



Ordinary Meeting of Council Attachments

Monday 21 February 2022

Council Chamber Realm

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2021/2259



COUNCILLOR BRIEFING – PUBLIC RECORD

Briefing Details:

Date: Monday 13 December 2021

Time: 6:00pm

Location: Meeting Room 2

Attendees:

| | | |
|---------------------------------|---|-------------------|
| Councillors | | |
| Cr Mike Symon (Mayor) | Cr Suzy Stojanovic (entered at 6:04pm) | Cr Marijke Graham |
| Cr Rob Steane (Deputy Mayor) | Cr Tasa Damante | Cr Kylie Spears |
| Cr Paul Macdonald | | |
| Council Officers: | | |
| Steve Kozlowski | Chief Executive Officer | |
| Marianne Di Giallonardo | Director Corporate Services | |
| Phil Turner | Director Strategy & Community | |
| Adam Todorov | Director Operations, Assets & Leisure | |
| Andrew Fuau | Director Development & Amenity | |
| Chloe Messerle | Governance Officer | |
| | | Item |
| Grant Meyer | Manager Integrated Planning | 3 |
| Deb Styles | Manager Community Services | 3 |
| Sherryn Dunshea | Manager Communications & Engagement | 5 |
| Others: | | |
| Joseph Cullen, CEO ERL - Item 2 | | |

Apologies:

Councillors:

Cr Tony Dib OAM, JP

Council Officers:

Nil

Conflict of Interest Disclosure:

Councillors:

Nil

Council Officers:

Nil

Items Discussed: **## Confidential**

| | |
|---|--|
| 1 | Council Meeting Agenda |
| 2 | Eastern Regional Libraries Update |
| 3 | Health and Wellbeing Action Plan 2021-2023 and Positive Ageing Framework Action Plan |
| 4 | Draft Councillor Conference 2022 Agenda |
| 5 | Australia Day Awards 2022 - Nominations |
| 6 | Items of a general nature raised by Councillors |

Record completed by:

| | |
|-----------------|--------------------|
| Council Officer | Chloe Messerle |
| Title | Governance Officer |



COUNCILLOR BRIEFING – PUBLIC RECORD

Briefing Details:

Date: Monday 7 February 2022

Time: 6:00pm

Location: Meeting Rooms 1
& 2

Attendees:

| | | |
|------------------------------|--|-------------------|
| Councillors | | |
| Cr Mike Symon (Mayor) | Cr Suzy Stojanovic | Cr Marijke Graham |
| Cr Rob Steane (Deputy Mayor) | Cr Tasa Damante | Cr Kylie Spears |
| Cr Tony Dib OAM, JP | Cr Paul Macdonald | |
| Council Officers: | | |
| Steve Kozlowski | Chief Executive Officer | |
| Marianne Di Giallonardo | Director Corporate Services | |
| Phil Turner | Director Strategy & Community | |
| Adam Todorov | Director Operations, Assets & Leisure | |
| Andrew Fuaux | Director Development & Amenity | |
| Chloe Messerle | Governance Officer | |
| Attendees | | Item |
| Tim Cocks | Manager Leisure | 1-3 |
| Steve McIntosh | Manager Assets | 4 |
| John Richardson | Coordinator Assets Projects & Facilities | 4 |
| Grant Meyer | Manager Integrated Planning | 5 |

Apologies:

Councillors:

Nil

Council Officers:

Nil

Conflict of Interest Disclosure:

Councillors:

Cr Rob Steane - Item 5 - Club Ringwood Application to Increase EGM's
Reason: Cr Steane has an historical business arrangement in respect to room hire for his commercial business.

Council Officers:

Nil

Items Discussed: ## Confidential

| | |
|-----|---|
| 1## | Tender Evaluation Report - Contract 21018 Supply, Installation & Support - Leisure Centre Management System |
| 2 | Fireworks On Council Land Policy |
| 3 | Jubilee Indoor Cricket Training Centre - Operational Update |
| 4## | Tender Evaluation Report Contract 21014 - Design & Construction of JW Manson Pavilion |
| 5 | Club Ringwood Application to Increase EGM's |
| 6 | Councillor Delegates' Meeting Report |
| 7 | Items of a General Nature Raised by Councillors |

Record completed by:

| | |
|-----------------|--------------------|
| Council Officer | Chloe Messerle |
| Title | Governance Officer |



Maroondah Arts Advisory Committee – Minutes

Meeting Details:

Date: Wednesday 1 December 2021 Time: 7:00pm - 8:45pm Location: Wyreena Arts Community Centre
13-23 Hull Road Croydon

Attendees:

Councillors

Cr Mike Symon (Mayor & Chair)
Cr Paul Macdonald
Cr Suzy Stojanovic

Council Officers:

Rosalie Hastwell, Coordinator Arts and Culture
Chloe Messerle, Governance Officer (Minute Taker)

Community and Creative Industries Representatives:

Roger Archbold
Andrea Jackson
Kali Michailidis
Janet Turpie-Johnstone

Guests:

Gareth Syvret, Curatorial Program Lead
Mattie Young, Community Cultural Development Officer

Apologies:

Councillors:

Council Officers:

Community and Creative Industries Representatives:

| |
|---|
| |
| Phil Turner, Director Strategy and Community, Debra Styles, Manager, Community Services |
| David Billimoria, Sharon Mullens Taylor, Kiron Robinson |

Conflict of Interest Disclosure:

Councillors:

Council Officers:

Community and Creative Industries Representatives:

Nil

Nil

Nil

Items Discussed

1. OPENING OF MEETING (*Acknowledgement of Country*)

Cr Mike Symon opened the meeting and read the Acknowledgement of Country.

2. WELCOME

Cr Symon welcomed all to the meeting held at Wyreena Arts Community Centre and asked all members to introduce themselves.

CONFIRMATION OF MINUTES - WEDNESDAY, 1 SEPTEMBER 2021

ITEM 3

Cr Stojanovic moved the minutes and Roger Archbold seconded the minutes.

4. ITEMS

BUSINESS ARISING

ITEM 4.1

No business arising from previous minutes.

ARTS & RESILIENCE AWARDS - PRESENTATION AND DISCUSSION

ITEM 4.2

Cr Symon introduced the item.

Community Cultural Development Officer Mattie Young provided a powerpoint presentation regarding the Maroondah Arts and Resilience Awards with the aim to acknowledge the arts and cultural sector as a whole to the community since the impact of the COVID-19 Pandemic.

The Maroondah Arts and Resilience Award received 20 nominations with 19 eligible for awards. The range of nominations were vast and varied throughout the municipality and the criteria for these nominations were based on resilience, innovation and contribution to the community.

The award recipients were:

- Aunty Irene Norman
- Chloe Dymond
- Croydon U3A
- Fresh Theatre for Social Change
- Jazz Notes
- Ringwood District Historical Society
- The Ringwood Eisteddfod
- Ruccis Circus

The prizes for these groups were all individually tailored in consultation with the recipients and were provided based on what would assist in their recovery and future development therefore benefiting the individual/ group and promoting the sustainability of arts and culture in Maroondah .

Mattie spoke about the learnings from the Awards project.

Rosalie advised that the Communications & Engagement team would be following up with the individuals/groups as to promote to the broader community how they used their prize including any events, exhibitions etc that were presented as an outcome of the prizes. Rosalie also provided feedback in regards to how the projects during lockdown provided hope and survival for the arts and creative industries in Maroondah.

The MAAC advised that it would be good to explore the potential for further cultural facilities hire subsidies and/or other support for groups impacted by the drop of membership income as a result of the pandemic.

The powerpoint will be circulated with the minutes.

MCGIVERN PRIZE 2022

ITEM 4.3

Cr Symon introduced the item.

Curatorial Program Lead Gareth Syvret provided a powerpoint presentation and spoke about the McGivern Prize 2022 providing some background R&M McGivern Prize which was established by the late Muriel Evelyn McGivern and is a legacy of Muriel's support to the arts in Maroondah. The acquisitive prize of \$25K is awarded every three years by the Trustee for outstanding, original artwork in the medium of paint.

Gareth provided a slide of the previous winners and advised of the key points for the 2022 prize:

- Schedule
- Theme
- Judges
- Audience and community engagement

The 2022 Schedule is as follows:

- 24 January - call for entries
- 28 June - submission deadline
- 24 November - Judging Day
- 25 November - Exhibition open to the public (Continues to 1 February 2023)
- 2 December - Opening function and presentation

The theme for 2022 is 'Atmosphere'. MAAC members enthusiastically supported

The powerpoint will be circulated with the minutes.

WYREENA CREATIVE RESIDENCY - VISIT SILVER BIRCHES

ITEM 4.4

Cr Symon introduced the item.

The Committee walked through the rooms at Silver Birches currently activated by creative business in residence - *True Fairies*.

Billie from True Fairies spoke about the residency and how significant and valuable this is to True Fairies' business recovery and further development. She also explained how COVID

has affected the children they interact with and how the activities provided by True Fairies are assisting in the recovery of children affected by lockdowns etc. True Fairies provides parties and interactive classes for all children of both kinder and school age.

Rosalie advised this was a pilot for what is hoped will be an ongoing program of residencies for local creative businesses. The pilot will be evaluated by Arts and Culture staff with True Fairies and options developed for a sustainable ongoing business arrangement with Wyreena.

ANY OTHER BUSINESS

ITEM 4.5

Cr Symon advised that the meeting dates need to be amended so they don't fall on the same night as other committee meetings.

Rosalie/Chloe to provide the committee dates for 2022.

Rosalie presented the 'Arts in Maroondah' Strategy Engagement publication which is a highly visual and professional document summarising the Arts and Cultural Development Strategy 2020 - 2025 and presenting this in an engaging arts format for partners, stakeholders and community. The MAAC congratulated Rosalie on the level of professionalism and arts marketing approach represented by this publication

CLOSE OF MEETING - NEXT MEETING TBC

ITEM 4.6

Cr Symon closed the meeting and advised that the dates for 2022 would be emailed to committee members at a later date.

The Meeting concluded at 8:35pm.



EASTERN TRANSPORT COALITION MINUTES OF MEETING

Date: Thursday, 18 November 2021

Time: 6.30pm – 8.30pm

Hosted by: Maroondah City Council by video conferencing

Attendees

Councillors

- Cr Tina Liu, City of Whitehorse (Acting Chair)
- Cr Marijke Graham, Maroondah City Council
- Cr Susan Laukens, Knox City Council
- Cr Anna Chen, Manningham City Council

Officers

- Ron Crawford, Knox City Council
- Matthew Hanrahan, Knox City Council
- Winchelle Chuson, Knox City Council
- Lucas Sikiotis, City of Greater Dandenong
- Chris Marshall, City of Greater Dandenong
- Daniele Raneri, Manningham City Council
- Michael Blowfield, Maroondah City Council
- Dale Bristow, Maroondah City Council
- Sandra Worsnop, City of Monash
- Terry Tillotson, City of Monash
- Chris Hui, City of Whitehorse
- Karen O’Gorman, Yarra Ranges Council
- Mark Varmalis, Yarra Ranges Council

Secretariat

- James McGarvey, The Agenda Group

Guests

- Rod McQueen, Stow Australia
- Ken McAlpine, Stow Australia

Apologies

- Cr Stuart James, City of Monash
- Cr Jim Child, Yarra Ranges Council
- Frank Vassilacos, Manningham City Council

1. Welcome and apologies

As Cr James was an apology, Cr Liu assumed the Chair, welcomed the attendees and opened the meeting.

2. Conflicts of interest

No conflicts of interest were raised.

3. Ratify previous draft Minutes and actions arising

Moved: Cr Marijke Graham

Seconded: Cr Susan Laukens

Carried

4. ETC Finance Report

Finance Report for 30 October 2021

| | |
|---------------------------------------|------------------|
| 30 September 2021: | \$36,223 |
| | |
| <i>Expenditure:</i> | 0 |
| | |
| 31 October 2021 | \$ 36,223 |
| Invoices still to be paid | |
| · Agenda Group (September)...\$7,000. | |
| · Agenda Group (October)...\$7,000 | |
| | |

Moved: Cr Susan Laukens

Seconded: Cr Marijke Graham

Carried

5. Presentation – Stow Australia

The group was joined by Rod McQueen, CEO of Stow Australia and Ken McAlpine. Stow Australia are a local company that focuses on various types of storage technology. Stow Australia is a storage solutions/industrial racking specialist company. They have the Australian licence for a bike stacker technology from the Czech Republic and are looking to roll it out in Melbourne, particularly at railway stations, universities, other transport interchanges, universities, shopping centres and so on.

Each of these units fit 118 bikes in a structure that is 12 metres tall, and doesn't require a pit so are a relatively easy installation. Application of height limits for potential sites will need to be further explored. Robotics move the bikes around and they have had a perfect track record so far of avoiding damage or loss to bikes in European installations.

The facades of Bike Towers are fully customisable, featuring programmable LED lighting and can host art installations or the option of outdoor advertising to raise extra revenue.

Cashless payment for cyclists will be by Myki or credit card.

The focus is on storage in locations that will enable a smooth connection from bikes to public transport and vice versa. Covid has slowed the process of Stow Australia engaging with potential customers and stakeholders. They are talking to DoT, LXRA, City of Melbourne and aiming to get around many of the local councils too. Their goal is for DoT to incorporate technology like this in future station designs as well as looking at retrofitting at existing stations.

A copy of Stow Australia's presentation will be circulated with the minutes.

The link to the company's promotional video is here: <https://vimeo.com/477105445>.

Any further questions can be addressed to Rod McQueen at rmcqueen@stow.com.au.

6. Infrastructure Victoria 30 year strategy

Following the detailed discussion of transport recommendations arising from Infrastructure Victoria's 30 year strategy at the ETC October meeting. James McGarvey, ETC Secretariat updated the group on a proposed way forward for advocacy on priority issues.

In discussion at the October meeting, consensus indicated the following of IV's recommendations were considered high or very high priorities by ETC members:

IV Recommendations

24. In the next five years, progressively introduce new road network demand management technologies across the state and integrate management systems for different road-based transport modes, optimising the benefits of technologies, such as by providing extra clearways and introducing dedicated lanes for bus routes.

38. Over the next five years, partner with local governments to fund pedestrian infrastructure network upgrades to connect people to priority places, including... the Monash National Employment and Innovation Cluster, other activity centres and train stations.

39. In the next 10 years, prioritise and significantly progress developing a continuous network of high quality, safer cycling corridors... including separated cycle ways and more storage at train stations and activity centres.

40. Improve walking and cycling data to better estimate travel, health and safety impacts and benefits,...and incorporate this data and information into Victorian Government transport models for strategic and project planning, and project appraisal to guide investment decisions.

41. In the next year, start delivering road space reallocation initiatives to better support and enforce priority movement through streets and places.

44. Plan for and fund public transport accessibility, including tram stop upgrades... including for priority tram and bus stops, to make substantial progress toward the legislated 2032 accessibility targets.

57. By 2025, reshape the metropolitan bus network in Melbourne's south-east in time for the opening of the Melbourne Metro Tunnel. Introduce 'next generation' bus services, beginning by using them on the new Doncaster busway. In the next 10 years, continue reforming bus networks in Melbourne and Geelong, including by revising the coverage standard and using more flexible bus services in lower demand areas.

58. In the next five years, create new 'next generation' bus services and better roads to connect outer and growing suburbs to National Employment and Innovation Clusters and major employment centres. Consider using a 'next generation' bus service instead of trams between Caulfield and Rowville.

59. Over the next five years, increase Melbourne's train service frequencies for off-peak, counter-peak and weekend services. Develop and progressively deliver a prioritised 15-year network service upgrade program for suburban train corridors, including track and signalling improvements, higher capacity trains, carriage retrofits and an upgraded train control centre.

Mr McGarvey suggested that unless members provided any further feedback, or flagged any concern with the above listed items, he would prepare a letter to go to Infrastructure Victoria and relevant figures in Parliament supporting these recommendations and seeking their early implementation.

A copy of the letter will be circulated to ETC members.

7. Bus Network Review Working Group

James McGarvey, ETC Secretariat advised that he continues to chase Naomi Langdon, Director, On Road Public Transport Planning, Policy, Precincts and Innovation from the Department of Transport for a meeting with the ETC Bus Network working group.

Ms Langdon has now twice, in phone conversations, promised to meet with the ETC, but no date has yet been offered.

Mr McGarvey suggested he would continue to pursue a meeting with DoT and representatives of the ETC's Bus Network Review Working Group, with a subsequent report back on this meeting to the broader ETC group.

8. SRL EES Process

Terry Tillotson, City of Monash advised the group that the SRLA has released the EES statement for the SRL project in a digital format for public comment.

Council has had a great response to its own consultation with the community, triggering a lot of calls and requests for further information.

Terry shared a screen showing an interactive map available (as part of the digital EES release) to type in a specific address which will show its relationship to the route/tunnel alignment, station sites and other property and construction impacts.

SRLA has written to others living further afield from the route about potential planning overlays.

For older people and those not confident with technology, the digital release poses some difficulties. Hard copies can be requested, if required.

Cr Liu added that the City of Whitehorse is working closely with other affected Councils and will be meeting with Minister Allan shortly to discuss concerns – particularly the need to integrate with other forms of transport, the Box Hill interchange serving as the obvious example.

9. Presentation – Maroondah City Council

Dale Bristow introduced Doug Evans, a Strategic Environment Planner at Maroondah City Council who provided the group with a presentation on Council's plans for prioritising walking routes for amenity improvements.

Council is working on implementing cooler and greener streetscapes to provide a better environment to encourage people to walk.

Through its Maroondah Vegetation Strategy, Council has identified key locations, including consideration of disadvantaged or vulnerable parts of community such as children walking and walking to school, for the liveability and biodiversity benefits from more vegetation.

A street tree planting program along the top ten walk/ride school routes was prioritised for action.

Council used a desktop-based process, combining socio-economic data, identified walk/ride routes to schools and aerial imagery of tree canopy cover to determine sites for planting of new street trees.

One challenge Council has found is that in a number of cases, there is only a footpath on one side of the road – the same side as the powerlines, which makes tree planting difficult. Cr Graham also explained a legacy challenge from pre-amalgamation times where the City of Croydon had invested more resources in footpaths than the City of Ringwood had.

A copy of Doug's presentation slides will be provided to ETC members with the minutes.

10. Other Business

Prior to the meeting, Cr Graham had alerted Cr James and the ETC Secretariat of the need to co-ordinate scheduling of meetings for 2022 to avoid clashes with EAGA meetings.

Cr James and James McGarvey will discuss meeting scheduling for next year to ensure dates, times and places work efficiently for all members and both groups.

Cr Susan Laukens noted that the Federal Opposition has committed to \$6 million funding for conducting a business case for the Monash to Rowville 'trackless tram'. James McGarvey added that he understands that the State Government is happy to co-fund the business case and has communicated this to Minister Paul Fletcher in the Federal Government, who is still considering his response.

Ron Crawford and Cr Liu attended the recent opening of the shared user path with Jackson Taylor MP and Minister Shaun Leane.

Cr Laukens has flagged she will be an apology for the December meeting, and wished members a happy Christmas.

11. Meeting close

The meeting was closed at 8.26pm.

The next meeting is scheduled to be hosted online by the City of Whitehorse at 6.30pm on Thursday, 18th November 2021.

The ETC Chair, Cr James will explore whether a Council may be able to host the December meeting as a hybrid of online and actual attendance.

Action Summary

| Action Items | Owner(s) | Deadline | Status |
|--|-----------------------|------------------|-------------|
| 1. ETC Secretariat to arrange a meeting between DoT and Bus Network Review Working Group representatives to discuss next steps for the Victorian Bus Plan. | ETC Secretariat | ASAP | In progress |
| 2. ETC Secretariat to draft and send a letter supporting IV recommendations to figures in Parliament. | ETC Secretariat | December meeting | In progress |
| 3. ETC Chair and secretariat to coordinate 2022 ETC meeting dates with EAGA | ETC Chair/Secretariat | December meeting | In progress |
| 4. ETC Chair to investigate alternative host for the December ETC meeting. | ETC Chair | December meeting | In progress |



Maroondah Environment Advisory Committee – Minutes

Meeting Details:

Date: Tuesday 16 November
2021

Time: 7pm - 8:30pm

Location: MS Teams

Attendees:

Councillors

Cr Paul Macdonald (Acting Chair)

Council Officers:

Grant Meyer, Manager Integrated Planning

Dale Bristow, Team Leader Strategic Planning and Sustainability

Chloe Messerle, Governance Office (Minute Taker)

Community Representatives:

John Senior

Elspeth De Fanti

Lisa Keedle

Howard Elston

Sonia Nuttman

Liz Sanzaro

Ken Whitney

Guests:

Maryam Khodi, Carbon Reduction Project Officer

Rachel Robertson, Sustainability Planner

Doug Evans, Strategic Environment Planner

Rachael Clark (Deakin University Student)

Charlene Trinidad (Deakin University Student)

Sian Kavanagh (Deakin University Student)

Alexis Jade West (Deakin University Student)

Jess Sartori (Deakin University Student)

Hugo Grant (Deakin University Student)

Apologies:

Councillors:

Cr Marijke Graham (Chair), Cr Suzy Stojanovic

Council Officers:

Nil

Community Representatives:

Nil

Conflict of Interest Disclosure:

| | |
|----------------------------|-----|
| Councillors: | Nil |
| Council Officers: | Nil |
| Community Representatives: | Nil |

Items Discussed

1. OPENING OF MEETING (*Acknowledgement of Country*)

Cr Paul Macdonald took the acting chair lead as Cr Marijke Graham was a late apology.

Cr Macdonald read the Acknowledgement of Country.

2. WELCOME

Cr Macdonald welcomed all, particularly the guest presenters and students from Deakin University.

CONFIRMATION OF MINUTES - TUESDAY, 10 AUGUST 2021

ITEM 3

John Senior moved the minutes from the 10 August 2021 and Liz Sanzaro seconded them.

4. ITEMS

MATTERS ARISING SINCE THE LAST MEETING

ITEM 4.1

No items to be discussed.

DEAKIN UNIVERSITY STUDENT PRESENTATIONS ON CREATING
SUSTAINABLE FUTURES AT BURNT BRIDGE (X2)

ITEM 4.2

Committee Community Representative, Sonia Nuttman, outlined her role at Deakin University and provided some context on the student presentations (as attached to the minutes) to the Committee.

Sustainable Futures at Burnt Bridge Presentation - Presentation 1:

- Rachael spoke about the Visionary Leaders for Sustainability
- Sian spoke about the Sustainable & Health Food Systems
- Alexis spoke about New Business Thinking (Zero Waste & Sustainable Fashion)
- Rachael spoke about Biodiversity Restoration
- Justin spoke about the Transport to Limit Climate Change
- Charlene spoke about Sustainable Buildings

Sustainable Futures at Burnt Bridge Presentation - Presentation 2:

- Jess introduced the group and advised the presentation was based on an ABC News Bulletin
- Hugo introduced Burnt Bridge in 2040

- Callum spoke about the path to 2040
- Jess, resident of Burnt Bridge - From then... until now
- Callum, local landscape ecologist - Resorting Biodiversity
- Hugo, Maroondah City Council Transport Coordinator - Transport
- Callum, local public health advocate - Healthy & Sustainable food systems
- Jess, resident of Maroondah since 2018 - Renewal energy and water
- Hugo, Economist and Sustainability advocate - New economy, new ways of life

Committee members congratulated the students on such engaging, insightful and visionary presentations.

Discussion followed on how we would progress the ideas presented towards the year 2040.

DRAFT SUSTAINABILITY STRATEGY

ITEM 4.3

Dale introduced Rachel Robertson who spoke about her role as Sustainability Planner at Maroondah City Council.

Rachel provided a presentation (attached to the minutes) and spoke about the process of creating the new Maroondah City Council Sustainability Strategy 2021-2030 following the evaluation of the 2016 Maroondah Sustainability Strategy.

Rachel described the 113 online visits from Council's Your Say website as well as the 32 responses. Due to the COVID-19 lockdowns the community consultation has been conducted solely online.

Rachel detailed the responses received from the community regarding:

- Vegetation and Biodiversity
- Sustainable Transport
- Sustainable Urban Design and ESD
- Community Collaboration
- Sustainability Education

The new Sustainability Strategy focuses on the following areas:

- Community Connections
- Green Infrastructure
- Climate Change
- Built Environment
- Green Economy
- Governance, evaluation and improvement

Rachel posed a question to the Committee: *'How can we better engage the community in the development of a Sustainability Strategy?'*

The Committee responded as follows:

- Be wary of sustainability jargon/use easy to understand language
- Focus on 'what it means to me'
- Sonia suggested Dr Andrew Brown, a professional colleague from Deakin University, to potentially engage with
- Schools consultation would be worthwhile - particularly engagement via primary schools

Rachel also asked *'How do we capture the enthusiasm that already exists within the community?'*

The Committee members suggested the following:

- Maroondah newsletter is an excellent conduit - Positivity in connections with people
- Capturing interest in schools to promote projects and facilitate change in families
- Residents promoting 'pockets of excellence' - can serve as local inspiration
- Sonia spoke about the university students enthusiasm regarding the project and students gave personal accounts of their feelings towards the assessment that they presented earlier.

CARBON NEUTRAL STRATEGY REVIEW

ITEM 4.4

Dale introduced Maryam Khodi who spoke about her role as Carbon Reduction Project Officer at Maroondah City Council.

Maryam provided a presentation (attached to the minutes) and spoke about the Carbon Neutral Strategy and Action Plan 2014-2020. It was noted that Council achieved the status of being certified Carbon Neutral in 2020/2021.

Maryam spoke about the nine main priority action areas as follows -

1. Approach
2. Buildings
3. Streetlighting
4. Plants and Fleet
5. Waste
6. Paper
7. Offsets
8. Funds
9. Data Management and Reporting

Maryam provided a detailed update on key Carbon Neutral Strategy achievements as well as providing benchmarking information relating to neighbouring Council's.

Maryam posed two questions to the Committee *'What projects should be included in the new strategy and which stakeholders need to be involved in this process?'*

Discussion followed on the status of Aquanation and where it sat with Council's carbon reduction targets to date (ie included/excluded scenarios). Dale advised that the next Strategy will consider how Aquanation's emissions will feature in future Council's targets.

CLIMATE RISK AND ADAPTATION STRATEGY REVIEW

ITEM 4.5

Rachel provided a presentation (attached to the minutes) and spoke about work undertaken as part of the Strategy from 2018/19 - 2021/22. There are a number of set key directions in place to achieve this Strategy.

Rachel advised that a review of the Strategy was in the early stages and that in 2022 Council would be seeking feedback and input from the Committee.

HABITAT CONNECTIVITY REPORT AND GREAT SOUTHERN BIOBLITZ

ITEM 4.6

Cr Macdonald introduced the item.

Doug Evans provided a presentation (attached to the minutes).

Doug spoke about the background, detailing how the Habitat Connectivity Report came to fruition. He displayed a map that showed the Protect, Improve and Connect dot points of the habitat corridors located in Maroondah.

Seven Biolinks have been identified -

1. Belgrave Trail
2. Bungalook Creek
3. Dandenong Creek
4. Mullum Mullum Creek
5. Northen Hills
6. Tarralla Creek
7. Wicklow Ridgeline

The next stage is turning the Maroondah Habitat Connectivity Report into a Maroondah Habitat Connectivity Action Plan for each biolink.

Doug advised that the first biolink action plan is anticipated to be completed by June 2022 (Mullum Mullum).

Doug also provided an update on the Great Southern Bioblitz 2021 which is a spin off from the City Nature Challenge. In summary:

- 246 places participated
- 183,151 observations
- 20,993 species
- 5,763 observers

Maroondah finished 60th out of the 246 participating organisations and 6th of the metro LGA's with:

- 666 observations
- 326 species (33 new to Maroondah in the iNaturalist platform)
- 31 observers (16 new for Maroondah)

Discussion followed on options moving forward re the biolinks including nature strips planting.

INFORMATION ONLY ITEM

ITEM 4.7

Cr Macdonald introduced the item.

Dale advised that the report was circulated with the agenda and if there were any questions he would be happy to answer and provide further information.

OTHER BUSINESS

ITEM 4.8

Dale advised that there are three new Community Representative positions set to join the committee, one being a replacement of a recently departed member and the other two to increase the Committee's numbers.

Howard Elston advised that Council's Sustainability Strategy was having a positive influence. His dwelling picked up three awards in the Housing Sustainability Awards last week, for best single dwelling, smart design, designer award for their builder. He said this was an example of having all teams working together (Council, residents builders etc) in order to achieve excellence. Cr Macdonald congratulated him on behalf of the Committee.

CLOSE OF MEETING - NEXT MEETING TBC

ITEM 4.9

Cr Macdonald closed the meeting and advised that the dates for 2022 would be sent out once confirmed.

The Meeting concluded at: 9:15pm.

FINANCIAL REPORT

Six months ended

31 December 2021



Financial Report
Six months ended 31 December 2021

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Financial Report
Six months ended 31 December 2021

1. Income Statement

For the six months ending 31 December 2021

| | YTD Forecast Budget \$'000 | YTD Actual Results \$'000 | YTD Forecast Variance \$'000 | Annual Forecast \$'000 | Adopted Budget \$'000 | Variance Adopted To Forecast \$'000 |
|---|-------------------------------------|------------------------------------|---------------------------------------|------------------------------|-----------------------------|---|
| Income | | | | | | |
| Rates & charges | 99,116 | 98,937 | (179) | 99,388 | 99,228 | 159 |
| Statutory fees & fines | 2,171 | 2,141 | (30) | 4,638 | 4,854 | (216) |
| User fees | 6,734 | 6,246 | (487) | 18,361 | 27,155 | (8,794) |
| Contributions - cash | 3,229 | 3,249 | 21 | 4,828 | 5,083 | (255) |
| Grants - operating (recurrent) | 3,400 | 3,600 | 199 | 8,703 | 8,095 | 608 |
| Grants - operating (non-recurrent) | 2,565 | 2,591 | 26 | 17,990 | 281 | 17,709 |
| Other income | 299 | 264 | (35) | 679 | 955 | (276) |
| Net gain (loss) on disposal of property, infrastructure, plant & equipment | 128 | 344 | 216 | 81 | (93) | 174 |
| Total income | 117,643 | 117,373 | (270) | 154,668 | 145,559 | 9,109 |
| Expenses | | | | | | |
| Employee costs | 29,131 | 29,003 | 128 | 60,412 | 59,770 | (642) |
| Materials and services | 14,832 | 14,115 | 717 | 27,714 | 27,805 | 91 |
| Contractors | 13,218 | 12,293 | 925 | 41,700 | 25,669 | (16,031) |
| Depreciation and amortisation | 12,935 | 12,935 | 0 | 25,869 | 25,869 | 0 |
| Amortisation - right of use assets | 0 | 0 | 0 | 858 | 858 | 0 |
| Finance costs | 514 | 388 | 125 | 1,028 | 1,028 | 0 |
| Finance costs - leases | 0 | 0 | 0 | 52 | 52 | 0 |
| Other expenses | 892 | 888 | 4 | 768 | 665 | (103) |
| Total expenses | 71,522 | 69,623 | 1,899 | 158,402 | 141,716 | (16,686) |
| Underlying surplus (deficit) | 46,121 | 47,750 | 1,629 | (3,734) | 3,843 | (7,577) |
| Grants - capital (recurrent and non- recurrent) | 7,907 | 7,767 | (140) | 38,416 | 19,046 | 19,370 |
| Comprehensive result | 54,028 | 55,517 | 1,490 | 34,682 | 22,889 | 11,793 |

Financial Report
Six months ended 31 December 2021

2. Balance Sheet - as at 31 December 2021

| | 31/12/2021 | 31/12/2020 | 30/06/2021 |
|--|------------------|------------------|------------------|
| | \$ '000 | \$ '000 | \$ '000 |
| Assets | | | |
| Current assets | | | |
| Cash and cash equivalents | 16,227 | 17,352 | 27,914 |
| Trade and other receivables | 70,848 | 70,051 | 13,589 |
| Other financial assets | 29,840 | 44,088 | 37,917 |
| Inventories | 467 | 405 | 421 |
| Other assets | 1,001 | 155 | 1,338 |
| Total current assets | 118,383 | 132,051 | 81,179 |
| Non-current assets | | | |
| Trade and other receivables | 571 | 277 | 571 |
| Other financial assets | 1,057 | 1,057 | 1,057 |
| Investments in associates, joint arrangements and subsidiaries | 3,733 | 3,639 | 3,732 |
| Property, infrastructure, plant and equipment | 1,943,930 | 1,817,494 | 1,937,472 |
| Right-of-use assets | 2,149 | 1,287 | 2,149 |
| Intangible assets | 874 | 784 | 874 |
| Total non-current assets | 1,952,314 | 1,824,538 | 1,945,855 |
| Total assets | 2,070,697 | 1,956,589 | 2,027,034 |
| Liabilities | | | |
| Current liabilities | | | |
| Trade and other payables | (12,576) | (17,168) | (15,036) |
| Trust funds and deposits | (5,231) | (4,659) | (6,466) |
| Unearned income - operating grants | (10,844) | (10,712) | (12,573) |
| Unearned income - capital grants | (14,519) | (27,424) | (18,390) |
| Provisions | (14,543) | (13,945) | (14,389) |
| Interest-bearing liabilities | (1,578) | (743) | (1,541) |
| Lease liabilities | (934) | (513) | (934) |
| Total current liabilities | (60,225) | (75,164) | (69,329) |
| Non-current liabilities | | | |
| Trust funds and deposits | (330) | (6) | (330) |
| Unearned income - capital grants | - | - | (1,952) |
| Provisions | (1,507) | (1,863) | (1,507) |
| Interest-bearing liabilities | (13,479) | (15,817) | (14,277) |
| Lease liabilities | (1,252) | (789) | (1,252) |
| Total non-current liabilities | (16,568) | (18,475) | (19,318) |
| Total liabilities | (76,793) | (93,639) | (88,647) |
| Net assets | 1,993,904 | 1,862,950 | 1,938,387 |
| Equity | | | |
| Accumulated surplus | 837,204 | 793,386 | 837,204 |
| Surplus (deficit) for period | 55,517 | 61,317 | - |
| Reserves | 1,101,183 | 1,008,247 | 1,101,183 |
| Total equity | 1,993,904 | 1,862,950 | 1,938,387 |

Financial Report
Six months ended 31 December 2021

3. Statement of Cash Flows

For the six months ended 31 December 2021

| | 31/12/2021 \$'000 | 31/12/2020 \$'000 |
|--|----------------------|----------------------|
| Cash flows from operating activities | | |
| Rates and charges | 7,356 | 7,167 |
| Statutory fees and fines | 840 | 695 |
| User fees | 5,709 | 1,245 |
| Grants - operating | 2,945 | 1,922 |
| Grants - capital | 3,776 | 1,098 |
| Contributions - monetary | 1,557 | 5,176 |
| Interest received | 177 | 159 |
| Trust funds and deposits taken | 2,950 | 3,211 |
| Employee costs | (15,720) | (13,219) |
| Materials and services | (4,103) | (1,573) |
| Trust funds and deposits repaid | (3,935) | (2,258) |
| Net cash provided by/ (used in) operating activities | 1,552 | 3,623 |
| Cash flows from investing activities | | |
| Payments for property, infrastructure, plant and equipment | (22,197) | (29,682) |
| Proceeds from sales of property, infrastructure, plant and equipment | 282 | 12,125 |
| Payments for investments | (7,749) | (21,959) |
| Proceeds from sales of investments | 27,345 | 19,601 |
| Net cash provided by/ (used in) investing activities | (2,319) | (19,915) |
| Cash flows from financing activities | | |
| Finance costs | 0 | 0 |
| Proceeds from borrowings | 0 | 0 |
| Net cash provided by/ (used in) financing activities | 0 | 0 |
| Net increase (decrease) in cash and cash equivalents | (767) | (16,291) |
| Cash and cash equivalents at the beginning of the period | 27,914 | 47,256 |
| Cash and cash equivalents at the end of the financial period | 27,147 | 30,965 |

Financial Report
Six months ended 31 December 2021

4. Statement of Capital Works

For the six months ending 31 December 2021

| | YTD Forecast Budget \$'000 | YTD Actual * \$'000 | YTD Bud Var \$'000 | Forecast Budget ** \$'000 | Amount Carried Forward \$'000 | Adopted Budget \$'000 |
|--|-------------------------------------|---------------------------|--------------------------|---------------------------------|--|-----------------------------|
| Classification | | | | | | |
| Buildings | 7,714 | 6,991 | 722 | 21,648 | 14,657 | 10,151 |
| Roads | 1,477 | 1,455 | 22 | 4,112 | 2,657 | 2,270 |
| Footpaths and cycleways | 1,384 | 1,247 | 137 | 2,683 | 1,437 | 2,321 |
| Carparks | 5,727 | 5,879 | (152) | 30,491 | 24,612 | 17,475 |
| Drainage | 390 | 417 | (27) | 5,706 | 5,289 | 5,909 |
| Waste management | 5 | 8 | (3) | 57 | 49 | 50 |
| Other capital roads and drainage | 365 | 372 | (7) | 1,555 | 1,183 | 1,269 |
| Recreational leisure and community facilities | 1,059 | 567 | 492 | 2,119 | 1,552 | 2,197 |
| Parks and open space | 1,685 | 1,148 | 538 | 3,336 | 2,188 | 1,655 |
| Commercial centres | 127 | 109 | 18 | 168 | 59 | 0 |
| Fixtures, fittings and furniture | 84 | 49 | 35 | 143 | 94 | 80 |
| Plant, machinery and equipment | 1,421 | 1,020 | 401 | 2,827 | 1,807 | 2,451 |
| Computers and telecommunications | 608 | 208 | 400 | 2,040 | 1,832 | 642 |
| Property sales | 0 | (14) | 14 | 0 | 14 | 0 |
| Building renewal | 536 | 528 | 8 | 1,245 | 717 | 1,778 |
| Total capital works | \$22,582 | \$19,983 | \$2,599 | \$78,131 | \$58,148 | \$48,248 |

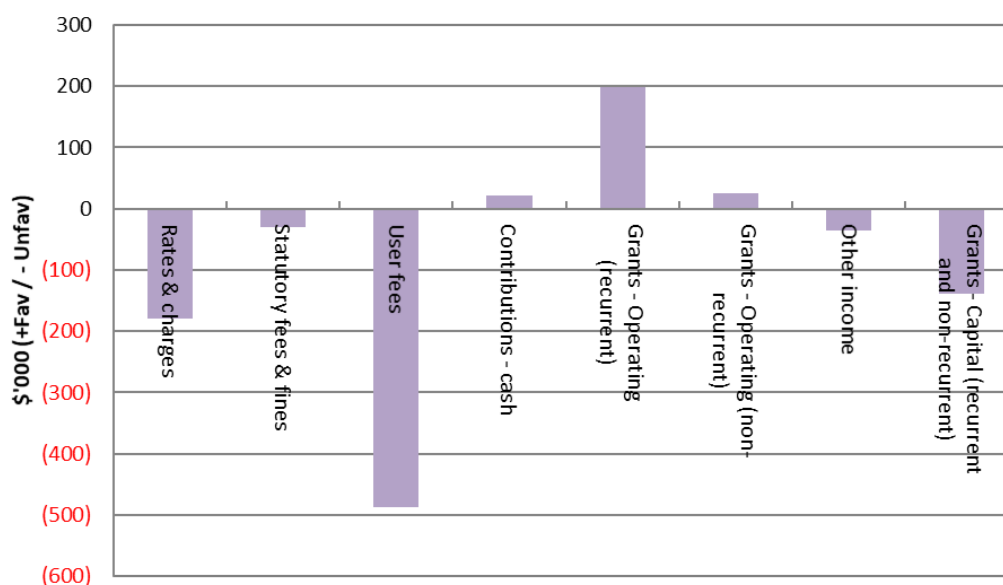
* YTD Actual expenditure includes Carried Forwards

** Forecast Budget expenditure includes Carried Forwards

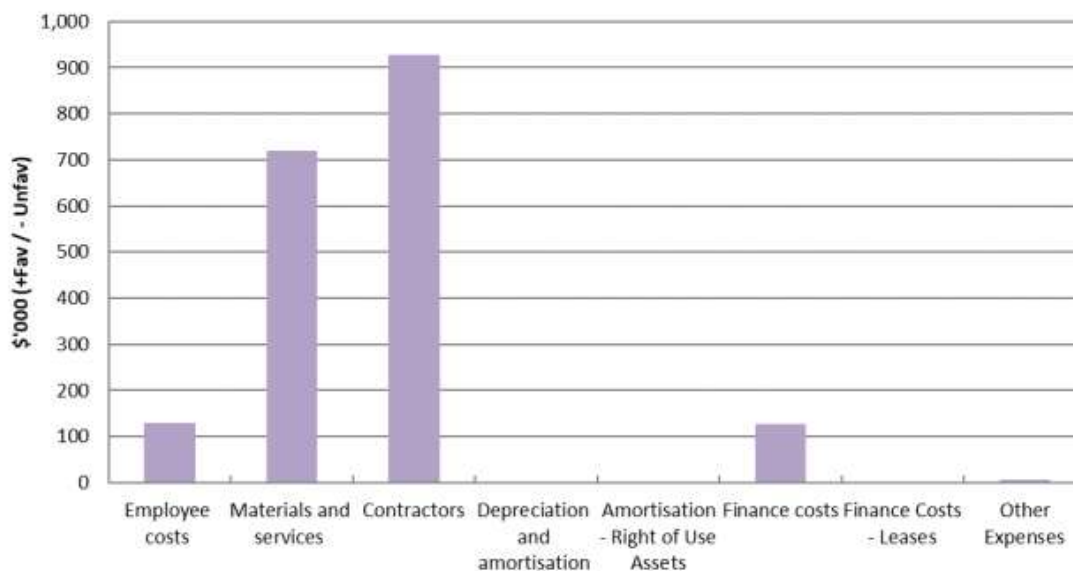
Financial Report
Six months ended 31 December 2021

5. Financial and Capital Analysis

Income – YTD Forecast Budget variances

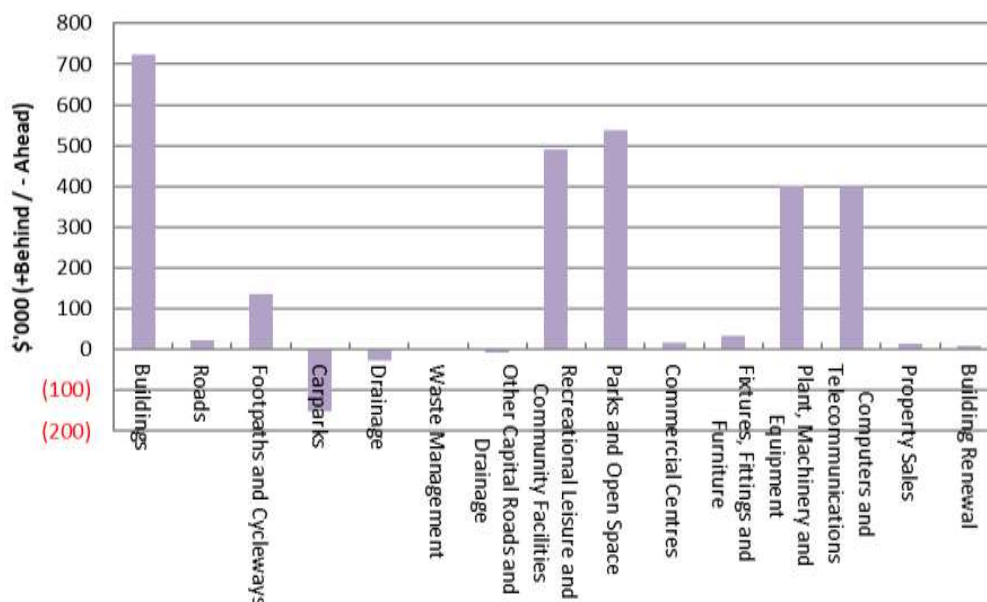


Expenses – YTD Forecast Budget variances

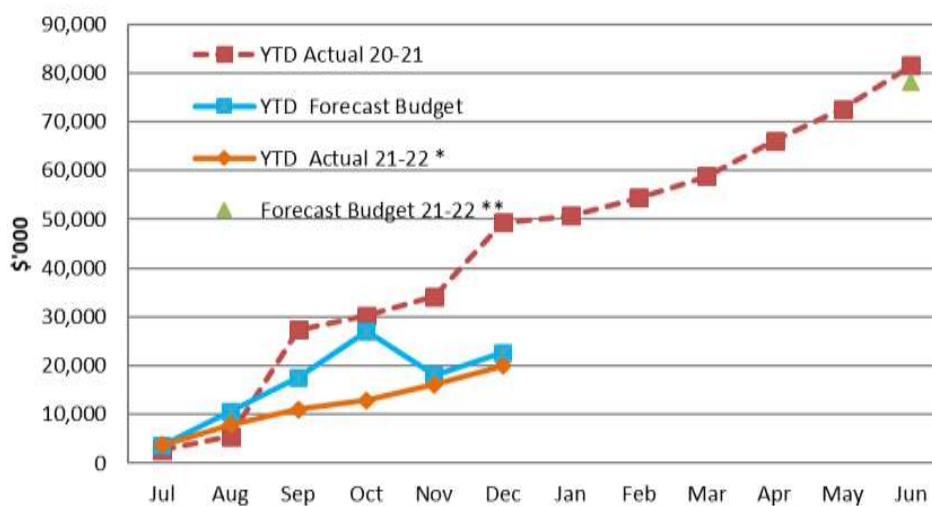


Financial Report
Six months ended 31 December 2021

Capital Works – YTD Forecast Budget variances by asset class



Capital works YTD expenditure cumulative



*YTD Actual expenditure includes Carried Forwards

**Forecast Budget expenditure includes Carried Forwards and future years' projects brought forward

These graphs demonstrate that the capital program is on par with overall budget predictions.

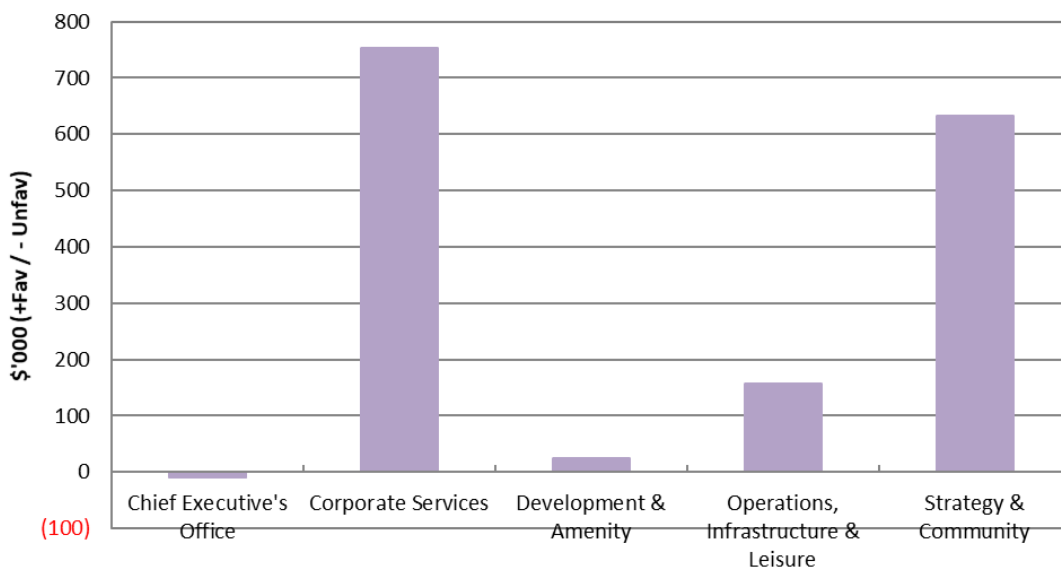
Financial Report
Six months ended 31 December 2021

Directorate Analysis

| | YTD Forecast Net \$'000 | YTD Actual Net \$'000 | YTD Bud Var Net \$'000 | Annual Forecast Net \$'000 |
|--|-------------------------------|-----------------------------|------------------------------|-------------------------------------|
| Department | | | | |
| Chief Executive's Office | (1,226) | (1,235) | (9) | (2,790) |
| Corporate Services | (17,816) | (17,063) | 753 | (36,562) |
| Development & Amenity | (754) | (728) | 25 | (2,584) |
| Operations, Infrastructure & Leisure | (15,787) | (15,630) | 157 | (28,059) |
| Strategy & Community | (4,724) | (4,091) | 633 | (11,072) |
| | (40,307) | (38,747) | 1,559 | (81,067) |
| Capital Grants & Contributions | 7,907 | 7,767 | (140) | 38,416 |
| Net (Gain)/Loss on disposal of equipment | 128 | 344 | 216 | 81 |
| Other non-attributable * | 86,300 | 86,154 | (146) | 77,251 |
| Net (surplus) deficit | 54,028 | 55,517 | 1,490 | 34,682 |

* Other non-attributable includes rate & charges revenue, grants commission, depreciation, and insurance.

Department net cost YTD Budget variances (depiction of the table above)



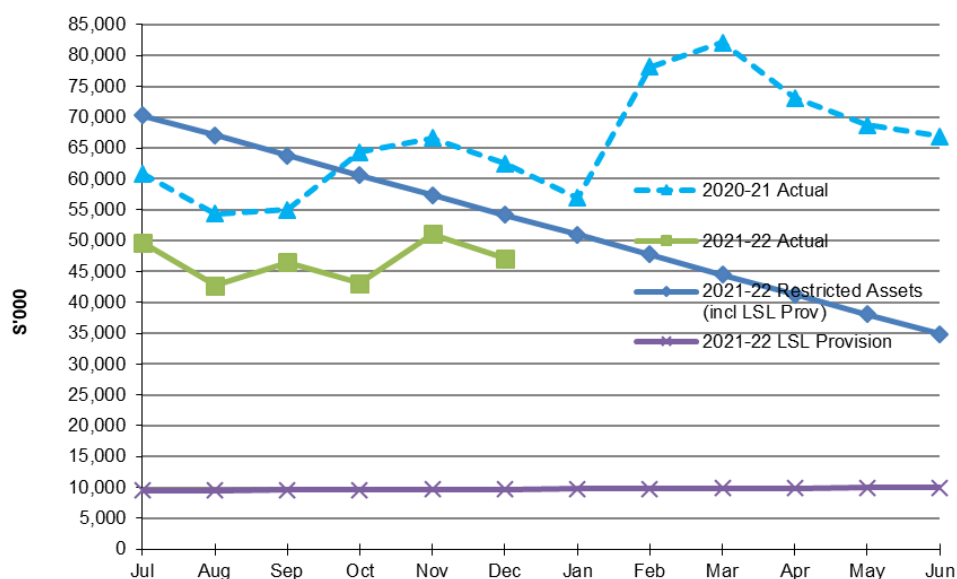
Financial Report
Six months ended 31 December 2021

6. Financial Position

| | 2021-22 December Actual \$'000 | 2020-21 December Actual \$'000 | 2021-22 Adopted Budget \$'000 | 2020-2021 June EOFY Actual \$'000 |
|-----------------------------|---|---|--|--|
| Cash and investments | 47,124 | 62,497 | 32,438 | 66,888 |
| Net current assets | 58,158 | 56,887 | 8,607 | 11,850 |
| Net assets and total equity | 1,993,904 | 1,862,950 | 1,875,931 | 1,938,387 |

The Financial Position as at 31 December 2021 shows cash and investment balances of \$47.12 million and a net current asset position of \$58.15 million. The net asset position as at 31 December 2021 is \$1.99 billion. Cash and investment balances are above expectations identified in the Long-Term Financial Strategy for the current period of 2021/2022.

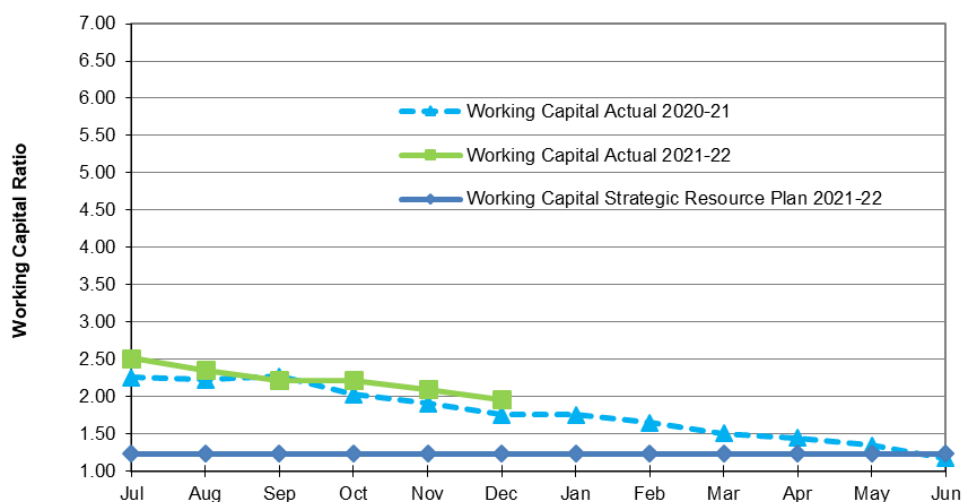
Actual cash & investments balance by month



This graph reflects that there are sufficient cash reserves to cover both restricted assets and any fluctuations in cash flow.

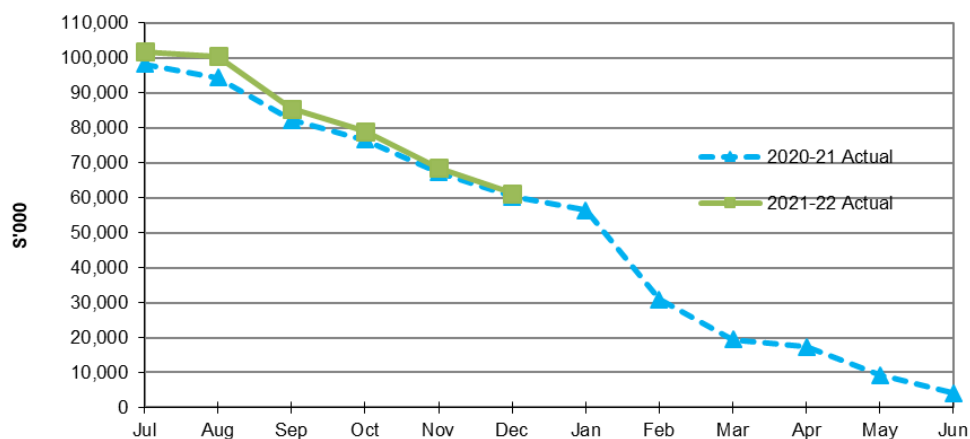
Financial Report
Six months ended 31 December 2021

Actual working capital ratio by month
(Current Assets / Current Liabilities)



The working capital ratio is a measure of liquidity. It is always essential for this figure to be greater than 1.00, with the VAGO recommended level being more than 1.50. Council's working capital ratio as at 31 December 2021 is 1.97.

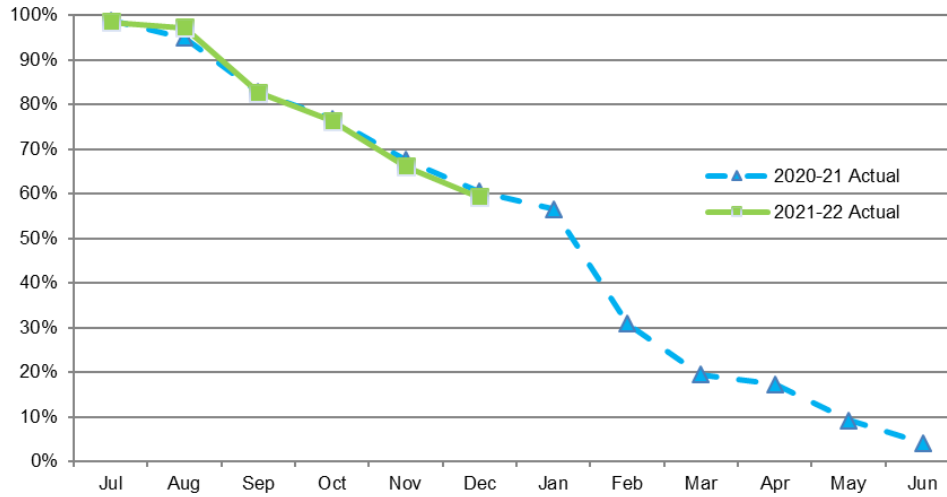
Actual rates outstanding balances by month



The December result indicates a similar trend of rates outstanding as compared to the same stage last year, taking into account rates being struck in July of this year.

Financial Report
Six months ended 31 December 2021

Rates debtor collection rate by %



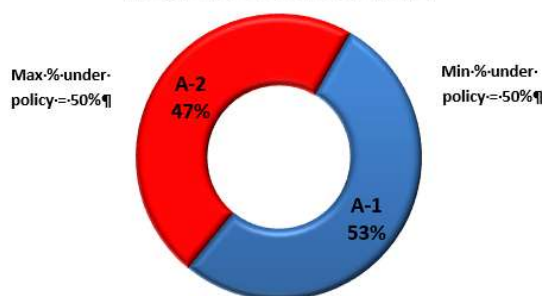
Rate debtor's collection levels during 2021/2022 are in line with expectations, taking into account rates being struck in July of this year.

Financial Report
Six months ended 31 December 2021

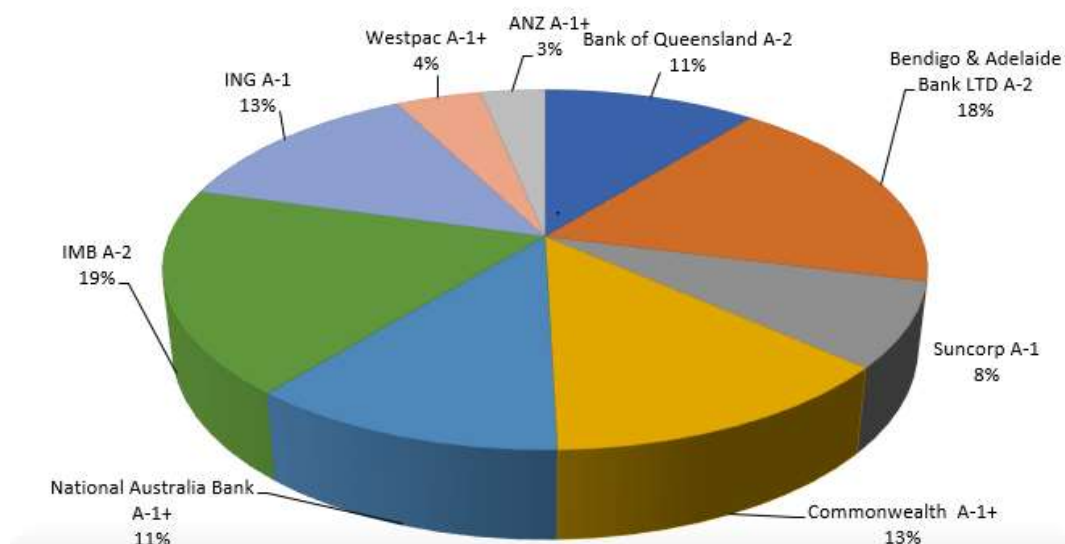
7. Cash and Investments

The following graphs indicate the diversification and credit ratings of the investment portfolio at the end of December. The table lists all the investments held as at 31 December 2021. Council's Investment Policy guidelines requests to maintain a portfolio's balance between A-1 and A-2 investments and hold no greater than 15% of the portfolio with one investing partner.

**Credit Rating
as at 31st December 2021**



**Investment Distribution
as at 31st December 2021**



Financial Report
Six months ended 31 December 2021

| Investments as at 31/12/2021 | | | | | | | |
|------------------------------|---------------|---------------|-------------|---------|----------|-------------------|---------------|
| Institution | Credit Rating | Maturity Date | Period Days | Yield % | Type | \$'000's | % |
| National Australia Bank | A-1+ | | | | On-Call | 5,248,347 | 11.4% |
| Commonwealth | A-1+ | | | | On-Call | 4,001,314 | 8.7% |
| IMB | A-2 | 19-Jan-22 | 76 | 0.17 | Term Dep | 1,000,302 | 2.2% |
| Bendigo & Adelaide Bank LTD | A-2 | 20-Jan-22 | 56 | 0.15 | Term Dep | 2,504,726 | 5.4% |
| ING | A-1 | 16-Feb-22 | 90 | 0.15 | Term Dep | 1,012,164 | 2.2% |
| ANZ | A-1+ | 22-Feb-22 | 90 | 0.19 | Term Dep | 500,087 | 1.1% |
| ANZ | A-1+ | 03-Mar-22 | 71 | 0.15 | Term Dep | 1,000,000 | 2.2% |
| ING | A-1 | 17-Feb-22 | 133 | 0.18 | Term Dep | 4,008,438 | 8.7% |
| IMB | A-2 | 02-Mar-22 | 125 | 0.22 | Term Dep | 2,000,534 | 4.3% |
| Commonwealth | A-1+ | 10-Mar-22 | 140 | 0.35 | Term Dep | 2,001,013 | 4.3% |
| Bendigo & Adelaide Bank LTD | A-2 | 16-Mar-22 | 154 | 0.20 | Term Dep | 1,501,546 | 3.3% |
| Suncorp | A-1 | 17-Mar-22 | 105 | 0.30 | Term Dep | 1,000,681 | 2.2% |
| Westpac | AA- | 24-Mar-22 | 98 | 0.20 | Term Dep | 2,001,563 | 4.3% |
| IMB | A-2 | 31-Mar-22 | 119 | 0.30 | Term Dep | 5,000,000 | 10.8% |
| Bank of Queensland | A-2 | 07-Apr-22 | 175 | 0.38 | Term Dep | 909,060 | 2.0% |
| Suncorp | A-1 | 13-Apr-22 | 125 | 0.32 | Term Dep | 2,500,000 | 5.4% |
| Bank of Queensland | A-2 | 21-Apr-22 | 154 | 0.42 | Term Dep | 1,000,153 | 2.2% |
| Bank of Queensland | A-2 | 12-May-22 | 183 | 0.45 | Term Dep | 2,004,778 | 4.3% |
| IMB | A-2 | 25-May-22 | 216 | 0.25 | Term Dep | 500,249 | 1.1% |
| Bendigo & Adelaide Bank LTD | A-2 | 10-Jan-22 | 180 | 0.30 | Term Dep | 1,326,626 | 2.9% |
| Bendigo & Adelaide Bank LTD | A-2 | 09-Feb-22 | 365 | 0.30 | Term Dep | 1,058,096 | 2.3% |
| Bendigo & Adelaide Bank LTD | A-2 | 29-Sep-22 | 365 | 0.30 | Term Dep | 2,013,000 | 4.4% |
| ING | A-1 | 22-Dec-22 | 365 | 0.60 | Term Dep | 1,014,536 | 2.2% |
| Bank of Queensland | A-2 | 13-Mar-23 | 1095 | 1.55 | Term Dep | 1,057,078 | 2.3% |
| | | | | | | 46,164,291 | 100.0% |

Term Dep = Term Deposit NCD = Negotiable Certificate of Deposit

Council's performance against the industry wide benchmark (Bank Bill Swap Reference Rate – Average Bid which summarises the returns on banks bills over the period chosen) is provided below:

| | |
|--|-------|
| Benchmark: 90 days Bank Bill Swap Reference Rate – Average Bid (Source: Australian Financial Markets Association) | 0.08% |
| Maroondah Investment Portfolio as at 31 December 2021 | 0.31% |

MAROONDAH CITY COUNCIL COMMUNITY FACILITY LEASE

DEED OF VARIATION AND ACKNOWLEDGEMENT

THIS DEED is made this _____ day of _____ 20____
("commencement date").

PARTIES:

MAROONDAH CITY COUNCIL of Braeside Avenue, Ringwood, Victoria ("Council")

and

ARRABRI COMMUNITY HOUSE INC details of which are set out at Item 2 of the Particulars within the Schedule to this Deed ("the Tenant")

RECITALS:

A. Council is the registered proprietor of land, details of which are set out at Item 1 of the Particulars within the Schedule to this Deed ("the Lease").

B. The Tenant is the tenant of the Land pursuant to Lease from Council, details of which are set out at Item 2 of the Particulars within the Schedule to this Deed ("the Lease").

C. The parties have agreed that the Lease, dated the date as set out at Item 5 of the Particulars within the Schedule to this Deed ("the Lease") be varied in the manner set out in this Deed.

OPERATIVE PROVISIONS:

1. The Lease is amended as follows:

(a) Annexure B shall now be in the form of the plan of premises attached to this Deed and marked "Attachment A";

(b) Item 4 of the Particulars within the Schedule to this Deed ("the Lease") shall now provide as follows:

Premises: That part of the Land shown bounded in red on the plan in
(Clause 1)
Attachment A to Deed of Variation made (*insert the date of
this Deed*) 2

2. In all other respects, the provisions of the Lease are affirmed.

3. This Deed shall be governed by and construed in accordance with the law of the State of Victoria and the parties submit to the jurisdiction of the Victorian courts.

EXECUTION:

The Common Seal of)
Maroondah City)
Council was affixed in)
the presence of:

Full Name

Position held

Signed

Dated this _____ day of _____ 20__

Executed for and on)
behalf of the Tenant)
in accordance with its)
Constitution by:)

Full Name

Position held

Signed

Dated this _____ day of _____ 20__



Annexure B

Plan of Premises



Friday, 1 February 2013

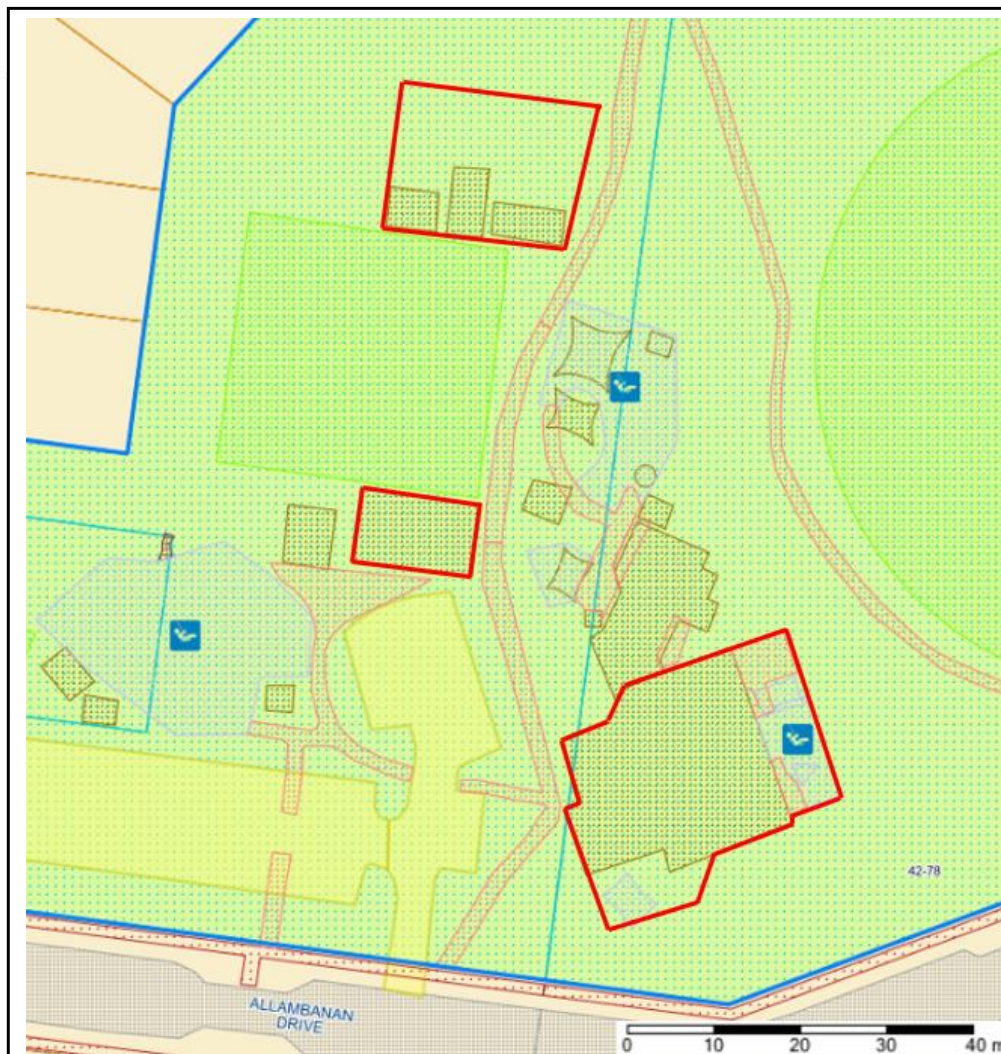
Disclaimer

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Wednesday 17 November 2021

Disclaimer

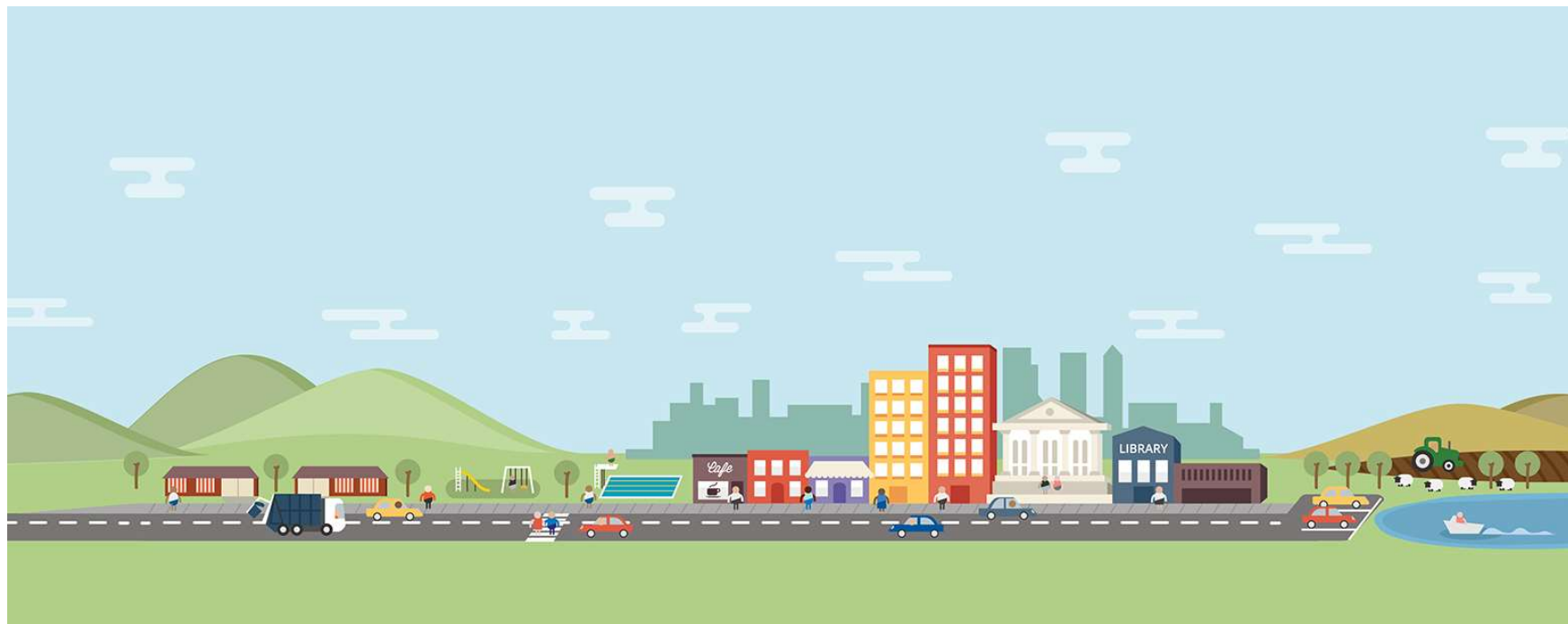
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Local Government Performance Reporting Framework 2021/22 Reporting Year







SERVICE PERFORMANCE INDICATOR RESULTS - YTD Quarter 2 (1 October – 31 December 2021)

Introduction

The Local Government Performance Reporting Framework (LGPRF) is a key initiative to improve the transparency and accountability of council performance to ratepayers and to provide a more meaningful set of information to the public. The framework is made up of a range of performance measures and a governance and management checklist items which together build a comprehensive picture of council performance.

The following report provides the prescribed Local Government Performance Reporting Framework service performance indicator results for end Q2 2021/22.

The following status icons may assist in interpreting these service performance results


| | |
|---|--|
|  | Result is currently on track / progressing as expected / within expected range for the reporting period |
|  | Result is neutral / yet to be finalised / being monitored |
|  | Result is currently not on track / not progressing as expected / outside expected range for the reporting period |
|  | Result not available / New measure with no comparison available |



Animal Management

Provision of animal management and responsible pet ownership services to the community including monitoring, registration, enforcement and education

| Service indicator/measure | Measure expressed as: | Q2 YTD 2021/22 | Q2 YTD 2020/21 | EoY 2020/21 | EoY 2019/20 | Comment | Status |
|--------------------------------------|---|------------------|----------------|-------------|-------------|--|--------|
| Timeliness | Number of days taken to action animal requests | | | | | | |
| Time taken to action animal requests | <i>Expected range: 1 to 10 days</i> | 1.06 days | 1.01 days | 1.05 days | 1.02 days | This measure relates to the average number of days been the receipt and the first response action for all animal management requests. The time taken to action animal management requests in well within the expected range. | |
| Service standard | % of collected animals reclaimed | | | | | | |
| Animals reclaimed | <i>Expected range: 30% to 90%</i> | 61.67% | 79.70% | 48.2% | 62.55% | This measure considers the percentage of collected registrable animals reclaimed under the <i>Domestic Animals Act 1994</i> . While the number of animals reclaimed has decreased, there is a variation in data from last quarter in the number of animals reclaimed due to animals reunited by officers to their owners now included in the data. | |
| Service standards | % of animals rehomed | | | | | | |
| Animals rehomed | <i>Expected range: 20% to 80%</i> | 30.00% | 44.93% | 44.01% | 51.90% | This measure considers the percentage of collected registrable animals under the <i>Domestic Animals Act 1994</i> that are rehomed. There is variation between 2021/22 and 2020/21 as data is now obtained through pound database. | |
| Service cost | \$ direct cost of the animal management service per registered animal | | | | | | |
| Cost of animal management service | <i>Expected range: \$3 - \$40</i> | \$1.14 | \$0.80 | \$4.20 | \$4.03 | This measure captures the direct cost of the animal management service per registrable animal under the <i>Domestic Animals Act</i> | |




| | | | | | | |
|---|--|--|--|--|--|--|
| | | | | | | 1994. The cost of animal management services has increased slightly due to more comprehensive reporting which now includes the cost of enforcement and administration. |
| Health and safety | | | | | | |
| Animal management prosecutions | | | | | | |
| <div> <div>No of prosecutions</div> <div>Expected range: 50% - 200%</div> </div> | | | | | | |
| <div> <div>No prosecutions</div> <div>No prosecutions</div> <div>0.00%</div> <div>100%</div> </div> | | | | | | <p>This measure captures the percentage of successful animal management prosecutions under the <i>Domestic Animals Act 1994</i>. This measure has changed to a percentage value instead of a numeric value. The number of successful prosecutions is reported as 'zero' due to delays in processing infringements. Animal prosecutions cannot be controlled by Council and will arise as matters progress through the lifecycle of an infringement, or as matters such as dog attacks are reported and are statutory to be taken to court.</p>  |



Aquatic Facilities

Provision of indoor and outdoor aquatic facilities to the community and visitors for wellbeing, water safety, sport and recreation

| Service indicator/measure | Measure expressed as: | Q2 YTD 2021/22 | Q2 YTD 2020/21 | EoY 2020/21 | EoY 2019/20 | Comment | Status |
|---------------------------|-----------------------|----------------|----------------|-------------|-------------|---------|--------|
|---------------------------|-----------------------|----------------|----------------|-------------|-------------|---------|--------|

| | | | | | | | |
|-------------------------|---|--------------|--------------|---------------|---------------|---|---|
| Service standard | Number of health inspections per Council aquatic facility <i>Expected range: 1 to 4 inspections</i> | 1 inspection | 1 inspection | 2 inspections | 2 inspections | From 1 January 2021, aquatic facilities were required to be registered with Council. Inspections are carried out by Council's Community Health team for each aquatic facility annually, with a follow up inspection if required. Health inspections are tracking as expected. |  |
| Utilisation | Number of visits to aquatic facilities per head of municipal population <i>Expected range: 1 to 10 visits</i> | 10.45 visits | 0.55 visits | 3.34 visits | 7.57 visits | The municipality has three Council-owned and operated aquatic facilities. The utilisation of aquatic facilities is tracking as expected. This result is significantly higher compared to Q2 2020/21 due to restrictions to aquatic facilities at the time, resulting in significantly less visits. |  |
| Service cost | \$ direct cost less any income received of providing aquatic facilities per visit <i>Expected range: \$3 to \$20</i> | \$0.95 | \$31.45 | \$5.70 | \$0.81 | This measure considers the overall cost to Council of running its aquatic facilities less revenue received. The cost of aquatic facilities per visit has decreased significantly compared to Q2 2020/21. This is due fewer restrictions in place this quarter compared to last year which therefore increases visits and therefore reduces overall costs to aquatic facilities. |  |



Food Safety

Provision of food safety services to the community including registrations, education, monitoring, inspections and compliance

| Service indicator/measure | Measure expressed as: | YTD Calendar Year (Q4) 2021 | YTD Calendar Year (Q4) 2020 | EoY Calendar Year 2020 | EoY Calendar Year 2019 | Comment | Status |
|---|---|-----------------------------|-----------------------------|---------------------------|------------------------|---|--------|
| Timeliness Time taken to action food complaints | Number of days taken to action food complaints <i>Expected range: 1 to 10 days</i> | 1.51 days | 1.95 days | 1.95 days | 2.01 days | The indicator measures the average number of days taken for Council to respond to food complaints from receipt to first response action. Data shown is for the 2021 calendar year to align with reporting to the Department of Health (DoH). The number of days taken to action food complaints in within the expected range. Where possible, Environmental Health Officers (EHO's) are ensuring they respond to request as soon as received. | |
| Service standard Food safety assessments | % of registered class 1 food premises and class 2 food premises that receive an annual food safety assessment <i>Expected range: 50% to 120%</i> | 99.1% | 93.61% | 93.61% | 100% | This measure relates to the percentage of registered Class 1 food premises and Class 2 food premises that receive an annual food safety assessment. Data shown is for the 2021 calendar year to align with reporting to the Department of Health (DoH). Overall a high percentage of assessments were achieved and those that did not receive an assessment in 2021 are scheduled for Jan 2022. All Class 1 food premises were completed. | |
| Service cost Cost of food safety service | \$ direct cost of the food safety service per registered food premises <i>Expected range: \$300 to \$1,200</i> | \$317.77 (financial year) | \$314.62 (financial year) | \$599.36 (financial year) | \$690.11 | This measure captures the direct cost of providing food safety services per food premises. The direct cost of food safety service | |

| | | | | | | |
|---|--|------|------|------|------|---|
| Health and safety | | | | | | is consistent with Q2 2020/21 and is within range |
| Critical and major non-compliance notifications | % of critical and major non-compliance outcome notifications that are followed up by council <i>Expected range: 60% to 100%</i> | 100% | 100% | 100% | 100% | This indicator measures the percentage of critical and major non-compliance outcome notifications that are followed up by Council. Council aims to respond to 100% of these notifications. Data shown is for the 2021 calendar year to align with reporting to the Department of Health (DoH). The percentage of critical and major non-compliance notifications followed up is tracking in accordance with previous financial years. |







Governance

Provision of good governance to the community including making and implementing decisions with reference to community engagement, policy frameworks and agreed practice

| Service indicator/measure | Measure expressed as: | Q2 YTD 2021/22 | Q2 YTD 2020/21 | EoY 2020/21 | EoY 2019/20 | Comment | Status |
|---|--|----------------|----------------|-------------|-------------|---|--------|
| Transparency Council resolutions at meetings closed to the public | % of Council resolutions made at meetings closed to the public <i>Expected range: 0% to 30%</i> | 17.24% | 22.03% | 10.64% | 6.59% | This indicator measures the percentage of Council resolutions made at an ordinary or special Council meeting, or at a meeting of a special committee consisting only of Councillors, closed to the public under Section 89(2) of the <i>Local Government Act 1989</i> . The percentage of Council resolutions at meetings closed to the public has increased due to the large number of tender evaluation | |







| | | | | | | |
|---|--|----------------------|----------------------|-------------|----------|---|
| | | | | | | recommendations/reports that required Council approval. |
| Consultation and engagement | Satisfaction rating out of 100 <i>Expected range: 40 to 70</i> | Not available | <i>Not available</i> | 55 | 56 | Satisfaction is measured as part of the annual Community Satisfaction Survey, with results to be made available in June 2022. |
| Satisfaction with community consultation and engagement | | | | | |  |
| Attendance | % of Council attendance at ordinary and special Council meetings <i>Expected range: 80% to 100%</i> | 88.89% | 97.22% | 92.86% | 85.47% | Each year, a range of ordinary and special meetings of Council are held. This indicator measures the overall attendance levels for these meetings. The percentage of attendance at Council meetings has increased after the lockdown/restrictions eased after September 2021. |
| Council attendance at Council meetings | | | | | |  |
| Service cost | \$ direct cost of the governance service per councillor <i>Expected range: \$30,000 to \$80,000</i> | \$22,826.56 | \$19,170.22 | \$46,640.44 | \$47,451 | This measure captures the direct cost of delivering the governance service per elected representative. The cost of elected representation increased slightly when compared to Q2 2020/21 due to increased activities in the new Council term. |
| Cost of elected representation | | | | | |  |
| Decision making | Satisfaction rating out of 100 <i>Expected range: 40 to 70</i> | Not available | <i>Not available</i> | 60 | 59 | Satisfaction is measured as part of the annual Community Satisfaction Survey, with results to be made available in June 2022. |
| Satisfaction with Council decisions | | | | | |  |



Libraries

Provision of print and digital based resources to the community in a variety of formats including collection services, e-services, research tools and interactive learning programs

| Service indicator/measure | Measure expressed as: | Q2 YTD 2021/22 | Q2 YTD 2020/21 | EoY 2020/21 | EoY 2019/20 | Comment | Status |
|---------------------------------------|---|----------------|----------------|-------------|-------------|---|---|
| Utilisation | | | | | | | |
| Physical library collection usage | Number of physical library collection item loans per library collection item <i>Expected range: 1 to 9 items</i> | 2.37 | 2.29 | 4.97 | 9.15 | Maroondah is a member of the Eastern Regional Libraries Corporation, which is a co-operative venture serving three outer eastern metropolitan councils. These results relate to libraries in the Maroondah municipality, which are located in Croydon and Ringwood (Realm). The number of physical collection loans showed a slight increase compared to last year, but overall trend has been downwards due to library closures associated with the recent coronavirus (COVID-19) lockdown and restrictions. |  |
| Resource standard | | | | | | | |
| Recently purchased library collection | % of recently purchased library collection that has been purchased in the last 5 years <i>Expected range: 40% to 90%</i> | 78.11% | 75.86% | 79.27% | 68.81% | This measure refers to the percentage of the library collection that has been purchased in the last five years. The percentage of the library collection recently purchased increased due to the systematic review of library items in preparation for the Library Management System change, which improved the percentage of remaining recently purchased items. |  |
| Participation | | | | | | | |
| Active library members | % of the municipal population that are active library members <i>Expected range: 10% to 40%</i> | 12.87% | 8.91% | 13.83% | 15.88% | This indicator highlights the percentage of the municipal population that are active library members. The number of active library borrowers within the municipality can be expected to |  |



| | | | | | | |
|-------------------------|---------------------------------------|--------|--------|---------|---------|--|
| | | | | | | vary over time. Borrowing can include print and loan identifiable digital materials. Active library borrowers are trending high due to the popularity of the digital items. |
| Service cost | \$ direct cost of the library service | | | | | This measure captures the direct cost of the library service per municipal population. Costs of library services per population has been quite consistent, even with the change in the indicator moving from cost of library service per visit to per population in 2020. Costs are normalising after savings made in 2020/21 due to coronavirus (COVID-19) branch closures. |
| Cost of library service | <i>Expected range: \$10 to \$90</i> | | | | | |
| | | \$9.66 | \$8.35 | \$17.37 | \$18.59 |  |



Maternal and Child Health

Provision of universal access to health services for children from birth to school age and their families
including early detection, referral, monitoring and recording child health and development


| Service indicator/measure | Measure expressed as: | Q2 YTD 2021/22 | Q2 YTD 2020/21 | EoY 2020/21 | EoY 2019/20 | Comment | Status |
|---|--|----------------|----------------|-------------|-------------|--|--------|
| Service standard Infant enrolments in the MCH service | % of infants enrolled in the MCH service <i>Expected range: 90% to 110%</i> | 102.00% | 101.87% | 101.34% | 100.99% | The Maternal Child Health (MCH) service enrolls newborn infants in the service at the home visit following receipt of a birth notification from the hospital. All birth notifications received by Council result in an MCH enrolment, however, the phasing of birth notifications and enrolment across reporting periods can result in the reported figure being less than or greater than 100%. | |
| Service cost Cost of the MCH service | \$ cost of the MCH service per hour of service delivered <i>Expected range: \$50 to \$200</i> | \$153.09 | \$160.14 | \$97.53 | \$82.83 | This measure refers to the cost of Councils MCH service per hour of service delivered. The cost of the MCH service is calculated per hour of service delivered. The cost has increased slightly due to several factors including nurses taking leave, COVID19 lockdowns, extensions of appointment times to include COVID safe cleaning and dealing with increased parent anxieties/family complexities related to COVID19 pandemic. | |
| Participation Participation in MCH service | % of children enrolled who participate in the MCH services <i>Expected range: 70% to 100%</i> | 44.50% | 42.42% | 76.19% | 76.18% | This measure captures participation of children in key age and stage appointments which can vary due to timing of appointments during the financial year. Due to the COVID19 pandemic (and prioritising of infants less than 4 months) there have been unavoidable reductions in participation in the MCH service | |


| | | | | | | |
|---|---|---------|--------|--------|--------|---|
| Participation | | | | | | <p>This measure captures the percentage of Aboriginal children enrolled who participate in the MCH service. Participation rates for aboriginal children varies over time due to Aboriginal families moving in and out of Maroondah, accessing services beyond municipal boundaries and children entering home care. MCH outreach services including Enhanced Home Visiting, Supported Playgroups, etc have encouraged steady growth in participation rates.</p>  |
| Participation in MCH service by Aboriginal children | % of Aboriginal children enrolled who participate in the MCH service <i>Expected range: 60% to 100%</i> | 52.50% | 42.70% | 78.31% | 76.24% | |
| Satisfaction | | | | | | <p>This measure considers the percentage of infants enrolled in the Maternal Child Health (MCH) service who participated in 4-week Key Age and Stage visit. The percentage remains at 100%. Anything below 100% reflects appointments made but not yet attended within the financial year.</p>  |
| Participation in first MCH home visit | % of infants enrolled in the MCH service who receive the first MCH home visit <i>Expected range: 90% to 110%</i> | 105.71% | 97.82% | 96.99% | 98.17% | |




Roads

Provision of a network of sealed local roads under the control of the municipal council to all road users

| Service indicator/measure | Measure expressed as: | Q2 YTD 2021/22 | Q2 YTD 2020/21 | EoY 2020/21 | EoY 2019/20 | Comment | Status |
|----------------------------|---|----------------|----------------|-------------|-------------|--|---|
| Satisfaction of use | | | | | | | |
| Sealed local road requests | Number of sealed local road requests per 100 kilometres of sealed local road <i>Expected range: 10 to 120 requests</i> | 46.99 | 42.29 | 93.96 | 115.87 | Road requests are defined as customer requests logged within the Council corporate customer service application Infor Pathway. Requests include line marking, pothole repairs, damaged roads and patching, and road sweeping. The number of sealed road requests has increased slightly when |  |


| | | | | | | | |
|---|--|--------|--------|----------|----------|---|---|
| | | | | | | compared with the same time in the previous FY, due to more motorists being on the road following the easing of coronavirus (COVID-19) restrictions. | |
| Condition | | | | | | Council defines a technical level of service intervention figure to be a Pavement Condition Index (PCI) of 5 in Council's pavement management system, SMEC Pavement Management System. The deterioration of our road network has been modelled by our PMS. Council has scheduled for a cyclical condition assessment for our road network in 2022, which is expected to improve this value. |  |
| Sealed local roads below the intervention level | % of sealed local roads that are below the renewal intervention level <i>Expected range: 80% to 100%</i> | 93.24% | 98.85% | 98.85% | 99.06% | | |
| Service cost | | | | | | The total project cost associated with the reconstruction of a sealed local road is considered. The project cost may include but is not limited to traffic control, road base, road surface, kerb, stormwater drain and traffic management device costs. Some works have commenced in the second quarter however the costs have not been fully released. This measure will be updated in coming quarters. |  |
| Cost of sealed local road reconstruction | \$ direct reconstruction cost per square metre of sealed local roads reconstructed <i>Expected range: \$20 to \$200</i> | N/A | N/A | \$250.31 | \$114.19 | | |
| Service cost | | | | | | Council only uses asphalt products for resealing in line with community expectations. Generally, where advanced pavement deterioration is present (i.e. crocodile cracking) Council undertakes deep lift patching prior to resealing. Only reseals for a full road block as defined in Council's asset |  |
| Cost of sealed local road resealing | \$ direct resealing cost per square metre of sealed local roads resealed <i>Expected range: \$4 to \$30</i> | N/A | N/A | \$25.37 | \$34.24 | | |



| | | | | | | |
|--------------------------------------|--|----------------------|----------------------|----|----|---|
| | | | | | | register has been included in this figure. Reseals that do not cover an entire road block are considered to be a patch and are not included. Some works have commenced in the second quarter however the costs have not been fully released. This measure will be updated in coming quarters. |
| Satisfaction | | | | | | Satisfaction is measured as part of the annual Community Satisfaction Survey, with results to be made available in June 2022. |
| Satisfaction with sealed local roads | Satisfaction rating out of 100 <i>Expected range: 50 to 100</i> | Not available | <i>Not available</i> | 67 | 64 |  |




Statutory Planning

Provision of land use and development assessment services to applicants and the community including advice and determination of applications

| Service indicator/measure | Measure expressed as: | Q2 YTD 2021/22 | Q2 YTD 2020/21 | EoY 2020/21 | EoY 2019/20 | Comment | Status |
|--|---|----------------|----------------|-------------|-------------|--|---|
| Timeliness | | | | | | | |
| Time taken to decide planning applications | Days between receipt of a planning application and a decision on the application <i>Expected range: 30 to 110 days</i> | | | | | This measure looks at the median number of days taken between receipt of a planning application and a decision on the application. In addition to Councils dedication to provide timely decisions, Councils electronic planning application processes allowed for more efficient processing time. The time taken to decide on planning applications in Q2 (2021/22) remains positively low with a median of 26 days, which is below the targeted expected range of 30 to 110 days. |  |
| | | 26 | 28 | 28 | 28 | | |

| | | | | | | |
|--|--|------------|------------|---------|---------|---|
| Service standard | | | | | | <p>In accordance with the Planning and Environment Act 1987, a council is permitted 60 statutory days to determine a planning application. The 60 statutory days includes weekends, public holidays and commences when the application is lodged. The legislation allows for the 60-day statutory clock to be stopped and re-started in certain circumstances. Greater work load with VCAT matters as well as staff resourcing issues has slightly extended these timeframes, although they remain generally consistent with timeframes compared to same time in the previous financial year. - This quarter has seen Maroonah continue to be among the leaders in meeting this requirement in comparison to the Metropolitan Council average of 66% and exceeds its target of 80% by achieving 86% of its decisions within timeframes.</p>  |
| Planning applications decided within 60 days | % of planning application decisions made within required timeframe days <i>Expected range: 40% to 100%</i> | 86.58% | 86.68% | 86.87% | 88.60% | |
| Service cost | | | | | | <p>This measure looks at the direct cost of Council to provide the statutory planning service per planning application received. The direct cost of statutory planning service has decreased compared to the same time in the previous financial year despite there being an increase in applications, however these have predominantly been lower value application types.</p>  |
| Cost of statutory planning service | \$ direct cost of the statutory planning service per planning application <i>Expected range: \$500 to \$4,000</i> | \$1,706.06 | \$1,780.15 | \$1,919 | \$1,851 | |





| | | | | | | | |
|-----------------------------------|--|--------|--------|--------|--------|---|---|
| Decision making | | | | | | <p>If an applicant disagrees with the decision of Council in relation to a planning application, they have the opportunity to appeal the decision at the Victorian Civil and Administrative Tribunal (VCAT). This indicator measures the percentage of planning application decisions made by Council, appealed by an applicant and subject to review by VCAT that were not set aside (i.e. VCAT agreed with the decision of Council). Q2 has seen an increase in the number of Council decisions upheld by the Tribunal compared to last quarter. This measure shows a lower percentage of decisions upheld at VCAT compared to the same time in the previous financial year, which may reflect the smaller number of decisions being considered by the Tribunal and lengthy VCAT timeframes because of the COVID19 pandemic. Increased wait times are seeing a greater number of applicants negotiating outcomes with Council in the lead up to the VCAT hearing, which in turn increases the number of consent orders granted.</p> |  |
| Planning decisions upheld at VCAT | % of decisions subject to review by VCAT that were not set aside <i>Expected range: 30% to 100%</i> | 83.33% | 82.61% | 81.82% | 92.59% | | |




Waste Collection

Provision of kerbside waste collection service to the community including garbage and recyclables

| Service indicator/measure | Measure expressed as: | Q2 YTD 2021/22 | Q2 YTD 2020/21 | EoY 2020/21 | EoY 2019/20 | Comment | Status |
|---------------------------|-----------------------|----------------|----------------|-------------|-------------|---------|--------|
|---------------------------|-----------------------|----------------|----------------|-------------|-------------|---------|--------|

| | | | | | | | |
|---|--|---------|---------|----------|----------|--|---|
| Satisfaction | | | | | | Council provides a comprehensive waste management service that strives to meet best practice standards in terms of kerbside collection. This indicator focuses on the kerbside bin collection service. Council provides a three-bin waste collection service (garbage, recyclables, and green organics). These requests relate to cancellations, damaged bin repairs/replacements or replacing stolen bins. This figure tends to fluctuate according to population movement in the municipality. |  |
| Kerbside bin collection requests | Number of kerbside bin collection requests per 1000 kerbside bin collection households <i>Expected range: 10 to 300 requests</i> | 44.45 | 40.99 | 76.91 | 68.93 | | |
| Service standard | | | | | | This indicator identifies the ratio of bins missed compared to scheduled bin collections. This includes 120L, 80L, second bin and fortnightly recycling kerbside bin collection. There was slight variation in kerbside collection bins missed compared to the same time in 2020/21. |  |
| Kerbside collection bins missed | Number of kerbside collection bins missed per 10,000 scheduled kerbside collection bin lifts <i>Expected range: 1 to 20 bins</i> | 4.71 | 4.55 | 4.55 | 4.1 | | |
| Service cost | | | | | | This measure looks at the direct cost of Council to provide the kerbside garbage bin collection service per kerbside garbage bin. The cost of the kerbside garbage collection increased slightly due to an increase in the landfill levy from \$65.90 per tonne to \$105.90 per tonne as of 1 July 2021 |  |
| Cost of kerbside garbage collection service | \$ direct cost of the kerbside garbage bin collection service per kerbside garbage collection bin <i>Expected range: \$40 to \$150</i> | \$66.01 | \$55.08 | \$109.55 | \$107.56 | | |
| Service cost | | | | | | This measure looks at the direct cost of Council to provide the kerbside recyclables collection service per kerbside recyclables bin. There is only slight variation |  |
| Cost of kerbside recyclables collection service | \$ direct cost of the kerbside recyclables collection service per kerbside recyclables collection bin <i>Expected range: \$10 to \$80</i> | \$37.94 | \$39.26 | \$77.45 | \$71.43 | | |

| | | | | | | |
|--|---|--------|--------|--------|--------|--|
| | | | | | | in the cost of kerbside recyclables compared to the same time in 2020/21. |
| Waste diversion | % of garbage, recyclables and green organics collected from kerbside bins that is diverted from landfill <i>Expected range: 20% to 60%</i> | | | | | This measure refers to the percentage of garbage, recyclables and green organics collected from kerbside bins that is diverted from landfill. There is only slight variation on the amount of waste diverted from landfill compared to the same time in 2020/21. |
| Kerbside collection waste diverted from landfill | | 57.22% | 59.28% | 56.71% | 56.83% |  |

Council Plan 2021 - 2025
Priority Actions Progress Report



Progress Report on Priority Actions - Year 1 (2021 -2025)
Q2 (2021/22) - as at 31 December 2021

Introduction

The Council Plan 2021-2025 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.

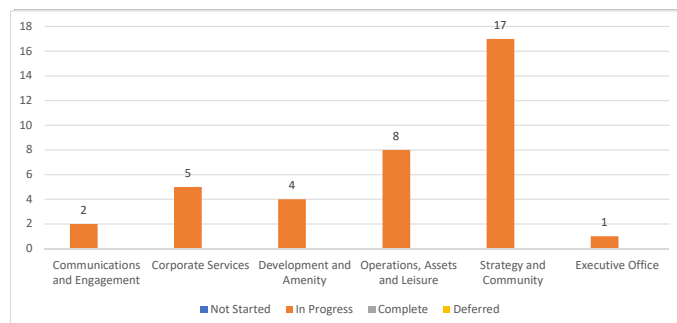
The Council Plan plays a vital role in shaping Maroondah's future over a four year period. It identifies both challenges and opportunities for our community at local and regional level within the context of the community's long term Maroondah 2040 vision. It also forms the basis for Council to make decisions 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 2021-22 financial year. Some actions span multiple years as identified in the Council Plan 2021-2025. Progress is identified as at 31 December 2021.

- 😊 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



| | Communications and Engagement | Corporate Services | Development and Amenity | Operations, Assets and Leisure | Strategy and Community | Executive Office |
|-------------|-------------------------------|--------------------|-------------------------|--------------------------------|------------------------|------------------|
| Not Started | 0 | 0 | 0 | 0 | 0 | 0 |
| In Progress | 2 | 5 | 4 | 8 | 17 | 1 |
| Complete | 0 | 0 | 0 | 0 | 0 | 0 |
| Deferred | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 2 | 5 | 4 | 8 | 17 | 1 |

Council Plan 2021 - 2025

Year 1 - 2021/22 Priority Actions

Q2 Progress Reporting - as at 31 December 2021



| Maroondah 2040 Outcome Area | No. | Council Plan Priority Action | Progress Comment | Project Status | On Track | Target Completion | Directorate | Service Area |
|--------------------------------------|-----|---|---|----------------|----------|-------------------|--------------------------------|---|
| A safe, healthy and active community | 1 | Implement the Maroondah COVID-19 Recovery Plan | In late 2021, Council has completed the COVID-19 Secondary Impact Assessment Report to further understand the impact of COVID-19 on Maroondah local community and community organisations. Council has implemented a number of projects funded through the Outdoor Activation funding to support local businesses, including 12 days of Christmas, Neon Lights, Music in Maroondah and the establishment of temporary parklets at 4 local shopping centres. Council also continues to advocate for and support vulnerable community members needing emergency relief support. | In Progress | 😊 | 2021-22 | Development and Amenity | Health, Local Laws and Emergency Management |
| | 2 | Review, update and implement Council's Physical Activity Strategy, and develop and implement an Indoor High Ball (basketball, netball and volleyball) Strategy | In 2021/22, Council plans to recommence the review of the Physical Activity Strategy including project planning and the collation of participation data, for completion by October 2022. A brief has been developed for the new Indoor Sports Facilities Strategy and a consultant engaged. | In Progress | 😊 | 2022-23 | Operations, Assets and Leisure | Leisure |
| | 3 | Design and construct a dog park in Ringwood North | Council was successful in advocating for up to \$275,000 in funding for a purpose-built dog park in Ringwood North. Council has undertaken the first round of community consultation in December 2021 and January 2022, and will now commence a concept plan for further consultation with the community. Council is working towards having the dog park construction completed by September 2022. | In Progress | 😊 | 2021-22 | Operations, Assets and Leisure | Assets |
| | 4 | Design and construct sporting infrastructure upgrades at Jubilee (regional cricket hub), Proclamation, Springfield, Cheong and Ainslie Parks, and at Dorset Recreation and Silcock Reserves | 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. Council will continue to design and construct multi-purpose pavilions and associated infrastructure at Jubilee Park (Stage 2 regional cricket hub), Proclamation Park, Cheong Park, Ainslie Park and Dorset Recreation Reserve. The multi-purpose pavilions at Silcock Reserve, Jubilee Park (Stage 1 - RO Spencer) and Springfield Park are complete. | In Progress | 😊 | 2024-25 | Operations, Assets and Leisure | Assets |
| | 5 | Finalise and implement the Maroondah Liveability, Wellbeing and Resilience Strategy 2021-2031 (incorporating the Municipal Public Health Plan and Active and Healthy Ageing Initiative) | The Maroondah Liveability Wellbeing and Resilience Strategy 2021-2031 was formally adopted at the 18 October 2021 Council Meeting and submitted to the Department of Health on 30 October 2021. The new Strategy incorporates a range of future health and wellbeing priorities for Council, including those associated with longer-term community recovery arising from the coronavirus (COVID-19) pandemic. A Health and Wellbeing Action Plan for the 2021-2023 period was finalised and endorsed in December 2021, highlighting the key short-term activities of Council in implementing the Strategy. Implementation of Year 1 actions associated with the Strategy and Action Plan are now underway. | In Progress | 😊 | 2024-25 | Strategy and Community | Integrated Planning |
| | 6 | Work in partnership with a broad range of service providers and agencies, to develop and deliver services and cultural experiences in 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, arts and cultural spaces, sport and recreation facilities, and open space. These combined elements will also enhance accessibility and connectivity for the community. Since relocating to the Precinct in January 2021, the Maroondah Occasional Care and Croydon Central Kindergarten have had an increase in utilisation. Council will continue to engage with the range of services and user groups in the Precinct to plan transitional moves for 2022 and ensure that community needs are met. | In Progress | 😊 | 2024-25 | Strategy and Community | Community Services |
| | 7 | Complete a strategic review of shopping centres in Maroondah, and plan and implement infrastructure and amenity improvements | The focus of the Maroondah Shopping Centres Strategic Review was amended as part of the coronavirus (COVID-19) economic recovery planning, to focus on short-term actions to improve amenity and activate 31 shopping centres across Maroondah. A 2021/22 capital works program has been developed which includes infrastructure upgrades for shopping centres across all nine Wards. A 20-minute neighbourhood toolkit/framework is also being developed and will inform further work on the strategic shopping centres review. | In Progress | 😊 | 2024-25 | Strategy and Community | Business and Activity Centre Development |

Council Plan 2021 - 2025

Year 1 - 2021/22 Priority Actions

Q2 Progress Reporting - as at 31 December 2021



| Maroondah 2040 Outcome Area | No. | Council Plan Priority Action | Progress Comment | Project Status | On Track | Target Completion | Directorate | Service Area |
|---|-----|--|---|----------------|----------|-------------------|--------------------------------|--|
| A prosperous and learning community | 8 | Work in partnership to implement the Bayswater Business Precinct Transformation Strategy and investigate and implement opportunities to enhance business capability, skill development, employment and education pathways for the manufacturing sector | Work in the Bayswater Business Precinct (BBP) is undertaken by a partnership with Knox, Maroondah and Yarra Ranges Councils aiming to strengthen the economic value of the Precinct to the region. The Transformation Strategy prepared by consultants and funded by the Victorian Government has been finalised and the process to formally adopt will be undertaken in 2022. The project team has commenced the process of planning its implementation. November and December 2021 saw the hosting of online sessions conducted by DHHS on COVID updates focusing on manufacturing operations and COVIDSafe plans. This is being supported by a COVID Business Concierge (CBC) contacting manufacturers in BBP identifying any individual needs and queries including COVIDSafe plans, risk matrix, procedures and gathering insights. The project will run until the end of February 2022. | In Progress | 😊 | 2024-25 | Strategy and Community | Business and Activity Centre Development |
| | 9 | Work in partnership with the Victorian Government to plan for and support the rollout of funded three year old kindergarten in Maroondah | Council is working closely with the Department of Education and Training (DET) to support the rollout of funded three-year-old kindergarten in Maroondah. In 2022, three-year-old-children will be able to access five hours a week in a free kindergarten program, this will increase to 15 hours per week by 2029. Through DET funding, Council has employed a Kindergarten Initiative Project Officer to work with services to understand their needs and ensure that infrastructure will meet community demand, as well as work with DET to develop the Kindergarten Infrastructure and Services Plan (KISP) for Maroondah, which is nearing completion. | In Progress | 😊 | 2024-25 | Strategy and Community | Community Services |
| | 10 | Facilitate co-working opportunities and spaces in Maroondah | The BizHub Coworking Space is operating in a COVIDSafe manner for premium members only at the stage. The WiFi for the space was upgraded to gigabit speed improving the experience of members. A co-work 'pop-up' supported by the Victorian Government was also opened in REALM. Targeting home based businesses this provides a funded opportunity to try the cowork experience. The BizHub team continues to strengthen its partnership with Waterman as they commence operations in Eastland. | In Progress | 😊 | 2024-25 | Strategy and Community | Business and Activity Centre Development |
| A vibrant and culturally rich community | 11 | Deliver the 20-minute neighbourhood place activation projects in the Croydon South local activity centre and Ringwood East neighbourhood activity centre | Place activation projects in Ringwood East and Croydon South have been successfully delivered with funding support through the Neighbourhood Activity Centre Renewal Fund. Transformational infrastructure, amenity upgrades and cultural and engagement initiatives have been undertaken in both centres. Whilst COVID-19 restrictions impacted some of the planned events and construction timelines, the majority of planned projects have been completed, including a Christmas in July 2021 online market. The Ringwood East Place Activation Project was a finalist in the 2021 Mainstreet Australia Awards. | In Progress | 😊 | 2021-22 | Strategy and Community | Business and Activity Centre Development |
| | 12 | Design the Karralyka Centre redevelopment, and undertake staged redevelopment works | Design has commenced for the staged 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. Council will continue design of the Karralyka redevelopment and review staging options. | In Progress | 😊 | 2022-23 | Operations, Assets and Leisure | Assets |
| | 13 | Implement the Arts and Cultural Development Strategy 2020-2025 and work with the Maroondah Arts Advisory Committee to maximise arts and cultural opportunities across Maroondah | Key projects and focus areas for 2021/22 include significant public art commissions for multi-level carparks and Realm, as well as planning for the integration of arts and cultural facilities within the Croydon Community Wellbeing Precinct (CCWP). Further development of arts activations into the regeneration of local shopping centres and 20-minute neighbourhoods will take place alongside including further innovative programming and marketing of the Ringwood Arts Precinct. Cultural recovery priorities identified in the Maroondah COVID-19 Recovery Plan will continue to be a focus for 2021/22. | In Progress | 😊 | 2024-25 | Strategy and Community | Community Services |

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| Maroondah 2040 Outcome Area | No. | Council Plan Priority Action | Progress Comment | Project Status | On Track | Target Completion | Directorate | Service Area |
|--|-----|---|--|----------------|----------|-------------------|------------------------|------------------------|
| A clean, green and sustainable community | 14 | Implement Council's Environmentally Sustainable Design Local Planning Policy into the Maroondah Planning Scheme | The Maroondah Environmentally Sustainable Design (ESD) Local Policy Planning Scheme Amendment was adopted by Council at the 22 March 2021 Council Meeting. On 4 January 2022, Council received notice that amendment C137MARO, Maroondah Environmentally Sustainable Design (ESD) Local Policy, has been approved by the Minister of Planning. The amendment now awaits gazettal prior to being implemented into the Planning Scheme. | In Progress | 😊 | 2021-22 | Strategy and Community | Integrated Planning |
| | 15 | Review, update and implement Council's Sustainability Strategy, and Climate Change Risk and Adaptation Strategy | Consultation has been undertaken on an Issues and Options paper for the Sustainability Strategy and a draft Strategy is now in preparation to be ready for consultation quarter 3. Project planning has commenced for the review of the Climate Change Risk and Adaptation Strategy with an activities report due in Quarter 3, 2021/22. | In Progress | 😊 | 2024-25 | Strategy and Community | Integrated Planning |
| | 16 | Review, update and implement Council's Carbon Neutral Strategy, including participation in the power purchasing agreement | An activities report on the progress on the actions of the Strategy is being finalised with an Issues and Options paper being prepared for Quarter 3, 2021/22. | In Progress | 😊 | 2024-25 | Strategy and Community | Integrated Planning |
| | 17 | Work in partnership to implement the Reimagining Tarralla Creek project | The Reimagining Tarralla Creek Project seeks to enhance Tarralla Creek and surrounds in Croydon through an integrated partnership with Melbourne Water, Yarra Valley Water, and Department of Environment, Land, Water, and Planning (DELWP). The project will be delivered in four stages with Stage 1 currently under construction. The planting of around 80,000 ephemeral, terrestrial and aquatic plants is well advanced along with the installation of hard infrastructure such as bird hides. Stages 2 - 4 are currently unfunded but will be pursued by project partners through a Australian and Victorian Government advocacy campaign. | In Progress | 😊 | 2022-23 | Strategy and Community | Integrated Planning |
| | 18 | Develop and implement Council's Waste, Litter and Resource Recovery Strategy 2020-2030 | In 2021/22, a number of supporting strategic documents will be developed to align with the outcomes of the new Waste, Litter and Resource Recovery Strategy. These will include a Litter and Illegal Dumping Education Strategy and the Waste Education Strategy which will include rewards for households who recycle, school programs, community workshops and competitions, education materials and other initiatives. Other implementation initiatives will include design and planning of the new Food Organics and Garden Organics service, changeover of the current maroon garden organics bin lids to the Australian Standard of lime green, and new recycling stations will be rolled out to Council's Realm and Croydon Library customer service buildings. Council's Compost Revolution Program will continue to offer rebates and free delivery on a range of home composting, worm farming and fermentation systems and community drop off recycling events will be expanded to trial the inclusion of polystyrene, textiles and cardboard. Council will host a household chemical collection event in partnership with Sustainability Victoria to help residents responsibly dispose of unwanted household chemicals. | In Progress | 😊 | 2024-25 | Corporate Services | Finance and Governance |

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| Maroondah 2040 Outcome Area | No. | Council Plan Priority Action | Progress Comment | Project Status | On Track | Target Completion | Directorate | Service Area |
|--|-----|--|---|----------------|----------|-------------------|--------------------------------|-----------------------------------|
| A clean, green and sustainable community | 19 | Prepare and implement a Maroondah Habitat Connectivity Action Plan | The consultancy project, 'Maroondah Habitat Connectivity Plan', was completed in October 2021. This report presents the outcomes of a spatial modelling program used to model existing connectivity based on parameters for key focal species, and identifying locations which offer the greatest opportunity for improving connectivity. It has identified seven Biolink Habitat Corridors across Maroondah, based on the priority locations that emerged from the modelling. An eighth Biolink with good connectivity to habitat outside of Maroondah was identified following a review of the draft report by the project Advisory Group (internal and external representatives with local knowledge and expertise). The next stage requires the preparation of detailed Biolink action plans for each of the eight Biolinks to specify and scope the implementation actions needed over the coming years to enable each Biolink to function as viable habitat corridors. The Mullum Mullum Creek Biolink has been selected as the initial Biolink for development of a detailed Biolink action plan, with the aim of completion by June 2022. | In Progress | 😊 | 2024-25 | Strategy and Community | Integrated Planning |
| | 20 | Implement a streetscape enhancement program, including a significant increase in tree planting | The streetscape enhancement program will continue in 2021/22 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). | In Progress | 😊 | 2024-25 | Operations, Assets and Leisure | Operations |
| An accessible and connected community | 21 | Work in partnership with the Victorian Government to implement road improvement works at New Street Ringwood, Reilly Street and Wantirna Road Ringwood, Plymouth Road and Kirtain Drive Croydon; and undertake carpark improvement works at McAlpin Reserve Ringwood North | In 2021/22, Council will continue to work with Department of Transport/VicRoads on the delivery of road improvement works. Council is currently working with VicRoads to finalise the design of traffic safety improvements along Plymouth Road in Croydon, including the installation of traffic signals at the Kirtain Drive intersection. Design was completed in late 2021 with works tendered and constructed in 2022. The construction of improvement works at the intersection of Reilly Street and Wantirna Road in Ringwood is expected to commence in 2021/22. Carpark improvement works at McAlpin Reserve in North Ringwood were completed by Council in July 2021. | In Progress | 😊 | 2021-22 | Development and Amenity | Engineering and Building Services |
| | 22 | Design and construct activity centre car parks in Croydon, Ringwood and Heathmont; and at Heatherdale station | The Croydon Activity Centre Carpark was formally opened on 15 December 2021 and the project is now completed and operational. The Activity Centre Car parks at Ringwood and Heathmont will progress to community consultation and design phases. | In Progress | 😊 | 2023-24 | Operations, Assets and Leisure | Assets |
| | 23 | Work in partnership to undertake renewal works on the Mullum Mullum Creek and Colchester Road shared trails; and continue footpath construction in the Principle Pedestrian Network | In 2021/22, renewal works on the Mullum Mullum Creek shared trail is scheduled for construction. The design of the section from Marilyn Crescent to Kalinda Road is complete with stage 1 of the renewal works east of Marilyn Crescent to be constructed in early 2022. The Colchester Road shared trail from Collier Road to Dandenong Creek is scheduled for reconstruction in 2024/25. | In Progress | 😊 | 2024-25 | Development and Amenity | Engineering and Building Services |
| | 24 | Advocate to the Australian and Victorian Governments for provision of new and upgraded major transportation infrastructure in Maroondah, including public transport enhancements | In 2021/22, Council will continue advocacy to address the major transport needs of the Maroondah community. The Victorian Government has announced that the level crossings at Bedford Road, Ringwood; Dublin Road, East Ringwood; and Coolstore Road, Croydon will be removed as well as new stations at Croydon and East Ringwood. In addition, the Victorian Government will fund significant improvements at the intersection at Canterbury Road and Heathmont Road, Heathmont. | In Progress | 😊 | 2024-25 | Communications and Engagement | Communications and Engagement |
| An attractive, thriving and well built community | 25 | Develop a new Croydon Structure Plan and prepare a planning scheme amendment to incorporate the policy into the Maroondah Planning Scheme | Feedback from the consultation on the discussion paper has been considered and a draft Croydon Structure Plan is nearing finalisation ready for consultation purposes. The draft plan has been delayed to await further details on the proposed Croydon level crossing removal project. It is anticipated that after the final Structure Plan for Croydon Major Activity Centre is adopted by Council and a request to the Minister for a planning scheme amendment will be prepared in late 2022. | In Progress | 😊 | 2022-23 | Strategy and Community | Integrated Planning |

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| Maroondah 2040 Outcome Area | No. | Council Plan Priority Action | Progress Comment | Project Status | On Track | Target Completion | Directorate | Service Area |
|--|-----|---|--|----------------|----------|-------------------|--------------------------------|-----------------------------------|
| An attractive, thriving and well built community | 26 | Work in partnership to implement the Greening the Greyfields project to facilitate a sustainable approach to urban redevelopment in identified residential precincts | This ground-breaking approach to residential renewal involves landowners working together and redeveloping at the same time, to positively transform neighbourhoods to be more sustainable and with greater neighbourhood character appeal. Council exhibited the Planning Scheme Amendment in early 2021 for the two Greening the Greyfields precincts. At the Council Meeting on 22 March 2021, Council resolved to request the Planning Panels Victoria to appoint a Panel for the consideration of submissions. Following a Panel Hearing in June 2021 the Council adopted amendments were submitted to the Minister for Planning in October 2021. Following implementation of the Planning Scheme Amendment, it is anticipated that further additional precincts will be identified, and a similar approach applied to transform neighbourhoods in the municipality. | In Progress | 😊 | 2024-25 | Strategy and Community | Integrated Planning |
| | 27 | 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. Community organisations are continuing the move into Community Hub B during 2021/22 (subject to onsite COVID-19 restrictions). Further community consultation, design planning and early works will also be undertaken in 2021/22. Council plans developing staged concept plans for Hubs A and C including external funding advocacy. | In Progress | 😊 | 2024-25 | Operations, Assets and Leisure | Assets |
| | 28 | Undertake flood mitigation works in New Street, Ringwood, Sherbrook Avenue catchment in Ringwood, and Scenic Avenue and Wingate Avenue catchments in Ringwood East; and work in partnership to develop flood mitigation solutions for central Croydon | Flood mitigation projects are to be undertaken in New Street, Ringwood, Sherbrook Avenue catchment in Ringwood, Scenic Avenue and Wingate Avenue catchments in Ringwood East. New Street (south of Maroondah Highway) drainage upgrade works commenced in 2020/21 and will be completed in March 2022. Design of the Sherbrook East drainage catchment from Nelson Street to Maroondah Highway is scheduled for 2021/22. The next stage of the drainage upgrade works in New Street, from Nelson Street to Bourke Street, is scheduled for 2021/22. Design of the next stage of the Scenic Avenue, Ringwood East catchment stage 4 is scheduled to commence in 2022/23. Wingate Avenue, Ringwood East (Stage 2) involves the realignment and upgrade of the floodway pipe drainage with works having commenced in December 2021 and scheduled to be completed in March 2022. | In Progress | 😊 | 2024-25 | Development and Amenities | Engineering and Building Services |
| An inclusive and diverse community | 29 | Work in partnership to support volunteer-based organisations and facilitate volunteerism within Maroondah | Council has established a partnership with Eastern Volunteer Resource Centre to provide a suite of training programs for volunteer-led community organisations in Maroondah in response to the coronavirus (COVID-19) pandemic. A series of sessions were held from September to December 2021 on grant writing, risk management, introduction to committees for board members and recruiting volunteers. In addition, dedicated support is being arranged for local CALD groups and sporting clubs to assist with their governance, strategic planning and return to operations following the coronavirus (COVID-19) pandemic. Council will also continue to implement its volunteering and student placement programs during 2021/22. These programs provide opportunities for volunteers and students to support the wider community. | In Progress | 😊 | 2022-23 | Corporate Services | Workplace People and Culture |
| | 30 | Investigate and implement additional female changing facilities at local sporting venues | In 2021/22, Council has scheduled sporting pavilion works which include additional women's, unisex and accessible amenities at Cheong Pavilion in Croydon South, Ainslie Pavilion in Croydon, and Proclamation Pavilion in Ringwood. | In Progress | 😊 | 2024-25 | Operations, Assets and Leisure | Leisure |

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| Maroondah 2040 Outcome Area | No. | Council Plan Priority Action | Progress Comment | Project Status | On Track | Target Completion | Directorate | Service Area |
|---|-----|---|--|----------------|----------|-------------------|-------------------------------|--|
| An inclusive and diverse community | 31 | Implement the Children and Families Strategy and Action Plan; and the Youth Strategy and Action Plan | 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. Implementation of the 2021/22 to 2022/23 Action Plans for both strategies has commenced and will continue over the next two financial years. | In Progress | 😊 | 2024-25 | Strategy and Community | Community Services |
| | 32 | Implement the Gender Equality Act 2020, including Council's Gender Equality Action Plan | During 2021/22, Council will continue to implement a range of initiatives in response to the new Gender Equality Act 2020. Activities have included participating in a public sector employee survey and commencing development of a Gender Equality Action Plan. Council is also considering an approach to undertaking gender impact assessments in accordance with the new Act. | In Progress | 😊 | 2024-25 | Corporate Services | Workplace People and Culture |
| A well governed and empowered community | 33 | Implement the new Local Government Act 2020 | The new Local Government Act 2020 (the Act) 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 in 2020/21 and 2021/22. All policies required to be approved/adopted by 3 December 2021 have been completed, with the only key document remaining being the Asset Management Plan, which is due in June 2022. | In Progress | 😊 | 2022-23 | Corporate Services | Finance and Governance |
| | 34 | Advocate on key local issues on behalf of the Maroondah community, including in the lead up to the State and Federal Government Elections in 2022 | In 2021/22, Council will continue advocacy both the Australian and Victorian Governments to seek funding to address a range of key priority infrastructure, sporting and transportation improvement projects that will benefit the Maroondah community. | In Progress | 😊 | 2022-23 | Communications and Engagement | Communications and Engagement |
| | 35 | Develop and implement a new Customer Service Strategy that will continue to advance Council's commitment to be highly responsive and customer focused | Council has developed a new Customer Service Strategy in line with evolving customer expectations. This Strategy includes the development of online engagement channels and focuses on strengthening internal service partnerships. In October 2021, the Strategy was presented to the Management Group and individual appointments with Service Area Managers are currently being undertaken to further progress the rollout. | In Progress | 😊 | 2024-25 | Corporate Services | Revenue, Property and Customer Service |
| | 36 | Deliver a broad range of Council services to meet current and future community needs along with sustainable management of Maroondah's resources, assets and environment | In 2021/22, Council will continue to deliver a broad range of services that meet both the current and future expectations, needs and aspirations of the Maroondah community. Planning for service delivery will include consideration of financial sustainability and escalated community needs arising from the coronavirus (COVID-19) pandemic. | In Progress | 😊 | 2024-25 | Executive Office | CMT |
| | 37 | Engage the community in undertaking a review of Maroondah 2040 - Our future together and prepare a new Council Plan 2025-2029 following election of a new Council | Community engagement for the next revision of Maroondah 2040 - Our future together community vision and preparation of the new Council Plan 2025-2029 is scheduled to commence 2023-24. | In Progress | 😊 | 2024-25 | Strategy and Community | Integrated Planning |