

City of Whittlesea
**Community Plan
Action Plan 2024–25**

A place for all



WHITTLESEA



A place for all



**City of
Whittlesea**



Connected community

Our community is compassionate and welcoming. We are healthy and can easily access the support services we need. People of all backgrounds, ages and abilities feel that they are an essential part of the community. We work together, making our community a better place for all.

About this Plan

The **Community Plan Action Plan 2024-2025** is the final annual supplement to the **Community Plan 2021-2025**.

It articulates the key actions prioritised for delivery in the financial year 2024-2025.

The Proposed Action Plan plays a pivotal role in working towards the vision and strategic direction embedded in *Whittlesea 2040* and the **Community Plan 2021-2025**.

Acknowledgement of Country

We recognise the rich Aboriginal heritage of this country and acknowledge the Wurundjeri Willum Clan and Taungurung People as the Traditional Owners of lands within the City of Whittlesea.

Key achievements between 2021-24

- ✔ Opened the Mernda Social Support Centre to provide day respite and a range of programs to assist older residents improve their physical and mental health 🇺🇦 🇦🇺
- ✔ Commenced construction of the Aboriginal Gathering Place at Quarry Hills Parkland in South Morang, to provide a welcoming, inclusive, and culturally safe space for both Aboriginal and non-Aboriginal people to reflect, celebrate and connect to Aboriginal culture 🇺🇦
- ✔ Developed the *Connected Community Strategy* to enhance social inclusion, civic participation, health, wellbeing and safety of our community 🇺🇦 🇦🇺
- ✔ Brought the management of the wat djerring animal management facility in-house, in partnership with Merri-bek and Darebin Councils, to provide the best possible outcomes for animals and the community
- ✔ Helped our older residents to connect and find relevant support services, via the Ageing Well Expo in June 2023 🇺🇦 🇦🇺
- ✔ Developed the *Long-Term Community Infrastructure Plan* to outline the roadmap for key infrastructure priorities in the future
- ✔ Launched the Whittlesea Disability Network Hub to offer an online space where people living with a disability, their carers, and support network can provide feedback to Council on what people with a disability need to live independently and safely in our community 🇺🇦 🇦🇺
- ✔ Commence the design of the Regional Sports Precinct in Mernda and secured funding co-contribution from the Victorian Government to support the delivery of the second stage of the facility 🇺🇦 🇦🇺
- ✔ Completed redeveloping Mill Park Basketball Stadium, adding new female-friendly changerooms, accessible public toilets, shower and change facilities, and an updated kitchen and canteen 🇺🇦 🇦🇺
- ✔ Developed a suite of emergency preparedness videos to increase community preparedness and resilience before, during and after emergencies 🇺🇦
- ✔ Continued to build leadership capability and skills of residents through the delivery of a Community Leadership Program

Services

Key actions for 2024-25

Key direction 1.1

A socially cohesive community

- Install Wi-Fi at Miller Community Centre, Epping Community Centre, Janefield Community Centre, Olivine Pavilion, and Wollert Community Centre
- Complete construction of an Aboriginal Gathering Place to foster connections to culture, heritage, land, and healing 🇺🇦
- Progress construction of the Community Activity Centre in Patterson Drive, Donnybrook 🇺🇦
- Commence implementation of the *Connected Community Strategy Action Plan 2024-2026* 🇺🇦 🇦🇺
- Deliver community forums, newsletters and engagement opportunities which support people with disability and carers

Key direction 1.2

A healthy and safe community

- Increase community emergency resilience and preparedness, including for at-risk people and communities
- Improve access to Prevention of Violence Against Women programs, services, and resources, including among culturally and linguistically diverse community groups 🇺🇦
- Work with our partners to raise community awareness and focus on prevention for people who are homeless and sleeping rough in the municipality 🇺🇦 🇦🇺
- Commence construction of the Regional Sports Precinct in Mernda including indoor courts, outdoor netball courts and associated facilities 🇺🇦
- Continue to run animal adoption campaigns to find new homes for stray animals in our municipality
- Continue to collaborate with partners to advocate and prevent gambling harm 🇺🇦

- Continue to engage men in the prevention of gender-based violence through a community of practice 🇺🇦
- Raise awareness of community needs around key health outcomes through events and activities during anti-poverty week, men's and women's health week and other days of significance 🇺🇦 🇦🇺

Key direction 1.3

A participating community

- Strengthen community engagement and bolster emergency preparedness through the use of a multi-purpose vehicle making it easier for our community to stay informed and have their say on matters that are important to them

🇺🇦 Municipal Public Health and Wellbeing Plan
 🇦🇺 Disability Action Plan



Liveable neighbourhoods



Services

- Traffic management
- Roads, public transport and footpaths
- Planning and building
- Parks and open spaces

Everything we need is close by. We have a variety of quality housing that suits our life stages and circumstances. Residents can get where they need to go with ease and leaving the car at home becomes an option for everyone to consider.

Key achievements between 2021-24

- Opened Findon Road to help ease traffic congestion and provide an important east-west link for commuters with more convenient connections to work, education, shopping, public transport and recreation facilities
- Resurfaced and reconstructed more than 560,000 square metres of road
- Upgraded public facilities for Mernda Adventure Park and the Whittlesea Courthouse
- Installed road safety measures such as speed humps and wombat crossings at identified priority areas in Mill Park
- Upgraded pram crossings along Barry Road, Thomastown, and bus stops on Whittlesea Yea Road and The Boulevard, Thomastown, to be compliant with disability requirements
- Completed the construction of Kelynack Recreation Reserve playground including the relocation and upgrade of the playground, new concrete paths, shelters and barbecue areas, a multi-use area and basketball half court
- Developed and commenced implementing the *Liveable Neighbourhoods Strategy* which will drive Council's program of work to deliver desirable transport, planning, urban design, open space, and housing outcomes
- Developed a draft *Aboriginal Heritage Study*
- Endorsed the *Thomastown and Lalor Place Framework* as a blueprint towards well-designed open space and infrastructure outcomes to residents in these established areas

Key actions for 2024-25

- | | | |
|--|---|---|
| <p>Key direction 2.1</p> <p>Smart, connected transport network</p> <ul style="list-style-type: none"> • Continue to improve access, shelter, and seating for people with a disability at bus stops • Encourage and promote active travel through the production of maps and improved signage • Conduct cycling audits to enhance planning for evolving cyclist needs • Deliver local road resurfacing works • Deliver local road reconstruction works • Finalise construction of a signalised intersection at Plenty Road and Everton Drive, Mernda | <p>Key direction 2.2</p> <p>Well-designed neighbourhoods and vibrant town centres</p> <ul style="list-style-type: none"> • Continue to upgrade public toilets in line with the <i>Public Toilet Amenity Plan</i> • Progress construction to improve access to the Whittlesea Township Park to better connect our community • Develop the <i>Mill Park Place Framework</i> to enhance our investment planning and prioritise city shaping opportunities • Continue to upgrade Whittlesea Public Gardens • Progress construction of Granite Hills Major Community Park • Commence construction of the streetscape around The Boulevard shops in Thomastown | <p>Key direction 2.3</p> <p>Housing for diverse needs</p> <ul style="list-style-type: none"> • Partner with community housing organisations to plan and progress delivery of affordable houses in Ashline Street, Wollert |
|--|---|---|

Municipal Public Health and Wellbeing Plan
 Disability Action Plan



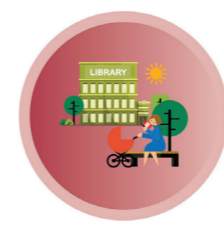
Strong local economy



Services



Local business support



Libraries



Investment attraction

Key actions for 2024-25

Key direction 3.1

Increased local employment

- Continue partnership with Hume Whittlesea Local Learning Employment Network to promote local pathways to jobs and careers for young people 🤝 ♿
- Identify and work with key stakeholders to address skill shortages through targeted inclusive programs/events ♿
- Continue the inclusive employment program to ensure marginalised community members can gain meaningful employment experience with Council ♿
- Continue to deliver a Work Ready volunteer program for qualified and newly arrived migrants 🤝 ♿
- Investigate the need for supporting businesses to undertake inclusive recruitment and employment 🤝 ♿
- Advocate for the Melbourne Food Innovation and Export Hub (MFIH)

Key direction 3.2

Education opportunities for all

- Encourage collaboration between educational institutions, local business, external stakeholders, and industry to understand the training needs of the future workforce ♿
- Commence construction of Murnong Community Centre and library and deliver additional mobile bus library stop locations to support our growing community
- Support the agri-food sector to be future ready through improved connectivity between industry, local education, and research and development

Key direction 3.3

Successful, innovative local businesses

- Work with the Victorian Government, National Intermodal and Mitchell Shire Council to progress master planning for the Beveridge Intermodal Precinct
- Partner with the Victorian Government, Hume City Council, Mitchell Shire Council and the landowner to progress master-planning and implementation of the Cloverton Metropolitan Activity Centre
- Connect and support local businesses and entrepreneurs to showcase their circular economy products and services ♿
- Support the development of the Australian Food Innovation Centre (AFIC)

🤝 Municipal Public Health and Wellbeing Plan
 ♿ Disability Action Plan

People of all ages have opportunities to learn and develop skills locally. There are many opportunities to gain employment and build careers not too far from home. Residents support local business, and we are renowned for our successful local economy.

Key achievements between 2021-24

- ✓ Developed the *Investment Attraction Plan* to support increased business sector investment locally
- ✓ Established the Whittlesea Business Network to provide an opportunity for businesses to collaborate and network as well as have access to a learning portal for upskilling and training 🤝
- ✓ Hosted Council's first Business Awards to celebrate the City of Whittlesea's business community and recognise business excellence, sustainability, and responsibility
- ✓ Successfully rolled out the *It's All Here* campaign to highlight all the offerings for residents and visitors to see and do
- ✓ Delivered the Shopfront Improvement Grants Program together with local businesses, to support more than 30 businesses to upgrade the look, vibrancy, and attractiveness of their shop fronts ♿
- ✓ Supported our local businesses to bounce back from COVID-19 impacts through the delivery of grants, programs, and infrastructure
- ✓ Launched the pilot of the Thomastown co-working space in partnership with Yarra Plenty Regional Library to support business to connect with like-minded local operators and engage in business-to-business opportunities
- ✓ Developed and began implementation of the *Strong Local Economy Strategy* to support increased local employment, education opportunities and successful businesses in our community
- ✓ Opened the Kirrip and Mernda Libraries providing modern co-working facilities to the community



Sustainable environment

Our iconic River Red Gums, local biodiversity and precious natural assets are protected for future generations. Locals and visitors enjoy spending time in our natural environments and our leafy suburbs. Together, we are working to reduce our impact on the environment and adapt to the changing climate.

Key achievements between 2021-24

- ✓ Adopted and commenced implementation of the *Climate Change Plan 2022-2023* and the *Sustainable Environment Strategy 2022-2032* 🗣️ ♿
- ✓ Introduced a new municipal wide kerbside glass recycling service 🗣️
- ✓ Planted more than 7,000 trees in streets, parks, conservation reserves and open spaces 🗣️
- ✓ Partnered with the Wurundjeri Narrap Team to develop traditional land management practices across two conservation reserves
- ✓ Supported our rural landowners to protect and enhance biodiversity on their property through our fully subscribed Environmental Works Grant Program 🗣️
- ✓ Installed recycling drop-off hubs at 12 locations across the municipality, making it easier and more convenient for people to drop off items including x-rays, e-waste and mobile phones
- ✓ Undertook community consultation and awarded the detailed design contract for the upgrade of Peter Hopper Lake in Mill Park 🗣️ ♿

Services



Biodiversity, land management, sustainable planning and design



Water management



Resource recovery and waste



Climate change

Key actions for 2024-25

- Key direction 4.1**

Valued natural landscapes

 - Better protect flora and fauna through the Grassy Woodland Threatened Species Restoration Program at Growling Frog Golf Course
 - Continue to implement a Planning Scheme Amendment to better protect biodiversity, waterways and landscapes using appropriate zones and overlays
 - Invite Traditional Owners to self-determine involvement opportunities for collaboration and partnership within our sustainable environment actions
 - Develop and implement a Seedlings for Schools and Kinders program 🗣️ ♿

Key direction 4.2

Climate ready

 - Utilise technology to reduce risk of illegal vegetation removal
 - Continue to deliver the annual tree planting programs

Key direction 4.3

Leaders in clean, sustainable living

 - Continue to enhance the hard waste collection service
 - Continue to implement actions from the Rethinking Waste Plan
 - Continue to improve the energy efficiency of Council buildings and facilities including solar and lighting upgrades
 - Develop and implement a waste diversion plan
- 🗣️ Municipal Public Health and Wellbeing Plan

♿ Disability Action Plan



High performing organisation



Services

Our systems and knowledge

Our people

Our governance

Our finance and assets

Council engages effectively with the community, delivers efficient and effective services and initiatives, makes decision in the best interest of the community, and delivers value to the community.

Key achievements between 2021-24

- ✔ Began a digital transformation program to improve efficiency and customer service 🗣️ ♿
- ✔ Developed the *High Performing Organisation Strategy 2023-2028* 🗣️ ♿
- ✔ Successfully advocated to the Federal Government for a commitment to deliver the Beveridge Intermodal Precinct, which will create 14,000 local jobs
- ✔ Opened the Whittlesea Service Hub to make access to Council services easier for our rural residents
- ✔ Endorsed the *Workforce Plan* and *Gender Equity Action Plan* and continue to implement actions according to agreed timelines
- ✔ Delivered a successful program of community engagement
- ✔ Developed the *Great Workplace for All Plan 2022-2024* 🗣️ ♿
- ✔ Launched and implemented the Financial Hardship Policy to support residents who are experiencing financial hardship in paying Council fees and rates 🗣️ ♿
- ✔ Reported quarterly to the community on the Budget, the Community Plan, and good governance at the Council

Key actions for 2024-25

Key direction 5.1

Driving better community outcomes

- Continue implementing our place-based model to be responsive to the needs of our local communities ♿
- Submit Federal and State Budget submissions advocating for infrastructure funding, increased services, and reform on behalf of our community 🗣️
- Identify and complete gender impact assessments on key initiatives that have a “direct and significant impact on community” under the *Gender Equality Act 2020* 🗣️
- Improve customer service performance for our community targeting satisfaction scores of 75% or above for council services

Key direction 5.2

More informed Council decisions

- Develop a data and insights hub to measure Council's impact and increase transparency through public reporting ♿
- Commence developing the *Community Plan 2025-2029* and review the community vision *Whittlesea 2040*
- Deliver a comprehensive Councillor induction program to ensure a smooth transition back to an elected Council

Key direction 5.3

More cost-effective investment and engaged workforce

- Achieve ISO45001 Safety Accreditation to ensure safety within our community is enhanced for our infrastructure and service delivery
- Continue to Implement the *Gender Equality Action Plan* to ensure a safe and equal workplace and progress towards becoming an Employer of Choice 🗣️

🗣️ Municipal Public Health and Wellbeing Plan
 ♿ Disability Action Plan

Delivering value to the City of Whittlesea community*



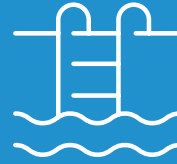
1,645

animals returned
or rehomed



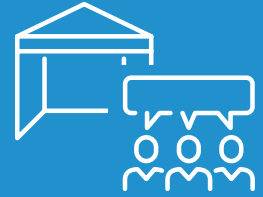
16,832

immunisations
administered



911,414

visits to our
aquatic facilities



92

community-based
pop-ups and
information stalls



20,000

local jobs approximately
will be generated
by the Beveridge
Intermodal Precinct



656

food premises
inspected



22,000+

Snap Send Solve
customer requests
actioned



8,867,539

garbage and
recycling bins
collected



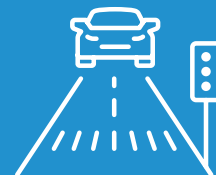
46,370

visits to the Engage
Whittlesea website
resulting in 4,344 contributions
from community members



24,958

active library
borrowers



174,826m²

of roads
reconstructed
or resealed



722

planning
permits issued

*in 2022-23 FY

Please follow engage.whittlesea.vic.gov.au and stay tuned to participate in upcoming engagement opportunities.



**City of
Whittlesea**



City of Whittlesea

25 Ferres Boulevard, South Morang VIC 3752
Opening hours Monday-Friday, 8.30am-5pm



9217 2170 (24 hours)
TTY: 133 677 (ask for 9217 2170)



info@whittlesea.vic.gov.au



whittlesea.vic.gov.au



facebook.com/cityofwhittlesea



[CityWhittlesea](https://www.instagram.com/CityWhittlesea)



**Free telephone
interpreter service**

131 450

Arabic خدمة الترجمة الشفهية الهاتفية المجانية

Chinese Simplified 免费电话传译服务

Chinese Traditional 免費電話傳譯服務

Greek Δωρεάν τηλεφωνική υπηρεσία διερμηνέων

Italian Servizio di interpretariato telefonico gratuito

Macedonian Бесплатна телефонска услуга за преведување

Persian/Farsi خدمات مترجم شفاهی تلفنی رایگان

Punjabi ਮੁਫਤ ਟੈਲੀਫੋਨ ਦੁਆਰਾ ਸੇਵਾ

Turkish Ücretsiz telefonla tercümanlık servisi

Vietnamese Dịch vụ thông dịch qua điện thoại miễn phí