



Progress report on priority actions (Year 4: Quarter 2, 2020-21)

As at 31 December 2020

Introduction






The Council Plan 2017-2021 is Maroondah City Council’s key medium-term strategic document that sets key directions and priority actions to work towards the long-term community vision outlined in the refreshed *Maroondah 2040: Our future together* community vision.

The Council Plan plays a vital role in shaping Maroondah’s future over a four year period. It identifies both challenges and opportunities for our community at local and regional level within the context of the community’s long term Maroondah 2040 vision. It also forms the basis for Council to make decisions regarding resources and priorities in response to community needs and aspirations.

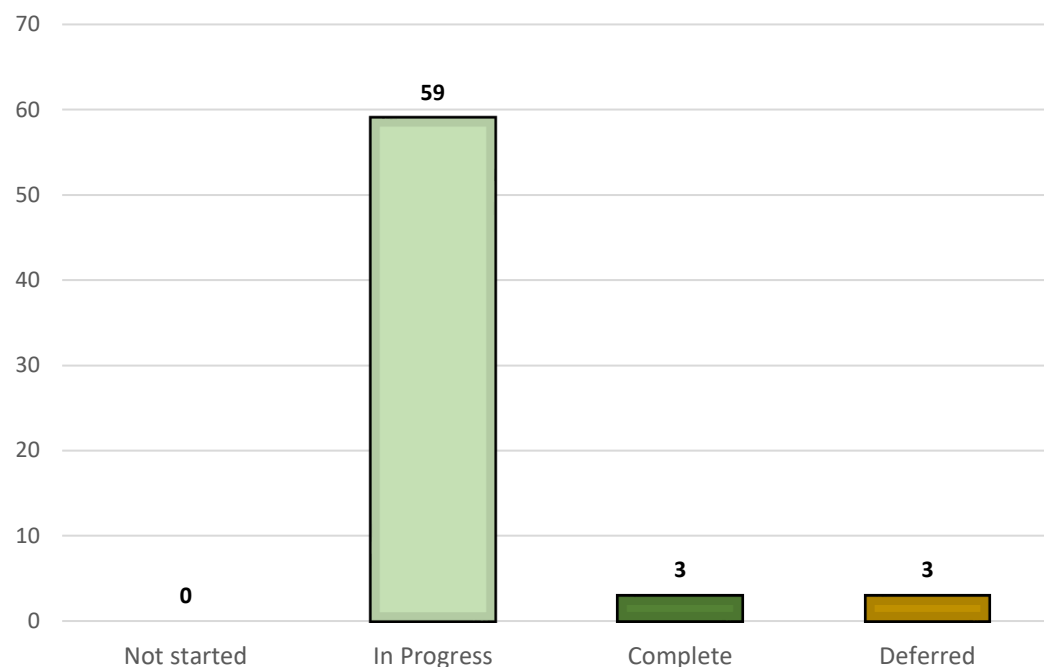
Each year, Council presents to the community an updated set of key directions and priority actions for implementing the four-year Council Plan. This helps to ensure that the Plan continues to be aligned with *Maroondah 2040: Our future together*, the community’s long-term vision, and is responsive to community needs and expectations.

The Council Plan is implemented through a service delivery planning process, and outcomes are measured and reported regularly. This report identifies Council's progress in relation to the Council Plan Priority Actions for the 2020-21 financial year. Some actions span multiple years as identified in the Council Plan 2017-2021. Progress is identified as at **31 December 2020**.

The following status icons assist interpreting the progress in implementing the actions.:

-  Priority action is currently on track and/or progressing as expected.
-  Priority action is at risk of not being on track.
-  Priority action is currently not on track and/or not progressing as expected
-  Priority action has been achieved
-  Priority action has been deferred to another year

Summary of progress



	Overall	Corporate Services	Development & Amenity	Executive Office	Operations, Assets & Leisure	Strategy & Community
Not started	0	0	0	0	0	0
In Progress	59	10	17	3	9	20
Complete	3	0	2	0	1	0
Deferred	3	0	3	0	0	0
Total	65	10	22	3	10	20




Council Plan 2017-2021





Year 4: 2020-21 - Priority Actions

Progress Reporting - 31 December 2020








Maroondah 2040 Outcome	#	Council Plan Priority Action	Progress Comment	Project Status	On Track	Target completion	Directorate	Service Area
A safe, healthy and active community	1	Design and construct sporting/multipurpose pavilion redevelopments at HE Parker Reserve, Silcock Reserve, and Proclamation Park; and at Springfield and Ainslie Park	The redevelopment of the HE Parker Sporting Pavilion was completed in April 2020. The redevelopment of the Silcock Sporting Pavilion is currently in the construction phase and is expected for completion in early 2021. The design and construct contract for Springfield Sporting Pavilion was endorsed by Council in September 2020 and is due for completion mid 2021. Detailed design has been completed for Proclamation Park with a tender released to the market. This Pavillion is scheduled for completion in late 2021.	In Progress		2021-22	Operations Infrastructure & Leisure	Assets
	2	Establish a regional cricket hub at the Jubilee Park sporting precinct	Successful Council advocacy to the Victorian Government resulted in \$2 million in funding for the redevelopment of the RO Spencer Pavilion at Jubilee Park. The RO Spencer Pavilion serves the Jubilee Sporting precinct, and in particular the Russell Lucas Oval, which is a Premier Grade cricket ground. The \$3.5 million pavilion redevelopment project (Stage 1) will include improved accessibility including a new entrance along with connections to and from the existing ground floor and grandstand areas. The design and construct contract for RO Spencer Sporting Pavilion was endorsed by Council in September 2020 and is due for completion in mid 2021. Further advocacy for Stage 2 of the precinct continues.	In Progress		2021-22	Operations Infrastructure & Leisure	Assets
	3	Undertake a strategic review of Maroondah Golf	To ensure golf in Maroondah is sustainable in the future, Council has undertaken a review of Maroondah Golf. The community consultation phase utilised the stage one review findings and community consultation results to guide the development of a Maroondah Golf Strategy, which was endorsed by Council in July 2020.	Complete		2021-22	Operations Infrastructure & Leisure	Leisure
	4	Plan and implement the Dorset Recreation Reserve and Eastfield Park Enhancement Plans and undertake staged redevelopment works	The Dorset Recreation Reserve Enhancement Plan has been endorsed by Council, 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 local burmese community groups. Further to the Australian Government funding for the pavilion, the Victorian Government is contributing \$2 million towards Stage 1 of the enhancement plan, which includes the pavilion, two soccer pitches, lighting and carparking enhancements. Schematic design for the Stage 1 works has begun. Demilition of the old pavilion is now complete and the tender for the pavilion is currently in progress. The civil and enancement works (pitches, carpark and landscaping) components will be tendered in packages over the coming months. The Pavilion works are expected to be completed by October 2021 and the remainder of the civil and enhancement works by the end of December 2021.	In Progress		2024-25	Operations Infrastructure & Leisure	Assets

A safe, healthy and active community	5	Develop a Maroondah 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, Wellbeing and Resilience 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 coronavirus (COVID-19) pandemic.	In Progress		2020-21	Strategy & Community	Integrated Planning
	6	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 2020 (International Day for the Elimination of Violence Against Women) to 10 December 2020 (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. Council continued to support the 16 Days of Activism campaign in 2020/21 through the placement of billboards at six prominent locations in Maroondah. Each billboard displayed one of the campaign messages: 'Everyone deserves equality and respect' and 'Everyone deserves to feel safe'.	In Progress		2020-21	Strategy & Community	Integrated Planning
	7	Work in partnership to enhance the Maroondah Hoarding & 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 current website, while Maroondah focussed, is accessed by people from across the state. With funding from the Outer East Primary Care Partnership (OEPCP), the website has now been updated to include COVID-19 related information.	In Progress		2021-22	Development & Amenity	Health Local Laws & Emergency Management
	8	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.	In Progress		2022-23	Strategy & Community	Community Services
	9	Implement Council's annual sports field improvement program	The sportsfield 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. Works have commenced with redevelopment of the northern oval completed. It is estimated that the southern oval will be completed by the end of February 2021.	In Progress		2023-24	Operations Infrastructure & Leisure	Leisure
	10	Implement changes to emergency management legislation and outcomes of Local Government Victoria's Councils and Emergencies project	Legislation impacting municipalities and Municipal Emergency Management Planning Committees commenced on 1 December 2020. Activities have been undertaken to facilitate this new legislation.	In Progress		2021-22	Development & Amenity	Health Local Laws & Emergency Management

A safe, healthy and active community	11	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 coronavirus (COVID-19).	In Progress		2020-21	Development & Amenity	Health Local Laws & Emergency Management
A prosperous and learning community	12	Undertake a strategic review of shopping centres in Maroondah and develop a Maroondah Community Shopping Centre Strategy	The project scope for the Maroondah Shopping Centres Strategic Review was amended as part of the COVID-19 economic recovery planning to focus on short-term actions to improve amenity across each of the 31 shopping centres in Maroondah. Recommendations have been made on infrastructure renewal required in the centres and a number of bins will be replaced in September 2020. A further assessment of infrastructure improvements will be undertaken following a targeted program of cleaning, weed and graffiti removal in September/October 2020 to support visitation once COVID-19 restrictions are lifted. 20-minute neighbourhood place activations at Croydon South and Ringwood East Neighbourhood Activity Centres have been successful in attracting significant Victorian Government funding (\$220k).	In Progress		2025-26	Strategy & Community	Business & Development
	13	Work in partnership to implement the Bayswater Business Precinct strategy to assist local businesses and promote investment attraction	This major initiative is a partnership with Knox and Yarra Ranges Councils to develop a strategic framework for the revitalisation of the Bayswater Business Precinct (BBP). The three Councils are working with key stakeholders, including local businesses, to attract future investment, maximise business performance and generate employment growth for the region. Work continues growing the usage of the Business to Business (B2B) social platform. BBP Connect and the Jobs portal (BBP Jobs) were launched in mid-2020. The project has been successful in gaining funds and is working partnership with the Victorian Government to develop a transformation strategy that will be completed early 2021, which will guide activities over the short, medium and long-term. The design for the widening of Canterbury Road, part of Victoria's principal freight network, is progressing with the Victorian Government taking lead. Further consultation with businesses and community will be undertaken in early 2021 to inform the final design. The project team has continued to connect with businesses by video during due to COVID-19 restrictions.	In Progress		2020-24	Strategy & Community	Business & Development
	14	Develop and promote the BizHub Co-Working Space	The BizHub Cowork Space is located within Realm and provides a flexible working space for local businesses on a permanent or a casual basis. COVID-19 restrictions saw the closure for normal activities, however, an online collaboration platform has been implemented to enable coworkers to remain connected with each other and the BizHub team. A COVID-19 plan was developed and the Hub reopened late 2020 (for permanent members only). The BizHub team will continue to monitor the DHHS guidelines for commercial operations and maintain connections with members moving forward.	In Progress		2023-24	Strategy & Community	Business & Development






A prosperous and learning community	15	Plan and implement carparking improvements in the Ringwood Metropolitan Activity Centre and the Croydon Major Activity Centre	A review of the Ringwood and Croydon parking strategies has commenced with internal consultation underway. Both strategies will be completed later in 2020 following external community consultation, although this may be impacted by coronavirus (COVID-19).	In Progress	😊	2023-24	Development & Amenity	Engineering & Building Services
	16	Work in partnership to facilitate appropriate development within the Ringwood Metropolitan Activity Centre and Croydon Major Activity Centre	A number of current activity centre projects have been put on hold as part of the emphasis on business economic recovery support. These include the development of an upgraded Maroondah Highway boulevard and a Masterplan for the future development of Staley Gardens. Works have progressed on development of the Croydon Community Wellbeing Precinct (CCWP) and the Croydon Structure Plan. A further discussion has been facilitated with Swinburne University regarding partnership opportunities with CCWP. Stakeholder engagement has also continued with QIC and Croydon Main Street Traders Association, with support provided to these organisations during COVID-19 restrictions. A comprehensive update on Ringwood and Croydon developments was provided to the Maroondah Business Group on 8 September 2020.	In Progress	😊	2024-25	Strategy & Community	Business & Development
	17	As part of the Croydon Community Wellbeing Precinct development, plan and deliver the Croydon library integrated Customer Service Project	In late 2019, Council shifted its customer service presence from the former Civic Offices into the 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.	In Progress	😊	2024-25	Corporate Services	Revenue Property & Customer Service
	18	Implement Better Business Approvals Project	The Better Approvals Project, which is a collaboration between Council and Small Business Victoria, aims to improve the small business customer experience when applying for business related permits. The outcomes of the work were launched late July 2020 and saw improved customer information on Council's website, the introduction of a concierge, which is part of BizHub, to help navigate the process and provide general business support. The project has transitioned to operational status with the team continuing to identify improvements to the customer experience, internal processes and monitoring mechanisms.	In Progress	😊	2022-23	Strategy & Community	Business & Development
A vibrant and culturally rich community	19	Design the Karralyka Centre 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. The Stage 1 contract has been endorsed by Council, with works involving renewal of the roof and heating, ventilation and air conditioning (HVAC) system. Stage 2 design of the new entrance foyer is in progress.	In Progress	😊	2022-23	Operations Infrastructure & Leisure	Assets
	20	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.	In Progress	😊	2021-22	Strategy & Community	Community Services

A clean, green and sustainable community	21	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. 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.	In Progress		2021-22	Strategy & Community	Integrated Planning
	22	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.	In Progress		2021-22	Corporate Services	Finance & Governance
	23	Introduce the Maroondah Environmentally Sustainable Design Policy into the Maroondah Planning Scheme	An application to the Minister for Planning for authorisation to introduce an environmentally sustainable development policy to apply to all parts of Maroondah has been submitted. It is anticipated that Council will exhibit a planning scheme amendment in late 2020.	In Progress		2020-21	Strategy & Community	Integrated Planning
	24	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 is now underway to inform the preparation of a refreshed Sustainability Strategy that will respond to the evaluation of the previous strategy and the advice of the Maroondah Environment Advisory Committee. A review of the Carbon Neutral Strategy will be undertaken in 2021.	In Progress		2021-22	Strategy & Community	Integrated Planning
	25	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.	In Progress		2021-22	Operations Infrastructure & Leisure	Operations

An accessible and connected community	26	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 was completed in October 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.	Complete	✓	2020-21	Development & Amenity	Engineering & Building Services
	27	Undertake the renewal of New Street in Ringwood, including flood mitigation works, between Maroondah Highway and Sylvia Grove	Construction contract for the New Street road and drainage upgrade was awarded in August 2020 with construction commencing in October 2020.	In Progress	😊	2021-22	Development & Amenity	Engineering & Building Services
	28	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.	In Progress	😊	2020-21	Strategy & Community	Integrated Planning
	29	Design and construct multi-level carparks in Croydon, Ringwood, Heathmont; and Heatherdale station	Council endorsed the design and construct contract for Devon Street Croydon in August 2020. Works commenced on-site in October 2020 and the expected completion date is scheduled for October 2021. Multi-level car parks in Ringwood (Bedford Road) and Heathmont (Canterbury Road) are currently being designed with construction expected to commence in 2021. A feasibility study has been undertaken for a suitable location for a new multi-level carpark on Heatherdale.	In Progress	😊	2021-22	Operations Infrastructure & Leisure	Assets
	30	Undertake improvement works of 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. Works will commence in 2020.	In Progress	😊	2021-22	Development & Amenity	Engineering & Building Services
	31	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 continues to advocate to State and Federal Members and Ministers for a range of key priority transportation projects.	In Progress	😊	2020-21	Executive Office	Communications & Engagement
	32	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 (Wantirna Road to Clarke Drive).	In Progress	😊	2024-25	Development & Amenity	Engineering & Building Services

An accessible and connected community	33	Undertake carpark improvement works at Hughes Park in Croydon North; Merrindale Shopping Centre in Croydon South; and Ainslie Park in Croydon	Planned carpark improvement works at Merrindale Shopping Centre in Croydon South and Ainslie Park in Croydon are expected to commence in 2020/21.	In Progress	😊	2021-22	Development & Amenity	Engineering & Building Services
	34	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.	In Progress	😊	2022-23	Development & Amenity	Engineering & Building Services
	35	Undertake road renewal works for Caroline Street in Ringwood; Emerald Street in Ringwood; and Norton Road in Croydon	Planned road renewal works for Emerald Street in Ringwood and Norton Road in Croydon were deferred due to the impacts of the coronavirus (COVID-19) pandemic.	Deferred	➔	2022-23	Development & Amenity	Engineering & Building Services
	36	Work in partnership to implement intersection improvement works at the corner of Reilly Street and Wantirna Road in Ringwood; and Plymouth Road and Kirtain Drive in Croydon	Council will continue to work in partnership with VicRoads on the development of design and community consultation for improvement works at the intersection of Reilly Street and Wantirna Road, Ringwood; and Plymouth Road and Kirtain Drive, Croydon.	In Progress	😊	2021-22	Development & Amenity	Engineering & Building Services
An attractive, thriving and well built community	37	Continue the upgrade of drainage, including flood mitigation works in Acacia Court catchment in Ringwood; Power Street catchment in Croydon North; and Scenic Avenue catchment in Ringwood East	Design of the next stage of the Scenic Avenue upgrade was completed in 2019/20, with construction rescheduled for 2021/22 due to COVID-19 budget implications.	Deferred	➔	2021-22	Development & Amenity	Engineering & Building Services
	38	Implement the Greening the Greyfields project in partnership with stakeholders to facilitate a sustainable approach to urban redevelopment in identified residential precincts	In early 2021, two planning scheme amendments will be exhibited that will seek to introduce and enable an alternative form of precinct redevelopment 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.	In Progress	😊	2021-22	Strategy & Community	Integrated Planning
	39	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. During 2020/21, Council undertook background research into the issues facing Croydon. This work is now being summarised into an Issues and Options Paper that will be made available for public comment early 2021 with feedback to be used to inform a draft Croydon Structure Plan in mid 2021.	In Progress	😊	2021-22	Strategy & Community	Integrated Planning

An attractive, thriving and well built community	40	Undertake the staged redevelopment of the Croydon Community Wellbeing Precinct	The transformation of the existing Croydon Civic Precinct into the Croydon Community Wellbeing Precinct (CCWP) 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. The CCWP Masterplan was endorsed by Council in July 2020 and works will now commence in early 2021 for detailed design elements of Community Hub A, which will involve consultation with current user groups and stakeholders and also include further community consultation. Works have also commenced on Community Hub B (former Croydon Civic building) with the first of the community groups (Kinder and Occasional Care) moving in and opening for term 1 of 2021. The remainder of the community groups will be moving in through stages during 2021.	In Progress	😊	2024-25	Operations Infrastructure & Leisure	Assets
	41	Develop and implement the Flood Mapping Communications Plan	A Flood Mapping Communications Plan has been finalised (for internal communication only). Actions within the Plan will be further developed and implemented in 2020/21 and beyond. Future reporting on the Flood Mapping Plan is anticipated to include specific project actions within the Council Plan 2021-2025.	Complete	✓	2021-22	Development & Amenity	Engineering & Building Services
	42	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.	In Progress	😊	2020-21	Operations Infrastructure & Leisure	Assets
	43	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.	In Progress	😊	2020-21	Development & Amenity	Statutory Planning
	44	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.	In Progress	😊	2021-22	Development & Amenity	Engineering & Building Services

An attractive, thriving and well built community	45	Deliver Council's drainage improvement program and drainage flood mitigation program	The delivery of Council's drainage improvement program and drainage flood mitigation program for 2020/21 has been developed and implementation of the works is progressing.	In Progress		2024-25	Development & Amenity	Engineering & Building Services
	46	Implement the results of the Neighbourhood Character and Vegetation Reviews	The Neighbourhood Character Study review report was adopted by Council 'in principle' in August 2020 subject to further work being undertaken as required by DELWP. The Vegetation Review culminated in the Maroondah Vegetation Strategy 2020-2030 being adopted by Council in March 2020 with a range of actions in the strategy to be implemented in 2020/21. A key action is 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. This project has now commenced.	In Progress		2022-23	Strategy & Community	Integrated Planning
An inclusive and diverse community	47	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.	In Progress		2021-22	Strategy & Community	Community Services
	48	Continue implementation of Council's Corporate Volunteering Program that recruits, promotes and manages 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.	In Progress		2024-25	Corporate Services	Workplace People & Culture
	49	Develop and commence implementation of the 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 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.	In Progress		2020-21	Strategy & Community	Integrated Planning




Council Plan 2017-2021

Year 4: 2020-21 - Priority Actions

Progress Reporting - 31 December 2020



An inclusive and diverse community	50	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, and the new Action Plan for Council's existing Youth Strategy. The Children and Families Strategy was endorsed by Council in August 2020, with action plans for both the Children and Families Strategy and Youth Strategy due for completion in early 2021.	In Progress	😊	2020-21	Strategy & Community	Community Services
A well governed and empowered community	51	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. The components of the new Customer Service Strategy were presented to CMT in November 2020. Consultation with Management Group is scheduled to occur in February 2021, and the Strategy is expected to be completed by April 2021.	In Progress	😊	2020-21	Corporate Services	Revenue Property & Customer Service
	52	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 referral process has been now expanded to include practical and emotional support through the MaroondahConnect initiative.	In Progress	😊	2020-21	Development & Amenity	Health Local Laws & Emergency Management
	53	Develop and implement a COVID-19 Recovery Plan (including social and economic recovery initiatives), following community consultation and engagement	The draft Maroondah COVID-19 Recovery Plan is currently out for public consultation ahead of presentation to Council for adoption.	In Progress	😊	2021-22	Development & Amenity	Health Local Laws & Emergency Management
	54	Advocate on key local issues in the lead up to the Victorian and Australian Government elections in 2022	Council will continue to advocate to both State and Federal levels of Government to seek support and funding to enable the delivery of key infrastructure projects and services for the Maroondah community.	In Progress	😊	2022-23	Executive Office	Communications & Engagement
	55	Implement the new Local Government Act 2020 following its enactment	The new <i>Local Government Act 2020</i> is being implemented in four transitional stages, during which time it will co-exist with many the provisions within the former <i>Local Government Act 1989</i> , 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.	In Progress	😊	2022-23	Corporate Services	Finance & Governance
	56	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 <i>Maroondah 2040: Our future together</i> adopted in June 2020. Community engagement to inform development of the draft Council Plan 2021-2025 will commence in February 2021.	In Progress	😊	2020-21	Strategy & Community	Integrated Planning

A well governed and empowered community	57	<p>Progress Council's digital transformation that enables innovation and improved customer service delivery models including access to information, engagement and online payments</p>	<p>Council's digital services transformation is driven by three key business drivers: (1) the effective mobilisation of employees to support transition arrangements into new facilities, (2) continued core service delivery to the community during the current COVID-19 pandemic, and (3) increased disaster response and business continuity process capabilities. A broad range of projects are currently in progress to support the sustainable delivery of these outcomes. A key scope of work completed was the development and adoption of an IT Strategy that underpins Council's core service delivery to the community and ensures future initiatives are closely aligned with the organisations identified objectives. One key initiative currently in progress is the redevelopment of Council's corporate Wide Area Networks and Local Area Networks (WAN/LAN). This will deliver a contemporary and best practice WAN/LAN that provides Council with greater bandwidth and capacity between all Council sites. Additionally, this will provide core service redundancy, and critical connectivity to Council's cloud based data centres, ensuring Council can continue to provide and deliver core services to the community in a timely and effective manner and contributing to high levels of satisfaction with Council's customer service, even in times of disaster, emergency response and/or business continuity through the additional capabilities and resilience that mobile computing can provide.</p>	In Progress		2024-25	Corporate Services	Information Technology
	58	<p>Identify and implement additional ways of providing digital services associated with planning permits that will improve the overall customer experience</p>	<p>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.</p>	In Progress		2020-21	Development & Amenity	Statutory Planning
	59	<p>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</p>	<p>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.</p>	In Progress		2021-25	Corporate Services	Workplace People & Culture

Council Plan 2017-2021

Year 4: 2020-21 - Priority Actions

Progress Reporting - 31 December 2020



A well governed and empowered community	60	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. 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.	In Progress	😊	2022-23	Development & Amenity	Engineering & Building Services
	61	Develop and implement a risk management approach to public health operations that will improve effectiveness of operations	The project to develop and implement a risk management approach to public health operations has been delayed due to the increased focus on COVID-19 related priorities for the Community Health team.	Deferred	➔	2021/22	Development & Amenity	Health Local Laws & Emergency Management
	62	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 associated regulations.	In Progress	😊	2020-21	Corporate Services	Finance & Governance
	63	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 <i>Local Government Act (1989)</i> and <i>Local Government Act (2020)</i> which 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 has adopted the Election Period Policy (2020) at the Council Meeting held on Monday 31 August 2020. This policy was implemented ahead of and during the 2020 Council Election held on 24 October 2020. Transition of the new Council has commenced, including the implementation of a program of induction activities as prescribed by the <i>Local Government Act (2020)</i> .	In Progress	😊	2020-21	Executive Office	Communications & Engagement
	64	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.	In Progress	😊	2020-21	Corporate Services	Finance & Governance
A well governed and empowered community	65	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.	In Progress	😊	2022-23	Corporate Services	Finance & Governance