchment in Ringwood East

Work has continued on the Scenic Avenue catchment area in Ringwood East. This project has been undertaken in stages due to the complexity of the works. The works involve the upgrade of Council’s easement drainage infrastructure through the rear of properties to provide 100-year flood protection. Design of the next stage of the Scenic Avenue was completed in 2019/20 with construction rescheduled to 2021/22 due to budget implications related to the COVID-19 pandemic.
Work in partnership to develop flood mitigation solutions for the central Croydon area

Council is continuing to develop flood mitigation solutions for the central Croydon area. A flood mitigation works prioritisation framework and 2020/21 works program is under development. The timing of works will be subject to budget implications related to the COVID-19 pandemic, with the majority of works proposed to be rescheduled to 2021/22.

Accelerated Council’s drainage improvement program

During 2019/20, Council has continued the implementation of its drainage improvement program, including waterway rectification and bank stabilisation in Landau Drive, Warranwood; drainage improvement works in Hender Street, Ringwood East; easement drainage construction in Todd Court, Croydon; easement drainage upgrades in Vine Street, Ringwood; Stage 1 flood mitigation construction works in Acacia Court, Ringwood; flood mitigation works design in New Street, Ringwood; and the implementation of a drainage relining program.

Commence preparation of a new Croydon Structure Plan

The Croydon Structure Plan was adopted by Council in 2006 and has successfully influenced the function and form of this Major Activity Centre. In 2019/20, Council commenced a series of background studies on the issues facing Croydon, both now and over the next 10 years. The findings of these reports and associated community engagement will inform development of a revised Croydon Structure Plan in late 2021.
Commence the Croydon Community Wellbeing Precinct development

The Croydon Community Wellbeing Precinct redevelopment project is progressing with the Australian Government committing $2 million towards the construction of the first community hub. The transformation of the existing Civic Precinct into the Croydon Community Wellbeing Precinct will focus on delivering enhanced community spaces and functionality in relation to wellbeing facilities, family and children facilities, sport and recreation facilities, and open space. The establishment of new integrated community hubs will enhance accessibility and connectivity for the community. Following initial engagement with user groups, key stakeholders and the local community, a draft masterplan for the precinct was released for community input in June 2020.

Work in partnership to implement the Tarralla Creek Connects project

Council is working in partnership with Melbourne Water, Yarra Valley Water and the Department of Environment, Land, Water and Planning (DELWP) on the project design and construction delivery of the Tarralla Creek Connects project. The project aims to enhance life and liveability by working with the community to transform a two kilometre section of Tarralla Creek into a fun and friendly open space and waterway. The section to be reimagined extends from Dorset Road to Eastfield Road, Croydon. The area will be enhanced by adopting contemporary urban design and landscaping ideas and incorporating suggestions from the community. Design development in partnership with Melbourne Water is progressing with the first stage of construction to commence in 2020/21.
Our strategic indicator results

<table>
<thead>
<tr>
<th>Indicator / Measure</th>
<th>Target 2019/20</th>
<th>Actual 2019/20</th>
<th>Actual 2018/19</th>
<th>Actual 2017/18</th>
<th>Actual 2016/17</th>
<th>Actual 2015/16</th>
</tr>
</thead>
<tbody>
<tr>
<td>Council’s infrastructure renewal/maintenance ratio</td>
<td>99%</td>
<td>83%</td>
<td>97%</td>
<td>94%</td>
<td>109%</td>
<td>97%</td>
</tr>
<tr>
<td>Proportion of planning applications assessed within statutory timeframes</td>
<td>82%</td>
<td>86%</td>
<td>81%</td>
<td>81%</td>
<td>80%</td>
<td>84%</td>
</tr>
<tr>
<td>Total value of building approvals - residential, commercial and industrial - $’000 from ABS 2019</td>
<td>$400,000</td>
<td>$518,406</td>
<td>$360,482</td>
<td>$437,814</td>
<td>$300,000</td>
<td>$349,503</td>
</tr>
<tr>
<td>Community satisfaction with general town planning policy</td>
<td>56</td>
<td>57</td>
<td>58</td>
<td>54</td>
<td>58</td>
<td>58</td>
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</tbody>
</table>

Council surpassed its target for proportion of planning applications assessed within statutory timeframes.
Our achievements

In addition to the Council Plan priority actions, Council has also undertaken a 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, thriving and well built community

**Introduction of new Victorian Government swimming pool and spa regulations**

The Building Amendment (Swimming Pool and Spa) Regulations 2019 commenced on 1 December 2019. This change introduced mandatory requirements for owners of private swimming pools or spas to register their pool or spa with Council. In addition, owners are now required to engage a registered building surveyor or building inspector to inspect and certify the compliance of their safety barrier every three years. The proposed implementation period will span two financial years and will require owners of existing swimming pools and spas to take action and register by 14 April 2020, following which all registered pools and spas must be inspected and certified in a staged fashion between October 2020 and October 2021, depending on when they were constructed.

**Playspace renewal works**

During 2019/20 playground improvement works were undertaken at a number of parks and reserves across Maroondah. Improvement works at the Clyde Reserve playspace in Croydon South included the installation of a double swing set and landscaping. Melview Reserve playspace saw new play equipment installed and a new basketball/netball multi-sports area and seating. Improvement works of the Nangathan Way Reserve included the replacement of existing playground equipment with a larger climbing structure, two swings, basket swing, balance and scramble area, new picnic and shelter area with seating, basketball and netball multi-sports area and landscaping works will also be constructed. The works commenced in April 2020 were completed in mid-June 2020.

The Nangathan Way Reserve playground has undergone an exciting redevelopment
Looking ahead

In continuing to work towards an attractive, thriving and well built community during 2020/21, Council will:

**Implement the Greening the Greyfields project in partnership with stakeholders to facilitate a sustainable approach to urban redevelopment in identified residential precincts**

During 2020/21, two planning scheme amendments will be exhibited that will seek to introduce and enable an alternative form of precinct redevelopment to be developed within Maroondah. Council has received authorisation from the Minister for Planning to prepare and exhibit a Planning Scheme Amendment for the two Greening the Greyfields pilot precincts.

**Develop a new Croydon Structure Plan (including urban design guidelines) and commence preparation of a planning scheme amendment to incorporate the policy into the Maroondah Planning Scheme**

The Croydon Structure Plan was adopted by Council in 2006 and has successfully influenced the function and form of this Major Activity Centre. In 2020/21, Council will complete its background research into the issues facing Croydon. This work will be summarised into an Issues and Options Paper that will be made available for public comment mid 2020 with feedback to be used to inform a draft Croydon Structure Plan in late 2020.

**Undertake the staged redevelopment of the Croydon Community Wellbeing Precinct**

The transformation of the existing Croydon Civic Precinct into the Croydon Community Wellbeing Precinct will focus on delivering enhanced community spaces and functionality in relation to wellbeing facilities, family and children facilities, sport and recreation facilities, and open space. These combined elements, proposed to become integrated community hubs, will also enhance the accessibility and connectivity for the community. Following the development of a draft masterplan in 2019/20, further community consultation, design planning and early works will be undertaken in 2020/21.

**Develop and implement the Flood Mapping Communications Plan**

A Flood Mapping Communications Plan is under development and will be further developed in 2020/21.

**Develop and commence implementation of priority open space and public realm enhancement plans**

During 2020/21, work will continue on the Croydon Community Wellbeing Precinct Masterplan, completion of the Wyreena Heritage Masterplan and commencement of the Jubilee Park Enhancement Plan, along with the Eastfield Park and Ainslie Park enhancement plans. These plans are intended to ensure our community spaces meet evolving community needs.

**Implement the new Ringwood Metropolitan Activity Centre Masterplan into the Maroondah Planning Scheme**

The Ringwood Metropolitan Activity Centre (MAC) Masterplan was adopted by Council in late 2018. The directions and objectives of the Masterplan, that seek to reinforce Ringwood as the principal retail, commercial, community, entertainment and employment focal point of the region, are being incorporated into a planning scheme amendment during 2019/20. Parallel work is also underway to develop a Developer Contributions Plan to help fund the infrastructure needed to support the increased number of residents, workers and visitors to the centre.

**Work in partnership to develop flood mitigation solutions for the central Croydon area**

Development of flood mitigation solutions for the central Croydon area is continuing. A flood mitigation works prioritisation framework and 2020/21 works program is under development.
Implement the results of the Neighbourhood Character and Vegetation Reviews

The Neighbourhood Character Study review report will be considered by Council for in principle adoption prior to adding the recommendations into the Maroondah Planning Scheme.

The Maroondah Vegetation Strategy 2020-2030 was adopted by Council in March 2020 and the recommendations of the review will be implemented across Council in 2020/21. A key action will be the development of an ‘Opportunities Map’ that will identify the best locations for adding vegetation to the Maroondah landscape to improve liveability and encourage more nature throughout Maroondah.

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 Management (Assets)
The team is responsible for the strategic long-term planning and management of all 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 all of Council’s community assets.

Assets Project and 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.

Building Services
(Engineering and Building Services)
The team provides 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 provides advice on variations to building regulations and swimming pool/spa safety barriers.

Statutory Planning (Planning)
Council has the responsibility for delivering town planning land use and development advice and assessments to a diverse community of over 117,000 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)
The 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?
There are 526 Council buildings and structures in Maroondah.
An inclusive and diverse community

Our vision
In 2040, Maroondah will be an inclusive and equitable community where all people are valued, supported and socially connected, and diversity is embraced and celebrated.

Our commitments
Through the Council Plan 2017-2021 (Year 3: 2019/20), Council identified five priority actions to be delivered during the 2019/20 financial year to work towards an inclusive and diverse community.

Continue implementation of the Corporate Volunteering Program that recruits, promotes and manages volunteers who support the provision of services and community activities.

Council’s corporate volunteering program has been implemented and forms a component of Council’s broader volunteering program that continues to deliver positive outcomes to the Maroondah community, while simultaneously fostering community spirit and social cohesion.

Status: Complete
Responsibility: Corporate Services
Investigate and implement additional female changing facilities at local sporting venues

Several development projects have been identified to provide additional female changing facilities at sporting pavilions across Maroondah. Construction has commenced at HE Parker Pavilion in Heathmont and Quambee Pavilion in Warranwood. Further works at Griff Hunt Pavilion in Croydon North have been delayed until until the second half of 2020. Further works at Cheong Pavilion in Croydon South; Ainslie Pavilion in Croydon; Proclamation Pavilion in Ringwood; Springfield Pavilion in Croydon have commenced design with construction to begin in 2020/21.

Develop and commence implementation of a new Disability Policy and Action Plan

Council adopted a new Disability Policy and Action Plan (2019-2021) in April 2019. The Policy and Action Plan incorporates a range of initiatives across the breadth of Council operations to remove barriers to discrimination and meet the legislative obligations for people with disabilities, their families and carers. The Plan was developed through examining data, considering relevant government legislation, and engaging with the community to determine the issues that are important to them. A range of actions were undertaken by Council during 2019/20 including: supporting vulnerable persons in emergency situations including the COVID-19 pandemic; initiatives to increase the participation of women with disabilities in regular exercise; scoping work with local businesses to consider volunteer positions/work placement for people with disabilities to create learning employment pathways; seeking targeted input from the Disability Advisory Committee on key capital projects and service delivery changes; implementing the Disability Discrimination Act Improvement Program to resolve known accessibility issues; partnering with Eastern Volunteers to strengthen the Eastern Disability Action Group; advocating for funding for regional delivery of the Pathways for Carers Program; continuing to implement the Porn is not the Norm initiative to build awareness of the risks associated with online pornography for people with disabilities; and working in partnership to implement an Opening Doors community leadership program in the Outer East.

Did you know?

Council’s oldest volunteer is 95 years whilst our youngest volunteer is 18 years of age
Commence development of an Active and Healthy Ageing Strategy 2020-2024

Review of the Active and Health Ageing Initiative 2015-2020 has commenced, with community consultation undertaken in a modified form due to the COVID-19 pandemic. The draft strategy will be completed towards the end of 2020 and will be included as part of the development of Council's new Maroondah Liveability and Wellbeing Strategy.

Commence development of a Children and Families Strategy

Following completion of extensive community consultation with children, young people, parents/carers and school staff, detailed analysis was undertaken to inform Council's new Children and Families Strategy and Action Plan. Council's draft Children and Families Strategy was placed on public exhibition in June 2020 with action plans for both the Children and Families Strategy and Youth Strategy due for completion in the first half of 2020/21.

Our strategic indicator results

<table>
<thead>
<tr>
<th>Indicator/Measure</th>
<th>Target 2019/20</th>
<th>Actual 2019/20</th>
<th>Actual 2018/19</th>
<th>Actual 2017/18</th>
<th>Actual 2016/17</th>
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<tbody>
<tr>
<td>Number of volunteers engaged within the organisation</td>
<td>380</td>
<td>369</td>
<td>400</td>
<td>348</td>
<td>380</td>
<td>473</td>
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</table>
Did you know?

148 young people were nominated for a Maroondah Youth Award in May 2020.
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

International Women's Day breakfast celebrates the contribution of women to our community

Council’s International Women’s Day breakfast was held at Karralyka in March 2020 to celebrate the contribution that women make to workplaces, families and communities. The event provided an opportunity for friends and family members to get together in a positive, supportive and celebratory environment. This year’s theme was #EachforEqual and featured inspirational speaker, author, and Love Your Sister campaigner Hilde Hinton. The event was booked out with 320 guests included neighbouring councils, community groups and secondary college students.

Stories Beyond Stereotypes

Council, in partnership with organisations such as Eastern Regional Libraries, Knox City Council, Yarra Ranges Council, Women’s Health East, EACH, EDVOS, Inspiro, and Level Playground, developed Stories Beyond Stereotypes, a list of books for children aged 7 to 12 years featuring real and imaginary characters who are unconstrained by gender stereotypes. The booklist was launched Realm in October 2019 with author Alex Lee Miles as the guest speaker. Books are available for community members to loan through Eastern Regional Libraries.

Gender Equity in Victorian Sport and Recreation Pilot Program

Council secured Victorian Government funding to work with tenant clubs of the RO Spencer Pavilion at Jubilee Park on a primary prevention project. Council has since secured additional funding to refine the project mode and extend the project to additional clubs. Due to the COVID-19 pandemic, timelines for stage two of this project have been extended from September 2020 to December 2020.
Maroondah’s Community Grants Funding Program supports 72 local community groups

A total of 72 Maroondah community organisations benefitted from more than $128,000 in funding from Council’s 2019/20 Community Grants Funding Program. The annual grants are allocated to eligible projects that increase community participation; address a community need; or provide assistance to a group in need. A diverse range of programs were funded including emergency food relief and support for vulnerable people, mental health and life skills programs for local sporting clubs, enhancement to programs at local kindergartens and leadership development program for local Burmese young people from the Karen community.

COVID-19 community grants to support community recovery

The COVID-19 Community Grants Funding Program was established to address the immediate needs within the community arising from the COVID-19 pandemic. The funding was for eligible community organisations and charities to continue to deliver, expand and introduce new programs, initiatives and services to the Maroondah community. Community organisations had the opportunity to share in $116,863 grant funding to assist in community recovery and relief.

Recognition of volunteers from our Corporate Volunteers Program

Council’s volunteers were formally thanked and recognised at a Volunteer Recognition evening in December 2019. This annual event officially acknowledges volunteers who assist Council by delivering important services and activities for the community. At the event, Council publicly recognised the significant contribution of our long-serving volunteers who have achieved a combined total of 670 years of volunteering with Council. This event also saw the presentation of the inaugural Bill Wilkins Volunteer Award. Named in honour of community stalwart Bill Wilkins, the award will be presented annually in honour of those volunteers who inspire and embody the spirit of volunteerism through their exemplary contribution to the community. The 2019 winner was Fay Lawn in recognition of her 49 years of volunteering with Meals on Wheels and 39 years with Maroondah Hospital and as a spiritual care volunteer supporting people through rehabilitation.

Council continued to work with local sporting clubs to promote gender equity
Our achievements

Working towards a diverse community

Implementation of the Maroondah Reconciliation Action Plan

Council’s first Reconciliation Action Plan was endorsed by Council in April 2019. Council has a strong commitment to promote and work towards greater reconciliation in the City of Maroondah. The Plan was endorsed by Reconciliation Australia and developed in conjunction with the Aboriginal and Torres Strait Islander community. The Plan identifies practical actions and measures for building relationships, promoting a respectful culture and creating opportunities to celebrate traditional and contemporary Indigenous cultures, knowledge and customary practices. A range of actions have been undertaken over the past 12 months and implementation of the Plan will continue into 2020/21.

Celebration of National Reconciliation Week

National Reconciliation Week is a time for people of all ages to come together and strengthen relationships between Indigenous and non-Indigenous people. Despite the week falling during the COVID-19 pandemic, Council worked in partnership with Mullum Mullum Indigenous Gathering Place (MMIGP) and the Maroondah Movement for Reconciliation (MMR), to deliver a series of virtual Reconciliation Week events. These events included a live-streamed performance by singer/songwriter Kutcha Edwards, an interactive online Q&A panel focused on addressing key reconciliation issues, a video produced by Council highlighting the importance of reconciliation in Maroondah, and a live stream of award-winning documentary In My Blood It Runs hosted by MMIGP.

Enhancements to Maternal and Child Health partnerships

Several new Maternal and Child Health (MCH) partnerships were introduced in 2019/20 offering direct services to Maroondah parents with children aged 0-5 years. These include a new speech therapy service at Croydon MCH; access to EACH family counselling services; joint home visits to vulnerable families by MCH and Child, Youth and Mental Health Services (CHYMS); and the co-location of the Eastern Health Perinatal Emotional Health Service at Croydon MCH.

Supported playgroups and parent education sessions for culturally diverse groups

Supported playgroups encourage social connections, embrace diversity and integration and support parents to understand children’s emotional and physical needs. In 2019/20, Council ran a six-week parent program for Burmese families with a specific purpose of encouraging social connections, parent education, improving mental health and wellbeing and reducing post-trauma stress disorder symptoms. A second Mothers and Babies six-week program for Burmese families was also offered to provide support for mothers in developing positive relationships with their children. Council’s MCH service offers a variety of parent education programs to refugee families, with interpreters to support non-English speaking families. The six week MCH facilitated parent groups have continued throughout 2019/20 for Burmese first time parents with these groups following onto the supported playgroup program. Both programs are now an ongoing part of the MCH education program.
Australia Day celebrations and citizenship ceremony
Maroondah residents of all ages and backgrounds gathered at Ringwood Lake Park on 26 January to participate in Australia Day celebrations. Council officially welcomed some of our newest Australian citizens and presented awards to the 2020 Citizen of the Year, Young Citizen of the Year and Community Event of the Year. Averil Embury was awarded Citizen of Year for her volunteer work in supporting the Australian Red Cross ‘Trauma Teddies’ program and Olivet, where she has assisted for 20 years. Ben Voogd was awarded Young Citizen of the Year for his work in assisting Ringwood Little Athletics, Little Athletics Victoria, Little Athletics Junior Development Coaching Squads. Winter Shelter, a Maroondah churches and community response to local homelessness, was named Community Event of the Year.

Seniors Week recognises the contribution of older people in our community
Council provided a diverse and enjoyable program of events to celebrate Seniors Week in October 2019 to recognise the achievements and contributions of older people within our community. Held as part of the Victorian Seniors Festival, a diverse program of events was held in Maroondah in partnership with local senior's clubs, groups, services and programs. Maroondah hosted a number of events including the Seniors Wellbeing Expo; a sold-out Celebration Concert by Michael Cormick; and a sold-out Maroondah Seniors Festival Celebration Lunch, followed by a performance by comedian Monica Dullard on Ageing with Attitude.

Support for linguistically and culturally diverse groups during the COVID-19 pandemic
Council's emergency relief and referral system during the COVID-19 pandemic implemented partnerships with local relief agencies as well as culturally and linguistically diverse groups to ensure services to vulnerable people despite restrictions. Information on COVID-19 restrictions was offered in Council’s website in a range of different languages including Burmese, Chin, Karen, Hindi, Tamil and Chinese in order to cater for a diverse cross-section of language and community groups.

Support for older people and vulnerable residents during the COVID-19 pandemic
Council ensured the continuation of essential support services for older and vulnerable residents including Delivered Meals, the adaptation of the Shopping Bus Service and additional welfare calls to socially isolated clients through the Maroondah Police Seniors Register regardless of their usual contact schedule (increase from 106 clients to 365+). Council worked in partnership with support providers, agencies and volunteers to provide food relief to disadvantaged people as demand for food increased, with free takeaway meals being available six nights a week, across three different venues. Council has also partnered with Winter Shelter and Central Ringwood Community House to provide bathroom and shower services to people experiencing homelessness at a temporary location until regular services are restored.

Youth Week celebrates local young people
Due to the COVID-19 restrictions, Youth Week 2020 activities in May 2020 were unable to proceed as scheduled. The annual awards acknowledge the exceptional commitment of local young people who give their time to support the community and help others, were held in an online format. This year 181 young people were nominated for awards across four categories of creativity, perseverance, leadership and teamwork. The Pure Talent art exhibition normally held at Wyreena Community Arts Centre was also held online showcasing the artistic talent of 24 young people from secondary schools across Maroondah and included digital media, painting, drawing, sculpture, and design.

Due to the COVID-19 restrictions, the Pure Talent art exhibition was held online
An inclusive and diverse community

Looking ahead

In continuing to work towards an inclusive and diverse community during 2020/21, Council will:

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

Transition arrangements for Commonwealth Home Support Program (CHSP) and National Disability Insurance Scheme (NDIS) have commenced with in-home services transferring direct to contractor on 1 July 2019. Commonwealth extensions have been announced for assessment and other services including delivered meals, social support and occupational therapy until 2022 with Council accepting extension of contract to provide these services.

Continue implementation of the Corporate Volunteering Program that recruits, promotes and manage volunteers who support the provision of services and community activities

Council will continue to implement its volunteering and student placement programs during 2020/21. These programs provide opportunities for volunteers and students to support the wider community. Council’s volunteers assist with programs such as Meals on Wheels, Maroondah’s Disability Advisory Committee, maintaining our bushland and reserves, arts and cultural programs, community gardens and many more. Council’s Work Experience Program is offered across all areas of Council and provides an opportunity for students to learn and give back to the community.

Finalise development of a Children and Families Strategy

Following completion of extensive community consultation with children, young people, parents, carers and school staff, detailed analysis was undertaken to inform Council’s new Children and Families Strategy and Action Plan, and the new Action Plan for Council’s existing Youth Strategy. Council’s draft Children and Families Strategy was placed on public exhibition in June 2020 with action plans for both the Children and Families Strategy and Youth Strategy due for completion in 2020/21.

Continue implementation of Council’s Disability Policy and Action Plan 2019-2021

Council adopted a new Disability Policy and Action Plan 2019-2021 in April 2019. The Policy and Action Plan incorporates a range of initiatives across the breadth of Council operations to remove barriers to discrimination and meet the legislative obligations for people with disabilities, their families and carers. A range of actions will be undertaken by Council during 2020/21 across themes of social and economic inclusion, services and information, design, infrastructure and transport, and advocacy and leadership.
Our core services

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

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, personal care and individual social support, respite care, occupational therapy and allied health, vulnerable persons support, food services (Delivered Meals), Supported Residential Services (SRS) social 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 safely living 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 works to raise the wellbeing of Maroondah’s children and young people. The mission of Youth & Children’s Services is to build a future where all children and young people can achieve their potential. 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.
Our vision
In 2040, Maroondah will be an empowered community actively engaged in local decision making, led by an innovative community inspired Council that collaborates regionally and proactively champions local needs.

Our commitments
Through the Council Plan 2017-2021 (Year 3: 2019/20), Council identified nine priority actions to be delivered during the 2019/20 financial year to work towards a well governed and empowered community.

Progress Council’s digital transformation that enables innovation and improved Customer Service delivery models including access to information, engagement and online payments

Council continues to focus on providing more effective services through the utilisation of new and improved technologies. These improvements have been driven by the redevelopment of Council’s administration offices, and the mobilisation of the workforce as well as enabling Council to deliver more timely and efficient services to our community whilst also providing increased resilience and preparedness for emergency response.
Update Council’s administrative facilities

The upgrade of Council’s administrative facilities is well underway. The Operations Centre administrative building was completed in December 2019. The extension at Realm has started construction and it is anticipated that this will be completed in August 2020.

Status: Complete
Responsibility: Operations, Assets and Leisure

Engage the community in undertaking an interim review of Maroondah 2040 ‘Our future together’

Council has finalised a refresh of the Maroondah 2040 Community Vision following background research and extensive community engagement undertaken over the past 18 months. The Vision highlights future outcome areas along with key policy directions for Council and community to focus on. The refreshed vision provides a catalyst for Council and partners to work together in meeting the needs and aspirations of the Maroondah community looking ahead to the year 2040.

Status: Complete
Responsibility: Strategy and Community

Participate in an Electoral Representation Review in the leadup to the 2020 Local Government elections

The Victorian Electoral Commission review of electoral representation across all municipalities has been completed, including a review of Maroondah’s electoral representation which concluded in October 2019. The purpose of the review was to ensure that the electoral structure of Maroondah provides fair and equitable representation for all voters.

Following the next Council Election on 24 October 2020, the Minister for Local Government has determined that Maroondah’s electoral structure will change to have nine wards. Each of these nine Wards will be represented by a single Councillor.

Status: Complete
Responsibility: Corporate Services

Undertake a review of Council’s Community Engagement Policy

Council will continue to review of the Community Engagement Framework and Policy to ensure it reflects best practice, outcomes of the new Local Government Act 2020 and community expectations. Initial community consultation was undertaken in 2019, including at the Maroondah Festival and internal consultation will be undertaken in late 2020. The new Policy will be finalised in 2020/21 in accordance with statutory implementation timeframes for the new Local Government Act 2020.

Status: In progress
Responsibility: Communications and Engagement

Did you know?

There are nearly 1000 food and health premises registered in Maroondah and all are inspected by Council’s environmental health officers.
Develop a new Customer Service Strategy that will continue to advance Council’s commitment to be highly responsive and customer focused

Council will commence development of a new Customer Service Strategy in late 2020 ahead of the commencement of the next Council term. Some of the practices that have been adopted in response to the COVID-19 pandemic may be incorporated into the new Strategy to reflect ongoing enhancements to service provision.

Status: In progress
Responsibility: Corporate Services

Review the current use of CCTV for its effectiveness in controlling waste dumping

Council has undertaken a review of the effectiveness of current CCTV technology, which has informed the purchase of new cameras. New policies and procedures have been developed to guide their use in monitoring the dumping of waste.

Status: Complete
Responsibility: Development and Amenity

Develop and implement the Workforce People and Culture Plan 2021-2025

Council’s current human resources strategy identifies the key themes and priorities to ensure the retention and development of a skilled, competent and motivated workforce that is best able to meet current and future service delivery requirements in a sustainable manner. Council has commenced developing a new Strategy for the 2021-2025 period by considering the strategic alignment of workplace people and culture strategies with Council objectives.

Status: In progress
Responsibility: Corporate Services
Advocate for Maroondah to become a ‘Smart City’

The term ‘smart cities’ has emerged in recent years to describe the transformative effect modern technology is having on the way urban infrastructure is used, operated and managed. For Maroondah, public lighting has the potential to be both directly enhanced by smart city technology as well as playing a central role in a broader Smart City network. Council commenced a 12-month Smart City pilot project in June 2020. The pilot includes the installation of two gateways and three types of LoRaWAN Internet of Things (IoT) smart sensors fitted to a range of community assets to capture real time data about capacity and usage. The sensors include: a bin sensor to monitor usage and capacity; a carpark sensor to monitor the usage; and people counters to monitor visits and duration of visit. It is anticipated that the pilot will demonstrate how Council can better: collect real time data about asset capacity and use; identify usage patterns and trends for improved asset efficiency and service provision; advocate for community needs and interests based on data findings and community feedback; and promote evidence-based, transparent decision making.

Our strategic indicator results

<table>
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<tr>
<th>Indicator/Measure</th>
<th>Target 2019/20</th>
<th>Actual 2019/20</th>
<th>Actual 2018/19</th>
<th>Actual 2017/18</th>
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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

Implementation of the Local Government Act (2020)
The new Local Government Act 2020 received Royal Assent on 24 March 2020, and is being implemented in four transitional stages, during which time it will co-exist with many provisions within the former Local Government Act 1989, until 1 July 2021. The new Act aims to improve local government democracy, accountability and Council operations by introducing a set of overarching guiding principles which include; community engagement, public transparency; strategic planning; good practice guidelines; service performance; and expanded financial management principles. The first phase of reforms took effect on 6 April 2020, which put in place these governance principles that provide the foundational framework for the new Act. The new act requires Council to adopt specific policies within set timeframes.

COVID-19 community emergency relief referral system
In response to the COVID-19 pandemic, Council’s coordinated the establishment of a community emergency relief referral system in partnership with Hope City Mission Inc (HCM) and Adventist Development and Relief Agency Ltd (ADRA). The system provides a centralised referral system for requests related to emergency food relief, material aid as well as referrals for psychosocial and complex needs.

Expansion of e-services for Statutory Planning
Additional e-services have been introduced in 2019/20 to provide a more efficient and transparent planning process for our customers and community. New services include the capability to lodge more application types, delivery of documents and electronic communication between parties.

High level of service delivery in Statutory Planning maintained
Council has continued to deliver a high percentage of Statutory Planning decisions within specified timeframes. During 2019/20, just nine percent of Council decisions have been set aside by the Victorian Civil and Administrative Tribunal. Council’s consistent decision making in accordance with the planning scheme continues to be supported by the Tribunal.
Implementation of Domestic Animal Management Plan

Council has developed a new Domestic Animal Management Plan to prioritise animal management projects over the next three years. Highlights include further cleansing of Council’s animal registration database; continued partnership with Animal Aid to address state-wide concerns on animal abandonment; activities aimed at reducing the number of stray and lost animals being impounded; and increasing the number of animals being reunited with families.

Redesign of Council’s corporate information technology networks

Council has commenced an information technology network review and redesign to support the migration of Council core infrastructure to external data centres. This has included a process to ensure minimal impact on the production environment during migration of core infrastructure. The design incorporates the appropriate storage and computer architecture to facilitate the migration of core infrastructure to the cloud including the mobilisation of Council’s workforce, increasing agility and resilience to disasters, and enhanced business continuity capabilities.
A well governed and empowered community

Working towards an empowered community

Connecting through social media
Council's 25 social media channels continue to connect exceptionally well with our community, with more than 35,000 people following our Facebook, Twitter and Instagram messaging, and an average weekly reach of more than 71,000 people (up from 48,000 a year ago).

Connecting through new eNewsletter
Council launched a fortnightly eNewsletter in January 2020, providing news on Council's services, activities and events, delivered to the email addresses of our subscribers. During COVID-19 this eNewsletter provided important health and support information to our community.

Multimedia activity expanded
Council expanded its multimedia content to promote services to the community across our digital channels. During COVID-19 this service responded to provide adapted access to information and services, including for Maternal and Child Health, Karralyka, Aged and Disability Services, Leisure and Youth.

We undertook community engagement to inform a range of projects
Council's commitment to community engagement is reflected in our Community Engagement Policy and toolkit, which was endorsed by Council in 2015. The policy adheres to the International Association of Public Participation (IAP2) principles which is the benchmark for the engagement sector. Over the past twelve months there have been more than 45 projects out for community consultation ranging from enhancement plans, infrastructure projects, and strategy and policy development. Some of these projects include: Maroondah 2040 ‘Our future together’; Children and Families Strategy; Liveability and Wellbeing Strategy (2021-2031); Croydon Community Wellbeing Precinct Masterplan; Amendment C130 - Ringwood Metropolitan Activity Centre Masterplan; and the Maroondah Reconciliation Action Plan 2018-2020.

Online customer engagement channels trial
New customer contact centre technology has been installed enabling Council to trial live chat, short message service (SMS), email and outbound contact campaigns. The online web chat facility has been enhanced to include the use of artificial intelligence in lieu of providing direct contact with a live human agent for the provision of services with standard or predictable responses. These improved multi-channel capabilities for customer service have assisted with the increased customer service demand following the closure of the Customer Service centres due to the COVID-19 pandemic.

Customer engagement and support during COVID-19
Maroondah residents were able to access up-to-date emergency information during the COVID-19 pandemic, which was promptly made available on Council’s website. This included information provided by the Victorian Government, along with local information regarding Council facility closures, event cancellations, service adaptations and available support services. These webpages also included links to relevant information relating to public health guidelines and current restrictions on the Department of Health and Human Services website.

Management of Customer Service Knowledge system
Council has continued to improve customer service by increasing internal knowledge and emphasising first point of contact resolution. This has improved the ability to resolve customer problems, questions or needs the first time they call with no follow-up required. Council aims to provide a seamless ‘one stop shop’ experience for all our customers with customer service employees having the knowledge and information needed to manage and direct all Council enquiries efficiently and effectively.
Looking ahead

In continuing to work towards a well governed and empowered community during 2020/21, Council will:

**Develop a new Customer Service Strategy that will continue to advance Council’s commitment to be highly responsive and customer focused**

Council will develop a new Customer Service Strategy in late 2020 ahead of the commencement of the next Council term.

**Develop and implement a COVID-19 community emergency relief referral process**

As part of Council’s emergency response to the COVID-19 pandemic, a local relief and referral system has been implemented to solidify partnerships with local relief agencies to ensure services to vulnerable people and groups continue despite restrictions. This work will continue in 2020/21 in response to needs of the community.

**Develop and implement a COVID-19 Recovery Plan (including social and economic recovery initiatives), following community consultation and engagement**

Council’s emergency relief and recovery framework includes strategic community recovery planning which will include the coordinated delivery of recovery initiatives to meet the social, health and wellbeing and economic needs of the community. Over the next twelve months, Council will continue to identify community needs and impacts through consultation, data analysis and development of partnerships with key stakeholder agencies. Council will seek to support emerging social, health and wellbeing issues through recovery planning and agency collaboration.

**Advocate on key local issues in the lead up to the State and Federal elections in 2022**

Council will continue to advocate to both levels of Government to seek support and funding to enable the delivery of key infrastructure projects and services for the Maroondah community.

**Implement the new Local Government Act following its enactment**

The new Local Government Act 2020 is being implemented in four transitional stages, during which time it will co-exist with many the provisions within the former Local Government Act 1989, up until 1 July 2021. The first phase of reforms took effect on 6 April 2020, which put in place these governance principles that provide the foundation framework for the new Act. The new Act requires Council to adopt specific policies within set timeframes within 2020/21 and beyond.

**Following the Council election prepare a new Council Plan 2021-2025**

During 2020/21, Council will work with the Maroondah community and elected representatives to prepare a new Council Plan for the 2021-2025 period. This document will form Council’s medium term plan in responding to the aspirations and outcomes arising from the community vision identified in the revised Maroondah 2040 ‘Our future together’ adopted in June 2020.

**Progress Council’s digital transformation that enables innovation and improved Customer Service delivery models including access to information, engagement and online payments**

Council will continue its focus on providing more effective services through the utilisation of new and improved technologies and industry best practice processes. These improvements will include the mobilisation of Council’s workforce, targeted improvement of key digital processes, and a considered focus on security. The wider access to mobile technologies will enable Council to deliver more timely and efficient services to our community whilst also providing increased resilience and preparedness for emergency response.
Identify and implement additional ways of providing digital services associated with planning permits that will improve the overall customer experience

Additional services to be considered include the ability for customers to lodge plans and documents for endorsement via Council’s online portal, method of mail delivery to the community and lodgement of Further Information online. New processes to improve the existing digital planning process will allow staff and the community to benefit from improved efficiencies with the processes.

Develop and implement the Workforce People and Culture Plan 2021-2025 that provides a road map for the development, implementation, review and measurement of services, activities and systems that enable the organisation to deliver exceptional results

In 2020/21, Council will continue the development a new Workforce People and Culture Plan Strategy for the 2021-2025 period. Key areas of focus will include the strategic alignment of workplace people and culture strategies with Council objectives; strategic workforce planning; investing in workforce skills and competencies; improving organisational efficiency and effectiveness; and effectively managing a diverse and multi-generational workforce.

Advocate for Maroondah to become a “Smart City”

Council has included ‘Smart City’ technology within the Public Lighting Policy and Action Plan to enable improved monitoring, control and broader network linkages for public lighting. Council will continue with the 12-month Smart City pilot project which commenced in June 2020.

Work in partnership with the Victorian Electoral Commission to coordinate a Council Election in October 2020 for the 2020-2024 period

Council has entered into a new contract with the Victorian Electoral Commission (VEC) in order to conduct the elections for Council in October 2020 in order to ensure compliance with the Local Government Act 2020 and Regulations.

Implement the Council Caretaker Policy for the Council election in October 2020 and transition to the new Council following the election

In the lead up to Local Government elections, the Victorian Local Government sector adopts an election period mode (or caretaker mode) to avoid actions and decisions that may be interpreted as influencing voters or binding an incoming Council. Specific provisions have been incorporated into the Local Government Act 1989 and Local Government Act 2020 that prohibit Council making major policy decisions or publishing or distributing electoral matter during the election period. Maroondah City Council is committed to the principle of fair and democratic elections and adopted the Election Period (Caretaker) Policy 2020 at the Council Meeting held on Monday 17 February 2020. This policy will be implemented ahead of the Council Elections scheduled for 24 October 2020. The election (caretaker) period commences 12.01am, Tuesday 22 September 2020 and continues for a period of 32 days through until 6pm, Saturday 24 October 2020.

Review and update Council’s Business Continuity Plan to enable Council to continue to provide key services to the community in the event of a disaster

As part of its risk management program, Council will conduct a test of the Business Continuity Plan to ensure its risk mitigation strategies are effective and that Council will be able to continue to provide key services to the community in the event of a disaster.

Package Council’s wide range of integrity policies, action plans and processes into a comprehensive Integrity Framework to deliver high ethical standards organisation-wide

Council will be implementing its integrity framework to ensure fraud and corruption controls are as effective as possible.
A well governed and empowered community

Core services

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**
The role of the Communications and Engagement team is to promote the work and achievements of Council and to keep the community informed and engaged. The team is responsible for the management of communication and engagement strategy and planning; organisation branding; community engagement activity; online, digital and social communications; media and public relations; advocacy; internal communications; and the promotion, branding and marketing of Maroondah City Council’s services, activities and events. The team also provide support to the Mayor and Councillors; management of civic and corporate events; activities related to the Mayor, Councillors and Council Meetings; and coordination of policies, processes and reporting related 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 Contact Centre and three service centres: in Braeside Avenue, Croydon Civic Square, and Realm. The team provides information and referral on Council services, supporting the customer interface for key Council services such as Waste, Local Laws, operations and Maroondah Leisure, referral and triage of customer requests, and cash receipting for payment of all 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 Meetings; and conduct of Australian Citizenship Ceremonies.

**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.
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 Maroondah 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 function 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), targeted skills acquisition; digital literacy, employee performance reviews, employee and leadership development programs, employee engagement and the 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 systems which includes reviewing and updating OH&S policies, OH&S training, hazard identification, inspections and reporting and OH&S consultative processes. A strong focus is placed on hazard identification, risk assessment and the identification and implementation of effective control measures. Where incidents occur, the focus is on minimising adverse consequences and making sure appropriate counter measures are put in place with the aim of preventing future accidents and incidents.

Payroll (Finance and Governance)
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.

Procurement (Finance and Governance)
This function assists Council’s service areas in the purchasing of goods and services through the strategic development and coordination of the purchasing, tendering and contract management processes.

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 team issues rate notices, develops revenue projections, manages concessions, sundry debtor invoicing, leads Council’s debt recovery, Electoral Roll production, manages the property database recording ownership changes, new property creations, street numbering and road naming. The team also manages the Name and Address register and ePathway registration requests for the organisation, along with Council’s geographic information system (mapping) database. 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.

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 and privacy as well as the organisation’s information management component, which relates to the accurate and compliant storage of corporate documents.

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.
Did you know?

Since the introduction of online lodgements for Asset Protection Permits were made available of the 181 permits applied for, 83% have applied online.