

# Quarterly Community Report

Quarter 2 - 2023/24







## **Acknowledgment of Traditional Custodians**

Wyndham City Council recognises Aboriginal and Torres Strait Islander peoples as the first Peoples of Australia. We acknowledge the Bunurong and Wadawurrung Peoples as Traditional Owners of the lands on which Wyndham City operates. The Wadawurrung and Bunurong Peoples have and always will belong to the Werribee Yalook (river), creeks, stars, hills and red clay of this Country. We pay respect to their Ancestors and Elders who always have, and always will, care for Country and community today and for future generations.

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# Message from the Chief Executive Officer

**Stephen Wall**  
CEO, Wyndham  
City Council



Wyndham is a large and diverse organisation, responsible for the delivery of more than 60 services, the management of more than \$4.7 billion of community assets and an annual capital works budget of \$167 million.

The Community Report for this quarter represents the halfway mark in the 2023/24 financial year, and with the eagerly awaited holiday period at the end of the quarter, the team here at Council worked diligently to meet our mid-year milestones.

This quarter, Council has worked hard to deliver on the community's priorities, and I am pleased to share the following highlights.

## **Capital Works:**

Council delivered \$39.4 million of budgeted capital works this quarter, including:

- Completion of a \$5.7 million upgrade of the Davis and Dohertys Road intersection in Tarneit
- Completion of the redevelopment of the early years facility at Mossfiel Reserve, Hoppers Crossing. Operations to commence in late January 2024.
- Completion of a \$544,00 upgrade to Times Square Park in Point Cook, including a new playground and swing set, nature play, a table tennis table, sheltered seating area, and more
- Completion of an upgrade at Aquarius Street Reserve in Truganina, including new BBQs, upgraded park furniture, bike rack, toilets and more nature play spaces
- Completion of the Williams Landing Reserve Fenced Dog off-leash facility in Williams Landing
- The practical completion of the Regional Training Facility (5,000 seat stadium) at 1160 Sayers Road in Tarneit which, includes two turf pitches, one synthetic pitch and an elite level pavilion; home of the A League Club Western United Football Club
- 16.6Km of road constructed (51 per cent increase)
- The construction of Lollypop Creek Community Centre (formally known as Black Forest Road South Community Centre) in Werribee is progressing (60 per cent complete)

## **Strategy, policies and events highlights:**

- *The Wyndham Plan* was adopted at the 24 October 2023 Council Meeting
- Council's *Gambling Harm Prevention Policy Statement 2023-2025* was adopted at the 19 December 2023 Council meeting
- The *Wyndham Visitor Economy Strategy 2024-2028* was adopted at the 19 December 2023 Council meeting
- A Seniors Expo (Forum) was held on the 28 November 2023 at Encore. The free community event brought together service providers, both private and from all levels of Government, to show case their services for seniors
- Council proudly participated in 16 Days of Activism (against gendered violence)
- Council hosted the Welcoming Cities Forum on 20 November 2023, raising awareness to combat racism at the local level

- Council delivered several successful major events for the community including the Childrens Week Picnic and the State Rose and Garden Show
- Launch of the 'Mooroop Yarkeen' mural on the Hunter Building in Werribee City Centre
- The Seniors Exercise Park Buddies volunteer program was launched to support the health and wellbeing of our senior community members

In addition, Council continued to deliver its essential services to the community. Some highlights this quarter included:

- 8,345 Key Ages and Stages Maternal and Child Health visits undertaken (24 per cent increase)
- 347 Residents were connected to local services and supports (31 per cent increase)
- 224 Youth programs delivered with 7,577 young people attending (502 per cent increase in attendance due to increased program offerings)
- 15 Citizen ceremonies with 2,550 citizens conferred (37 per cent increase)
- \$355m of Commercial and Industrial permits issued (162 per cent increase)
- 1,170 activities and events delivered within libraries, with 23,599 participants (33 per cent increase in participants)
- 20,249 Visits to the Loop, resulting in an average of 2,299 contributions made by community members (177 per cent increase)

(\* percentage changes are based on Quarter 2 2022/23 results)

As we close 2023, and look forward to another year, Council undertook two important pieces of work.

- Council ran its annual Expression of Interest process to gather information from the community about what activities and services should be offered at Council managed community centres. As part of this process, 400 individual discussions were held with community members and organisations, which resulted in 375 bookings for 2024. Activities and programs will be across all life stages ranging from early years, culturally specific activities, seniors, educational, recreational, faith, disability, and community support.
- Council facilitated the Transition Conversation event which brings together Wyndham's early education and care services and local primary schools to discuss and share information that allows foundation teachers prepare and plan accordingly to meet the needs of children entering their first year of primary school.

Working collaboratively with the community in 2023, the staff at Council once again demonstrated their dedication to making Wyndham a thriving and resilient place to live, work and invest. For that, I share my gratitude and thank my team for a big year.

In partnership with the community, Council will continue to nurture a sense of belonging and inclusivity and embrace the rich diversity that makes Wyndham special into 2024 and beyond.

**Stephen Wall**  
**Chief Executive Officer**



# About Our Council Plan 2021-25

The Council Plan 2021-25 sets out the strategic direction of Council's work and resource allocation, over its four-year term.

**The Council Plan 2021-25 has eight strategic areas, aligned to the Wyndham 2040 Community Vision's four themes:**

Council Plan Strategic Area	Wyndham 2040Community Vision Theme
A Healthy, Accessible and Equitable City A Welcoming and Inclusive City	People and Community
A Liveable City A Green City	Places and Spaces
An Economically Prosperous City A Thriving City	Earning and Learning
Community As An Active Partner Delivering Public Value and Excellence	Leadership and Participation

The Council Plan 2021-25 comprises strategic areas and objectives that describe the aspirations of the elected Council over their term of representation. Implementation of each of these strategic areas is supported by major initiatives and initiatives (major projects, services or programs) committed to within the Council's Annual Plan and Budget as well as a suite of Council adopted strategies and plans.

Council measures its performance through the implementation of the strategic areas of its Council Plan and through its Council Plan indicators which encompass the Annual Community Satisfaction Survey (ACSS) and the required service indicators of the Local Government Performance Reporting Framework (LGPRF), which is a mandatory system of performance reporting for all Victorian Councils.

This Quarterly Community Report shows the community how the work of Council, its major projects, capital works, as well as adopted strategies and plans are progressing in line with the commitments made against the strategic areas of its Council Plan.

Council will monitor its strategic risks by undertaking an assessment of any challenges/barriers to achieving the Council Plan and will communicate these to the community within this report as required.

# Councillors and Wards

Wyndham City has eleven Councillors representing three wards.

Councillors are democratically elected by the residents and ratepayers of the municipality. Councillors take an Oath of Office to carry out this role impartially, to the best of their ability, and in the best interests of the municipality. The role of Councillor's is set out in the Local Government Act 2020, which provides clarity, guidance and sets out expectations for councils, councillors and the community. The current Council was elected in October 2020 for a four-year term.



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## Strategic Area 1:

### A Healthy, Accessible and Equitable City

Wyndham is a City that enhances the wellbeing of its community and provides opportunities for all.

#### Council will

Provide high-quality, equitable and accessible services and community facilities that cater for all ages and life stages.

Advocate and plan for increased investment in health and support services to improve the wellbeing outcomes of all residents.

Protect and promote public health through education and enforcement.

Deliver, support and promote creative industries including the arts, events and festivals that contribute to the vibrancy and liveability of the City.

Encourage residents to be physically active and healthy through the provision of accessible and diverse sporting facilities, leisure and recreational opportunities.

#### Some of the Council Services that work towards this include:

- Animal Management
- Child, Family Health and Wellbeing
- Community Connections and Care
- Community Infrastructure Planning
- Early Education and Care
- Environmental Health Services
- Family and Sector Partnerships
- Sport, Recreation and Physical Activity
- Youth Services



## Major Initiatives and Initiatives Progress

Major Initiatives and Initiatives are major projects, services, programs or works that the Council has committed to delivering in 2023/24. Tracking of these over the year is important to ensure they are being delivered on time and within budget.

	2023/24 Initiatives	Status	Progress Comment
1.1	Commence year one of the detailed design work required for the planning of Wyndham's next indoor recreation facility.	●	<p>Feasibility and concept plans have been completed for future facilities, including Point Cook Indoor Facility, Riverdale Aquatic &amp; Indoor facility (Tarneit) and. Tarneit Major Town Centre Indoor Facility.</p> <p>The focus of Council's work now moves to exploring opportunities for funding acquisition and progressing precursor requirements for site readiness. Further design work will be subject to funding acquisition.</p>
1.2	Progress Master Plan implementation at Chirnside Park (Werribee), Presidents Park (Wyndham Vale), Alfred Road (Werribee), Holyoake Avenue (Manor Lakes) and Fortitude Drive (Truganina) Reserves.	●	<p>Projects continued to progress through detailed design. It is expected that Chirnside Park (Werribee) and Holyoake Avenue (Manor Lakes) detailed design packages will be complete in early 2024.</p> <p>The project review and redesign for Alfred Road (Werribee) is continuing, with updates to be presented by mid-2024.</p>
1.3	Complete the final year of the Sports Pavilion Retrofitting Program at Galvin Park (Werribee), Tom Roberts Parade (Point Cook) and Arndell Park (Truganina) Reserves.	●	<p>Tom Roberts Parade (Point Cook) and Arndell Park (Truganina) Reserves have been completed ahead of schedule during 2022/23. Construction of the AFL/Cricket/Netball Pavilion at Galvin Park (Werribee) continued and is forecast to be completed in late 2024.</p>
1.4	Finalise planning for new community facilities at Lollypop Creek Community Centre Black Forest Road North (Mambourin) and Tarneit major town centre.	●	<p>Planning for the Black Forest North facility is well progressed with high level concept plans and costings anticipated in early 2024 year. Tarneit is progressing with high level concepts now produced.</p>
1.5	Commence construction works for stage one of the Jamieson Way Community Centre Redevelopment Project in Point Cook which will include an additional kindergarten, upgrading the maternal and child health facilities and the redevelopment of community spaces.	●	<p>A construction contractor has been appointed. Works anticipated to commence in January 2024.</p>

	2023/24 Initiatives	Status	Progress Comment
1.6	Redevelop the early years facility at Mossfiel Reserve, Hoppers Crossing in partnership with the Victorian School Building Authority to be operational in an increased capacity by 2024.	●	Practical completion achieved. Activation underway in preparation for licencing and operations to commence in late January 2024.
1.7	Commence construction and work to open the Lollypop Creek Community Centre, Werribee (formally known as Black Forest Road South Community Centre).	●	Construction works are on schedule, with service activation planned to commence in June 2024.
1.8	Determine Council's advocacy and partnership approach to addressing issues faced by at risk young people.	●	Preliminary conversations have commenced, scoping advocacy approach with internal stakeholders to identify issues to be addressed, possible advocacy approaches and actions, key stakeholders to advocate to, and methods of advocating. Work will continue following the formal adoption of the Advocacy Strategy.
1.9	Coordinate and host a one-day Seniors forum that brings together service providers to show case their services for seniors across all levels of Government.	✓	Council delivered a Seniors Expo (Forum) on the 28 November 2023 at Encore. The free community event showcased 54 services and supports for older persons and their carers in Wyndham. Seven organisations provided free talks on their services and supports during the day. 880 people registered to attend and event staff handed out 350 programs to attendees on the day. Of those surveyed 90% of respondents rated their overall experience at the expo as being very good to excellent and 86% of respondents felt they had a better understanding of services and supports available to them to age well in Wyndham because of attending the expo.
1.10	Assess Council's capacity to deliver on the introduction of increased 3- and 4-year-old kindergarten provision arising out of the State Government's early years reforms.	●	Council is actively exploring avenues to enhance kindergarten service capacity, involving collaborative efforts with the Department of Education (DE), the Melbourne Archdiocese Catholic Schools (MACS), and the Victorian School Building Authority (VSBA) to potentially construct kindergartens on both future and existing school sites with several

	2023/24 Initiatives	Status	Progress Comment
			sites already identified. This strategic engagement ensures seamless coordination in the joint planning of essential infrastructure within local communities. Concurrently, Council is continuing to refine its service modelling, aiming to gain a comprehensive understanding of the anticipated demand for kindergarten services among children and families in the future. Conversations with DE have commenced on updating and revising Wyndham's Kindergarten Infrastructure Service Plan (KISP).

Key: ● Not Started ● Behind schedule ● On track ✓ Completed ⌚ Deferred

**9 (90%) initiatives are progressing on schedule**  
**1 (10%) initiative has been completed**

## 2022/23 Initiatives

Council continues to work on progressing the following initiatives that were not completed in 2022/23.

	2022/23 Initiatives	Status	Progress Comment
1.1	Undertake Stage 1 of planning for the new community facilities at Black Forest North, Riverdale and Tarneit by completing the service planning, defining the scope, developing concept plans and refining the business cases for funding	<span style="color: yellow;">■</span>	<p>Planning for the Black Forest North facility is well progressed. A series of development options will be considered in early 2024 prior to finalising the feasibility study.</p> <p>Planning for the Riverdale (Tarneit) facility is continuing, however, has been slowed until the Riverdale Town Centre Urban Design Framework is finalised.</p> <p>High level planning for the Tarneit Community Centre has now concluded. Further work to be undertaken next financial year.</p>
1.4	Undertake detailed design of Stage 1 of the redevelopment of the Cultural Centre in Werribee.	<span style="color: yellow;">■</span>	Detailed design work is 95% complete. Tender for construction will be released in early 2024 and works are scheduled to commence in May 2024.
1.5	Progress the implementation of Master Plans by completing the construction of Tarneit North Reserve in Tarneit,	<span style="color: yellow;">■</span>	Webster Street (Bensonhurst Parade) and Brookdale Reserves in Point Cook are on



	2022/23 Initiatives	Status	Progress Comment
	Webster Street (formerly Bensonhurst Parade Reserve) in Point Cook and Brookdale Reserve in Point Cook.		<p>track for completion by the end of quarter three 2023/24.</p> <p>A tender process to secure a contractor to deliver the sports field and landscape components at Tarneit North Reserve was delivered this quarter. Tender submissions are currently under evaluation, with appointment forecast for early 2024.</p>
1.7	Work with local communities to establish clubs and user groups to activate new active open spaces at Truganina South East (Alcock Road Reserve), Webster Street (formerly Bensonhurst Parade Reserve) and Brookdale Road Reserve in Point Cook.	■	<p>Six clubs are fully established, delivering sporting opportunities for the Truganina and Point Cook communities at Alcock Road and Webster Street Reserve respectively. Council continued to provide ongoing support to the club committees as required.</p> <p>Community consultation for the development of a Baseball/Softball Club at Brookdale Reserve was completed this quarter. An online survey received 49 responses. The results of this survey will help guide the activities and values of the new club. Following the online survey, a community meeting was held, with 16 residents in attendance, who have formed a working group to help drive the establishment of the new club in 2024. Council will work with this group to develop the inaugural club committee.</p> <p>Baseball and Softball come and try sessions have been booked for early 2024 to continue 'on field' activities at the reserve while the working group establishes the club for formal competition in winter 2024.</p>
1.9	Complete the review of the Wyndham Sports Strategy 2045.	●	Progress during this quarter concerned the development of geographic information system (GIS) maps outlining proposed future facility provision and benchmarking draft cost planning against quantity surveyor reports for live projects.

Key: ● Not Started ● Behind schedule ● On track ✓ Completed ⌚ Deferred

**5 (100%) initiatives continue to progress behind schedule**

## Services Snapshot

A snapshot of just some of what Council delivered throughout this quarter.

### Animal Management

<b>28,946</b>	Dogs and cats registered	
<b>633</b>	Dog off lead patrols conducted	<b>-15%</b>



### Child, Family Health and Wellbeing

<b>4,194</b>	Immunisations administered *	<b>-37%</b>
<b>8,345</b>	Key Ages and Stages Maternal and Child Health visits undertaken	<b>+24%</b>
<b>98</b>	Families supported through sleep settling programs	<b>+277%</b>
<b>110</b>	Families supported through First Time Parent Groups	



*\*Immunisations administered as part of National Immunisation Program schedule only, not including COVID19 vaccinations*

### Community Connections and Care

<b>11,968</b>	Group services hours delivered	<b>+17%</b>
<b>8,551</b>	Meals delivered	
<b>347</b>	Residents connected to local services and supports	<b>+31%</b>
	Top 5 sought after services	
	<ul style="list-style-type: none"> <li>• Food relief</li> <li>• Financial aid</li> <li>• Homelessness</li> <li>• My Aged Care</li> <li>• Housing</li> </ul>	
<b>75%</b>	High priority assessments actioned within 3 business days – Commonwealth Home Support Programme	
<b>100%</b>	High priority assessments actioned within 3 business days – Home and Community Care for Younger People	
<b>214</b>	Social Support group programs/events held with <b>1,936</b> attendees	
<b>1,723</b>	Community Care hours provided to residents under 65 to assist with living independently in the home.	
<b>194</b>	Property Maintenance/Modification jobs completed	
<b>104</b>	Residents transported to health appointments	
<b>39</b>	Carers provided with support	
<b>65</b>	Residents over 65 connected to local services and supports (Community Connectors)	
<b>282</b>	Residents under 65 connected to local services and supports (Community Connectors)	



## Early Education (Kindergarten)



- 1,058** Children enrolled in three-year-old kindergarten at a Council site
- 1,986** Children enrolled in four-year-old kindergarten at a Council site
- 127** Children accessing Early Start Kindergarten in council facilitated services \*

*\*Free or low cost Kindergarten to 3 year old children in contact with Child Protection, referred to Child First or is Aboriginal and/or Torres Strait Islander*

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## Environmental Health Services



- 114** New premises registered **+61%**
- 274** Food sampling program completed for the calendar year or **100%**
- 952** Public health inspections completed

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## Family and Sector Partnerships



- 32** Requests for early intervention support for children in kinder received (Pre School-Field Officer program)
- 193** Residents connected to family services and supports **+22%**
  - Top five supports:
    - Food Relief
    - Financial Aid
    - Homelessness
    - My Aged Care
    - Housing
- 39** Community led playgroups supported
- 99.9%** Customer phone calls responded to within 35 minutes

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## Sport, Recreation and Physical Activity



- 40** Physical activity programs delivered with **446** attendees **+78% (attendance)**
- 546,517** Visitations to major leisure facilities **+16%**
- 4,416** Average number of hours of programmed use across outdoor facility network (per week)

## Youth Services



<b>40</b>	New counselling referrals received	<b>-68%</b>
<b>62</b>	Young people on the waitlist for counselling	<b>-13%</b>
<b>171</b>	Counselling sessions provided	<b>-37%</b>
<b>2,467</b>	Young people engaged from Culturally & Linguistically diverse backgrounds	
<b>224</b>	Youth programs delivered with <b>7,577</b> young people attending	<b>+502%</b> (attendance)
<b>9</b>	Youth events delivered with <b>882</b> young people attending	
<b>6</b>	Parenting programs delivered with <b>210</b> attendees	
<b>603</b>	Young people attended the street surfer bus (KIRRUP)	<b>+13%</b>

*Percentage represents an increase/decrease of greater than 10% when compared to same quarter last financial year (2022/23).*





## Strategy Updates

Council Adopted Strategies and Plans further support the implementation of the objectives of this strategic area, guiding the organisation towards a set of service/issue specific goals. Copies of all Council Adopted Strategies and Plans can be [found on Council's website](#).

### Municipal Public Health and Wellbeing Plan 2021-2025

The Municipal Public Health and Wellbeing Plan (MPHWP) sets out the public health and wellbeing priorities for Wyndham over four years, with a long-term view to support improvements in health, safety, education, and environmental outcomes. Improving amenity and health and wellbeing is the primary objective.

This quarter work on Health Plan priorities has been advanced with our partners, Western Public Health Unit (WPHU) and Jesuit Social Services (JSS), Centre for Just Places, including progressing health equity, climate change health impacts, healthy eating and preventing vaping.

Engagement has included membership of the high level WPHU Population and Preventive Health Reference Committee to pull resources that contribute to the below Health Plan outcomes:

3. We are a cohesive and inclusive society socially connected and able to ask for help when we need it.
5. We can access safe and culturally appropriate services.
6. We are a resilient community and adapt to changing conditions.
7. We are a zero-carbon community consuming locally and responsibly.
13. We can make healthy food choices and have food security.
15. We support smokers and e-cigarette users who want to quit.

We are also members of the JSS Climate Resilient Neighbourhoods Advisory Group, shaping the 2024 project to advantage Wyndham residents with collaborative outcomes. Focus areas guiding collaborative action on climate justice in Melbourne's west, reflect the needs and opportunities identified in 2023, namely:

- Ensure understandings of climate justice are situated within the west's social and physical context
- Communicate a shared voice and vision for climate justice
- Build capacity and contributions towards climate justice, including continuous improvement
- Coordinate resourcing on climate justice to build trust and leverage expertise
- Support consolidation and integration of climate justice in organisational practices and planning

### Accessibility and Inclusion Plan 2023-2025

The Accessibility and Inclusion Plan 2023-2025 responds to the Wyndham 2040 Community Vision, a place for people, by upholding the vision for a safe, connected and inclusive community. Through this Plan, Council commits to improving access and inclusion for people living with disability in Wyndham and their carers.

The primary aim of this Plan is to remove and reduce barriers and facilitate full community participation.

Highlights this quarter include:

- A project brief for the Sunflower Project was developed and will be explored for a trail at Wyndham Libraries. The project, which commenced at Gatwick Airport in England in 2016, provides a way for people to discreetly flag their hidden disability and for staff to recognise it so they can offer the person the support they require without shame or embarrassment. Libraries staff would be trained to recognise and provide any extra assistance needed for people with a hidden disability. Wyndham recognises that people with hidden disabilities might feel further isolated and excluded due to their invisible disability and aims to ensure that all people with a disability feel included and enjoy greater social connections by bringing awareness of hidden disabilities and by ensuring staff in customer facing roles are equipped to be able to welcome everyone into their spaces.
- Review of the Wyndham Disability Services Network (WDSN) Terms of Reference, including the Brotherhood of St Lawrence taking the lead in chairing the network in 2024. The Brotherhood of St Lawrence is the local area co-ordinator (LAC) for the NDIS in Wyndham. The LAC supports all people with disability to connect with community and mainstream services, regardless of their eligibility to become a participant in the NDIS. Brotherhood of St Lawrence taking the lead in the network will allow the network members to strengthen their relationship with the LAC and more training opportunities and advocacy may be explored.
- The Western Leisure Services team introduced Cerge as their digital concierge service. Cerge provides information for customers to make an informed decision about a destination's accessibility and sensory experience and assists people with disabilities to have better access to their venues.
- Council participated in 16 Days of Activism (against gendered violence), including a training session with Women with a Disabilities Victoria on raising awareness of the challenge women with a disability face when dealing with family violence. This was a combined event to coincide with International Day of People with a disability.

### Domestic Animal Management Plan 2021-2025

This Plan outlines the services, programs and policies to address the management of dogs and cats in the community.

Council has reviewed the Plan's objectives and have forwarded the review to the Minister for Agriculture as per the requirement under the Domestic Animals Act 1994.

Highlights from this quarter include:

- An average of 201 patrols per month have been conducted in vulnerable and high service demand areas. Education and warnings are issued in the first instance for dogs off lead while not in a designated area, with one dog owner repeating offending behaviour that was observed during patrols - an infringement was issued to the dog owner.
- Council continues the incentive for first time pet registration scheme to encourage and increase voluntary animal registration compliance. The scheme allows owners of animals that have not previously registered with Council to register for free until the next renewal

period. This scheme generated an average of 107 new cat and 292 new dog registrations per month this quarter.

- There has been a continued strong compliance regime regarding the housing of all dangerous, menacing, and restricted breed dogs. There are currently 35 declared dogs in the municipality with inspections on housing performed annually.
- Dog attacks reported have decreased 38 per cent this quarter. There has been an increase in the dog containment education on social media platforms. These factors could be attributed to the decrease in reports.
- No new domestic animal businesses have been identified in this quarter. Inspections and audits are not due until early January, where the team will reach out to business owners prior to renewals and inspections which are due in April each year. This will continue to benefit business owners' ability to remain compliant with conditions required.

### Active Wyndham Strategy 2019-2024

The Active Wyndham strategy contains four principal themes:

1. Active Places
2. Lifelong Participation
3. Inactive to Active
4. Strategic Planning and Evaluation

Delivery of the '**Active Places**' theme involves the rollout of the 2023/24 financial year capital works pipeline. A major highlight for the quarter included the completion and opening of three sportsground lighting projects at Williams Landing Oval, Saltwater Reserve Tennis Centre and Galvin Park Reserve Oval 1 in Werribee.

Construction commenced on the Galvin Park AFL/Cricket/Netball Pavilion, Wootten Road Tennis Court 1-3 renewal, Werribee Bowls turf green redevelopment and Galvin Park Oval 4 irrigation renewal project.

Community programs were delivered under the '**Lifelong Participation**' and '**Inactive to Active**' themes.

- Council partnered with the National Ageing Research Institute (NARI) on a project which saw eight volunteer 'workout buddies' recruited and trained to guide the use of the Central Park Seniors Exercise Park in Hoppers Crossing. From early 2024 Seniors across Wyndham will be able to connect with the buddies to learn about how they can use the Seniors Exercise Park to support their health, wellbeing, and fitness.
- Council partnered with Baseball Victoria to commence activation of Brookdale Road Reserve (Point Cook). This saw introductory baseball, softball and tee-ball programs delivered across the course of the school term 4, which attracted more than 150 different participants across all sessions.

Under the '**Strategic Planning and Evaluation**' theme, information collected from participant registrations across 'Active Wyndham' programs were reviewed to inform and shape the development of the 2024 calendar of programs and events.

### Aquatic Strategy 2015-2025

The Aquatic Strategy aims to assess the current and future requirements for aquatic and leisure facilities within Wyndham and to establish Council's future role and priorities in providing access to aquatic facilities.

The feasibility and concept Plan for the Riverdale Aquatic and Indoor facility in Tarneit was completed this quarter.

### Cricket and Australian Rules Football Strategy 2013-2023

This Strategy guides and informs Council and other stakeholders about the future development of cricket and football facilities and associated programs and services.

A meeting was held with AFL Victoria in December 2023 to discuss participant recruitment, club support and facility development projects for 2024.

### Skate, BMX and Bike Strategy 2013-2023

A contractor was appointed to construct the new Gateway and Youth Hub at Lawrie Emmins Reserve. Work will commence in January 2024, including a skate park, sports courts, open lawn for events, BBQ and picnic facilities, shade and seating, a toilet block, car parking and landscaping.

In addition, a Sport and Recreation Victoria 'Local Sports Infrastructure Fund' submission was made to install lighting at the Heathdale/Glen Orden BMX Track to increase the capacity for use of the track outside of daylight hours.

### Sports Strategy 2045

The Wyndham Sports Strategy 2045 provides a comprehensive approach to the delivery of sport and active recreation facilities, guiding the direction for facility development, with the growing long-term population and facility demand firmly in mind.

Highlights from this quarter are as follows:

- A major highlight was the completion and opening of three sportsground lighting projects; Williams Landing Oval, Saltwater Reserve Tennis Centre and Galvin Park Reserve Oval 1.
- Construction commenced on the Galvin Park AFL/Cricket/Netball Pavilion, Wootten Road Tennis Court 1-3 renewal, Werribee Bowls turf green redevelopment and Galvin Park Oval 4 irrigation renewal project.
- Construction continued on pavilion projects at Webster Street (Point Cook), Brookdale Road Reserve (Point Cook) and Galvin Park AFL/Cricket/Netball (Werribee).
- A contractor was appointed to deliver the Lawrie Emmins Gateway and Youth Hub, commencing in January 2024. A tender process, currently under evaluation, was released seeking a contractor to deliver Tarneit North Reserve.
- Progress on detailed design packages continued for projects at Chirnside Park (Werribee), Presidents Park (Wyndham Vale), Fortitude Drive (Truganina) and Holyoake Avenue (Manor Lakes).

### Women's Participation in Sport and Active Recreation in Melbourne's West: Action Plan for Change 2020-2025

Western Metro Local Government Areas met to discuss current initiatives to promote Gender Equality and implementation of the Fair Access Road Map. A Fair Access Road map will deliver on the principles and requirements set by Sports and Recreation Victoria. The key principles are include licence agreement conditions, facility audits, celebrating success, capacity building, participation programming, promotion, facility development, gender impact assessments and league engagement.



## Service Highlights

### Kindergarten to Primary School Transition Conversation Event 2023

On 3 November 2023, Council held the Transition Conversation Event on behalf of Wyndham's early education and care services and local primary schools. This annual event brings together local early years educators and foundation teachers to discuss the individual needs of children, as they prepare to make the big transition to primary school.

By sharing of relevant information, foundation teachers can prepare and plan to maintain continuity of each child's individual learning needs prior to their first year of primary school. Understanding the school's approach to foundation transition, also enables early years educators to assist children and their families to prepare for the transition.

This year, over 400 conversations took place online with representatives from 58 local primary schools all discussing the individual transition needs of over 1,200 children. Year on year this event is well regarded by participants and is considered a key enabler to effective transition planning, strengthening connections between kindergartens and schools, and improving outcomes for children and their families.

### Local Priorities Shape Local Community Centres

Each year, Council runs an annual Expression of Interest process that engages with the local community to identify local priorities which then inform what activities and services are offered at the Council managed community centres.

Priorities are developed for each community centre based on local demographic data, and what residents have told us is important to them along with an assessment of current activities and consulting with other council services on site.

This is a key piece of work that delivers on the Council plan to ***'Lead and create social connections, empower the community and build community resilience'***.

Supporting and building the capacity of new and emerging community groups and residents to work towards fulfilling their aspirations for activities, programs, or events either in the community centres or local neighbourhood is a key focus throughout this process.

This year the team had over 400 individual discussions with community, organisations and council services resulting in 376 bookings confirmed for the start of 2024. Activities and programs will be across all life stages ranging from early years, culturally specific, seniors, educational, recreational, faith, disability, and community support.

### Carers Recognition - Masquerade Ball

On 24 November 2023, Council held a Masquerade Ball at the Penrose Ageing Well facility to celebrate and thank carers in Wyndham and to recognise the amazing support they provide to their loved ones.

Council's Social Support Group participants and their carers celebrated in style. The evening kicked off with a welcome speech acknowledging the carers and the support they provide. The rest of the evening was then spent enjoying the live entertainment, dancing, and taking the opportunity to socialise. Feedback received from participants was overwhelmingly positive and grateful for the opportunity to have a gathering where they can connect.

## Safety is a priority - 16 Days of Activism

Safety is one of the four domains in Council's Municipal Health and Wellbeing Plan 2021-25 and addressing family violence is one of the priority areas of this domain.

One of the ways this is acknowledged each year is the 16 Days of Activism against Gender-Based Violence, an annual international campaign that begins on the 25 November, the International Day for the Elimination of Violence against Women and girls and runs until the 10 December, Human Rights Day.

In keeping with this year theme 'Unite' Wyndham Community Centres collaborated on a series of portraits from our community. Wyndham community centres worked with their local community to nominate a leader to stand on a shared platform to create a series of portraits representing both the community leadership as well as the diversity of Wyndham, standing united in their message of support to those experiencing violence at the hands of a partner.

One of those leaders, Vanessa Fairchild, from The Grange Community Centre said she was pleased to participate in the project if it would help raise awareness of gender-based violence. She said that a picture speaks a thousand words, and those words would be different for everyone.

Local photographer David Mullins created the portraits in his studio and the images were exhibited digitally at Council's Civic Centre and in prints at every community centre across the 16 Days.



# Major Projects and Capital Works

## Jamieson Way Community Centre Redevelopment Project (Point Cook)

### Stage One Construction

**Ward:** Harrison Ward

**Total Cost:** \$ 5.5M

**Grants:** \$ 4.75M

### Tender for construction awarded

The Jamieson Way Community Centre and Reserve is located on a residential street in the heart of Point Cook. It includes community spaces, kindergarten, tennis courts, netball courts, open space and carparking.

A master planning process was undertaken to guide the future redevelopment and improvement of the community centre and reserve at Jamieson Way. The key functional drivers for the masterplan include:

- Ongoing requests for additional space for community programs and activities to occur
- Lack of storage for both the centre and the sports facilities
- The design and layout of the centre, and
- A lack of space for car parking and no parking near the recreation facilities.

The project has been designed in full and then staged for delivery as follows:

### Stage 1. Kindergarten room and community infrastructure

The construction contract has been awarded for this stage of the project. Commencement of works will occur at the start of 2024 and will include:

- Redeveloped entrance and reception area
- Addition of a third kindergarten room and amenities
- Expansion of the existing kindergarten outdoor play area
- Redevelopment of the Maternal and Child Health spaces
- Remodelling of existing change room to a multipurpose community meeting space
- Consolidation of staff office for centre management and separate office for Early Years Service staff
- Provision of community kitchen

### Stage 2. Sports infrastructure

This stage is subject to the practicalities of staging and funding availability in accordance with the Council's Long-Term Financial Plan, and is proposed to include:

- Compact sports venue including integrated sports pavilion, change rooms, amenities and public toilet
- Additional (2) netball courts with sports lighting
- New district level playground

- Outdoor BBQ and picnic area
- New car park (north-east corner)
- New pathways and planting

## **Lollypop Creek Community Centre (Werribee) – formally known as Black Forest Road South Community Centre**

### **Construction and Opening**

**Ward: Iramoo**

**Total Cost: \$ 13.7M**

**Developer Contributions: \$7.0M**

**Grants: \$ 3.8M**

### **Construction underway**

The Lollypop Creeek Community Centre will provide the local community with access to a wide range of community services in a safe, welcoming, and sustainable facility. Community centres provide opportunities for residents to meet and connect with each other; participate in community life and access local services, programs and information. They provide health and wellbeing benefits to individuals, families and entire communities.

The Community Centre will include:

- Licensed kindergarten rooms and playground spaces
- Consulting rooms for maternal child health and other services
- Integrated office space for staff and service providers
- Large and small format community meeting, waiting and lounge spaces
- Ancillary spaces such as kitchen, storage and amenities

Construction works are in progress with approximately just over 65 per cent of the works completed. The name Lollypop Creek has been endorsed by Council and is now sitting with Geographic Names Victoria for approval.





## Truganina Community Centre (Interim name)

**Ward: Harrison**

**Total Cost: \$ 18.4M**

**Developer Contributions: \$6.45M**

**Grants: \$ 8.07M**

### Construction underway

The Truganina (Elements) Community Centre will provide opportunities for residents to meet and connect with each other; participate in community life and access local services, programs and information, including three and four-year-old kindergarten, maternal and child health, community hub activities and programs, youth services and allied health. The centre will also include a 'library lounge', for services such as book collection, programs, and access to technology, as well as unprogrammed seating space. This facility will be designed and constructed sustainably to be carbon neutral in operation and all-electric, targeting a 5-star Green Star rating.

Construction is progressing on schedule with completion expected in February 2024. All brickwork is complete, with painting, landscaping, internal cladding, joinery, electrical fit-off and signage and wayfinding well underway. The site is expected to open to the public in May 2024 with a staged delivery of services, starting with a library lounge, maternal and child health and community spaces for programs, events and activities, followed by three and four-year-old kindergarten commencing in 2025.

Located at 1 Everton Road, the centre is poised to be officially named Truganina Community Centre following an extensive community engagement process. The 30-day public notice period regarding the naming of the centre is now complete and a final report was presented at the December 2023 Council meeting.



## Alfred Road Reserve (Werribee)

### Master Plan Implementation Progress

**Ward:** Iramoo

**Total Cost:** \$ 27.03M

**Developer Contributions:** \$2.99M

**Grants:** \$ 2.92M

#### Under review

This project is for the implementation of the Master Plan for the Alfred Road New Active Open Space Reserve, located on the corner of Alfred Road, Browns Road and Galvin Road in Werribee.

The Alfred Road Master Plan is currently under review with potential redesign to ensure the Plan can be implemented using a multiple stage approach with priorities set based on community need/demand, strategic and organisational objectives, as well as funding availability in accordance with the Long-Term Financial Plan.

The priority components for the first stage of implementation include the cricket facilities which includes ovals 1, 2, 3 (overlay on two soccer pitches) and four cricket practice nets, sports pavilion, car park, landscaping, wetland, the Cricket Victoria Regional Training Hub (to be delivered using a \$1.5M Sport and Recreation Victoria grant awarded to Council) and Active Recreation Area (to be delivered using a \$1.4M Growing Suburbs Fund grant awarded to Council)

## Tarneit North Master Plan Active Open Space

**Ward:** Chaffey

**Total Cost:** \$ 17.43M

**Developer Contributions:** \$11.68M

**Grants:** \$ 5.75M

#### Tender for construction – (active open space and landscaping)

The implementation of the Tarneit North Community Precinct Master Plan will provide the local community with access to a wide range of community, sport and recreation services and infrastructure in a safe, welcoming, and sustainable environment across several settings. The reserve is also known as Polly Parade Reserve.

During the 2023/24 financial year, focus is on active open space with supporting and ancillary infrastructure including:

- sports pavilions with change rooms, amenities, social room and kiosk.
- three soccer fields and overlaying cricket oval
- six tennis courts
- softball diamonds

The project has been split into two work streams:

- Active open space and landscaping – tender submissions are currently under evaluation, with construction expected to start by April 2024.
- Pavilion construction – is in design phase, construction proposed to commence in the 2024/25 financial year.

2022/23 initiatives continuing to progress

### **Webster Street Reserve (Point Cook) Master Plan Implementation – Pavilion and Landscape (previously known as Bensonhurst Parade Reserve)**

**Ward: Iramoo**

**Total Cost: \$ 15.9M**

**Development Contributions: \$10.7M**

**Completed (sports field and landscape components)**

**Construction underway (tennis and soccer/cricket pavilion)**

Construction of the sports field and landscape components of the new reserve are completed and open to the public.

The project consists of two pavilions. The tennis pavilion is expected to be completed by the end of January 2024 and the soccer/cricket is on target for completion by quarter three 2023/24.

These pavilions, which have been jointly funded by Council and the Victorian Government's Local Sports Infrastructure Fund, will deliver change rooms, social spaces, storage, kitchens, umpire rooms and a car park and landscaping. This is the final piece of the puzzle for the \$15.95 million Webster Street Reserve project in Point Cook.



### **Brookdale Road Reserve (Point Cook) Master Plan Implementation**

**Ward: Harrison**

**Total Cost: \$ 8.07M**

**Development Contributions: \$4.67M**

**Completed (sports field and landscape components)**

**Construction underway (pavilion)**

The sports field and the landscape components of this project are complete and open to the public.

The pavilion featuring a social room, kitchen/kiosk, two changerooms with amenities, external storage, a public toilet and a range of sustainability features. The modular units are in place, with handover expected at the end of January 2024.





## Sports Facility Capital Development Guide Retrofitting Project

**Ward: All**

**Total Cost: \$ 5.7M**

**Grants: \$ 500K**

Renewal upgrades are currently planned for the following sports pavilions:

Galvin Park, Werribee	Project is under construction with approximately 10 per cent of works completed, with some existing sewer line and building foundation challenges. It is expected to be completed by early 2025.
Tom Roberts Reserve, Point Cook	Project was completed in April 2023. 
Arndell Park, Truganina	Project was completed in April 2023. 

## Strategic Area 2:

### A Welcoming and Inclusive City

Wyndham is an inclusive, safe and welcoming and family-friendly municipality which celebrates our heritage and diverse cultures.

#### Council will

Actively recognise and celebrate the First Nations People, their heritage and acknowledge them as the traditional owners of Wyndham.

Celebrate Wyndham's history, cultural heritage and cultural diversity.

Lead and create social connections, empower the community and build community resilience.

Foster inclusion and equality and strengthen opportunities for everyone to feel that they belong and are valued.

Protect and promote community safety.

#### Some of the Council Services that work towards this include:





Arts and Culture  
Culture and Venues Management  
Events  
First Nations  
Neighbourhood Development  
School Crossings  
Social Policy





## Major Initiatives and Initiative Progress

Major Initiatives and Initiatives are major projects, services, programs or works that the Council has committed to delivering in 2023/24. Tracking of these over the year is important to ensure they are being delivered on time and within budget.

	2023/24 Initiatives	Status	Progress Comment
2.1	Engage a First Nation's Producer to create a concept for a new one-off event of scale and beauty along the Werribee River. The work will have a consultative methodology and use performance and technology to create an immersive and experiential event that celebrates culture and community.		The project has had a successful consultation process with Traditional Owner groups to gain their input into the producer's role, model of the event and determine the site for the event. In Quarter 3, the expression of interest (EOI) for the producer will go to market.
2.2	Commence Cultural Value Assessments on parts of Wyndham agreed with Wyndham's Registered Aboriginal Parties which aim to identify and understand the traditional, historical and contemporary cultural values and meanings of the selected areas so that these can be interpreted, commemorated and celebrated in meaningful, culturally appropriate and practical ways.		Consultation with Wyndham's Registered Aboriginal Parties to scope the preparation of Cultural Values Assessments has commenced.
2.3	Deliver year two of the Affordable Housing Strategy.		See highlights for the quarter in the strategy update section.
2.4	Support the delivery of year two of the Empowering Communities Initiative to respond to community safety priorities and complement projects and activities delivered through the Empowering Communities funding model.		<p>The five funded community safety projects are progressing well.</p> <p>There have been several activities to further enhance and build capacity for the funded organisations and broader community stakeholders.</p> <p>A Community of Practice Session with organisations was held on 18 October 2023 with organisations to strengthen partnerships and identify further opportunities to collaborate.</p> <p>On 6 December 2023 a Local Action Group (LAG) meeting was held providing an opportunity to track the progress of the community safety projects and identify further</p>

	2023/24 Initiatives	Status	Progress Comment
			<p>opportunities for connections. The LAG continues to play a key role in connecting the initiatives to the broader community and overseeing the implementation.</p> <p>These community safety projects commenced in August and are expected to be completed by mid-2024. Further information on each project can be found <a href="#">here</a>.</p>
2.5	Develop a community campaign to strengthen intercultural and interfaith awareness, build understanding and trust, aimed at reducing racism and discrimination.	●	<p>A range of engagement and focus group sessions have been facilitated over the last three months with internal stakeholders, along with a number of community sessions – including the Welcoming Cities forum. These sessions have been facilitated to understand communities' experiences of racism, what initiatives have been trialled in the past and what is currently happening in this area, particularly at a national, state and local level.</p> <p>Several themes have emerged from these conversations (see page 36 for information), which will be used to develop the campaign.</p>
2.6	Promote existing volunteer opportunities and establish new volunteer programs in order to grow the overall number of volunteer programs and volunteers working for Council.	●	Existing volunteer opportunities are promoted on the Council <a href="#">website</a> . The newly created program 'Seniors Exercise Park Volunteer Buddies' has received media coverage locally helping to grow volunteer numbers.
2.7	Pilot a community-led and placed-based approach to offer neighbour support, local information and community-building activities in new estates to improve access to Council services (e.g. waste, hard rubbish, etc.), local amenity and sense of welcome.	●	A consultant has been engaged to develop an evidence-based proposal for a community-led and placed-based approach.

Key: ● Not Started ● Behind schedule ● On track ✓ Completed ⌚ Deferred

**7 (100%) initiatives are progressing on schedule**

## 2022/23 Initiatives

Council continues to work on progressing the following initiatives that were not completed in 2022/23.

	2022/23 Initiatives	Status	Progress Comment
2.1	Upgrade the Wyndham Cultural Centre website and ticketing system to enhance the ways that community access culture programs and performances.	●	Benchmarking of suitable ticketing system that meets our requirements is currently underway with other Local Government Areas and the Victorian Association of Performing Arts Centres members to ensure thorough research is undertaken. An updated business case is in progress.  Website upgrade is currently being researched and planned.
2.5	Adopt and implement the Council's second Reconciliation Action Plan (RAP).	✓	Completed in Quarter 1. The Action Plan was adopted at the 25 July 2023 Council Meeting.
2.6	Develop and adopt a new Accessibility Action Plan.	✓	Completed in Quarter 1. The Plan was adopted at the 26 September 2023 Council Meeting.

Key: ● Not Started ● Behind schedule ● On track ✓ Completed ⌚ Deferred

**2 (67%) initiatives have now been completed**

**1 (33%) initiative continues to progress behind schedule**



## Service Snapshot

A snapshot of just some of what Council delivered throughout the financial year.

### Arts and Culture

**40** Programs delivered with **25,196** attendees

**+25%**  
(programs)



**59** Wyndham creatives engaged with

**91** Diverse artists employed

**+52%**

### Events

**7** Events held with **21,200** attendees

**+27%**  
(attendance)



**25** Wyndham local businesses engaged with

**15** Citizen ceremonies with **2,550** citizens conferred

**+150%**

**+37%**

**72%** Utilisation of Creative spaces – (Cultural Centre)

**66%** Utilisation of Hospitality spaces – (Encore Events Centre & Civic Centre)

### Neighbourhood Development

**1,291** Requests received from the community for local services and information

**83%** Programs and activities at community centres delivered or led by community



### School Crossings

**166** School crossings in operation



*Percentage represents an increase/decrease of greater than 10% when compared to same quarter last financial year (2022/23).*

## Strategy Updates

Council Adopted Strategies and Plans further support the implementation of the objectives of this strategic area, guiding the organisation towards a set of service/issue specific goals. Copies of all Council Adopted Strategies and Plans can be [found on Council's website](#).

### Affordable Housing Strategy 2022-2025

The Affordable Housing Strategy establishes the foundation for collective action and investment to support the broader service system and increase high quality, dedicated affordable housing in Wyndham. It sets out the vision, goals and strategic actions Council will take within its various roles - as advocate, land-use planner, community developer and investor.

Our goals for Wyndham, are to:

1. Increase the supply and diversity of affordable rental housing and affordable homes for purchase.
2. Pursue the development of high density housing in Activity Centres near train stations.
3. Respond to the consequences of the COVID-19 pandemic with safeguards for householders at-risk of homelessness (i.e., early intervention support to maintain tenancy).
4. Develop strategic partnerships with governments, private sector housing developers and community housing organisations to grow affordable housing solutions.

This quarter Council undertook a project on the feasibility of affordable housing on Council land. The report was presented at the 28 November 2023 Council meeting where Council resolved to include affordable housing as a guiding principle for decision-making when looking to dispose of, acquire or re-purpose Council owned land. This progresses Council's ability to support State and Federal Governments to acquire land for high density housing and covenant the land to provide a minimum amount of social and affordable housing.

### Gambling Harm Minimisation Policy Statement 2023-2025

The Policy Statement outlines Council's approach to preventing gambling harm. It describes Council's principles and policy on gambling and provides a monitoring framework. The Policy Statement is relevant to all gambling activities that take place in the municipality, with its primary focus is on electronic Gaming Machines (EGMs), online gaming and sports betting.

Through this Policy Statement, Council reaffirms and recommits to a public health approach to preventing gambling harms.

The focus of gambling and 'social determinants' is on developing effective harm prevention interventions. The term 'harm' is used to describe any negative consequence that results from a person's own or another's gambling.

The Policy Statement provides organisational direction to all those within Council responsible for fulfilling Council's diverse roles and responsibilities and ongoing efforts in preventing gambling harm in the Wyndham municipality. It describes Council's commitment as one of the many stakeholders responsible for public health in Wyndham, resting on a shared responsibility for public health, from individuals and community groups to businesses, corporations and governments at all levels.

The Gambling Harm Minimisation Policy Statement was adopted by Council on the 19 December 2023.



### Reconciliation Action Plan 2023-2025

The Innovate Reconciliation Action Plan 2023-25 (RAP) was developed in consultation with the Wyndham Reconciliation Advisory Committee. The plan seeks to strengthen and continue Council's role in facilitating a whole of community approach to reconciliation.

Our vision for Reconciliation is a 'Wyndham where we encompass our diverse community. When achieved, we will have increased opportunities for local Aboriginal and Torres Strait Islander people to thrive. We will challenge prejudice, discrimination, and racism to ensure equitable access, participation, and inclusion for all.'

Activities and highlights this quarter include:

- Council has successfully developed and implemented the RAP governance reporting tool to help track the progress of the plan in real time. The reporting tool will be presented to the Wyndham Reconciliation Advisory Committee in March 2024.
- As part of the Wyndham Learning Strategy, Council hosted a WYNtalk Cultural Yarn with Jillian West on 'Embracing and Honouring Aboriginal Culture and Identity'. The conversation explored ways in which the Wyndham community can connect with the ideas of Reconciliation, truth-telling and standing with our First Nations community.

### Wyndham Public Art Plan 2022-2032

This plan aims to support the development of an ambitious world class public art program and collection for the coming decade. The plan will enhance the City's identity, contribute to cultural life and is central to the ongoing development of Wyndham as a vibrant, creative, and engaged City.

Highlights of this quarter include:

- The completion and launch of Mooroop Yarkeen by Tom Day on the Hunter Building, Synnott St Werribee, Australia's largest First Nation design and painted artwork.
- A temporary installation by internationally renowned artist Ian Strange and Common Collective which presented and engaged 45 local artists in a heritage house and precinct in central Werribee.
- Fabrication of integrated artwork panels for Truganina South Community Centre (working title) by artist Lisa Waup.
- Expressions of interest were undertaken for the Greening the Pipeline major 3D commissions, and digital art works as part of Council's signature event LIT.
- Launch of a new professional development program Artist as Curator, which develops skills in public art.
- Major mural and vinyl installations at three community centres were completed.
- Identification of sites for future commissioning for sculpture and mural works to continue program momentum were completed.

## Service Highlights

### Welcoming Cities Forums – “Anti-Racism at the Local Level”

On 20 November 2023, Council hosted a Welcoming Cities Forum. This focused on “Anti-Racism at the Local Level”.

Approximately 55 local leaders from a range of faiths and cultures attended the event and heard from experts, passionate citizens, and government representatives included:

- Ian Hamm, Yorta Yorta man who has had a wide level of exposure to policy development and program management through his work with the Federal and Victorian Governments
- Jazeer Nijamudeen, lawyer, co-founder of Activate Youth and president of the Muslim Legal Network
- Dr. Franka Vaughan, lecturer at Melbourne University and research assistant at Victoria University who is currently involved in a state-wide study focussing on barriers to reporting racism and discrimination

Attendees were invited to reflect in groups on what community can do to support those experiencing racism, what a community campaign could look like and ultimately what it could achieve. Key themes discussed by participants in relation to a localised anti-racism campaign included:

- Building capacity of community members to identify racism
- Increasing understanding of rights when facing racism
- Raising awareness of supports available, especially culturally appropriate ones
- Increasing knowledge of reporting methods if racism has been experienced
- Building trust of communities in authorities and institutions
- Garnering support from all communities to work towards an anti-racist community.

These key themes that were gathered will inform a new campaign to raise intercultural awareness and to combat racism.

### Wyndham Seniors Festival 2023

Wyndham celebrated the Seniors Festival with a series of events which were open to all seniors throughout October 2023 promoting the theme for this year as ‘Learn. Love. Live.’

Approximately 1,500 seniors participated across the numerous events which included the Air Force Band, Morning Melodies, dancing sessions, craft, a Mad Hatters Tea Party, an Audio Book Launch and many more.

Following the success of last year’s approach, Council collaborated with community centres and libraries to host events across Wyndham. Cab vouchers were distributed to support participation by senior residents who may not have easy access to transport.

In addition, Council’s Small Grants Program funded four community groups to host six Seniors Festival activities. A Self-Care Bingo Card was also created to remind seniors to take the time to look after their wellbeing and that of others and to Learn. Love. Live.

### State Rose and Garden Show

The State Rose and Garden Show was held over the weekend of 11 and 12 November 2023. The fine weather and the event programming combined to create a joyful warm atmosphere in the garden.

Highlights included:

- The Gardeners' Dome featuring presentations from gardening experts
- The All Green Workshop and Café space, buzzing with hands on interactive workshops
- On Saturday, the Werribee Concert Band attended and recited The Last Post to commemorate Remembrance Day. Werribee RSL were also in attendance selling poppies to event attendees.
- The inaugural Student Garden Gallery was a huge success with three local Wyndham City schools participating
- The Country Women's Association – Point Cook Branch were serving up their delicious homemade scones with jam and cream and other scrumptious baked goods, together with many other local stalls.

The State Rose and Garden Show is a free Council event, with gold coin donations encouraged to assist the Victoria State Rose Garden supporters continue their great work in the upkeep of the garden for all to enjoy. In 2023, more than 15,000 people, a mix of Wyndham residents and visitors, attended this well-established event.

### Unveiling the Wyndham Cultural Centre's 2024 program

The official launch of the Wyndham Cultural Centre's exhilarating 2024 program was held on 11 December 2023. This unveiling marks the beginning of a season packed with diverse and engaging performances that promise to captivate and entertain.

Responding directly to patron feedback, the 2024 line-up reflects a focus on comedy and family-oriented shows. Expect an array of performances tailored to uplift, entertain, and unite audiences of all ages.

Council's commitment to supporting community hirers remains steadfast. As we prepare for a temporary closure in May 2024, we'll micro-program into alternative spaces, ensuring a continuous offering of engaging experiences.

Council eagerly welcomes residents to the Wyndham Cultural Centre for a season of shared enjoyment and cultural enrichment. All tickets will be available through the website [wyncc.com.au](https://wyncc.com.au)

### Mooroop Yarkeen launched!

Artist Tommy Day's mural on the Hunter Building in Werribee City Centre received a warm welcome from community and stakeholders on 26 November 2023. Titled Mooroop Yarkeen, which translates to 'spirit dreaming', the artwork is believed to be the largest Indigenous designed and painted artwork in the world, and certainly the largest First Nations' artwork in Australia.

The artist, Tommy, highlighted the strong consultation process, the centring of First Nation's stories and culture, and the Council's place as a leader in the City's emerging identity around reconciliation. Anchored firmly in the 10 Year Public Art plan's themes and approaches, the outcomes of this project reinforces Council's commitment to delivering Public Art for the people of Wyndham.

Community pride and support for the artwork was abundant at the launch. There was a genuine and heartfelt public reception to the sharing of this culturally significant new artwork and the conversations it has enabled will only continue to contribute to a deeper understanding of First Nation's heritage across Wyndham and beyond. Watch and share the timelapse [here](#).

### At Home – Local Stories Activate Heritage Home

The [At Home] installation in Anderson Street, Werribee opened to the public from 1-3 December 2023.

Over 15 local artists were directly engaged on the project, with more than 30 other Wyndham creatives participating in the program, exploring a wide range of themes and ideas from urban planning, religion, self-representation, culture, and small businesses. Featuring talks from Rory Hyde, Steven Rhall, Rachel Morley and local artists, the program further expanded on progressive topics including Country and the Home, Capturing Suburbia, and Use/Misuse of Space.

Despite inclement weather, all events were well attended, and the installation had a constant flow of visitors who travelled from as far afield as Western Australia and Queensland to experience the exhibits and program.

### Children's Week Picnic 2023

The 2023 Children's Week Picnic was held on Sunday 22 October at Werribee Park.

The unfavourable weather on the day didn't stop families from the west and beyond, arriving for a day of fun filled free outdoor entertainment, with 5,171 people attending.

The Children's Week Picnic is part of International Children's Week and this year's theme was "Children have the right to relax, play and to take part in activities they enjoy" and the event certainly delivered on the theme!

The Little Big Stage hosted a range of children's entertainers including comedy, music and dance.

The all-new H2O Arena was the place to see theatre-based Super Amazing Dolphin Show along with opportunities to learn about local waterways and keeping safe around water.

A new craft space offered children a place to create wearable crafts and the ever-popular Active Kid's Zone was back with a wide range of sports to try.

The event hosted a range of exhibitors including local family-based businesses, dance schools and early learning centres.

The Children's Week Picnic aims to be an all-inclusive event and included a Chill Out Zone for those that found the event too busy and intense to take time out with quiet activities. There were also Auslan interpreters on the main stage and a social story was produced to help families that need time to prepare prior to arrival.

## Strategic Area 3:

### A Liveable City

Wyndham has great places and spaces that can be enjoyed by all and growth is sustainable.

#### Council will

Work with all levels of government and key stakeholders to ensure urban development and growth is managed to attain 20-minute neighbourhoods which allow residents to get around easily, work and play locally.

Build neighbourhood and city pride through a focus on beautification, enhanced amenity and continued investment in the public realm.

Provide sustainable infrastructure through the construction of new assets and renewal of existing assets.

Deliver and advocate for a quality, sustainable and accessible transport network that enables the community to move around the city easily.

Protect and promote our unique built and cultural heritage.

Ensure compliance with environmental, planning regulations and local laws whilst promoting awareness to encourage voluntary compliance.

#### Some of the Council services that work towards this include:





- Asset Rehabilitation
- Building Control and Permit Services
- Civic Compliance
- Civil Maintenance
- Complex Project Management
- Engineering Construction
- Engineering Design
- Facilities Management
- Kerbside bin and hard waste collections, and waste and litter education
- Long Term Planning and Design
- Parks Management
- Subdivisions
- Town Planning
- Traffic and Transport
- Transport Planning





## Major Initiatives and Initiatives Progress

Major Initiatives and Initiatives are major projects, services, programs or works that the Council has committed to delivering in 2023/24. Tracking of these over the year is important to ensure they are being delivered on time and within budget.

	2023/24 Initiatives	Status	Progress Comment
3.1	Update the vision, structure plan and planning scheme provisions for the Werribee City Centre to guide and drive further economic, social and cultural growth through the completion of the Werribee City Centre Strategic Framework Refresh.		A draft refreshed Structure Plan has been prepared and is being refined. Supporting documents have been drafted and further developed.
3.2	Implement stage one of the Werribee City Centre upgrades including the construction of Wyndham Carpark on Cottrell Street and improving paving, landscaping and services on designated streets.		Wyndham Park car park has been tendered for construction. A planning permit is in process. Construction is scheduled to occur mid-year 2024.  A designer has been selected and is in the process of being appointed for stage two of the streetscape upgrades (section of Duncans Rd).
3.3	Undertake the required Planning Scheme Amendments outlined in the Wyndham Plan Policy Program which aims to update the Municipal Planning Strategy and commence works on municipal wide design policies focusing on creating better outcomes for current and future communities.		The Wyndham Plan was adopted by Council on 24 October 2023.  Work has proceeded with the Department of Transport and Planning on updating of the Municipal Planning Strategy to reflect The Wyndham Plan. A report has been prepared to go to Council in February 2024 to seek Ministerial authorisation to proceed with a Planning Scheme Amendment to action these changes and adopt The Wyndham Plan as a Background Report in the Wyndham Planning Scheme. A scoping exercise has commenced on a municipal wide urban design policy.
3.4	Implement stage two of the Wyndham Heritage Review work program which involves assessing residential heritage sites and reviewing existing heritage		Community engagement on the recommendations of the stage two Heritage Study (Residential Places and Precincts) is currently underway. The outcome of engagement and

	2023/24 Initiatives	Status	Progress Comment
	elements, historical information and statements of significance.		final recommendations will be reported to Council in mid-2024.
3.5	Continue to construct new active transport paths with a particular focus on paths which serve broader network needs and associated supporting infrastructure to implement the priority actions from the Wyndham Active Transport Strategy.	●	See Strategy Update below for Wyndham Active Transport Strategy 2020-2025.
3.6	Enhance the municipality's amenity through additional resources to remove litter/dumped rubbish and to operate existing key plant and equipment that is used in the maintenance of the public realm.	●	<p>This financial year over 4,100 tonnes of dumped rubbish or litter has been collected and disposed of. (1,900 tonnes in quarter 1, a slight increase of 2,200 tonnes in quarter 2.)</p> <p>This quarter, work order requests generated from residents have continued to track at lower rates than previous years.</p>
3.7	Implementation of the Community Local Law (2023).	●	<p>Implementation is continuing, with procedures developed for new clauses such as trolleys and heavy vehicles. Education and implementation of those clauses has commenced.</p> <p>The Local Law has been gazetted and Victoria Police members have been authorised (all VicPol members authorised for alcohol offences and named officers for all other offences).</p> <p>System changes required for nature strip offences are progressing.</p>
3.8	Review asset information and gather missing drainage data to prepare scope for a consultant brief for a detailed survey of drainage infrastructure for input into Council's Asset Management system.	●	<p>Recruitment for the Graduate Civil Engineer position commenced this quarter, with start date expected early 2024.</p> <p>This role will be responsible for reviewing asset information and gathering missing data for Council's drainage infrastructure.</p>

	2023/24 Initiatives	Status	Progress Comment
3.9	Further Auditing of the Water Sensitive Urban Design (WSUD) infrastructure.	●	The Wetland Technical officer has commenced the on-site inspection and audit program for the Water Sensitive Urban Design (WSUD) and wetland assets. Nine on-site audits have been conducted to date.
3.10	Council to work with landowners to seek agreement for commencement of the City Gateways program.	●	Work continues on project planning and in the development of a City Gateways location plan which will identify the priority locations for targeted discussions.
3.11	Improve public lighting across Wyndham in line with Council's Public Lighting Policy.	✓	The Open Space Lighting Policy was adopted by Council on 22 August 2023. All new open space reserves, park upgrades and shared path networks in open space will be designed in accordance with the new Policy. Resident requests will be assessed against Open Space Lighting Policy criteria.
3.12	Complete high level property portfolio planning and divestment program for future use of Council owned property in key activity centres and profile sites across Wyndham.	●	Property Portfolio Plans have been completed for Werribee. Work continued on the Tarneit Major Town Centre Property Portfolio Plans which are currently being completed.
3.13	Develop a Council position on legacy Developer Contributions with a view of potential inclusion in the 24/25 Capital Program.  <i>(Specific projects that funding will be allocated are to be determined)</i>	✓	A Memorandum on legacy Development Contributions and their expenditure has been prepared for Councillor consideration as part of the 2024/25 Capital Program.

Key: ● Not Started ● Behind schedule ● On track ✓ Completed ⌚ Deferred

**2 (15%) initiatives have been completed**

**11 (85%) initiatives are progressing on schedule**

## 2022/23 Initiatives

Council continues to work on progressing the following initiatives that were not completed in 2022/23.

	2022/23 Initiatives	Status	Progress Comment
3.1	Implement all actions identified in the Wyndham Industrial Land Use Strategy, which seeks to guide the future use and development of Wyndham's industrial precincts.	●	Council has received authorisation from the Minister for Planning to prepare and exhibit Planning Scheme Amendment C267 to implement the Wyndham Industrial Land Use Strategy as a background document in the Wyndham Planning Scheme. Exhibition of Planning Scheme Amendment C267 is scheduled to commence in January/February 2024.
3.6	Review Community Amenity Local Law 2015 and adopt Community Amenity Local Law 2023	✓	The Community Amenity Local Law 2023 was adopted on 22 August 2023 and came into effect on 22 September 2023.

Key: ● Not Started ● Behind schedule ● On track ✓ Completed ⌚ Deferred

**1 (50%) initiative has been completed**

**1 (50%) initiative continues to progress behind schedule**



## Service Snapshot

A snapshot of just some of what Council delivered throughout the financial year.

### Building Control and Permit Services



2,616	Building and occupancy permits processed within Council	
2.0%	Building and occupancy permits issued by Wyndham Building Permits	
65	Building investigations completed	
221	Pool safety inspections	+23%

### Civic Compliance



303	Parking patrols of schools	
443	Building site inspections	-61%
1,637	Property inspections	-23%

### Parks Management



681	Playgrounds inspected (Council owned and maintained)	
3,580	Parks/open space inspections (regardless of whether Council owned or not)	+238%
2.24Ha	Total area Open Space requiring mowing	
208	Graffiti requests responded to	+12%

### Kerbside bin and hard waste collections, and waste and litter education



25,225	Refuse Disposal Facility (RDF) customers	
16,016	Hard waste collections	
1,842	Tonnes of litter / dumped rubbish collected	-46%
1,330,736	Garbage bins collected	
99.9 %	Garbage collections completed	
139kgs	Garbage collected per household (average)	
32	Waste and litter education programs delivered with 1,931 participants	

### Engineering Construction, Asset Rehabilitation & Civil Maintenance



16.6Kms	Road constructed	+51%
0	Roads resurfaced * **	
24	Road projects designed	
10	Road projects tendered	
19.1kms	Crack sealing completed *	
28 kms	New footpath constructed	+40%



<b>2.96kms</b>	Footpath repaired *
<b>199</b>	Permits/consents issued for Asset protection
<b>106 Kms</b>	Roads graded
<b>1,842 Kms</b>	Roads swept
<b>259</b>	Completed proactive works on road
<b>2,480</b>	Completed repair (reactive) works on roads
<b>63</b>	Traffic management improvements completed
<b>1,366</b>	Signs replaced
<b>2,739</b>	Requests completed for road maintenance and cleansing
<b>\$17.2 M</b>	Value of gifted road assets handed over to Council from Developers for future care and maintenance

*\*Measurement changed from M2 to Kms. For footpath repaired assumes average bay is 1.5m x 1.5m and includes footpath reinstatement and footpath renewal*

*\*\* Financial year delivery commencing in January 2024*

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## Facilities Management

<b>718</b>	Work orders Received
<b>286</b>	Work orders In Progress
<b>432</b>	Work orders Completed

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## Subdividing and Town Planning



<b>69%</b>	Regular and VicSmart planning application decisions made within legislated time frames	
<b>51</b>	Days taken to decide planning applications	<b>-15%</b>
<b>72%</b>	Planning sub-division requests issued within 3 business days (subject to satisfaction of conditions)	<b>-23%</b>

**Percentage represents an increase/decrease of greater than 10% when compared to same quarter last financial year (2022/23).**

## Strategy Updates

Council Adopted Strategies and Plans further support the implementation of the objectives of this strategic area, guiding the organisation towards a set of service/issue specific goals. Copies of all Council Adopted Strategies and Plans can be [found on Council's website](#).

### The Wyndham Plan 2023-2040

The Wyndham Plan seeks to bring Wyndham resident's aspirations as articulated in the Wyndham 2040 Community Vision to life. It involves delivering outcomes to create the type of City that they would like to live in. It is about encouraging development in locations that are well supported by infrastructure and services.

The Wyndham Plan was adopted by Council at the 24 October 2023 Council Meeting.

Work has proceeded with the Department of Transport and Planning on updating of the Municipal Planning Strategy to reflect the Wyndham Plan. A report has been prepared to go to Council in February 2024 to seek Ministerial authorisation to proceed with a Planning Scheme Amendment to action these changes and adopt the Wyndham Plan as a Background Report in the Wyndham Planning Scheme. A scoping exercise has commenced on a municipal wide urban design policy.

### Road Management Plan 2021-2025

The Road Management Plan guides road and footpath maintenance, aiming to ensure that Council's assets are safe.

Rehabilitation lists are currently being developed for the new financial year to guide program development across a number of areas including road resurfacing, footpath reinstatement and renewal, line marking and crack sealing.

### Road Safety Strategy 2022- 2032

The Road Safety Strategy confirms a road safety vision for our City and an action plan for ten years which is directed at reducing the likelihood of transport related fatality and serious injury.

Actions this quarter included:

- Progression on the Wattle Avenue study. Residents near Wattle Ave, Werribee are concerned about the amount of traffic in the area. Work is underway to understand and find ways to improve traffic patterns. Data is currently being analysed to determine network issues and potential actions.
- Understanding of Synnot St sight line issues progressed and a submission was made to the Department of Transport and Planning (DTP) to reduce the speed limit. The works to remove parking spaces has commenced and will be completed in quarter three.
- Implementation of traffic calming interventions on several local streets and review of road safety around a number of schools continued.

### Wyndham Active Transport Strategy 2020-2025

The Wyndham Active Transport Strategy aims to turn walking and cycling into a genuine transport mode of choice for residents going about their daily business, providing Council with a strategic direction for an active transport network that is accessible, integrated, comfortable, attractive, and safer for people of all ages and abilities.

Actions this quarter included:

- Implementation of the Active Travel to Schools Program - An event was held at Wyndham Vale Primary School and active travel path decals/signs have been installed around Saltwater P9 College.
- Implementation of the Active Transport Program - New footpaths and missing link construction within the Cambridge Precinct in Hoppers Crossing was completed.
- 44 solar lights have been installed along the shared user path (D1 drain reserve) in Hoppers Crossing improving visibility and safety on paths connecting key destinations within the Cambridge Reserve. This allows for increased use of shared user paths outside of daylight hours for commuting, recreational, and exercise purposes.
- Higher order paths background planning continues for Skeleton Creek, Laverton Creek and Riversdale Drive shared use path projects.

### Wyndham Integrated Transport Strategy 2023-2028

The Wyndham Integrated Transport Strategy guides Council's approach to the most pressing concern for residents in Wyndham – transport and traffic.

Highlights from this quarter include Council's engagement and work with Major Roads Project Victoria and/or the Department of Transport and Planning (DTP) on projects in Wyndham. The following projects were the focus in this quarter:

- Ison Road rail overpass
- Boundary Road/Derrimut Road intersection upgrade. A Council report regarding development contributions plan funding transfer was considered and approved by Council on 28 November 2023.
- Wattle Avenue Study - Residents near Wattle Ave, Werribee are concerned about the amount of traffic in the area. Work is underway to understand and find ways to improve traffic patterns.
- Engagement on the development of the Tarneit Major Town Centre Urban Design Framework.

## Service Highlights

### Road Surface Renewal Program, City-wide

Work on the 2023/24 Road Surface Renewal Program has begun after Council awarded the construction contract for this project to three suppliers. The trio of companies, which have completed several projects of a similar nature and complexity, have been awarded a one-year contract with the option to extend by four years in one-year increments at Council's discretion.

A total 33 road resurfacings will be completed across Wyndham as part of this financial year's program. Road resurfacing involves stripping back and replacing the top layer of the road to make it smoother, safer and more enjoyable for everyday use. This year, Council is investing \$2.635 million towards the Road Surface Renewal Program, with a further \$8.4 million allocated to rebuild local roads over 2023/24 via the Road Reconstructions Program. Keep up to date with Council's Road projects by visiting the Capital Works Dashboard on Council's [website](#).

# Major Projects and Capital Works

## Active Transport Network

**Ward: All**

**Total Cost: \$ 3 M**

**Grants: \$ 2.37M**

Works are ongoing to improve Wyndham’s walking and cycling paths, bringing us a step closer to connecting the missing links in our path network and providing better access for people to make more local trips by walking or bike riding. These works form part of the Wyndham Active Transport Strategy, a 10-year plan to connect the missing links in our walking and cycling paths.

Council has received a grant of \$2.37M from the State Government’s Local Roads and Community Infrastructure grant program.

Footpath construction has recently been completed in:

### **Hoppers Crossing:**

Kathleen Crescent	Johnson Avenue	Carolyn Drive
Rose Many Close	Fife Shire Drive	Golden Square Crescent
Doris Drive	Gaye Court	McKenzie Drive

### **Truganina:**

Verdant Street

### **Tarneit:**

Butterfly Boulevard

## Werribee City Centre upgrades – Stage One Implementation

**Ward: Chaffey**

**Total Cost: \$ 3.9M**

### **Tender for Construction**

The upgrade of the Wyndham Park Car Park, on Cottrell Street Werribee, is out for tender to construct, with commencement of construction expected to occur mid-year 2024. Once construction is finished, this car park will provide an excellent access point through to Wyndham Park from north of the picturesque Werribee River, enabling more people to enjoy the facilities and events hosted at Wyndham Park.



## Strategic Area 4:

### A Green City

Wyndham is an environmentally sustainable place where natural environments are protected.

#### Council will

Ensure our unique natural environment, flora and fauna, is protected.

Leverage opportunities and invest in environmentally sustainable, renewable energy, waste and resource management initiatives which increase the community's resilience to the impacts of climate change.

Increase tree canopy and create green open spaces that are well maintained and attractive for all.

Plan for a more contained city; close to jobs and integrated with vital transport, facilities, infrastructure and open space.

#### Some of the Council services that work towards this include:

City Landscapes and Environment

Climate and Resilience

Conservation and Arboriculture



Refuse Disposal Facility

Water and Coastal Governance



## Major Initiatives and Initiatives Progress

Major Initiatives and Initiatives are major projects, services, programs or works that the Council has committed to delivering in 2023/24. Tracking of these over the year is important to ensure they are being delivered on time and within budget.

	2023/24 Initiatives	Status	Progress Comment
4.1	Deliver Year 3 of WYN-R Program including implementation of solar PV (and where applicable battery) deployment at all new capital buildings and retrofits occurring in 23/24, investigation into large scale battery and Microgrid investigations at Aqua Pulse and Encore Events Centre and implementation of Energy Efficient upgrade recommendations.		<p><b>Renewables:</b> Solar PV installations are complete for Bensonhurst Reserve Pavilions, Brookdale Reserve Pavilion, Blackforest Road South Kinder and Truganina Elements Community Centre. A microgrid and large-scale solar assessment has been undertaken at Eagle Stadium to facilitate the detailed design and installation of Council's largest solar PV system; anticipated to begin in 2024/25. <b>Resilience:</b> Tender development for a panel of providers, to ensure quality and timely delivery of future Electric Vehicle Charger projects is nearing completion and will be awarded in quarter three. <b>(Energy) Reduction:</b> Investigations are ongoing to implement energy audit recommendations for the Wyndham Cultural Centre during a live independent renewal project.</p> <p>In a new approach for Council pavilions, energy efficient heat pump hot water systems have been installed at Brookdale Reserve Pavilion and are timed to heat up using solar energy produced on site.</p>
4.2	Complete essential infrastructure projects to deliver a best practice landfill, including cell 7 construction, leachate management upgrades and stormwater management upgrades.		Tender packages for the construction of Cell 7 and the interim capping of Cell 4 West at the Refuse Disposal Facility (RDF) have been released to market. Tender evaluations will be finalised in quarter three with a report to Council due February 2024. Works due to commence in March 2024.

	2023/24 Initiatives	Status	Progress Comment
			Design of the leachate (liquid, primarily rainwater) management system upgrade has commenced and is anticipated to go to market in quarter four, 2024.
4.3	Pilot a range of streetscape and canopy cover improvements within greenfield developments aimed at increasing the amount of street trees within our communities.	●	<p>Techniques and procedures being trialled to enhance streetscapes and improve canopy cover include:</p> <ul style="list-style-type: none"> <li>• Irrigation techniques where kerb and channel (drainage) divert rainwater to irrigate street trees</li> <li>• Techniques to replace poor quality soils in nature strips with a blend of high quality soils and large aggregates to maximise tree growth</li> <li>• Trials of tree root friendly structures that are placed below the ground to maximise tree growth whilst still allowing paths to be constructed above them</li> <li>• Review of sub division planning process to minimise conflict between street trees and engineering infrastructure</li> </ul>
4.4	Review and updating of the Open Space Strategy to incorporate the latest data from the 2021 Census, new catchment mapping and the new Wyndham Dog Off-Leash Plan and Public Toilet Policy.	●	Work continues on the review of the Open Space Strategy to incorporate existing and newly developed strategies including the Public Toilet and Public Lighting policies and the Dog Off Leash Plan. This work will continue into quarter three.
4.5	<p>Deliver two dog off-leash parks across Wyndham as part of the Wyndham Dog Off-Leash Plan.</p> <p><i>1. The Williams Landing Reserve Off-leash facility in Williams Landing</i></p> <p><i>2. The Strand Dog Off-leash facility in Point Cook</i></p>	●	Construction of the Williams Landing Reserve fenced dog off-leash facility in Williams Landing has been completed. The construction tender for the Strand dog off-leash facility in Point Cook has been awarded. Construction will commence early in 2024. For further detail, see Strategy Update for Dog Off Leash Plan 2022-2027.

Key: ● Not Started ● Behind schedule ● On track ✓ Completed ⌚ Deferred

**5 (100%) initiatives are progressing on schedule**

# Service Snapshot

A snapshot of just some of what Council delivered throughout the financial year.

## Conservation and Arboriculture



- 0 Trees planted\*
- 26,260 Trees maintained/inspected -46%
- \*Tree planting season occurs from April to August

## City Landscapes and Environment & Climate Resilience



- 43 Educational programs delivered to increase knowledge and care for the environment with 8,788 program attendees
- 81 Environmental planning referrals received

## Water and Coastal Governance



- 98% Drainage planning referrals actioned within 10 days
- 88% Drainage plan approvals actioned within 10 days

## Waste Diversion



- 38% Kerbside collection waste diverted from landfill -14%
- 83 kgs Green waste collected per household (average) -29%
- 49 kgs Recycling collected per household (average)
- 99.9% Recycling collections completed
- 99.9% Green waste collections completed
- 640,288 Recycling bins collected
- 189,740 Green waste bins collected

Percentage represents an increase/decrease of greater than 10% when compared to same quarter last financial year (2022/23).

## Strategy Updates

Council Adopted Strategies and Plans further support the implementation of the objectives of this strategic area, guiding the organisation towards a set of service/issue specific goals. Copies of all Council Adopted Strategies and Plans can be [found on Council's website](#).

### City Forest and Habitat Strategy 2017–2040

This strategy aims for Wyndham to be a vibrant living ecosystem with shade and green spaces that support healthy communities and resilient, connected, natural environments.

A review of the City Forest and Habitat Strategy is underway with a series of internal workshops conducted during the quarter. A draft report has been prepared and is currently being reviewed.

### Coastal and Marine Management Plan 2020-2025

The Coastal and Marine Management Plan provides a framework for the improved access and development of the Wyndham coastline. The Plan embodies sustainable land management principles including the use of sea level rise projection mapping and mapping of significant vegetation species within the marine environment and along the coastal edge to guide future precinct planning. The plan also outlines a range of coastal tourism and land use development opportunities with the potential to attract more visitors to Wyndham.

**Wyndham Bay Trail** - Construction (led by Parks Victoria) of the Boardwalk between Sanctuary Lakes and Saltwater Coast in Point Cook, is complete. Wayfinding signage is being manufactured to support public use of the improved local walking and cycling path networks.

**Werribee South Beach Master Plan** - Detailed designs have been developed and a Cultural Heritage Management Plan is being prepared to allow construction to commence.

**K Road Cliffs Master Plan in Werribee South** - Tender for construction of stage one has been advertised and will be awarded in February 2024. Construction to commence in April 2024.

Stage one of the Master Plan includes:

- Major drainage works to reduce erosion of the K Road Cliffs
- A new cliff-top walking path running the length of the K Road Cliffs with two viewing platforms overlooking the Werribee River
- A staircase leading down to riverbank with terraced seating, new picnic shelter and seating
- Rock beaching along riverbank to make it more accessible for fishing
- Safety fencing and car parking

These works aim to boost tourism and visitor appeal by improving pedestrian access and walkability while also reducing further erosion and protecting the distinctive cliff geology.

Interpretive signage has been developed in consultation with the Bunurong Land Council to tell the story of the site from an Aboriginal perspective.



### Dog Off Leash Plan 2022-2027

This plan aims to ensure off-leash areas are evenly distributed and accessible for all dog owners and provide open space for people and dogs to socialise and exercise safely.

Highlights this quarter include:

- Completion of construction at the Williams Landing Reserve fenced dog off-leash facility in Williams Landing
- The tender for construction of The Strand dog off-leash facility in Point Cook has been awarded and works will commence in early 2024
- Community consultation on the designs for the Cambridge Reserve in Hoppers Crossing and Alcock Road Reserve in Truganina, dog off-leash facilities is complete. There has been community support for both sites to be delivered. Construction is scheduled for early in the 2024/25 financial year.

### Flood Management Plan 2018-2023

The overarching goal of this plan is to contribute to reducing the risk and impacts of flooding on local communities. It identifies flooding hotspots and flood risks as well as achievable actions to improve flood management in the municipality. The plan also promotes collaboration and information sharing between agencies.

The municipal wide flood mapping project, which is being conducted in partnership with Melbourne Water, commenced in November 2023. This project is expected to be completed in mid-2025.

### Open Space Strategy 2045

This Strategy guides the provision of Council owned and/or managed open spaces including parks, sportsgrounds, trails and natural areas for the existing Wyndham community while also guiding the planning for future growth by anticipating the needs of the growing Wyndham population.

This quarter, the following work has been undertaken:

- **Rosslare Court Reserve** in Hoppers Crossing. Tender for construction has been awarded with construction commencing in early 2024.
- **Riverbend Historical Park** in Werribee. Concept design work and cultural heritage investigations continue. Community consultation on the draft design is expected to occur in early 2024.
- **Doherty's House Café** in Truganina. Community engagement has concluded with 97 per cent of responses in support of the proposal and ten potential operators lodging informal expressions of interest. A planning permit will be lodged in early 2024.
- **Public Toilet Policy** implementation 2023/24. Community engagement has concluded on proposed year one sites at Conquest Drive, and Loyola Road Reserve in Werribee, Principal Drive Park in Wyndham Vale and Delaney Boulevard Park in Williams Landing.
- **Levittown Rise Park** in Werribee. Detailed design and structural engineering investigations underway on the Incinerator Chimney and Hopper structures to inform their retention as a community landmark and lookout.
- **Possy Newland Reserve** in Little River. Landscape design development underway to incorporate previous community feedback.

## Play Space Strategy 2030

This strategy aims to ensure that existing play spaces are upgraded to include facilities that cater for and challenge a wide age group of all abilities. The strategy provides for nature-based play opportunities and enhanced tree planting to encourage the visitation and use of our play spaces.

Local playground and park upgrades scheduled for 2023/24 are progressing well including:

- Brougham Avenue Reserve, Wyndham Vale - completed in October 2023
- Thames Boulevard Reserve, Hoppers Crossing - completed in December 2023
- Southampton Drive Reserve, Point Cook - in planning, to be complete early 2024

Highlights this quarter include:

- The completion of upgrade works and a park opening at Times Square Park in Point Cook (Sanctuary Lakes)

Works included a new playground and swing set (including play elements for pre-school aged children), nature play, a table tennis table, sheltered seating area, additional bench seating and new bike loops. Other features include an accessible ramped path connecting the play space to the existing pram crossing and path network, expanded car park, new rubberised surface to the existing exercise equipment and pet-friendly features, including a drink fountain with dog bowl and bin with dog-bag dispenser. The existing large open lawn space remains, as it has proven to be immensely popular for activities like kick-to-kick and other games.

The scope of works was informed through a community consultation process that included an online survey on [The Loop](#), community drop-in session, Sanctuary Lakes Resort Services meetings and a letter-box drop. The upgraded park was officially opened on 18 November 2023 with a community event.

- The completion of works and a park opening at Aquarius Street Park, Truganina.

Upgrades include an improved kick-about space, an expanded and upgraded path network, new BBQs, upgraded park furniture, new bike hoops, new toilets, more nature play, rubber softfall areas at the playground and more garden beds and trees.

## Resilient Wyndham 2021 - 2025

This strategy looks at Wyndham's long-term resilience and supports the Wyndham community to build resilience over the long term from disruptions such as extreme weather events, pandemics, transport network events, natural disasters, cyber-security attacks and economic downturn.

The Year 3 Action Plan has commenced, with actions progressing this quarter including:

- The continuation of the Litter Blitz program, with participation from community groups and Council.
- The delivery of two 'Coffee with a Cop' sessions in Little River and Hoppers Crossing.
- The delivery of 25 Seniors Festival activities across 15 Community Centres.
- The delivery of the Seniors Expo in November
- Finalised the community consultation on the 'Are You Ready' disaster preparedness education materials. The feedback collected is currently being considered.

- The Affordable Housing on Council Land Report was presented to Council in November 2023 and adopted as a guiding principle to making decisions on the disposal, acquisition and repurposing of Council land
- SPARK Innovation Hub began the master class program to support digital futures network members to develop businesses locally.

### Refuse Disposal Facility Strategic Plan 2019-2025

The Refuse Disposal Facility (RDF) is a key Council asset and is one of four major metropolitan landfills licensed to accept putrescible waste, such as household kerbside waste.

Consultants have been engaged to conduct a review of the RDF Strategic Plan 2019-2025. The draft review of the Plan has been received and is currently under internal review. The findings of the review will be presented to Council in early 2024. The site continues to operate in line with a traditional landfill / transfer station model.

## Service Highlights

### My Smart Garden Program Wins Premier's Sustainability Award

The My Smart Garden Program won the Community Champion award at the 2023 Premier's Sustainability Awards, in the Thriving Environment Category.

The program is a collaboration between Wyndham City, Hobsons Bay, Moonee Valley, Maribyrnong, Brimbank, Stonnington, Merri-bek, and Yarra City Councils. It supports residents across 11 Melbourne councils to transform their outdoor spaces into productive, functional gardens with benefits for households and the environment.

The [awards](#) are delivered by Sustainability Victoria on behalf of the Victorian Government and celebrate the Victorians leading the way towards a more sustainable future. This award recognises the free community sustainable gardening program.

The program is offered as part of the [Green Living Series](#), in Wyndham.



# Major Projects and Capital Works

## Wyn-R Project: Reduction- Renewals-Resilience

**Ward: All**

**Total Cost: \$ 4.28M**

The Wyn-R Project aims to strengthen and further support Councils response to climate change and to improve operational efficiencies relating to energy now and in the future. There are three core areas that the project will focus on – Reduction, Renewables and Resilience.

The project looks at how we use energy, our access to energy and our increasing reliance on energy in providing for critical service delivery to the community. This project is an investment into energy security, renewables and smart energy management and will lead to leaner operations for the business and better environmental outcomes.

### Electronic Vehicle (EV) Charging:

- Installation of EV chargers at the Civic Centre have been completed.
- Jamieson Way Community Centre - Works expected mid 2024 in line with construction timelines.
- Truganina Community Centre – Two fast charges are expected to be installed at the site in early 2024.
- Lollypop Creek Community Centre (formally known as Black Forest Rd South Community Centre) – One fast charger is to be installed around April 2024.

### Solar PV Systems:

- **Brookdale Pavilion** - Solar panels and inverters have been installed and are now operational. The hot water heat pumps have also been installed and connected.
- **Truganina Community Centre** – Solar panels, micro inverters and array frames have been installed to the roof by the solar contractor. Awaiting metering and power to complete electrical works. Chargers expected to be installed and commissioned by early 2024.
- **Webster St (Bensonhurst) Pavilions -Tennis and Soccer/Cricket** - Solar roof installations to the tennis and cricket/soccer pavilion are both complete. Metering works by Powercor are complete and remote monitoring of both systems is in place.
- **Lollypop Creek Community Centre** (formally known as Black Forest Road South Community Centre) - Solar panels, micro inverters and array frames have been installed and completed. Metering works by Powercor is also complete.





Refuse Disposal Facility – Cell 7 construction and upgrades

Ward: ALL  
Total Cost: \$ 15.8M

Tender for construction

Council owns and operates one of the four major landfills in Victoria, located at Council’s Refuse Disposal Facility (RDF) at 470 Wests Road, Werribee, Victoria, 3030. To continue operating as a landfill, Council is legislated to design and construct cells in accordance with criteria determined by the Environment Protection Authority (EPA) to address issues such as protection of groundwater, containment of leachate and supervision during construction. One of the main EPA requirements is that each cell should have two years airspace capacity.

Tender submissions for Cell 7 works closed in December 2023, with the intent to commence construction in March 2024.

Playground upgrades

Ward: All  
Total Cost: \$ 4.6M

Moondara Street Park, Tarneit	<p>This park is now complete and open to the public.</p> 
Rosslare Court Reserve, Hoppers Crossing	<p>The project has been split across two stages of work:</p> <p>Stage 1 – Play space, public toilet and on-street car parking</p> <p>Stage 2 – Multi-play and park improvements (multi-play area and open lawn space)</p> <p>Construction contract has been awarded and works are expected to commence in mid-January 2024 for Stage 1 works. Stage 2 is in detailed design phase.</p>
Possy Newland Reserve, Little River	<p>In design phase for play space and sports court.</p> <p>Construction is expected to commence early 2025.</p>
Riverbend Historic Park, Werribee	<p>Awaiting results of the property negotiations of land acquisition and cultural heritage permit assessment.</p>

In addition to above, three Wyndham parks have scored a playful upgrade including, new playgrounds and landscaping at Karobran Kindergarten in Hoppers Crossing, Wilmington Kindergarten in Hoppers Crossing and Brougham Avenue Reserve in Wyndham Vale. Meanwhile, work is underway on a playground upgrade and associated works at Southhampton Drive Park in Point Cook, with work on track for completion by the end of 2023.

Remaining projects for 2023/24 include:

- The Grange Kindergarten, Hoppers Crossing (works scheduled for Christmas school holidays)
- The Grange Early Learning Centre, Hoppers Crossing (works scheduled for Christmas school holidays)
- Thomas Chirnside Kindergarten, Werribee (works scheduled for Easter 2024 school holidays)
- Little River Kindergarten, Little River (works scheduled for Easter 2024 school holidays)

#### **Wilandra Drive Park, Tarneit**

Significant improvements have recently been undertaken at Wilandra Park, made possible with a \$150,000 grant from The Suburban Revitalisation Program. The updates encompass additions including:

- A captivating nature play discovery, providing a haven for exploration and imagination
- A new picnic area, featuring tables nestled under a spacious 6m x 4m shelter
- The addition of a Foursquare Court and Hopscotch, catering to various age groups for leisure and recreation
- A drinking fountain equipped with a dedicated dog bowl
- A new fence to restrict unauthorised vehicular access to the park, ensuring a safer environment for all.

Wilandra Drive Park stands as a testament to the power of community-driven initiatives and thoughtful urban development. This rejuvenated space promises endless opportunities for play, relaxation, and communal engagement, inviting locals to embrace the outdoors and forge lasting memories within their community.

## Strategic Area 5:

### An Economically Prosperous City

Wyndham is an attractive place to visit and invest in.

#### Council will

Enhance the vibrancy and activation of the City by collaborating, supporting, and promoting our entertainment, hospitality, and small business industries.

Take an active role in attracting investment opportunities that grow the local economy and create more job opportunities.

Continue to support the resilience and recovery of those hardest hit by the impacts of the COVID-19 pandemic and other shocks to the City that may occur.

Drive growth and activation of the tourism economy and activity centres.

#### Some of the Council services that work towards this include:

Economic Growth

Marketing and Tourism

Place Making and Activation


Strategic Partnerships and Major Projects

Urban Design and Catalyst Projects



## Major Initiatives and Initiatives Progress

Major Initiatives and Initiatives are major projects, services, programs or works that the Council has committed to delivering in 2023/24. Tracking of these over the year is important to ensure they are being delivered on time and within budget.

	2023/24 Initiatives	Status	Progress Comment
5.1	Continue to implement the SPARK Innovation Hub initiative, a business incubator aimed at accelerating the growth and business sustainability of start-up or emerging Wyndham based businesses in the digital/tech space.		<p><b>Accelerator Program:</b> The program delivered four masterclasses (facilitated specialist content group sessions and individual mentoring sessions) attended by 28 businesses, including SPARK members and invited local businesses, with an evaluation indicating 90 per cent (target 70%) would recommend the program.</p> <p><b>Ecosystem Growth Initiatives:</b> The Community Partnership 2023/24 was launched, in partnership with The Startup Network (Australia's largest independent startup community) on 29 November 2023. Communications and media coverage supported the launch. Deakin University research on the current and future state of Wyndham's entrepreneurial ecosystem commenced in December 2023 (due for completion in March 2024) Recommendations will inform the Council's 2024/25 Economic Development action plan and SPARK Innovation Hub as part of growing this ecosystem.</p> <p>Council officers attended the Thrive Conference in October 2023 delivered by the Victorian Government's startup agency LaunchVic to build knowledge, connections, and maintain Council's involvement in their regional community of practice. LaunchVic also toured the SPARK Innovation Hub in December 2023. Council was</p>

	2023/24 Initiatives	Status	Progress Comment
			<p>represented at the Runway Accelerator Showcase to build on the collaborative relationship between this iconic Geelong incubator and SPARK. SPARK supported the 'AI for Business' conference at Encore on 24 October delivered by BizCon Events. SPARK hosted the Wyndham BizNet AGM. SPARK advisor and member businesses presented to the attending BizNet members.</p> <p><b>Membership Drive Campaign:</b> New this year is the SPARK Free Summer Trial from December 2023 to February 2024, with 10 businesses participating in a three-month free trial. Free summer tours of SPARK are available.</p>
5.2	Support the planning and delivery of East Werribee Employment Precinct and report to Council and community on progress of Precinct Structure Plan refresh.	●	Support is continuing to be provided to State Government Departments and agencies involved in the Precinct Structure Plan refresh. Council continues to wait for a report from State Government Departments and agencies in the coming months.
5.3	Implement a work program which improves the liveability and urban design outcomes for designated activity centres across Wyndham City including direction on the most appropriate planning tools for each site.	●	A works program has been prepared for 2023/24 and is in the process of being implemented. This includes beautification works in Station Place, Werribee and pending construction of Wyndham Park Car Park. A longer-term program is in the process of being prepared. This includes further streetscape upgrades and reviewing the design controls for all Wyndham activity centres to identify opportunities for improvement.

Key: ● Not Started ● Behind schedule ● On track ✓ Completed ⌚ Deferred

**3 (100%) initiatives are progressing on schedule**



## 2022/23 Initiatives

Council continues to work on progressing the following initiatives that were not completed in 2022/23.

	2022/23 Initiatives Progressing behind schedule	Status	Progress Comment
5.1	Continue to work with key stakeholders to deliver the 1160 Sayers Road Regional Training Facility (5,000 seat stadium) including two turf pitches, one synthetic pitch and an elite level pavilion; home of the A League Club Western United Football Club and suitable for Women's World Cup requirements.	✓	The Regional Football Facility is at practical completion. FIFA accreditation of the pitches has been achieved, Certificate of Occupancy for the building is approved and final scoped works are being completed including landscaping. Service connections have been made to permanent or temporary supply whilst the surrounding roads and infrastructure are being delivered.
5.2	Deliver the Wyndham City Stadium Precinct Integrated Strategic Plan (ISP) to inform the Urban Design Framework (UDF) for the Riverdale Town Centre, the revision of the Riverdale Precinct Structure Plan and the Development of the Oakbank Precinct Structure Plan.	●	The Wyndham City Stadium Precinct Integrated Strategic Plan (ISP) has been updated following stakeholder consultation that occurred earlier in 2023.  A final version of the ISP will be reported to Council in early 2024.
5.3	Commence construction at the Cherry Street Catalyst site aimed at attracting jobs and commercial opportunities to support the growth of the Werribee City Centre.	●	Construction planning is continuing.  Construction will no longer commence in the 2023/24 financial year due to delays.

Key: ● Not Started ● Behind schedule ● On track ✓ Completed ⌚ Deferred

**1 (33%) initiative is completed**

**2 (67%) initiatives are continuing to progress behind schedule**

## Service Snapshot

A snapshot of just some of what Council delivered throughout the financial year.

### Economic Growth

2	Training sessions for businesses delivered with 32 attendees	-48% (attendance)
2	Business events delivered 152 with attendees	-53% (attendance)
38	Business engagement meetings and site visits undertaken	+36%
17	SPARK innovation hub member businesses	
\$355.0m	Commercial and industrial permits issued	+162%
218	New small business start-up enquiries and permits facilitated	



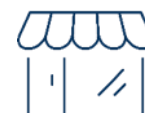
### Marketing and Tourism

- 5,647 Visitors to Visitor Information Centre
- 98% New website users to Visit Werribee website
- Top pages visited:
  - Home Detour
  - Werribee Open Range Zoo
  - Home Outdoors Detour
  - Dinofest event
  - Werribee Park Mansion



### Place Making and Activation

- 37 Placemaking initiatives delivered across Wyndham's activity centres
- 6 Shopping streets where placemaking/activations engaged with



### Urban Design & Catalyst Projects

- \$1.3M Capital works projects underway
- 2 Vision/plan(s) underway
- \$78M Urban Design development proposals consulted on

*Percentage represents an increase/decrease of greater than 10% when compared to same quarter last financial year (2022/23).*

## Strategy Updates

Council Adopted Strategies and Plans further support the implementation of the objectives of this strategic area, guiding the organisation towards a set of service/issue specific goals. Copies of all Council Adopted Strategies and Plans can be [found on Council's website](#).

### Economic Development Strategy 2022-2026

The Economic Development Strategy highlights the vision, attitudes, and aspirations of our growing and diverse business community. The strategy presents Council's commitment to invest in new opportunities and big ideas in partnership with the public and private sectors, industry business and associations.

Delivery of the 2023-24 Action Plan is on track with all activities achieved or on schedule.

#### Business Connection and Engagement:

- An end of year event at Werribee Open Range Zoo was held on 29 November 2023 which brought together over 100 businesses and 130 attendees. The 2024 Business Program was announced at the event. Business satisfaction surveys received exceeded the customer satisfaction target with 92 per cent of those surveyed satisfied with the event.

#### Entrepreneurship and Innovation:

- The WYNnovation Festival has been confirmed for 13-17 May 2024 featuring the Masterclass, Summit and Pitch Competition across multiple venues, plus some new initiatives and experiences.
- Improvement and review of the Small Business Entrepreneurship and Innovation Fund (SBEIF) has commenced.
- The Innovate Business Growth Program is now open for applications for two streams, with a total of 20 local businesses to be selected.
- Two business training workshops were delivered for the period (Visual Merchandising and Branding, and Winning Business with Wyndham) with a total of 32 attendees. Overall, 85 per cent (target 70%) of participants were satisfied with the training workshops and 95 per cent indicated that they would recommend the workshops.

A mid-term review of the strategy is planned for quarter four 2023/24.

### Visitor Economy Strategy 2023-2028

The Wyndham Visitor Economy Strategy 2023-2028 provides directions for Wyndham City and industry to work together to foster a sustainable and prosperous visitor economy. The Visitor Economy Strategy was adopted at the Council meeting on 19 December 2023. The overarching objectives for enhancing Wyndham's Visitor Economy are:

- Grow visitation to Werribee and surrounds
- Grow visitor yield and dispersal
- Improve the visitor experience
- Build a sustainable and resilient tourism economy

The four key strategic directions that will inform actions over the next five years are:

1. Grow Wyndham City's tourism events portfolio
2. Invest in Wyndham's nature-based assets and first People's experiences
3. Improve visitor dispersal across Werribee and surrounds
4. Develop Wyndham's secondary tourism destinations

The successful delivery of the strategic recommendations and actions for Wyndham's visitor economy will be achieved by working with industry stakeholders, tourism operators, business units across council and alignment to Victoria's Visitor Economy Master Plan.





# Service Highlights

## Activations to Grow Activity Centres

Council held 37 activations across six activity centres during the quarter.

Highlights included:

- Enhancements in SoHo Village Pop-up Park (Point Cook) and Station Place (Werribee), including furniture updates and landscape improvements, aim to foster community-led activations.
- Noteworthy successes were observed during Halloween at Hoppers Junction, drawing over 1,200 visitors and receiving positive feedback from both businesses and attendees, increasing revenue and introducing new visitors to the area.
- The SpringFest at Point Cook Pop Up Park drew substantial crowds, hosting diverse events from Spring Carnival to themed days, fostering community engagement.
- A community drop-in session to discuss upgrades at Wilandra Drive Park in Tarneit, funded by the Suburban Revitalisation Program. Upgrades are set to include nature play areas, picnic spots, sports courts, which will enhance the community space.
- Lastly, the inaugural Westie Beer Festie in Kelly Park saw significant attendance and support for local brewers, highlighting the positive economic impact of community-led events.

In December 2023, there was a special focus on Christmas festivities including:

- The introduction of a vibrant 9m walkthrough tree in Station Place (Werribee) sparked immense community and trader enthusiasm. Social media posts about the tree reached 30,000 people organically, resulting in 3,000 engagements and 206 link clicks, while encouraging visits from tagged friends.
- Initiatives like the '12 Days of Christmas' campaign and the VIP Shopping Day further amplified the festive spirit, showcasing local traders and enticing community support.



## Strategic Area 6:

### A Thriving City

Wyndham is a City of choice and opportunity.

#### Council will

Leverage community leadership and work to support and empower all residents to participate in their community.

Advocate and work in partnership with key stakeholders to attract investment in quality learning opportunities and educational facilities for the municipality.

Provide opportunities for lifelong learning, through a place-based approach to the management and delivery of neighbourhood hubs and libraries.

Deliver, partner and advocate for employment pathways for our young people, older people and culturally diverse communities to address barriers to employment.

Partner with local artists and organisations to grow arts and culture.

#### Some of the Council services that work towards this include:

Community Strengthening

Inclusive Employment





Library Services





## Major Initiatives and Initiatives Progress

Major Initiatives and Initiatives are major projects, services, programs or works that the Council has committed to delivering in 2023/24. Tracking of these over the year is important to ensure they are being delivered on time and within budget.

	2023/24 Initiatives	Status	Progress Comment
6.1	Open and activate the Truganina Community Centre and Library Lounge, library service and program delivery.		Purchasing and cataloguing of a collection of over 6,000 items continues for this new library site. Recruitment has commenced to staff the library for its opening in the first half of 2024.
6.2	Expand the Council's First Nations Traineeship Program(s) to offer employment pathways to people from First Nations backgrounds and other priority cohorts experiencing barriers to employment.		Wyndham's First Nations Traineeship is being progressed, having successfully developed and gained approval for a critical position at Council called the First Nations Employment Pathway Officer.  This position will support the two First Nations Business Support trainees. The trainees will work directly for Council's First Nations Unit, contributing to the critical work, while gaining Council experience and gaining a formal qualification.  The two trainees will commence no later than June 2024.
6.3	Implement Year 2 of the 10 Year Public Art Plan including new local level murals, small sculptural commissions and artist appointments.		See Strategy update in strategic area two – A Welcoming and Inclusive City.
6.4	Development of a Creative Framework to guide Council's planning of its cultural programs and services as well as creative industry development.		Progress on the Creative Wyndham document is progressing well. The project timeline for endorsement is forecast for completion in Quarter 1 2024/25.  Highlights from this quarter include the progression of the engagement plan, draft public survey completed for distribution in February 2024 and an internal stakeholder workshop engaging over 20 staff members from across the organisation.

	2023/24 Initiatives	Status	Progress Comment
6.5	<p>Run a pilot of the Human Library platform which hosts personal conversations designed to challenge stigma and stereotypes.</p> <p><i>('People as books' project will now be called a 'Library of Stories')</i></p>	●	<p>A program coordinator has commenced to develop the 'People as books' project which will be called a 'Library of Stories'.</p> <p>The project aims to collect and share a wide variety of stories about the community, culture and history of Wyndham. Everyone in Wyndham has a story to tell and share. Local residents, community groups and organisations will be invited and supported to capture stories to form a Wyndham storybook.</p> <p>The stories will be shared in a variety of formats such as bookable conversations with story tellers online or face to face, hosted community events, digital audio books and promoted via a communications campaign.</p>
6.6	Procure, develop and maintain Recollect, a comprehensive platform designed to host, manage and share Wyndham's local history collections of all formats to improve access for the community.	●	<p>A more appropriate and cost-effective platform has been identified for hosting Wyndham City Libraries' local history collection. Over 2,000 local history assets have been uploaded to the library catalogue where they can be discovered and explored by the community.</p>

Key: ● Not Started ● Behind schedule ● On track ✓ Completed ⌚ Deferred

**6 (100%) initiatives are progressing on schedule**

## 2022/23 Initiatives

Council continues to work on progressing the following initiatives that were not completed in 2022/23.

	2022/23 Initiatives	Status	Progress Comment
6.8	Partner with the social enterprise sector to develop a business plan for a Social Enterprise to promote sustainable skills development and training opportunities in the city. (2022/23 Initiative)	No Longer Relevant	Initiative closed in quarter one. <a href="#">See Quarter 1 2023/24 Community Report.</a>

Key: ● Not Started ● Behind schedule ● On track ✓ Completed ⌚ Deferred

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**1 (100%) initiative has been deemed No Longer Relevant**

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## Service Snapshot

A snapshot of just some of what Council delivered throughout the financial year.

### Community Strengthening



- 7** Programs delivered with **316** attendees
- 2** Capacity building opportunities delivered with **20** participants
- 17** Council volunteer programs with **154** council volunteers
- \$255,887** Worth of community initiatives funded including:
  - 10 Community Pathway Scholarships totalling \$7,500
  - 36 Small Grants totalling \$58,285 **+43%**
  - 15 Medium Grants totalling \$190,102 **(Dollars)**

### Inclusive Employment



- 31** New businesses committed to providing employment opportunities **-34%**
- 44** People placed into employment or further education **+132%**
- 8** Career building programs delivered with **96** attendees **+14%**
- 292** Individuals experiencing barriers to employment who received one on one support **(Programs)** **-51%**

### Library Services



- 3,528** New active members
- 207,855** Visits to libraries **+29%**
- 74%** of library resources are less than 5 years old
- 377,632** Library loans made up of **85%** of physical loans and **15%** of digital loans
- 1,170** Activities/events delivered within libraries with **23,599** participants **+33%**
- 70,636** WI-FI sessions provided to community **(participants)** **+152%**

*Percentage represents an increase/decrease of greater than 10% when compared to same quarter last financial year (2022/23).*

## Strategy Updates

Council Adopted Strategies and Plans further support the implementation of the objectives of this strategic area, guiding the organisation towards a set of service/issue specific goals. Copies of all Council Adopted Strategies and Plans can be [found on Council's website](#).

### Learning Community Strategy 2018-2023

Wyndham's Learning Community Strategy supports our goal to achieve Wyndham City's vision where equitable access to education, and access to life-long and life-wide learning opportunities is available for all residents in Wyndham.

This is the final quarter of the final year of the current Learning Community Strategy. Key highlights include:

- The delivery of the Wyndham Seniors Expo in November 2023 saw Council actively participating in the delivery of information helping Wyndham residents to age well and live their best lives. Information was provided to hundreds of attendees who were eager to hear about local learning opportunities, raising awareness about the Wyndham Learning Festival and Council's learning portal WynLearn What's On.
- The second annual WYNtalk for 2023 was delivered in November 2023, featuring keynote speaker Jillian West speaking from the heart – "Cultural Yarn with Jillian West: Embracing and Honouring Aboriginal Culture and Identity". The live and online audiences were engaged, informed, and moved, as Jillian shared ways in which the Wyndham community can acknowledge, respect and value Aboriginal culture and identity.
- In October 2023, in a collaboration between the Australian Learning Cities Network (ALCN), Adult Learning Australia and the UNESCO Institute for Lifelong Learning, Council presented a case study at the webinar 'Building Inclusive and Sustainable Learning Partnerships' providing the global audience with the opportunity to discuss how their cities and communities address the big issues facing communities around the world.
- Council was honoured to be invited to present the ways in which it mobilises resources and manpower to improve equity and inclusion in education and learning for its residents at the Thai government's Equitable Education Fund (EEF) webinar in November 2023. This international knowledge-sharing webinar focused on "Building a Learning City: Fostering Inclusivity and Equity."
- A community update on the 2023 achievements under the current Strategy will be available in early 2024 on Council's [website](#). Work has continued on the development of the next Learning Community Strategy 2024-2029 which will build on all the achievements under the current strategy.

### Library Service Strategy 2018-2040

The Library Service Strategy 2018-2040 provides a strategic, integrated framework and direction for Council's ongoing provision of contemporary library services and facilities. It aims to ensure that Wyndham's libraries are at the forefront of new library development in technology, collections, infrastructure, and service provision.

The Library Service Strategy 2018-2040 provides a strategic, integrated framework and direction for Council's ongoing provision of contemporary library services and facilities. It aims to ensure that Wyndham's libraries are at the forefront of new library development in technology, collections, infrastructure, and service provision.

The associated [Libraries Action Plan 2023-2028](#) identifies priority actions to be taken over the next five years – listed against the seven major service elements in the strategy. 2023 has seen a record number of people attend a library program, recording 115,340 attendees, with 4,961 programs delivered across Wyndham. Some highlights from this quarter include:

**Library Children’s Programs, a hit with Wyndham families!** - The 2023 evaluation data for the Library Early Years and Kids programs revealed compelling insights into the programs’ impact on the community.

- 84 per cent of participants possess library cards, underscoring the programs’ success in fostering library engagement.
- half of the respondent’s frequent multiple library branches across Wyndham.
- an impressive 83 per cent of respondents acknowledge that library early years programs effectively encourage family reading at home.

Survey responses indicated that early literacy, child socialisation, enjoyment, and parent interaction are paramount to participants, reinforcing the programs’ significant contribution to the community's educational and social well-being.

**Considered Conversations: A Network for Teachers and Librarians.** The library’s first ‘Considered Conversations’ event for Wyndham teachers and librarians was held on 20 October at the Point Cook Library. A group of 11 teachers, teacher-librarians, and librarians gathered for two hours of professional conversation, relationship building and idea sharing. This first conversation considered censorship in an Australian setting, its potential impact on the literacy, health and wellbeing of our young people, and our roles in managing information. Joined by an international speaker, Anita Brooks Kirkland, the evening was full of rich discussion, big ideas and future focus.

**Battle of the Books 2023: Award Presentations.** With the conclusion of the 2023 Battle of the Books Competition, the Library team have been presenting awards to Wyndham’s champion individual readers, classes, and schools. On 27 November 2023, St Mary of The Cross Primary School was presented with the award for the overall school champions of the competition. The Battle of the Books competition was an outstanding success with a record participation by 1,775 students, seven schools, and nearly 800,000 minutes of reading completed by our enthusiastic readers.

**Wyndham City Libraries connect adult readers via Book Clubs.** Wyndham Libraries initiated a renewed call for residents interested in joining a Book Club. Since the relaunch, 67 individuals have expressed interest in joining a [Book Club](#). Library staff review these expressions, and match people with potential groups, followed by an invitation to attend a meet-and-greet session which offers participants the chance to get to know each other and to establish a book club.

**Mental Health Week at the Library.** Libraries ran a variety of activities during Mental Health Week 2023. A Mindful Mandala Making Workshop was held on 7 October 2023 at the Williams Landing Library Lounge with 24 participants learning about mindfulness and why it’s an important tool for looking after their mental health before they immersed themselves in the flow of zen doodling. Other activities included special Story Time sessions, mindful colouring and children’s yoga sessions.



## Wyndham Volunteer Strategy 2019 – 2024

The Wyndham Volunteering Strategy sets out the strategies and actions that Council will undertake, in partnership with others, to strengthen the local volunteering sector and increase the numbers of volunteers in Wyndham.

The following actions have been implemented this quarter:

- Monthly 'volunteer spotlights' highlighted in print and online media focussed on volunteers from the following volunteer programs including Lunch with the Bunch Council Volunteer Program, Pulse with Purpose and Visitor Information Centre Council Volunteer Program.
- In October 2023, Volunteering Victoria delivered a workshop on 'Empowered Volunteers - rights, conversations and confidence'. Following the session, participants felt empowered to have conversations with their volunteer manager about their rights, boundaries, flexible arrangements, and accessibility needs. Planning for next year's suite of free training and workshops is currently underway.
- Council celebrated International Volunteer Day on 5 December 2023 with a one-page advertisement in the Wyndham Star Weekly showcasing our 12 volunteer spotlights from this year's social media campaign.
- Information on volunteering in Wyndham has now been included to the video presented at Wyndham Citizenship Ceremonies.
- Following a review of Council's approach to volunteer recognition and appreciation, recommendations for improved sustainability, impact and strategic alignment have been approved and will commence from January 2024.



## Service Highlights

### Seniors Exercise Park Buddies

Eight Wyndham residents have been recruited and trained as volunteers to help support the community to use the [Seniors Exercise Park](#) at Central Park, Hoppers Crossing. All volunteers completed a five-week training course by the National Ageing Research Institute.

Starting in early 2024, the volunteer buddies will guide and show participants how to use the equipment. The equipment has been designed to help seniors within the community to maintain their strength, flexibility, balance, and coordination. Wyndham's volunteer buddies will be there to support and motivate others to use the equipment and to build community connection. They aim to create small groups who regularly meet, exercise, and socialise together.

The Seniors Exercise Park was built in 2018 in partnership with the National Ageing Research Institute (NARI) and Council and funded through Gandel Philanthropy. It is free to access and open seven days a week during daylight hours.

### Wyndham Writing Awards 2023 wrap up

The Wyndham Writing Awards is one of the major events on the library calendar, and this year received 431 entries from Wyndham and wider Victoria. On 10 November 2023, the Wyndham Writing Awards concluded with an awards presentation ceremony and anthology launch at Point Cook Library and online via livestream.

Over 40 shortlisted writers and their guests gathered to share readings from their competition entries before the winners were announced. True crime author and Awards judge Vikki Petraitis announced the three category winners and three Arts Assist Local Encouragement Award recipients.

Entrants commented how wonderful it had been to participate and how well organised the awards process had been. The 2023 Wyndham Writing Awards Anthology is available to borrow from the library, and the eBook is available as a free download from the library [website](#).

### Wyndham Health, Housing and Homelessness Alliance (H3 Alliance)

Council supported the H3 Alliance to develop its first Client and Community Voice Framework aiming to ensure client and community voices are embedded in how this Alliance imagines, designs, and delivers its collective impact work across the Wyndham community.

Alliance members include the following organisations: Unison, WEstjustice, Cohealth, Bolton Clarke, The Salvation Army, Uniting, Wyndham Community Education Centre, Mercy Mental Health, Whitelion, Melbourne City Mission and Wyndham City Council. Many organisations have developed Client Voice Frameworks over the last five years. However, developing a Client and Community Voice Framework for a Collective Alliance of 11 different organisations in Wyndham spanning health, housing, homelessness, legal and settlement sectors is a significant achievement. The H3 Alliance now looks forward to 2024 when it will test the framework, critically reflect, and captures learnings on this journey.

## Strategic Area 7:

### Community As An Active Partner

Council is well governed and works with the community to make informed decisions.

#### Council will

Undertake genuine, transparent and appropriate community engagement to understand the current and future needs of the community and make informed decisions.

Ensure the needs of the community are well represented through effective advocacy and strong collaborative partnerships with key stakeholders and all levels of Government.

Foster trust in Council through the implementation of effective civic leadership and responsible governance processes that ensure accountability and compliance with all legislated and statutory requirements.

Ensure its communications are clear, consistent, timely and accessible for all.

Support individuals and communities to prepare, respond and recover from emergency events.



#### Some of the Council services that work towards this include:

- Advocacy and Government Relations
- Community Engagement
- Council and Corporate Governance
- Emergency Resilience
- Organisational Planning, Strategy and Reporting
- Research
- Strategic Communications



## Major Initiatives and Initiatives Progress

Major Initiatives and Initiatives are major projects, services, programs or works that the Council has committed to delivering in 2022/23. Tracking of these over the year is important to ensure they are being delivered on time and within budget.

	2023/24 Initiatives	Status	Progress Comment
7.1	Continue to build the community's ability to respond and recover from significant events by implementing the Wyndham Resilience Strategy year three action plan.		Year 3 Action Plan has commenced. For a full overview see the Resilient Wyndham Strategy update on page 56.
7.2	Review and adopt (by Committee) the Municipal Emergency Management Plan.	✓	<p>The plan has been reviewed and updated. The Municipal Emergency Management Plan has been approved by the Regional Emergency Management Planning Committee.</p> <p>The Plan will be uploaded on to Council's <a href="#">website</a> and provided to Emergency Management Victoria for inclusion on their website.</p>
7.3	Evaluate Council's stakeholder relations by undertaking a sentiment survey with key stakeholders including elected MPs, public service, peak bodies and other organisations.	✓	<p>Completed in Quarter One.</p> <p>A Stakeholder Sentiment Survey was conducted, with key stakeholders providing their feedback on advocacy efforts, campaigns, efficiency and effectiveness. Recommendations have been accepted and will be implemented in the updated Advocacy Strategy.</p>
7.4	Increase the ways in which members of the community get involved in Council consultations, with a focus on stronger engagement with First Nations and CALD community members.		<p>The final community focus groups have occurred in this quarter, with the purpose of understanding preferences for different language groups receiving information and participating in community engagement opportunities across Wyndham.</p> <p>The internal staff working group has been meeting regularly and has completed work on:</p>

	2023/24 Initiatives	Status	Progress Comment
			<ul style="list-style-type: none"> <li>• sharing knowledge from the community focus groups</li> <li>• updating the Council website and Wyndham News to be clearer on how people can use the Telephone Interpreting System</li> <li>• explored how bilingual staff can support non legal/medical conversations with people with low English proficiency</li> </ul>

Key: ● Not Started ● Behind schedule ● On track ✓ Completed ⌚ Deferred

**2 (50%) initiative has been completed**

**2 (50%) initiatives are progressing on schedule**

# Service Snapshot

A snapshot of just some of what Council delivered throughout the financial year.

## Community Engagement



13	Community engagement projects open for consultation	+63%
	Top visited projects:	
	<ul style="list-style-type: none"><li>The Wyndham Plan</li><li>Rosslare Court Reserve</li><li>Local Law Review</li><li>Synnot Street – parking and speed limit changes</li><li>Werribee South Beach Master Plan</li></ul>	
20,249	Visits to the Loop, resulting in an average of 2,299 contributions made by community members	+177% (contributions)
9,759	Total Loop members with 238 new members signed up to the Loop during the quarter	+23% (total members)
53.2%	Female participants 42.9% Male and 4% prefer not to say	)
37.8%	Participants from postcode 3030 (Werribee, Point Cook, Werribee South, Cocoroc & Quandong)	
33.3%	Participants from postcode 3029 (Hoppers Crossing, Tarneit & Truganina)	

## Strategic Communications



### Wyndham City Council Website

657,259	Visits	+18%
67%	New visits	
	Top pages visited:	
	<ul style="list-style-type: none"><li>Bin Lids are changing</li><li>Libraries homepage</li><li>What's On: State Rose and Garden Show</li><li>Children's Week Picnic Household Bin Services</li><li>Contact Us</li></ul>	

### Facebook

76,674	Fans	
156,511	Post link clicks	+119%
481,730	Engagements	
	Top posts visited:	
	<ul style="list-style-type: none"><li>Childrens Week Picnic - free tickets</li><li>Western United Football Club - A- league women's matches</li><li>Community Vigil for Daylesford tragedy</li></ul>	

### Instagram

16,638	Followers
11,895	Engagements



Top posts visited:

- Christmas events around Wyndham City
- Mooroop Tarkeen - Spiriti Dreaming mural
- State Rose and Garden Show

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## Emergency Resilience

- 2 Training sessions for Legislated roles and Emergency Relief Centre Volunteer Staff and 1 emergency Management exercise conducted

***Percentage represents an increase/decrease of greater than 10% when compared to same quarter last financial year (2022/23).***

## Strategy Updates

Council Adopted Strategies and Plans further support the implementation of the objectives of this strategic area, guiding the organisation towards a set of service/issue specific goals. Copies of all Council Adopted Strategies and Plans can be [found on Council's website](#).

### Advocacy Strategy

The Securing Wyndham's Future Advocacy Strategy focuses on advocacy for the services and infrastructure the Wyndham community need.

After a thorough evaluation, a new Advocacy Strategy is being developed to replace Securing Wyndham's Future. The draft of the updated advocacy strategy was endorsed for community consultation by Councillors at its November 2023 meeting.

Community consultation will be underway through the months of December 2023 and January 2024. Following the conclusion of consultation, an engagement report will be produced, and the strategy will be presented at a Council meeting for its adoption to be considered.

The new strategy aims to provide a uniform framework for considering all advocacy priorities, identifying key stakeholders, audiences, and partners, and provide an updated guide for securing support and investment for the infrastructure and services needed by our fast-growing community.

## Strategic Area 8:

### Delivering Public Value and Excellence

Council is a financially responsible, high performing, accountable organisation that is responsive to the needs of the community.

#### Council will

Secure its financial sustainability into the future through responsible management of Council's annual budgets and long-term financial outlook.

Attract and invest in a high performing and engaged workforce that is committed to a culture of occupational health and safety, continuous improvement, and innovation.

Achieve improved customer service and experiences by enabling a customer-focused approach to service delivery.

Increase the efficiency and effectiveness of service delivery across the organisation and improve service and asset planning.

Leverage technology to enable a modern and agile workforce and translate data into actionable insights to optimise operations.

Align service delivery expectations with available funding so that the sustainable management of all required supporting assets is achieved.

Ensure risks and legal processes are identified and managed effectively to achieve organisational priorities and strategic objectives.

Provide high quality and timely procurement to support the delivery of capital works projects and services whilst achieving value for money.

#### Some of the Council services that work towards this include:

- Customer Service
- Finance
- Fleet Management
- Information and Technology Services
- Legal, FOI and Privacy
- Occupational Health and Safety
- Organisational Project Governance and Support
- People and Capability
- Procurement
- Risk Management
- Service and Asset Improvement
- Service Planning
- Smart Cities
- Spatial Systems
- Strategic Asset Management
- Strategic Property Portfolio Management



## Major Initiatives and Initiatives Progress

Major Initiatives and Initiatives are major projects, services, programs or works that the Council has committed to delivering in 2022/23. Tracking of these over the year is important to ensure they are being delivered on time and within budget.

	2023/24 Initiatives	Status	Progress Comment
8.1	Deliver year one of the Customer Experience Strategy which aims to improve Council's customer service to the community.	●	The following has been completed to progress the Customer Experience (CX) Strategy: <ul style="list-style-type: none"> <li>Implemented a case management approach for complex enquiries and complaints</li> <li>Request management standards have been implemented</li> <li>Work continues on the Customer Charter outlining Council's service standards, due for completion in June 2024.</li> </ul>
8.2	Deliver year five of the Smart City Strategy 2019-2024 implementation plan and imbed the work across the broader organisation.	●	See the Smart City Strategy update on page 90.
8.3	Continue to deliver the Digital Twin Initiative which aims to create 3D data to allow for virtual representation of our City and future capital works projects to allow for better design, planning and community consultation.	●	Completed an engagement process to identify areas of greatest value for 3D acquisition. Testing AI generated 3D models for residential areas. Initiating processes for collection of 3D models for capital programme.
8.4	Scope the development of an enhanced Council website and intranet.	●	Preliminary work has commenced in partnership with Council's Customer Service team on reviewing resourcing allocations in the digital space.  This work will then flow into a scoping project for the website which will commence in the new year with the same provider.

Key: ● Not Started ● Behind schedule ● On track ✓ Completed 🕒 Deferred

**1 (25%) initiative is behind schedule**

**3 (75%) of initiatives are progressing on schedule**

## 2022/23 Initiatives

Council continues to work on progressing the following initiatives that were not completed in 2022/23.

	2022/23 Initiatives	Status	Progress Comment
8.4	Conduct negotiations, staff engagement activities and statutory obligations required to develop a replacement Enterprise Agreement approved by the Fair Work Commission.	✓	Completed as per Quarter One report.
8.5	Deliver year four of the Smart City Strategy 2019-2024 implementation plan and imbed the work across the broader organisation.	✓	All year four actions completed as per Quarter One report.
8.8	Promote social procurement through supply chain settings to support economic outcomes in alignment with our policy setting.	✓	Completed as per Quarter One report.
8.10	Implement Year 1 actions of the Gender Equality Action Plan 2021-25.	✓	All first-year actions, that are not ongoing, have been completed.

Key: ● Not Started ● Behind schedule ● On track ✓ Completed ⌚ Deferred

**4 (100%) initiatives have now been completed**

## Service Snapshot

A snapshot of just some of what Council delivered throughout the financial year.

### Customer Service



53,475	Calls received	
3,475	Webchats	
2,387	Mail received	
26,985	Emails received	
8,095	Digital requests received (from snap send solve, oracle customer portal and hard waste online bookings)	-24%
3,325	Counter visits received	
26,110	Service requests received	
281	Customer complaints	
34	Customer compliments received	
6	Ombudsman complaints received	

### Information Management



NIL	Privacy complaints actioned within 10 days – zero received	
10	Freedom of Information requests received and 8 processed	
1	Privacy complaints/breaches reported, investigated and resolved	-90%

**Percentage represents an increase/decrease of greater than 10% when compared to same quarter last financial year (2022/23).**

### Voice of Customer Survey

A Voice of the Customer (VoC) survey is run monthly with an experienced Australian research company 'Resonate'. The survey measures customer satisfaction and asks a sample of customers who had a recent interaction to rate their experience with us.

Customer Satisfaction Score (CSAT)	Q2 Results 2022/23	Q3 Results 2022/23	Q4 Results 2022/23	Q1 Results 2023/24	Q2 Results 2023/24
Overall business	+68	+66	+67	+67	+68

For quarter 2 2023/24, Council received an overall Customer Satisfaction (CSAT) score of +68 (out of 100). Survey response rate continues to be high at over 20 percent of customers who were emailed the survey responding, with 61 per cent of those leaving comments.



## Strategy Updates

Council Adopted Strategies and Plans further support the implementation of the objectives of this strategic area, guiding the organisation towards a set of service/issue specific goals. Copies of all Council Adopted Strategies and Plans can be [found on Council's website](#).

### Asset Plan 2022 – 2032

The Asset Plan provides a strategic overview of how Council effectively manages the community's infrastructure and other assets to an agreed standard of service.

The following actions are currently in progress:

- Condition audit data (current and historic) is being analysed to understand the current status of roads based on their design life.
- Renewal models are being built based on the condition of assets for Roads, Open Space and Facilities.
- Asset data base across all asset classes is being reviewed and cleaned in preparation for data migration to a new system.
- Selective CCTV survey condition audit information is being collated for storm water drainage assets to inform and enable asset condition modelling.

### Gender Equity Action Plan

The Gender Equity Action Plan (GEAP) outlines a range of strategies and measures that will be implemented to support gender equality in our workplace.

Highlights this quarter included:

- Communication has been sent to all employees, outlining and ensuring all employees remain aware of what is acceptable behaviour, and what to do if you see or experience non-acceptable behaviour.
- The GEAP audit has been approved and submitted awaiting the Victorian Commission review. The Audit utilised survey results, payroll data and Gender Impact Assessment data to create a succinct picture of our organisation at a point in time. This point in time analysis will then be compared every two years when the same data analysis is run creating a historical view of any improvements and alterations our organisation has made within our seven listed GEAP indicators
- Initial leadership training has been conducted and completed. This training was pivotal in ensuring all leaders have obtained, are aware and understand organisational inclusion and equity. Further training is planned to build on and grow leadership knowledge, adding more complex notions and focusing on more specific inclusion areas that are relevant to our organisation.
- Council officers supported two well-known and worthy causes to support equity. The Walk against Family Violence as part of 16 days of activism (against gendered violence) and the Pride March. This is in line with the organisation's commitment to visibly support issues that affect our employees and community.

## Smart Cities Strategy 2019-2024

The Smart Cities Strategy supports Council's vision for Wyndham to become a connected digital city and defines how the city can use emerging technology and innovation to shape how our citizens, visitors and businesses work, play and live in our future city.

Current initiatives underway include:

- A system upgrade to the Geographic Information System (GIS) confirmed for January 2024.
- Scoping the construction of a new 3D Geospatial/ Digital Twin Platform. Work underway to catalogue geospatial datasets to enable better access and easier searching for geospatial data.
- Test application developed for visualisation city wide 3D models for Digital Twin.

# Financial Snapshot



## Finances

*Council's financial results for the first quarter of the 2023/24 financial year covering the period from 1 July 2023 to 31 December 2023 (Year to Date December) and compares the actuals against the 2023/24 budget set for the equivalent period.*

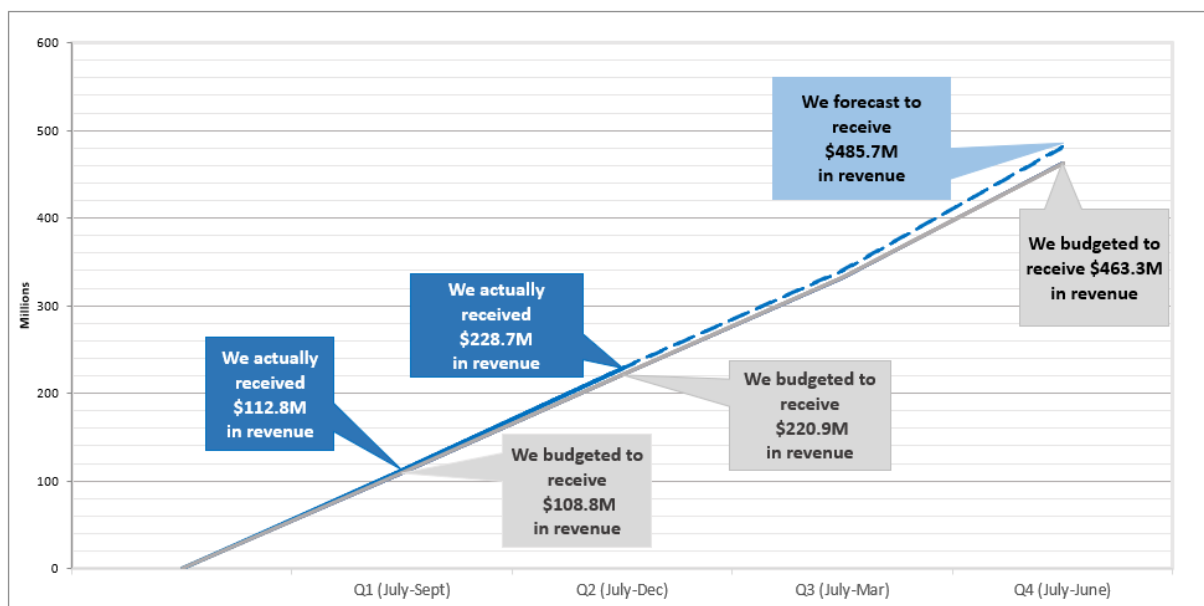
The Underlying year to date (YTD) December results highlight an operating deficit after depreciation and amortisation of \$10.2M which is \$11.6M favourable when compared to YTD budget

*At the end of quarter two, a forecast exercise is undertaken to compare the 2023/24 YTD results against the full year budget, to identify any expected variations from Council's original annual expectations.*

Based on the review conducted variances have been identified across some revenue and expenditure categories, with an expected Underlying Operating result after depreciation and amortisation of -\$22.2M which is \$9.7M unfavourable when compared to the 2023/24 full year budget deficit of -\$12.6M.

### Operating Revenue

*Total operating revenue relates to cash inflows from activities such as rates and charges, user fees, statutory fees and grants.*



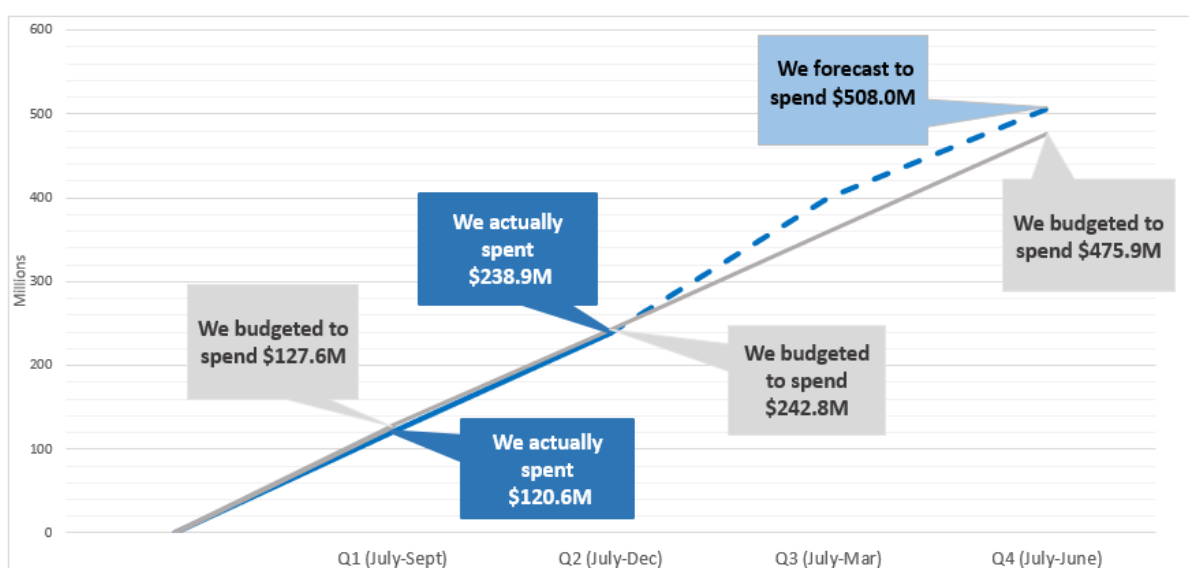
**Actual: Favourable by \$7.7M | Forecast: Favourable by \$22.4M**

Total operating revenue was \$228.7M which is \$7.7M higher than the budgeted amount of \$220.9M. The higher revenue is primarily due to increased interest rates for term deposits in line with interest rate increases from banking institutions and some unbudgeted operating grants received.

Total operating revenue is forecast at \$485.7M which is \$22.4M higher than the full year budgeted amount of \$463.3M. The key reason for the increase is the interest expected to be received on Council's term deposits which mostly relate to funds held for Developer Contributions reserves and other additional cash balances. Additionally, forecast incorporates new grants that were not included during the budgeting process.

## Operating Expenses

*Total operating expenses relates to outgoings such as employee costs, maintenance costs, utilities, depreciation that are used in delivering council services.*



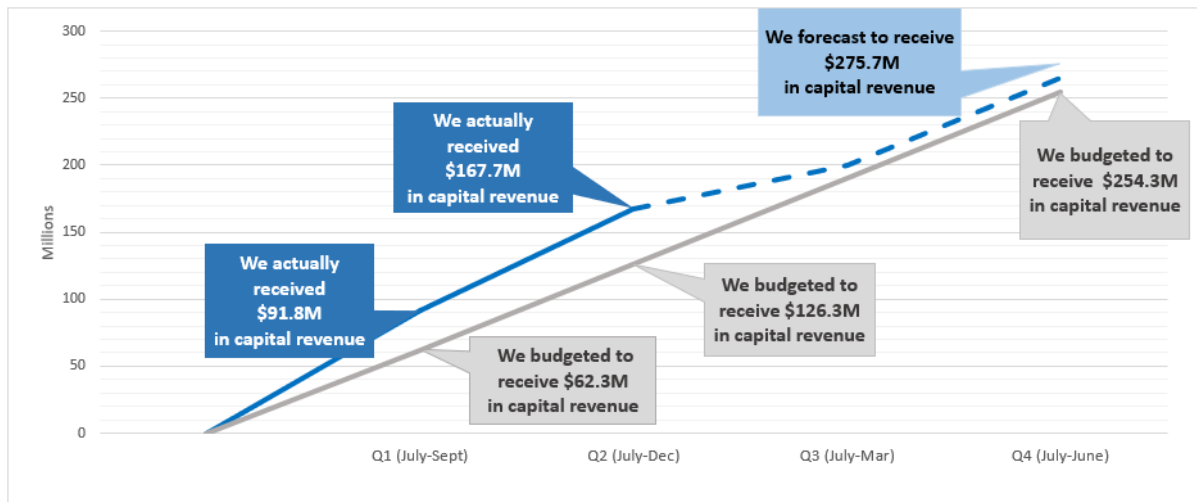
**Actual: Favourable by \$3.9M | Forecast: Unfavourable by \$32.1M**

Total operating expenses including depreciation and amortisation was \$238.9M which is \$3.9M lower than the YTD budgeted amount of \$242.8M. The key reason for the favourable result is the timing between the actual delivery of services and goods and budget expectations.

Total operating expenses including depreciation & amortisation is forecast to be \$508M, which is unfavourable to the budgeted position by \$32.1M. The quarter two forecast includes additional expenditure for delayed projects carried over from previous years, which Council is now in a position to undertake (\$5.8M) and adjustments to current contracts (\$8.1M) to reflect the current inflationary environment or an additional scope of budgeted works. It also includes \$14.2M of additional depreciation and amortisation expense due to higher revaluations and reduced useful life of assets.

## Capital Revenue

*Capital revenue relates to cash inflows such as developer contributions and capital grants used to construct new, renew or upgrade existing assets.*



**Actual: Favourable by \$41.4M | Forecast: Favourable by \$21.4M**

Capital revenue is \$167.7M which is \$41.4M above budget due to higher monetary and non monetary contributions received of \$33.6M and \$8.7M respectively.

Capital revenue is forecast to be \$275.7M which is \$21.4M higher than budget mainly due to the additional Monetary Contributions expected as a result of the volume of development occurring in the municipality.



# Income Statement

The table below provides the Income Statement highlighting the results and variances together with the end of year forecast as at the end of quarter two.

## Income Statement Report – From 1 July 2023 to 31st December 2023:

	Actual YTD Dec 2023 \$'000	Budget YTD Dec 2023 \$'000	Variance YTD Dec 2023 \$'000	Q2 Forecast Full Year \$'000	Budget Full Year \$'000	Variance \$'000
<b>Revenue from ordinary activities</b>						
Rates and charges	\$142,265	\$142,309	-\$44	\$284,426	\$285,243	-\$818
Operating Grants	\$21,628	\$20,401	\$1,227	\$67,951	\$60,424	\$7,527
User fees	\$36,562	\$36,764	-\$202	\$75,466	\$74,010	\$1,456
Statutory fees and fines	\$11,809	\$9,937	\$1,872	\$24,874	\$21,609	\$3,265
Other revenue	\$16,408	\$11,519	\$4,889	\$33,033	\$22,059	\$10,974
<b>Total Operating Revenue</b>	<b>\$228,672</b>	<b>\$220,930</b>	<b>\$7,742</b>	<b>\$485,750</b>	<b>\$463,345</b>	<b>\$22,405</b>
<b>Expenses from ordinary activities</b>						
Employee benefits	\$95,064	\$94,786	-\$278	\$193,324	\$189,737	-\$3,587
Materials & Services	\$83,038	\$88,093	\$5,055	\$180,398	\$166,316	-\$14,082
Bad Debt	\$695	\$695	\$0	\$1,714	\$1,391	-\$323
Other expenses	\$3,332	\$3,134	-\$198	\$6,181	\$6,266	\$85
<b>Total Operating Expense</b>	<b>\$182,129</b>	<b>\$186,709</b>	<b>\$4,580</b>	<b>\$381,616</b>	<b>\$363,710</b>	<b>-\$17,906</b>
<b>Underlying Operating Surplus before Depreciation &amp; Amortisation</b>	<b>\$46,543</b>	<b>\$34,221</b>	<b>\$12,322</b>	<b>\$104,134</b>	<b>\$99,635</b>	<b>\$4,498</b>
Depreciation & amortisation	\$56,783	\$56,096	-\$687	\$126,392	\$112,193	-\$14,200
<b>Underlying Operating (Deficit) after Depreciation &amp; Amortisation</b>	<b>-\$10,240</b>	<b>-\$21,875</b>	<b>\$11,635</b>	<b>-\$22,259</b>	<b>-\$12,557</b>	<b>-\$9,701</b>
Capital grants	\$8,519	\$9,033	-\$514	\$21,641	\$18,464	\$3,177
Contributions – monetary cash	\$55,354	\$21,712	\$33,642	\$57,560	\$43,425	\$14,135
Contributions - non monetary assets	\$105,010	\$96,282	\$8,728	\$192,563	\$192,563	\$0
User Fees - Capital	\$118	\$0	\$118	\$0	\$0	\$0
Other Revenue - capital	\$37	\$0	\$37	\$0	\$0	\$0
Net Proceeds on sale of assets	-\$1,345	-\$750	-\$595	\$4,001	-\$80	\$4,081
<b>Capital Income</b>	<b>\$167,694</b>	<b>\$126,277</b>	<b>\$41,416</b>	<b>\$275,765</b>	<b>\$254,372</b>	<b>\$21,393</b>
<b>Net Surplus</b>	<b>\$157,453</b>	<b>\$104,402</b>	<b>\$53,052</b>	<b>\$253,507</b>	<b>\$241,815</b>	<b>\$11,692</b>

(Note: +1/-1 variances in these statements will be due to rounding of source data)

# Capital Works

## Progress at Quarter 2

At the end of Quarter 2, Council is looking to spend \$143.7M on capital works. Given the substantial increase in cost, some projects are being reconsidered.

Q1 & Q2 Spend  
2023/24

Total  
Budget

Current  
Forecast



Council's 2023/24 capital works program includes an investment of \$167.4 million. At quarter two, Council is forecasting to spend \$143.7 million on capital works. With the significant increase in construction costs, staging of the delivery of some of the projects are being considered.

The capital works program is made up of three different categories. Council spend as at quarter two 2023/24 is as follows against each category of asset.

## Property

Land, Land Improvements, Buildings and Building Improvements

<b>Land Improvement</b>	<b>Buildings</b>	<b>Building Improvements</b>
Budget 2023/24 <b>\$4.07M</b>	Budget 2023/24 <b>\$19.4M</b>	Budget 2023/24 <b>\$810k</b>
Spent so far <b>\$564K</b>	Spent so far <b>\$1.02M</b>	Spent so far <b>\$ 37K</b>

## Infrastructure




Roads, Footpaths and Cycleways, Drainage, Recreational, Leisure and Community Facilities, Waste Management, Parks, Open Space and Streetscapes Other Infrastructure.

		
<b>Roads *</b>	<b>Footpaths and Cycleways</b>	<b>Drainage</b>
Budget 2023/24 <b>\$34.9M</b>	Budget 2023/24 <b>\$5M</b>	Budget 2023/24 <b>\$6.98M</b>
Spent so far <b>\$10.07M</b>	Spent so far <b>\$3.09M</b>	Spent so far <b>\$192K</b>
<i>*Includes bridges</i>		
		
<b>Recreational, Leisure and Community Facilities</b>	<b>Waste Management</b>	<b>Parks, Open Spaces and Streetscapes</b>
Budget 2023/24 <b>\$67.0M</b>	Budget 2023/24 <b>\$7.57M</b>	Budget 2023/24 <b>\$12.3M</b>
Spent so far <b>\$33.3M</b>	Spent so far <b>\$755K</b>	Spent so far <b>\$9.86M</b>

Many of these projects are funded by grants from state and federal government, and developer contributions, in addition to the investment made directly by Council.

## Plant and Equipment

Plant, Machinery and Equipment, Fixtures, Fittings and Furniture, Computers and Telecommunications and Library Books.

		
<b>Plant Machinery and Equipment</b>	<b>Computers and Telecommunications</b>	<b>Library Books</b>
Budget 2023/24 <b>\$6.24M</b>	Budget 2023/24 <b>\$1.60M</b>	Budget 2023/24 <b>\$1.37M</b>
Spent so far <b>\$4.22M</b>	Spent so far <b>\$218K</b>	Spent so far <b>\$478K</b>

# Glossary/Definitions

## **Views:**

The total number of times a user views any page. Page views are recorded each time a page is visited, regardless of if the user has previously visited that page.

## **Visits:**

Visits refers to the number of individual 'browsing sessions' a user, or visitor has.

## **Visitors:**

Visitors are defined as the number of unique users. A single visitor may make more than one visit over the course of the same day or several days but are only counted once.

## **Contributions:**

The total number of responses collected through participation activities. Multiple contributions may be made by a single contributor.

## **Contributors:**

The unique number of visitors who have left feedback or contributions.

## **Followers:**

The number of visitors who have 'subscribed' to a project by selecting the 'Follow' button on the project website.

## **Engagements:**

The number of reactions, shares, comments, and clicks on post links, videos, and images.

## **Link Clicks:**

The number of clicks on link within the ad that led to destinations or experiences, on or off Facebook.

## **Visits:**

One individual visitor who arrives at your web site and proceeds to browse.

## **Capital Works:**

Plan – refers to preliminary planning

Design – includes 2 stages: between Concept Design and Detailed Design

Construction – refers to the construction/ implementation stage.

Completed – is the final stage where the project is in practical completion stage or open to the public.

#### **FURTHER INFORMATION**

For more information or to receive a copy of this document in an alternate format, please contact:

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