




Quarter 1 - 2024/25

Quarterly Community Report





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.

Contents

Message from the Chief Executive Officer	4
About Our Council Plan 2021-25	6
Councillors and Wards	7
This quarter's highlights	8
Strategic Area 1: A Healthy Accessible and Equitable City	13
Strategic Area 2: A Welcoming and Inclusive City	29
Strategic Area 3: A Liveable City	36
Strategic Area 4: A Green City	45
Strategic Area 5: An Economically Prosperous City	52
Strategic Area 6: A Thriving City	57
Strategic Area 7: Community As An Active Partner	64
Strategic Area 8: Delivering Public Value and Excellence	70
Financial Snapshot	75
Glossary/Definitions	82

Message from the Chief Executive Officer

Stephen Wall

CEO, Wyndham City Council



I take great pride in presenting the Community Report for the first quarter of 2024-25, the final year of the current Council Plan 2024-29. This Community Report demonstrates Council's transparency and accountability to the community by showing how public money is being used to deliver vital community services for the growing Wyndham community.

As we prepare for a new Council term, we have reflected on all the great work that has taken place over the past three years, all of which has contributed to delivering on the community's priorities and vision for the City of Wyndham.

This quarter we also undertook a major [community consultation](#) as part of the [Future Wyndham](#) project. This project is about hearing first-hand from our community, as part of reviewing the Community Vision – with a goal of ensuring we're delivering a City that our community are proud to call home.

As you'll read through the body of this report, we are off to a strong start this financial year. We have commenced and progressed a variety of projects and services aimed at making Wyndham a great place to live, work, and play, including the delivery of \$21.2 million of budgeted capital works. This quarter, we have:

- Constructed 13.9kms of roads and 23kms of footpaths throughout Wyndham, including Birchwood Boulevard, Michelle Court, Palm Street, and Amandi Terrace (Hoppers Crossing)
- Completed construction of the playground at Rosslare Court Reserve (Hoppers Crossing) which is now open to the public and planning for playgrounds at Possy Newland Reserve (Little River) and Riverbend Historic Park (Werribee) has commenced
- Completed Stage 1A Jamieson Way Community Centre (Point Cook) upgrade with commencement of Maternal Child Health (MCH) and Kindergarten services onsite
- Commenced construction to deliver active open space and landscaping in Polly Parade Reserve (Tarneit), and design of open space improvements at Presidents Park (Wyndham Vale) commenced
- Progressed the design and construction tender for active open space and pavilion works at Holyoake Avenue Reserve (Manor Lakes) and Fortitude Drive Reserve (Truganina)
- Progressed the upgrade of facilities at Galvin Park (Werribee)
- Progressed construction of the Wyndham Park Carpark on Cottrell Street with completion expected at the end of 2024
- Progressed the detailed design for the Duncans Road streetscape upgrade (between Watton St and Synnot St)
- Completed the detailed design documentation for Tarneit and Leakes Road as part of stage 1 of the Tarneit Road Duplication (Sayers Road to Leakes Road)
- Commenced the construction site work of Cell 7 of the Refuse Disposal Facility (RDF) with completion expected by the end of the financial year
- Opened the Lollypop Creek Community Centre and the Truganina Community Centre

- Completed the new fenced dog off-leash areas at The Strand Reserve (Point Cook) and Manor Lakes Boulevard Park (Manor Lakes).

Over the life of the current Council Plan so far, Council has invested \$500 million into service delivery alone, and a further \$194 million will be invested in services in this final year of Council Plan implementation for the term.

People are at the centre of what we do, and our community-facing services deliver critical supports to our residents, and ensure the municipality is kept clean, safe and presentable for all to enjoy. Also this quarter, the Customer Charter was launched to present Council's commitment to responsiveness and transparency in every interaction Council undertakes. There's been so much work taking place, including:

- 399,514 visits to our libraries with 4,297 new active members
- 559,284 visitations to major leisure facilities and delivered 133 physical activity programs with 2,536 attendees
- 85,363 trees maintained/inspected and planted 6,642 new trees
- 9,029 Key Ages and Stages Maternal and Child Health visits delivered
- 4,653 programs and activities delivered at community centres (with 79% of these programs and activities delivered or led by the community themselves)
- Close to 30k visits to our online consultation platform, [The Loop](#), and 2,318 contributions made by community members on the projects and policies that affect them. Over the quarter 658 new members signed up to the Loop
- 1,956 tonnes of dumped rubbish or litter collected
- 107 waste and litter education programs delivered with 3,643 participants
- The refreshed Werribee City Centre Plan was adopted by Council in August 2024
- Celebrated the K Road Cliffs Sod Turn.

I take this opportunity to thank our outgoing Council for their contributions over the term. I also commend the organisation for their hard work, as we look forward to continuing to provide excellent services and infrastructure for our community to enjoy now, and into the future.

I encourage you to read on for more detail on what Council has delivered for the residents of Wyndham this quarter.

Thank you.

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 2040 Community 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.



CR JOSH GILLIGAN

Portfolio: City Design

P: 0429 078 039

E: Josh.Gilligan@wyndham.vic.gov.au



CR JENNIE BARRERA

Portfolio: Welcoming City

P: 0437 892 933

E: Jennie.Barrera@wyndham.vic.gov.au



CR MARCEL MAHFOUD

Portfolio: Creative City

P: 0437 884 358

E: Marcel.Mahfoud@wyndham.vic.gov.au



CR ROBERT SZATKOWSKI

Portfolio: Climate Futures & Environment

P: 0437 897 395

E: Robert.Szatkowski@wyndham.vic.gov.au



CR HEATHER MARCUS

Portfolio: Destination Wyndham

P: 0400 533 371

E: heather.marcus@wyndham.vic.gov.au



CR PETER MAYNARD

Portfolio: Active City

P: 0429 087 527

E: peter.maynard@wyndham.vic.gov.au



CR MIA SHAW

Portfolio: Future Focused Economy

P: 0423 675 298

E: mia.shaw@wyndham.vic.gov.au



CR ADELE HEGEDICH

Portfolio: Healthy City

P: 0437 878 096

E: Adele.Hegedich@wyndham.vic.gov.au



CR JASMINE HILL

Portfolio: Learning City

P: 0437 897 537

E: Jasmine.Hill@wyndham.vic.gov.au



CR SUSAN MCINTYRE

Portfolio: Community Safety

P: 0437 943 688

E: Susan.McIntyre@wyndham.vic.gov.au



CR SAHANA RAMESH

Portfolio: Smart Cities

P: 0437 980 191

E: Sahana.Ramesh@wyndham.vic.gov.au

This quarter's highlights

Council partners with Warner Youth Education to tackle graffiti in Wyndham

Council has partnered with Warner Youth Education to raise awareness about graffiti and its impacts on the community.

Through this partnership, Warner Youth Education is delivering 28 interactive presentations annually to primary and secondary students across various schools in Wyndham, reaching over 2,300 students each year. These presentations offer a fun and educational experience, covering key topics such as:

- Legislation and definitions: differentiating between illegal graffiti and legal art.
- Impacts and consequences: exploring the costs, risks, and community-wide effects of graffiti.
- Emotional and social motives: understanding the motivations behind graffiti and anti-social behaviour.
- Alternatives and choices: highlighting positive self-expression and constructive alternatives.



By educating the next generation, this initiative demonstrates Council's commitment to a preventative and community-focused approach to reducing graffiti in Wyndham.

New online booking system for Council's Community Centres

Council's new online booking system went live in July 2024 for council-managed community centres. The new booking system streamlines the booking process for community users and council staff and enables community to have greater visibility of available spaces for hire and can be accessed from Council's [website](#).



Enhancing First Nations Youth Engagement

Council has been working hard to increase its support and connections with First Nations Young People. On 30 July 2024, Council presented on impactful work being undertaken to support our First Nations students in government schools at the Principal's Breakfast. Three key projects were highlighted:

1. **First Nations Education Development Working Group**

This group, comprising department heads, Marrung champions, principals, and Koorie Engagement Support Officers (KESOs), is dedicated to ensuring that Marrung champions and principals receive the necessary support to create inclusive spaces for First Nations students in our government schools.

2. **Youth Fest September**

"Embracing Discomfort: A Path to Growth." This event will provide First Nations students with an invaluable opportunity to connect, build community, and seek answers to their pressing questions.

3. **Young Wyndham Mob**

This initiative offers a fortnightly drop-in space for First Nations youth aged 16-25. It serves as an organic gathering point for young people from schools and the broader community to connect and engage.

These projects are crucial in fostering an inclusive environment and supporting our First Nations youth. We are proud of the progress being made and look forward to continued success in these areas.

Ironbark Pavilion Plaque Unveiling

The Wyndham Stadium Precinct project reached an exciting milestone in August 2024 with the official unveiling of the 'Ironbark Pavilion' plaque at Ironbark Fields in Tarneit.

This important event celebrated Council's progress in building and naming the state-of-the-art facility, marking the completion of the first phase of the broader vision for the Wyndham Stadium Precinct. Funded by Wyndham City Council in partnership with WMG, the completion of Ironbark Fields showcases a strong commitment to enhancing community infrastructure and regional tier facilities for active and connected communities. The plaque unveiling also recognises the invaluable support from the community during the naming process.



Throughout the day, National Premier Leagues (NPL) and Academy games were held at Ironbark Fields, offering a great opportunity to see emerging talent in the West and experience the community connection fostered by this incredible asset.

Council's celebrating 10 years of the Green Living Series

On Saturday 7 September 2024 Council staff joined over 130 valued community members to celebrate 10 successful years of the Green Living Series. Residents of all ages came along to hear ABC's Gardening Australia presenter Hannah Moloney talk about how she lives a greener home life, reduces her overall impact on the environment, supports community to make sustainable choices, and her deep love of composting.



The event provided an excellent opportunity for reflection on the growth and success of the Green Living Series over the last ten years. For more information about this, and other Green Living events, visit <http://www.wyndham.vic.gov.au/green-living-series>



National Tree Day Community Planting Event

In the spirit of National Tree Day, a community planting event was held on Sunday 28 July 2024 where over 200 enthusiastic members of our community came together to reconnect with nature, and plant over 2,000 trees at 47 Dowling Avenue, Hoppers Crossing.

Attendees had the opportunity to provide feedback on the Future Wyndham Project, learn about native flora and fauna from Council's environment team and collect a tree as part of Wyndham's 'Free Tree Giveaway program'. The event was organised and facilitated by Council and supported by the Victorian Government through the More Trees for a Cooler, Greener West Initiative.



2024 Wyndham Business Awards

On Friday 6 September, over 350 guests gathered at the Encore Events Centre in Hoppers Crossing for the 28th Annual Wyndham Business Awards Gala, where the winners of the 2024 awards were revealed and awards were handed out across 13 categories.

The Wyndham Business Awards are a prestigious recognition of business excellence, celebrating the achievements, hard work, and dedication of businesses across various industry sectors. They offer a unique platform for businesses of all sizes and types to celebrate their accomplishments and be honoured for their commitment to their customers, community and Wyndham's local economy.

To read more about our winners and see the finalists of the 2024 Wyndham Business Awards, please view the [Achievers booklet](#) or view a [short video](#) of the event.



Empowering Communities Initiative

In September, the Empowering Communities Initiative, funded by the Department of Justice and Community Safety concluded. This three-year initiative supported local communities in addressing the causes of crime and improving perceptions of safety by enabling them to design and lead innovative, evidence-informed initiatives.

The initiative successfully brought together 16 key service providers and community members through 19 Local Action Group meetings, fostering collaboration and strategic action. Over 3,279 people were actively involved, with 2,737 individuals receiving capacity-building support. The initiative formed 101 partnerships, delivered five Community Safety Forums, and conducted over 20 targeted surveys. Wyndham Community Safety Grants also awarded \$370,000 to five community organisations, across two strategic streams:

- Strengthening Local Connection and,
- Childhood & Adolescent Development.

A total of 78 community partners supported the delivery of funded projects, benefiting an additional 2,306 community members and boosting local safety and social cohesion. Council is looking at how we can further build on the success of this work to ensure the connections continue beyond the life of the initiative. For more information visit the [Empowering Communities](#) webpage.

Book Week 2024 – Reading is Magic

The Library recently celebrated Book Week with the theme "Reading is Magic." Throughout this period, Council engaged a total of 995 community members from different generations across various branches in a wide array of programs. Participants enjoyed Rhyme Time, Story Time, and Baby Times sessions, all emphasizing the joy of reading and literature.

In addition to these sessions, children also took part in scavenger hunts, writing workshops, craft sessions, and activities in Kids Club.

Council was honoured to host renowned author Julie Anne Grasso at three of our branches, where she conducted sessions for our community, based on her book "Hooray, Hooray it's Library Day!"



Library of Stories program

Wyndham's Library of Stories aims to collate and share stories of culture, community, and the history of Wyndham.

Council recruited and trained six community members to become 'Living Books' as part of our Library of Stories. After the three-week training program the 'Living Books' were loaned out to 'readers' as community group visits or at events. Five 'Living Books' shared their life stories and experiences with 60 young people who were the 'readers' at a community visit to two classes at Wyndham Central College. Six 'Living Books' were loaned to two groups of 15 seniors at Central Park and Penrose Community Centres for a cross exchange of life stories and experiences. Five 'Living Books' shared their stories via small group conversations to 20 adults at Hoppers Crossing Library for the 'Talk to a Living Book' event.

This phase of the program also includes the roll out of the Wyndham Kids Storybook program which has engaged 50 children between nine and 12 years of age to develop eight-page books and contribute as authors and illustrators to a storybook about Wyndham. The program is complemented by a local author talk by Shemsiya Waritu sharing her 'Untouched Gold' life story about migrating to Australia and a submit your postcard story campaign. More information can be found on [Council's website](#)



Future Wyndham Project in full swing

The first stage of the Future Wyndham project wrapped up at the end of August 2024.

It included 55 different events where over 2,8000 people had their say. All up, this community consultation exercise allowed Council to collect 4,797 pieces of feedback on important questions that will inform the update of Wyndham's Community Vision and priorities for Council to focus on over the next four years. This will inform the development of Council high level strategies including the Council Plan (including the Municipal Public Health and Wellbeing Plan), Long Term Financial Plan and Asset Plan.

Who did we hear from?

- **11,818** people viewed the Future Wyndham page on The Loop
- **545** people completed a hard copy or online survey
- **27** pop up events were held with **1,849** people engaged
- **28** workshops were held with **436** people participating

What happens next?

Council will analyse the feedback received over the next few months to develop a community engagement report that will inform the next stages of the project, including the deliberative engagement exercise which will take place in February 2025.





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





Initiatives Progress

Major Initiatives and Initiatives are significant projects, services, programs or works that the Council has committed to delivering in 2024/25. Tracking of these over the year is important to ensure they are being delivered on time and within budget.

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

8 (100%) initiatives are progressing on schedule




	2024/25 Initiatives	Status	Progress Comment
1.1	Commence construction works on Stage 2 of the Jamieson Way Community Centre (Point Cook) redevelopment project which will include a Compact Sports Hall, Sports Pavilion and Courts, Car Parking & Open Space improvements.	●	The construction tender for the Jamieson Way Stage 2 project was launched in September 2024. Evaluation of the tenders will take place in late 2024 and a report to appoint a contractor will be presented to a Council Meeting in early 2025.
1.2	Open and activate the new Lollypop Creek Community Centre in Werribee.	●	Lollypop Creek Community Centre opened in July 2024. Up until September the centre accommodated Iramoo Community Centre and their community groups and programs, due to the temporary closure of their premises at Honour Ave for major maintenance works. The centre has commenced promotions to local community and community activities will commence from October. Maternal and Child Health services commenced operations from the centre in July and the Kindergarten service is scheduled to commence in Term 1 2025.
1.3	Progress Master Plan implementation at Presidents Park (Wyndham Vale) including improvements to open space areas used for community events. (\$1.86M)	●	Design works for future improvements to community event spaces at Presidents Park are almost complete and preparations are now underway to release the construction tender before the end of 2024. Works will commence in 2025.
1.4	Progress Master Plan implementation at Holyoake Avenue (Manor Lakes) including the continuation of construction on Stage 1 landscape/open space works including oval, walking paths and car park. (\$10.46M)	●	A contractor was appointed to construct this project at the Council Meeting on 27 August 2024 and construction is due to commence in November 2024.

	2024/25 Initiatives	Status	Progress Comment
1.5	Progress Master Plan implementation at Fortitude Drive (Truganina) including commencement of construction on Stage1 landscape/open space works including Athletics Track, Family Recreation Area and car park. (\$9.2M)		A contractor was appointed to construct this project at the Council Meeting on 23 July 2024, and construction is due to commence in October 2024.
1.6	Deliver the Polly Parade sports field and landscape components which form part of the Tarneit North Reserve masterplan.		Construction has commenced to deliver active open space and landscaping in Polly Parade Reserve.
1.7	Introduce a mobile family health and wellbeing service designed to deliver Maternal and Child Health consultations, immunisations, sleep/settling programs and parenting information and supports from places and spaces where there is limited MCH infrastructure.		Planning is underway to operationalise this service delivery model which aims to provide Maternal and Child Health consultations and parenting support in areas with limited community infrastructure.
1.8	Continue to plan for implementation of the State Government's 'Best Start, Best Life' Kindergarten Reforms to ensure all children in Wyndham have access to funded kindergarten at a Council-run or at a privately operated early years centre.		<p>In July 2024, the Department of Education provided updated data estimates for the Kindergarten Infrastructure and Services Plan (KISP) to Council. This update reflects the latest Victoria in Future population projections and the revised roll-out settings for the Best Start, Best Life reforms, extending forecasts of unmet kindergarten demand through to 2036. Council is now working to assess the capacity of the local market to meet the demands of the Best Start, Best Life reforms and that the unique needs of Wyndham are accurately represented in the final KISP. In partnership with the Department of Education and the Victorian School Building Authority, new kindergarten projects have been announced at State Government school sites. Additional projects at Catholic schools will also increase capacity, further supporting Wyndham families.</p> <p>Council has also worked with other Councils to commission an independent consultant to compare the costs and quality of permanent versus modular kindergarten facilities. This analysis will guide future decisions about infrastructure investments for kindergarten provision</p>

2023/24 Initiatives

Council continues to work on progressing the following initiatives that were not completed in 2023/24.

3 (100%) initiatives continue to progress behind schedule

	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.		Funding has been allocated in the 2024/25 Council budget to progress the design of this project. This quarter Council completed community and stakeholder engagement. It is anticipated that a tender seeking submissions from suitably qualified and experienced architects will be released in late 2024.
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.		Chirnside Park, Presidents Park, Holyoake Parade and Fortitude Drive continue to progress through their respective stages. At Holyoake Parade and Fortitude Drive, contractors have been appointed to construct the sports field/landscape components of the projects and construction activity will soon commence on site. Plans for Alfred Road Reserve continue to be reviewed ahead of consideration in the development of Council's 2025/26 budget.
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.		The Galvin Park, Werribee project continues to progress toward completion in March 2025. Tom Roberts Parade (Point Cook) and Arndell Park (Truganina) Reserves were completed ahead of schedule during 2022/23.

Services Snapshot

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

Percentage represents an increase/decrease of greater than 10% when compared to same quarter last financial year (2023/24).



Animal Management

27,772 Dogs and cats registered

Child, Family Health and Wellbeing



- 1986** Community immunisations administered *
- 55** School immunisations administered *
- 241** Meningococcal B vaccines administered *
- 45** Immunisation sessions *
- 1986** People immunised *
- 93.5%** Municipality vaccine coverage for 12-15 months
- 90.5%** Municipality vaccine coverage for 24-27 months
- 95.01%** Municipality vaccine coverage for 60-63 months
- 199** Overseas immunisation records uploaded to the Australian Immunisation Register
- 1346** Birth notices processed
- 247** Breastfeeding consultations
- 9029** Key Ages and Stages Maternal and Child Health visits undertaken **+17%**

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

Community Connections and Care



- 11,494** Group services hours delivered
- 7,427** Meals delivered **-22%**
- 599** Residents connected to local services and supports
 - Top 5 sought after services
 - Food relief
 - Financial aid
 - Homelessness
 - Material Aid
 - Financial Counselling/Employment Pathways
- 100%** High priority assessments actioned within 3 business days – Commonwealth Home Support Programme
- 100%** High priority assessments actioned within 3 business days – Home and Community Care for Younger People
- 178** Social Support group programs/events held with **1,790** attendees
- 1893** Community Care hours provided to residents under 65 to assist with living independently in the home.

222	Property Maintenance/Modification jobs completed	
51	Transports to support residents to health appointments or 137 hours	
1	Carers provided with support	
92	Residents over 65 connected to local services and supports (Community Connectors)	
344	Residents under 65 connected to local services and supports (Community Connectors)	+16%

Early Education (Kindergarten)

1,016	Children enrolled in three-year-old kindergarten at a Council site	
1,821	Children enrolled in four-year-old kindergarten at a Council site	
141	Children accessing Early Start Kindergarten in council facilitated services *	+15%
<i>*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</i>		



Environmental Health Services

201	New premises registered	+12%
235	Food sampling program completed for the calendar year or 86%	+63%
92%	Food samples registering satisfactory results	
705	Public health inspections completed	+14%



Family and Sector Partnerships

96	Requests for early intervention support for children in kinder received (Pre School-Field Officer program)	+28%
226	Residents connected to family services and supports Top five supports:	+79%
	<ul style="list-style-type: none"> • Food Relief • Financial Aid • Homelessness • Material Aid • Mental Health (including Counselling) 	
100%	Customer phone calls responded to within 35 minutes	



Sport, Recreation and Physical Activity

133	Physical activity programs delivered with 2,536 attendees	+87% (programs)
559,284	Visitations to major leisure facilities	
4,860	Hours of programmed use across outdoor facility network (per week)	

Youth Services

95	New counselling referrals received	+44%
48	Young people on the waitlist for counselling	-32%
314	Counselling sessions provided	
1,348	New young people attending programs	
7,676	Young people engaged from Culturally & Linguistically diverse backgrounds	
300	Youth programs delivered with 10,884 young people attending	-12% (attendance)
10	Youth events delivered with 1,234 young people attending	
3	Parenting programs delivered with 25 attendees	-31% (attendees)
1,337	Young people attended the street surfer bus (KIRRUP)	+28%



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. Council utilises a cooperative approach with its health and community sector partners, working together to progress the plan's 15 outcomes.

Highlights from this quarter include:

- A review of the current plan was undertaken as Council commences planning for the next MPHWP. This will be integrated with Wyndham City's Council Plan 2025-2029.
- The Health Plan Advisory Committee (community health sector partners) met on 18 July 2024 and inter-organisational Council partners met on 13 August 2024.
- Council's First Nations Unit is working on employment pathways for First Nations individuals within the organisation, and truth telling (internal and external opportunities).
- Council 's Youth Services continues to advocate for youth mental health needs in Wyndham, including advocacy and better linkages with the Northwest Melbourne Public Health Network (NWMPHN).
- Council partnered with GenWest in relation to the Action for Equity Strategy 2024-2030: A sexual and reproductive health strategy for Melbourne's West. Sexual and reproductive health is a human right, irrespective of gender, sex, age, sexuality, ethnicity, religion and ability.
- Council works with the Western Public Health Unit (WPHU) to address the impacts of climate change on the health and wellbeing of our community. At the Action for Climate Transformation in the West (ACT-WEST) Action Group in July 2024 Council contributed to two the following pieces of work:
 - The creation of a regional map of drinking taps in Melbourne's west.
 - The mapping of climate change networks and alliances across the west to build future partnerships.
- Council is a member of Sustain Australia, Local Government Food Systems Network, a national network working together to develop and implement practical solutions to food system problems. Council participated in one network meeting this quarter to learn about emerging research collaborations in food security, and food law, policy and governance.
- The Wyndham Open Space Community Garden Policy was adopted by Council in July 2024, a recommendation of the foundational 2023 Sustain project. This policy applies to all community gardens within Wyndham City's owned or managed Open Spaces. Community gardens contribute to health and wellbeing, improve food security, and contribute positively to our natural environment.
- Council has partnered with Melton City Council who are leading a project to reduce vaping harm among multicultural youth. In addition, Council is working with Victoria Police to understand the new vaping regulations and Council's role. This includes regular meetings with stakeholders and the development of a new Memorandum of Understanding to cover the new regulations.

- Council worked with the Western Public Health Unit who have conducted a research study on the commercial determinants of health in Wyndham related to advertising.

Domestic Animal Management Plan 2021-2025

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

Highlights from this quarter include:

- Council continued the incentive 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 generates an average of 117 new cat and 227 new dog registrations per month.
- There have been no pro-active patrols conducted this quarter due to resource limitations. Patrols have been organic as the officers' transit in the municipality. Residents are continuing to abide by legislation with dog off leash complaints remaining stable this quarter, indicating that Council's education strategy is having an impact on the community.
- 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 their housing performed annually.
- Continued education for pet owners on media and social media platforms in relation to dog confinement, and conditions of use in dog off lead areas have continued into this quarter. This quarter has shown an increase of reported dog attack incidents in off lead dog parks.
- Although the municipality has seen an increase in population growth, both dog attacks and cat nuisance reports have remained steady this quarter.

Active Wyndham Strategy 2019-2024

The Active Wyndham strategy outlines four focus areas for progressing physical activity in Wyndham:

- Active Places
- Lifelong Participation
- Inactive to Active
- Strategic Planning and Evaluation

Delivery of the 'Active Places' theme involves the rollout of the annual capital works program. During this quarter:

- Contracts were awarded for the construction of sports facilities and landscaping at Polly Parade Reserve (Tarneit), Holyoake Parade Reserve (Manor Lakes) and Fortitude Drive Reserve (Truganina). Contractors will mobilise on site before the end of 2024 to complete the 12 month construction programs. Planning for the provision of pavilions at each site, currently in design phase, also progressed.
- Construction of the Lawrie Emmins Reserve Gateway and Youth Precinct continued to progress towards its completion in early 2025.
- Progress on the delivery of the Galvin Park AFL/Cricket Pavilion redevelopment and Galvin Park Tennis Courts redevelopment, continued, both of which are scheduled to be completed around March 2025.
- New sportsground lighting was installed at Mainview Boulevard Reserve (Truganina) and Goddard Street Reserve (Tarneit).

- The Werribee Bowls synthetic green renewal at Chirnside Park was completed.
- Planning continued for the Eagle Stadium and AquaPulse Gym refurbishment ahead of implementation in October/November 2024.

The 'Lifelong Participation' and 'Inactive to Active' themes relate to Council's delivery of participation programming and support for physical activity providers across Wyndham. During this quarter:

- The spring edition of the popular Active Holidays program was released offering a calendar of free or low-cost participation opportunities to Wyndham families during the September school holiday periods.
- Council delivered 13 'Active Kinders' weekly programs, including 76 physical activity sessions for over 600 kinder aged children.
- Council delivered regular activations of the Seniors Exercise Park at Central Park in Hoppers Crossing.
- Planning continued for the WynActive Girls Can program and Learn to Ride program ahead of their commencement in October 2024.
- The configuration of a new booking system for sportsgrounds and facilities across Wyndham was completed. The new booking system will undergo testing ahead of its launch in early 2025.

Work undertaken under the 'Strategic Planning and Evaluation' theme included a review of data collection sources to evaluate the overall progress of the strategy, an important step ahead of its review in 2025.

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.

Work undertaken this quarter included progressing project planning and design to transition the pool heating system at Werribee Outdoor Pool from a gas to an electricity powered system. This project will modernise the infrastructure underpinning the outdoor pools operation, delivering environmental, operational cost saving and service continuity outcomes. Works are forecast to take place during winter 2025 following the completion of the 2024/25 Werribee Outdoor Pool season.

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.

During this quarter, additional sportsground lighting was installed at Mainview Boulevard Reserve, Truganina and Goddard Street Reserve, Tarneit. The additional lighting will increase the carrying capacity of the two facilities from 2025 onwards, supporting future participation growth at both clubs.

Skate, BMX and Bike Strategy 2013-2023

This strategy states a whole range of new initiatives that will be undertaken to improve skate, BMX and bike opportunities in Wyndham.

Construction of the Lawrie Emmins Reserve Gateway and Youth Precinct continued to progress towards its completion in early 2025. The precinct which includes a skate park, outdoor basketball and netball courts, bouldering wall, gathering space including shelters and

seating, grassed kick about space, path network, public toilets, landscaping and car park will provide improved local access to a skate facility for Truganina and Williams Landing residents.

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 for this quarter included sportsfield/landscape contracts were awarded for Polly Parade Reserve (Tarneit), Holyoake Parade Reserve (Manor Lakes) and Fortitude Drive Reserve (Truganina). Planning for the provision of pavilions at each site, currently in design phase, also progressed. In addition, construction of the Lawrie Emmins Reserve Gateway and Youth Precinct continued to progress towards its completion in early 2025.

Works also progressed at existing sites, including strong progress on the delivery of the Galvin Park AFL/Cricket Pavilion redevelopment and Galvin Park Tennis Courts redevelopment, both of which are scheduled to be completed around March 2025. New sportsground lighting is in the process of being installed at Mainview Boulevard Reserve (Truganina) and Goddard Street Reserve (Tarneit). During the quarter, the Werribee Bowls synthetic green renewal at Chirnside Park was also completed.

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

This action plan provides strategic direction to partners on challenging the gendered barriers to women's participation in sport and active recreation.

Supported by a 'Change Our Game' State Government grant, Council is partnering with WynActive to plan and deliver the WynActive Girls Can program to provide new opportunities for women and girls across Wyndham to be active. Developed off the back of feedback collected from women and girls in the community, the program will see several sessions delivered each week across AquaPulse, Eagle Stadium and Werribee Outdoor Pool between October 2024 and March 2025. This quarter also marked the final stages of planning and collections of registrations for the program.

Major Projects and Capital Works

Jamieson Way Community Centre Redevelopment Project (Point Cook) – Stages 1 and 2

Ward: Harrison Ward

Total Cost: \$15.5M

Grants: \$4.75M

Developer contributions: \$10.75M

Stage 1 Construction in progress

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 in and around the recreation facilities.

The construction of Stage 1 commenced in January 2024 and is progressing well. The works 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 (MCH) 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 1A - Extension to the north of the building has been completed with an opening of MCH and Kindergarten services.

Stage 1B - Community rooms and extension to the south of the building is currently at the tender stage.

Stage 2 (Sports Infrastructure) – Evaluation of the tenders will take place in late 2024 and a report to appoint a contractor will be presented to a Council Meeting in early 2025.

Polly Parade Reserve - Active Open Space

Ward: Chaffey

Total Cost: \$17M

Developer Contributions: \$8.4M

Grants: \$750k

Under 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 2024/25 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 – the contract was awarded in February 2024 for design and construction works, and site establishment commenced in June 2024 in preparation for the 12-month construction program.
- Pavilion construction – currently in the tender phase with construction proposed to commence in April 2025.



Presidents Park (Wyndham Vale) Master Plan Implementation

Ward: Iramoo

Total Cost: \$2.2M

Grants: \$320K

In Design stage - Open space improvements

Presidents Park in Wyndham Vale is a valued open space area catering for a diverse range of community needs spanning sport, recreation and community activities; and the adjacent Werribee River is a place for the community to connect with nature and the environment. The facility provides indoor and outdoor spaces which are accessible to participants of all ages and abilities.

Council plans to commence construction of the stage 1 works in early 2025.

Stage 1: Priority stages for construction, include the event space, path network, shelter and power.

Council has secured a Growing Suburbs Fund grant of \$320,000 to go towards funding the community event space. As part of this agreement, Council is required to contribute at least \$1.5M in capital funds towards the construction of the project.

Holyoake Avenue Reserve (Manor Lakes) Master Plan Implementation – Active Open Space & Pavilion works

Ward: Iramoo

Total Cost: \$12M

Developer Contributions: \$5.6M

Grants: \$1.1M

Construction - Active Open Space Works

Design and Construct Tender - Pavilion

Located in Manor Lakes, Holyoake Avenue Reserve, offers a range of modern indoor and outdoor spaces and multi-sport facilities suitable for all ages and abilities. The reserve has bookable spaces for events such as sporting events, fitness classes, community gatherings, educational seminars, and meetings.



Construction of active open space works is estimated to commence in October/November 2024.

The Pavilion design and construction contract is out to tender with the project estimated to be completed in 2025/26.

Fortitude Drive Reserve (Truganina) Master Plan Implementation

Ward: Harrison

Total Cost: \$14.5M

Developer Contributions: \$8.8M

Grants: \$908K

Construction in progress for Active Open Space

The Fortitude Drive Reserve Master Plan presents a long-term vision for the Truganina site that will be realised over time as the community grows and funding becomes available. A range of open space facilities are proposed to create a space where people can engage in healthy activity and come together as a community.

The first stage of development will deliver key athletics infrastructure to meet current municipal need. All other elements of the Master Plan will be delivered as part of a future stage subject to funding availability. The reserve will include facilities such as:

- Athletics
- Car Park
- Pavilion including change rooms and community space
- Hockey
- Walking path and pedestrian path network
- Outdoor BBQ and seating areas

- Outdoor Activity and Play Spaces

Construction of active open space works is estimated to commence in October 2024 and the Pavilion design and construction contract is currently out to tender.



Sports Facility Capital Development Guide Retrofitting Project

Ward: All

Total Cost: \$5.7M

Grants: \$500K

Renewal upgrades have progressed as follows:

Galvin Park, Werribee	Project is under construction. The roof and internal walls are now in place and plastering is in progress. This project is expected to be completed by mid-2025.
-----------------------	--





STRATEGIC AREA 2:

A Welcoming and Inclusive City

Wyndham is an inclusive, safe, 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
- Community Centres
- School Crossings
- Social Policy

Initiatives Progress

Major Initiatives and Initiatives are major projects, services, programs or works that the Council has committed to delivering in 2024/25. Tracking of these over the year is important to ensure they are being delivered on time and within budget.

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


3 (100%) initiatives are progressing on schedule

	2024/25 Initiatives	Status	Progress Comment
2.1	Following the completion of the Wyndham Cultural Centre redevelopment, relaunch and market the improved venue and program, performance and installations.	●	Planning is underway to support the relaunch and opening of the Wyndham Cultural Centre in 2025. Scoping, brief development and procurement aspects of the project are in progress in relation to the refresh of the digital and brand assets of the centre. The creative programming of the centre is in development as well including visual and performing art elements and opportunities for the broader community to be welcomed back into the Wyndham Cultural Centre.
2.2	Introduce language and translation options which improve the accessibility of Council information and provision of customer service for Wyndham's CALD community.	●	A multicultural toolkit was launched internally in March 2024 to enhance and promote more effective and uniform engagement with our multicultural communities. This toolkit will form the basis for future work on language and translation options which are in the planning phase.
2.3	Work with community managed community centre managers to implement new licence agreements which will detail funding arrangements for the next 4 years, improve clarity on services to be provided for community and streamline roles and responsibilities for Council and community centre managers.	●	A Community Managed Community Centre Framework has been developed with community centre managers. The Framework sets out objectives and principles for community management of community centres and clarifies the roles and responsibilities for Council and community managers. The Framework's principles, roles and responsibilities will shape the new funding and license agreements for community managed community centres.

2023/24 Initiatives

Council continues to work on progressing the following initiatives that were not completed in 2023/24.

1 (100%) initiative continues to progress behind schedule

	2023/24 Initiatives	Status	Progress Comment
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.		<p>Council progressing the Cultural Values relating to the Truganina Heritage Network Strategy work with the Bunurong Land Council Aboriginal Corporation.</p> <p>The Truganina Heritage Network Strategy is an integrated heritage management and interpretation strategy that will guide the future use, activation, and interpretation of historic and cultural sites within the Truganina Heritage Network.</p> <p>The strategy also aims to provide clarity and guidance for developers regarding Council's expectations for the network and deliver high-level visioning to ensure that Truganina and Tarneit's unique heritage is brought to life and celebrated for residents and visitors.</p>

Service Snapshot

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

Percentage represents an increase/decrease of greater than 10% when compared to same quarter last financial year (2023/24).

Arts and Culture

77 Programs delivered with **8,200** attendees

91 Wyndham creatives engaged with

+122

186 Diverse artists employed



Events

1 Events held with **150** attendees

-67%
(attendance)

70 Wyndham local businesses engaged with

+27%

12 Citizen ceremonies with **1,986** citizens conferred

-27%
(conferred)

0% Utilisation of Creative spaces – (Cultural Centre)-
Venue Closed

53% Utilisation of Hospitality spaces – (Encore Events
Centre & Civic Centre)

-22%



Community Centres

2,255 Requests received from the community for local
services and information

Top three requests:

- Community centre programs/hiring spaces
- Food relief
- Kindergarten enrolments

4,653 Programs and activities delivered at community
centres

79% Programs and activities at community centres
delivered or led by community

312 Groups delivering regular activities at community
centres and community halls



School Crossings

174 School crossings in operation



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](#).

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.

Key highlights for this quarter include:

- 20 Visitor Information Centre staff completed the Hidden Disability Sunflower Initiative training.
- Two reports have been produced following the LIT event held in March 2024. The Events team are reviewing the report recommendations, including that all Events staff undertake the Hidden Disability Sunflower Initiative training.
- The Wyndham Disability Services Network hosted an employment session. This session gave insight into a variety of lived experiences in the workplace, including the struggles, challenges and wins experienced when in a supportive work environment. The carer of a young person entering the workforce also shared their experience and described how parents and carers can better support young people through this process.
- Council held a workshop as part of the Future Wyndham community consultation, where people with a lived experience were able to comment and provide feedback on the update of the Wyndham 2040 Community Vision and on what Council should focus on for the next four years to inform the development of the Council Plan/Municipal Public Health and Wellbeing Plan 2025-29

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.

A key highlight for this quarter has been Council's ongoing support of the Wyndham Health, Homelessness and Housing Alliance (H3). H3 features in the August 2024 edition of Parity

Magazine, through an article which raised the profile and work of the H3 Alliance nationwide. This is consistent with the H3 Alliance vision to be a respected voice leading the way by collaborating to improve outcomes in health, homelessness and housing across Wyndham, and sharing those lessons with the broader Australian community. Council has a close relationship with the Alliance, and its work on homelessness and housing, as well as caring for the health of people at risk of and experiencing homelessness.

Reconciliation Action Plan 2023-2025

The Innovate Reconciliation Action Plan (RAP) 2023-25 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.

Council's vision for the RAP is to celebrate and acknowledges Aboriginal and Torres Strait Islander living culture and history. 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.'

As of September 2024, Wyndham has delivered 105 of the 176 deliverables committed to within the RAP. Highlights for this quarter include:

- The delivery of eight cultural awareness sessions by Jillian West to 108 Council staff members including all members of the Executive Leadership Team and a number of staff with management responsibilities. Feedback recorded that 100% were satisfied with the training and would recommend it to other staff.
- The First Nations unit Cultural Hub was launched, as a culturally safe work and meeting space for First Nations staff members and allies across the organisation and houses the First Nations unit team twice a week.
- Youth Services launched their Yarning Circle at a Young Mob YouthFest event, which attracted over 40 local First Nations young people to the centre to yarn with local elders and other senior First Nation residents. The Young Mob group now meets weekly at Youth Services as a regular drop-in program for local First Nations young people aged between 16 and 25 years.

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.

Council has a longstanding commitment to reduce the harms of gambling, especially electronic gaming machines (EGMs) and recognises the cost to the community is not just a financial loss, but also has devastating impacts on the health and wellbeing of individuals, families and businesses.

During the quarter, the Victorian Gambling and Casino Control Commission released EGM losses per local government area for 2023/24. For this period Wyndham residents lost \$125,213,060 across 13 venues. This equates to \$343,049 losses per day and \$140,216 loss per EGM. Following the release of the data, Wyndham is the seventh ranked municipality for highest losses in the State.

Council continues to be an active member of the Local Government Working Group on Gambling.

Wyndham Public Art Plan 2022-2032

This Wyndham Public Art 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 for this quarter include:

- The Greening the Pipeline Point 5 West commission (artist Kait James) final design was approved, and fabrication has commenced with installation due for completion in December 2024.
- The Level 1 Mural at Saltwater Swim School Point Cook was completed by artist Sasha Heath (HelloTomato).
- The planning of the Level 1 Mural at Penrose Promenade Community Centre, Tarneit planning commenced, and this is due for completion in February 2025.
- Restoration of Libby McKinnon's Point Cook Boulevard mosaic was completed.
- Installation of the First Nations print series across four community centres was completed. In addition, installation of external public artworks by artists Kent Morris (Lollipop Creek) and Georgia McGuire (Truganina) are due to commence. Internal works by Wadawurrung artists (Lollipop Creek) are in the planning stages with completion due by the end of 2024.
- The Public Art Walking Tour was widely promoted with over 2000 listens recorded.
- Identification of sites for future commissioning for sculpture and mural works continue.



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
- Capital Delivery Services
- Engineering Construction
- Engineering Design
- Facilities Management
- Kerbside bin and hard waste collections, and waste and litter education
- Long Term Planning and City Frameworks
- Open Space Management
- Subdivisions
- Town Planning
- Traffic and Transport

Initiatives Progress



Major Initiatives and Initiatives are major projects, services, programs or works that the Council has committed to delivering in 2024/25. Tracking of these over the year is important to ensure they are being delivered on time and within budget.

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

5 (83%) initiatives are progressing on schedule

1 (17%) initiative has not yet started


	2024/25 Initiatives	Status	Progress Comment
3.1	Commence the development of a Truganina Heritage Network Strategy which ensures the protection and interpretation of heritage places and enhances the amenity of new communities.	●	<p>The Truganina Heritage Network Strategy is an integrated heritage management and interpretation strategy that will guide the future use, activation, and interpretation of historic and cultural sites within the Truganina Heritage Network.</p> <p>A Request for Quotation (RFQ) process is currently being conducted to commence this work with appointment of a consultant anticipated by December 2024.</p>
3.2	Development of the Tarneit Place Intervention Logic (PIL), which will build an understanding of the characteristics, issues, challenges and opportunities within Tarneit and identify improvements and specific actions to be implemented over an immediate, long-term or ongoing basis.	●	Geographic area and scope of the Tarneit PIL has been drafted for review. It is on schedule for completion by 30 June 2025.
3.3	Set the guiding vision for the future use and development of the Derrimut Road area, through the development of the Derrimut Road Urban Design Framework (UDF).	●	A Subdivision Road Layout Plan (SRLP) has been completed for the Derrimut Road area UDF. The SRLP has been shared with landowners and consultation with them has been completed. Scoping and background work for the preparation of the UDF is now underway.
3.4	Review Council's Enforcement Policy 2019 to ensure it remains relevant and reflects Council's responsibility for protecting public amenity and community safety through awareness and education.	●	The review of Council's Enforcement Policy will commence in early 2025.

	2024/25 Initiatives	Status	Progress Comment
3.5	Reduce the amount of reconstruction needed and improve the longevity of footpath assets by implementing alternative methods of maintenance for pavement and patching rehabilitation, reconstruction and cyclic crack sealing programs.		A cyclical crack sealing program has commenced. It is delivered through a zoned approach, and will continue on an ongoing basis, subject to budget. Council is currently investigating alternative methods and materials for pavement rehabilitation and trials of different products have been undertaken to assess their suitability.
3.6	In line with legislative requirements review and update the Road Management Plan (RPM) with a focus on introducing Council responsibility for Kerb and Channel and part cross over.		An internal review of the Road Management Plan (RMP) is underway. Adoption of the RMP is required in first year of a new Council term.

2023/24 Initiatives

Council continues to work on progressing the following initiatives that were not completed in 2023/24.

1 (100%) initiative has been completed

	2023/24 Initiatives	Status	Progress Comment
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.		Planning Scheme Amendment C266wynd was publicly exhibited earlier this year. Following a report to Council in August 2024, the amendment is now proceeding to an Independent Panel Hearing that has been scheduled by Panels Victoria to commence in February 2025. Work has commenced on a municipal wide Urban Design Policy, the purpose of which is to prepare an evidence-based planning policy that will seek to improve the design standards of new developments and the public realm across the municipality.

Service Snapshot

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

Percentage represents an increase/decrease of greater than 10% when compared to same quarter last financial year (2023/24).

Building Control and Permit Services



3,011	Building and occupancy permits processed within Council	+37%
1.0%	Building and occupancy permits issued by Wyndham Building Permits	-62%
109	Building investigations completed	-17%
285	Pool safety inspections	-20%

Civic Compliance



289	Parking patrols of schools	-23%
998	Building site inspections	+50%
1,436	Property inspections *	+21%

**Property inspections now include nature strip inspections*

Open Space Management



1.46ha	Total area Open Space requiring mowing or 2,775 sites	
864	Parks/open space inspections (regardless of whether Council owned or not)	-63%
19	New Parks/Reserves gifted to Council by Developers	+27%
172	Graffiti requests responded to	

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



28,017	Refuse Disposal Facility (RDF) customers	+13%
15,542	Hard waste collections	
1,956	Tonnes of litter / dumped rubbish collected	
1,335,602	Garbage bins collected	
99.9 %	Garbage collections completed	
130kgs	Garbage collected per household (average)	
107	Waste and litter education programs delivered with 3,643 participants	+110% (attendees)

Engineering Construction, Engineering Design, Asset Rehabilitation & Civil Maintenance



13.9Kms	Road constructed	-24%
0 kms	Roads resurfaced * (to commence early Q3)	
20	Road projects under design	-17%
8	Road projects tendered	-20%
0 kms	Crack sealing completed * (to commence in Q2)	-100%
23 kms	New footpath constructed	-25%
1.3 kms	Footpath repaired *	-22%
285	Permits/consents issued for Asset protection	-49%
66 Kms	Roads graded	-32%
5,444 Kms	Roads swept	
221	Completed proactive works on road	+17%
2,541	Completed repair (reactive) works on roads	+20%
53	Traffic management improvements completed	
1,622	Signs replaced	+52%
2,762	Requests completed for road maintenance and cleansing	+20%
\$28.8 M	Value of gifted road assets handed over to Council from Developers for future care and maintenance	-24%

**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*

Facilities Management

1,031	Work orders Received
455	Work orders In Progress
521	Work orders Completed

Subdividing and Town Planning



64%	Regular and VicSmart planning application decisions made within legislated time frames	
69	Days taken to decide planning applications	+28%
88%	Planning sub-division requests issued within 3 business days (subject to satisfaction of conditions)	+52%

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](#).

Road Management Plan 2021-2025

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

Inspections are carried out year-round on the municipal road network and rehabilitation lists are being developed for this financial year to guide programs across several areas including road resurfacing, footpath reinstatement and renewal, line marking and crack sealing.

The previous financial year saw 2,600km of paths inspected (requiring 65,000 entries), 1,600m² of path repairs and 10,500m² of path renewals. Similar numbers are expected this financial year.

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.

Council is liaising with the Transport Accident Commission (TAC) to confirm road safety projects that will be delivered through the \$2m Safer Local Streets program. A funding announcement is currently pending in relation to a grant application to the TAC for an additional variable message sign (VMS) to support road safety messaging. The rest of the program is on-track including new 40km/h zones at nominated schools.

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:

- Completion of the missing section of the Laverton Creek Shared Use Path (SUP) that connects to the Federation Trail.
- Active Travel to School program support for the following schools; Saltwater, Dohertys Creek, Riverwalk, Truganina South, Lollypop Creek and Wyndham Vale.
- Development of the Pink 'Kiss & Go' zone trial installed at Saltwater P9.
- Provision of transport planning advice and comments on active transport provision and enhancement for other internal and external stakeholder projects or proposed developments.

Wyndham Integrated Transport Strategy 2023-2028

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

This quarter, Council provided transport advice and input for the following State Government Major Projects:

- Ison Road,
- Tarneit West Station,
- Wyndham Traffic Management Action Plan,
- Boundary/Derrimut Road intersection upgrade,
- Ballan Road intersection project)
- Planning for new schools.

Major Projects and Capital Works

Active Transport

Ward: All

Total Cost: \$3.0 M

Grants: N/A

This project aims to increase active travel by encouraging walking and cycling within our community. Footpath and shared path audits are undertaken periodically to determine which new and missing path links require construction. Footpath construction completed as at end of Quarter 1 included:

- Birchwood Blvd Hoppers Crossing
- Michelle Court Hoppers Crossing
- Palm Street Hoppers Crossing
- Amandi Terrace Hoppers Crossing

Werribee City Centre upgrades – Stage One Implementation

Ward: Chaffey

Total Cost: \$3.2M

Under construction

Stage 1 – Wyndham Park Carpark on Cottrell Street

The Wyndham Park Carpark on Cottrell Street Werribee is undergoing a significant upgrade. Upon completion, this car park will offer approximately 80 spaces including four accessible parking spaces. This enhancement will also improve access through to Wyndham Park from north of the picturesque Werribee River, enabling community members to enjoy the facilities and events hosted at Wyndham Park. Most of the works have now been undertaken.

Construction is scheduled for completion towards the end of 2024. Remaining works include landscaping, electricity connection and site clean-up. The car park is expected to be open in November 2024, offering three-hour carpark to the community.

Stage 2 – Detailed Design for Duncans Rd Streetscape Upgrade

Detailed design for Duncans Rd Streetscape Upgrade (between Watton St and Synnot St) is progressing well, with the aim being to upgrade the paving, landscaping, street furniture and drainage.

Tarneit Road Duplication (Sayers Road to Leakes Road) - Stage 1

Ward: Chaffey
Total Cost: \$10.7M

Awaiting permit approvals – Stage 1

The duplication of Tarneit Road, between Sayers and Leakes Road, will be delivered in two separate stages, acknowledging that the intersection is the most critical portion.

Stage 1 – involves an upgrade of the Tarneit Road and Leakes Road intersection and upgrading existing pedestrian and cycling linkages.

Stage 2 – involves duplicating the remaining section of Tarneit Road, including upgrading the three existing signalised intersections to a duplicated arrangement.

The detailed design documentation for Tarneit and Leakes Road is complete.

A delay in third party approvals has shifted timeline of this project with construction now expected to start at the end of 2024/25.

Ison Road (Princes Highway to Melbourne-Geelong Rail Line)

Ward: Iramoo
Total Cost: \$80M
Grants: \$60M
Developer Contribution: \$12.48M

Early Preliminary works

Works progress on the construction of the Ison Road connection, linking the Princes Freeway to the Overpass. Agreements have been signed for the Victorian Government agency Major Road Projects Victoria to deliver the project, with works expected to be completed by 2026.

Playground upgrades

Ward: All
Total Cost: \$4.6M

Rosslare Court Reserve, Hoppers Crossing	The project is complete and open to public.
Possy Newland Reserve, Little River	Currently in tender phase with construction expected to commence early 2025.
Riverbend Historic Park, Werribee	Project is currently in planning phase



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 re-source 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:

- Open Space Planning and Design
- Climate and Resilience
- Conservation and Arboriculture
- Refuse Disposal Facility
- Environment and Water

Initiatives Progress

Major Initiatives and Initiatives are major projects, services, programs or works that the Council has committed to delivering in 2024/25. Tracking of these over the year is important to ensure they are being delivered on time and within budget.

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

1 (50%) initiative is progressing on schedule

1 (50%) initiative has not yet started

	2024/25 Initiatives	Status	Progress Comment
4.1	Deliver Year 4 of the Wyn-R (Reductions-Renewables-Resilience) including progressing the roll out of Council's roof top solar systems; identifying and rolling out energy auditing and efficiency recommendations.	●	The Wyn-R program continues to deliver energy efficiency, renewable energy and electric vehicle transitions infrastructure. This quarter's work has largely focused on the design of electric vehicle charging infrastructure at Council's operations depot.
4.2	Explore options for increasing the accessibility and waste disposal opportunities available to Wyndham residents through the development of a Transfer Station Masterplan and a Satellite Transfer Station Plan.	●	Works are scheduled to commence next quarter.

Service Snapshot

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

Conservation and Arboriculture



6,642 Trees planted*

-16%

85,363 Trees maintained/inspected

**Tree planting season occurs from April to August*

Environment and Water & Climate Resilience



131 Educational programs delivered to increase knowledge and care for the environment with **9,740** attendees

+30%
(attendees)

59 Environmental planning referrals received

-24%

137 Drainage planning referrals actioned within 10 days or **95%**

+20%

174 Drainage plan approvals received

95% Drainage plan approvals actioned within 10 days

95% Drainage planning referrals actioned within 10 days

Waste Diversion



34% Kerbside collection waste diverted from landfill

59 kgs Green waste collected per household (average)

42 kgs Recycling collected per household (average)

99.9% Recycling collections completed

99.9% Green waste collections completed

641,900 Recycling bins collected

152,794 Green waste bins collected

Percentage represents an increase/decrease of greater than 10% when compared to same quarter last financial year (2023/24).

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 this strategy has been undertaken to ensure it remains consistent with relevant Council documents and policies. The revised strategy will be presented to Council in early 2025.

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.

Updates this quarter include:

- Construction has commenced at K Road Cliffs as part of Master Plan implementation, these works include new clifftop walkways and lookouts, a new staircase down to a tiered rock gathering area at the water's edge, interpretive signage, a picnic area and car park;
- Approval of the Cultural Heritage Management Plan for Werribee South Beach Master Plan Stage 1 works by the Bunurong Land Council;
- Development of a draft Werribee River Estuary Environmental Management Plan in partnership with Melbourne Water; and
- The continued development of a Coastal Hazard Assessment for the western side of Port Phillip Bay under the Adapt West Project in partnership with the Department of Energy, Environment and Climate Action (DEECA).

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 include:

- Opening of the new Fenced Dog Off-leash Area at The Strand Reserve in Point Cook.
- Opening of the new Fenced Dog Off-leash Area at Manor Lakes Boulevard Park in Manor Lakes.
- Installation of solar lighting at the Fenced Dog Off-leash Area at Saltwater Reserve Point Cook to increase the useability of the space into the darker early evening and morning hours.

- Construction of new double gated entries to the Perennial Drive/Forsyth Park Fenced Dog Off-leash Area to enhance safety and bring this facility in line with Council's standard.

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, works were completed at the Rosslare Court Reserve, Hoppers Crossing. This District Park Upgrade includes a new play space, two picnic areas, a BBQ, a public toilet and indented on-street parking.

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.

This quarter, works commenced on the District Play Space Upgrade of the Strand Reserve, Point Cook including the rejuvenation of the existing play equipment structure with the addition of more play experiences.

Local Playground and Park Upgrades scheduled for 2024/25 are currently in the planning phase and include:

- Latham Street Reserve, Werribee
- Cambridge Crescent Reserve, Werribee
- Hemsley Promenade, Point Cook
- Parkwood Terrace Reserve, Point Cook
- Kiah Reserve, Hoppers Crossing

Resilient Wyndham 2021-2025

This strategy is focused on Wyndham's long-term resilience. It will help guide and manage the way Wyndham bounces back after the COVID-19 pandemic to adapt, survive, and thrive in the face of future events such as climate change, extreme weather, natural disasters, pandemics, cyber-security attacks and economic downturn.

Key deliverables throughout this quarter included carbon emissions calculations and offsetting for the organisation (including receiving Climate Active accreditation) and progression of a project to develop a community Food Collective model to support food security in the community.

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. The construction of Cell 7 commenced this quarter, which will provide an additional 1.3 million cubic meters of airspace for the facility when completed in early 2025. Interim capping of Cell 5 also commenced along with the finalisation of detailed design work for the new leachate management system.

Major Projects and Capital Works

Wyn-R Project: Reduction- Renewals-Resilience

Ward: All

Total Cost: \$2.4M

The Wyn-R Project aims to strengthen and further support Council's 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:

- The assessment for electric vehicle chargers being installed at Jamieson Way Community Centre in Point Cook is progressing well. The EV charger design has been completed and is expected to be delivered in 2025.
- Truganina Community Centre – Complete.
- Lollypop Creek Community Centre (formerly Black Forest Road South), in Werribee – Complete
- Electric Vehicle charging rollout - in the planning phase.

Solar PV Systems Installation:

- **Truganina Community Centre** – Complete.
- **Webster Street (Bensonhurst) Pavilions -Tennis and Soccer/Cricket** – Complete
- **Lollypop Creek Community Centre** (formally Black Forest Road South) – Complete.
- **Eagle Stadium** - Solar Assessment and Retrofit Project - Design options including lightweight panels currently being considered for this project.
- **Sayers Rd Soccer Pavilion** - Project completion is subject to Powercor electrification of the site (tied to development of roads and drainage) and is now expected in late 2024.

Refuse Disposal Facility – Cell 7 construction

Ward: All

Total Cost: \$10.33M

Construction In Progress

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. 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.

To the maximum extent possible cell construction will be scheduled over the dryer summer period to reduce construction delays with wet weather over winter. Scheduling of construction also needs to take account of the air space remaining and time for post construction approvals from EPA.

Site work has commenced, and the project is tracking well with completion expected by the end of the financial year.



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 Development
- Marketing and Tourism
- Place Activation and Marketing
- Strategic Partnerships and Major Projects
- Urban Design and Catalyst Projects

Initiatives Progress

Major Initiatives and Initiatives are major projects, services, programs or works that the Council has committed to delivering in 2024/25. Tracking of these over the year is important to ensure they are being delivered on time and within budget.

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

3 (100%) initiatives are progressing on schedule

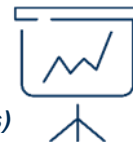
	2024/25 Initiatives	Status	Progress Comment
5.1	Complete a Precinct Plan which guides the delivery of community infrastructure and open space in the Discovery Centre/Riverwalk Community Precinct.	●	Work is underway on the preparation of the Precinct Plan.
5.2	Support the planning and delivery of the East Werribee Employment Precinct Structure Plan Refreshing and aid in the implementation of the associated Development Strategy.	●	Advocacy for the activation of the East Werribee Employment Precinct was incorporated into Council's submission on Plan for Victoria (August 2024), the State Government's blueprint to guide how Victoria grows and develops as a state.
5.3	Deliver the inaugural Proudly Wyndham Annual Business Expo which will showcase local industry sectors, promote opportunities for commercial and investment opportunities and highlight new tools/technology that can support local businesses.	●	The inaugural Proudly Wyndham Business Expo will be held on Thursday 28 November at Encore Events Centre Hoppers Crossing from 10am - 4pm. It is sponsored by RMIT University and provides the opportunity for business owners to connect and learn about essential local service providers for their own business needs, with more than 50 exhibitors showcasing their goods and services. The expo is a completely free event, although registrations are essential.

Service Snapshot

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

Percentage represents an increase/decrease of greater than 10% when compared to same quarter last financial year (2023/24).

Economic Development



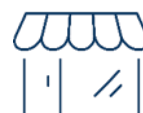
3	Training sessions for businesses delivered with 65 attendees	-25%(sessions)
3	Business events delivered 560 with attendees	+22%(attendees)
105	Business engagement meetings and site visits undertaken	-34%
2	Ecosystem growth initiatives with 22 attendees	
21	SPARK innovation hub member businesses	+50%
\$88.47m	Commercial and industrial permits issued	
249	New small business start-up enquiries and permits facilitated	-13%

Marketing and Tourism



6,864	Visitors to Visitor Information Centre	+56%
69,600	Visits to <i>Visit Werribee</i> website and 32,509 engaged sessions	+217%
	Top pages visited:	
	<ul style="list-style-type: none"> • Home Detour • Werribee Open Range Zoo • Werribee Park and Mansion • News • Wyndham Makers and Farmers Market 	

Place Making and Activation



9	Placemaking initiatives delivered across Wyndham's activity centres
5	Shopping streets where placemaking/activations engaged with

Urban Design & Catalyst Projects

\$2.0M	Capital works projects underway <ul style="list-style-type: none"> • Duncans Rd streetscape upgrade design • Design of Woodville Place Plan actions
\$1.0M	Capital works project in construction <ul style="list-style-type: none"> • Completion of the Wyndham Park Carpark scheduled for November 2024.
2	Catalyst initiatives underway <ul style="list-style-type: none"> • Riverwalk Precinct Plan • Former Picture Palais planning
1	Vision/plan(s) underway
1	Vision/plan(s) delivered <ul style="list-style-type: none"> • Refreshed Werribee City Centre Plan adopted by Council in August 2024.
\$22.9M	Value of new development proposals consulted on regarding their urban design

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.

A midterm update (2023-24) of the strategy was completed in July 2024 to ensure it remains current and focussed in a changing economy. It highlights Council's current and future economic story, inspirational global and local benchmarking, and reinforces Council's commitment to Wyndham's economic success through investment in, delivery and reporting of 4 key objectives, 14 initiatives and 47 goals in partnership with local businesses, industry, and all levels of government to drive Wyndham's future focused economy.

Werribee City Centre Structure Plan 2040

The Werribee City Centre Structure Plan 2040 (the Structure Plan) was adopted by Council in August 2024. The Structure Plan helps deliver the Wyndham 2040 Community Vision in accordance with the directions of the Wyndham Plan.

The Structure Plan establishes Council's vision and plan for the future of the Werribee City Centre to 2040 with a focus on planning and development matters. As such, it should be read together with other Council policy, strategy and plans to get a complete understanding of the desired future for the City Centre.

Work is underway on preparing a planning scheme amendment to incorporate the provisions of the Structure Plan into the planning scheme via amendments to the schedules to the Activity Centre Zone and Parking Overlay.

Wyndham Visitor Economy Strategy 2023 - 2029

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 overarching objectives for enhancing Wyndham's Visitor Economy are to:

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

Highlights this quarter include:

- Work on assessing the feasibility of a hop-on, hop-off shuttle bus with a 12-week trial being proposed for the Spring to Summer period. Discussions are also taking place for a zoo shuttle service from the station to the zoo to understand if both initiatives can be integrated.

- Reviewing and leveraging long-standing sponsorship agreements and scoping out the framework and the prospectus for Wyndham's Tourism Events. We are looking into the feasibility of working with Sports Marketing Australia to assist with event attraction and development of a tourism attraction prospectus.
- The promotion of the Moorap Yarkeen mural and public art walking tour and the Treaty in the Park event. Signage and digital maps were developed for the walking tour and marketing activity included public relations, Wyndham News article, strong presence in the new edition of the Visit Werribee and Surrounds Official Visitor Guide and inclusion in the Delightful 'lil Detour campaign. A four week social media advertising campaign resulted in a reach of 69.6k and increase in website visitation by 217%.



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

Initiatives Progress

Major Initiatives and Initiatives are major projects, services, programs or works that the Council has committed to delivering in 2024/25. Tracking of these over the year is important to ensure they are being delivered on time and within budget.

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


2 (100%) initiatives are progressing on schedule

	2024/25 Initiatives	Status	Progress Comment
6.1	Review the Community Grants and Subsidies Policy to ensure it meets Council strategic objectives and addresses community needs.	●	An evaluation of the Community Grants component of the policy review has been completed. The recommendations are being considered and planning is underway to undertake evaluation and research related to subsidies.
6.2	Finalise and evaluate the 'People as a Book' Pilot Program (previously known as the Human Library platform) which aims to challenge stereotypes and stigma in the community.	●	This quarter, Council undertook a recruitment campaign for residents to join the Wyndham Library of Stories as 'Living Books'. Six residents completed a three week training program as a 'Living Book'. The Living Books attended community visits at Wyndham Central College and seniors' groups at Central Park and Penrose Community Centres to share their stories and have small group conversations. Twenty five residents also took part in the 'Talk to a Living Book' event at Hoppers Crossing Library. Fifty children between 9-12 years have participated in the Wyndham Kids Storybook program where they co-designed an adventure story about Wyndham. A full program evaluation will be undertaken supported by a report and the learnings will be shared with the sector, through the development of a handbook.

2023/24 Initiatives

Council continues to work on progressing the following initiatives that were not completed in 2023/24.

1 (100%) initiative continues to progress behind schedule

	2023/24 Initiatives	Status	Progress Comment
6.3	Implement Year 2 of the 10 Year Public Art Plan including new local level murals, small sculptural commissions and artist appointments.		Implementation of the plan remains behind schedule due to delays relating to community centre facilities commissions delivery.

Service Snapshot

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

Percentage represents an increase/decrease of greater than 10% when compared to same quarter last financial year (2023/24).

Community Strengthening

- 4** Programs delivered with **264** attendees
- 4** Capacity building opportunities delivered with **53** participants
- \$302,699** Worth of community initiatives funded including:
 - 40 Community Pathway Scholarships totalling \$26,000
 - 53 Small Grants totalling \$76,699
 - 17 Medium Grants totalling \$200,000



-56%
(programs)
-64%
(opportunities)

+46%
(Dollars)
+47%
(Dollars)

Inclusive Employment

- 11** People placed into employment
- 208** People supported on their employment journey
- 6** Career and capacity building programs and events held
- 25** New partners engaged to support inclusive employment
- 17** Council volunteer programs with **144** council volunteers
- 55** People supported in their volunteering journey
- 16** Volunteering organisations supported



Library Services

- 4,297** New active members
- 399,514** Visits to libraries
- 75%** of library resources are less than 5 years old
- 502,489** Library loans made up of **89%** of physical loans and **11%** of digital loans
- 1,430** Activities/events delivered within libraries with **39,029** participants
- 37,391** WI-FI sessions provided to community and **28,176** GB downloaded



+89%

+50%(GB)

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](#).

Wyndham Learning Community Strategy 2024-2029

The Wyndham Learning Community Strategy 2024-2029 provides a strategic framework to foster lifelong learning across all ages in Wyndham, with a focus on economic development, cultural safety, and environmental sustainability. It is centred on four key pillars; First Nations cultural integration; foundational skills; employability and career pathways; and leadership development and aligns with Wyndham's 2040 vision to drive social, economic, environmental, and cultural growth through learning.

Key achievements this quarter include;

- Participation in the Wyndham for You! Mayoral Event, engaging with the community, promoting the Wyndham Learning Festival and prompting exploration of volunteer opportunities for future festivals.
- Wyndham's Learning Community Unit (LCU) and the Australian Learning Communities Network hosted the "Driving Local Action on Sustainable Development Goals" webinar in July 2024, featuring speakers from Cork, Limerick (Republic of Ireland), Wyndham, and Durban (South Africa), highlighting the role of Learning Festivals in fostering community engagement and lifelong learning, with moderation by Adult Learning Australia.
- The WynTalk event on 23 July 2024 featured Uncle Charles Pakana, who led a powerful yarning session on reconciliation and cultural awareness. With 55 engaged attendees, the event highlighted the importance of Aboriginal culture, community collaboration, and truth-telling. Local Indigenous businesses and a library display of First Nations collections further enriched the experience.
- Council hosted the 2024 Principal's Network Breakfast, themed "First Nations: Connecting and Collaborating," bringing together educators, community stakeholders, and Indigenous representatives to explore deeper engagement with First Nations communities. Key speakers shared insights on reconciliation efforts in education, including cultural safety, curriculum integration, and youth support, inspiring attendees to strengthen First Nations connections within their schools.
- The 2024 Wyndham Learning Festival launch, led by the Wyndham Community and Education Centre and hosted by Wyndham City Council, celebrated the theme "Empowering Communities Through Lifelong Learning." Featuring a mini sustainability expo and a captivating keynote by Dr. Karl on climate change, the event included interactive displays, performances by the Alamanda K-9 Choir, and hands-on sustainability workshops. With over 500 attendees, feedback praised the inspiring content, community atmosphere, and practical insights into sustainability.
- The Wyndham Learning Festival took place from 1-7 September 2024, continuing its tradition of celebrating lifelong learning, and featuring over 90 free events across diverse categories such as Arts, Sports and Recreation, The World of Work, Biz and Tech, Environment and Sustainability, Wellbeing and Self-Care, History, Culture and Diversity, Food and Cooking, and Families and Children. With more than 3,000 registered attendees, the Festival offered workshops, seminars, and interactive sessions, covering topics from digital literacy and creative skills to mindfulness, art therapy, and career development. Supported by sponsors including Victoria University, Pacific Werribee, BorrowBox, Southern Rural Water, and Kip McGrath

Werribee, the Festival successfully promoted lifelong learning and community engagement. As a signature event of the Wyndham Learning Community Strategy 2024-2029, it fostered a vibrant atmosphere of learning and collaboration.

- Council gained international recognition for its leadership in lifelong learning and sustainable development through an invitation from UNESCO Learning City Icheon, South Korea, to attend their Sustainable Learning Cities International Forum in September as a panellist. A Council officer presented and shared experiences of projects delivered in Wyndham and as a member of the UNESCO Institute for Lifelong Learning (UIL) Education for Sustainable Development Cluster.
- Council has continued to highlight inspirational lifelong learner stories through the LearnWest “Connect Share Learn” Project, aiming to highlight the impact of lifelong learning through diverse stories that foster social connections, bridge generations, and unlock economic opportunities. The diverse learning stories from Wyndham truly showcase the vibrant nature of our community and the transformative power of lifelong learning.

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 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.

1. Technology Access for All
2. Flexible Multipurpose Places and Spaces
3. Strategic Library Planning
4. Excellent Customer Experiences
5. Partnership and Collaboration
6. Learning
7. Cultural Programs

Some highlights from this quarter include:

- Provision of new library programs at the Truganina Community Centre and Library Lounge, with participant numbers increasing each week
- 399,514 visits made to a Wyndham Library
- 39,029 attendees at a range of library programs
- 446,091 physical items borrowed
- August was Family History Month at the Library, with a range of activities for all ages. A special talk on Family Tree Maker, a software program proved very popular.
- 1,941 readers from 52 libraries registered for the statewide Warm Winter Read, with Wyndham’s 131 readers giving us the highest number of participants in the state! The Warm Winter Read is a statewide, adult reading campaign which encourages participants to develop a consistent reading habit over Winter
- The library’s flagship reading competition for youth, Battle of the Books, celebrated its most successful year with over 2,700 students and 110 teachers reading over 4 million minutes of books and completing numerous literacy activities.

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 strategy formally ended in June 2024 and has been evaluated. During the life of this strategy, some highlights from each of the five key focus areas includes:

- Delivery of three Volunteer Expos involving 50 organisations, with a total of 1,228 attendees over and 381 new volunteers recruited.
- Promotion of volunteers was undertaken including volunteer recognition; monthly spotlights on community volunteers; recognising volunteer 'days of significance'; information sharing via our webpage and digital signage; and raising awareness of the benefits of volunteering to community through various channels.
- A comprehensive suite of free training was offered to volunteer-involving organisations and residents who may be interested in learning more about volunteering and where to find opportunities. Over the life of the Strategy, 110 training workshops were delivered, attracting 1,510 attendees.
- Within Council, six new volunteer programs were developed, and Council invested in new volunteer management software.



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 Management
- Organisational Planning, Strategy and Reporting
- Research
- Strategic Communications


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.

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

3 (100%) initiatives are progressing on schedule

	2024/25 Initiatives	Status	Progress Comment
7.1	Engage the community through a deliberative process to inform the review of the Wyndham 2040 Community Vision, the development of the Council Plan, and reviews of the Council's Long Term Financial Plan, Asset Plan and Municipal Public Health and Wellbeing Plan, following the 2024 Council election.	●	<p>From 21 June to 25 August 2024, the Council ran the Future Wyndham consultation where Council asked the community whether the current Vision for Wyndham is still right. Council also sought the community's views on what Council should focus on over the next four years.</p> <p>Throughout the consultation, 1849 people participated in 27 different pop-up events, 436 people attended one of 28 workshops held, 545 people completed a hardcopy or online survey, and our Loop page had a total of 11,818 views. Over 2800 people from diverse groups and ages shared their thoughts, contributing a total of 4797 pieces of feedback.</p> <p>Work with the community to inform the development of these high level strategic plans will continue in February 2025 when the deliberative community engagement process will take place. This is where a randomly selected panel of interested people from the community come together to provide further recommendations to Council for informing not only the Council Plan development, but also the goals of the Asset Plan and Long-Term Financial Plan, as well as recommendations for updating the Wyndham Community Vision. More information can be found via Council's online engagement platform; The Loop.</p>
7.2	Deliver a draft Council Plan following the 2024 Council election for community feedback.	●	This work is on track, with the broad community consultation completed (as reporting against initiative 7.1) and work to prepare for the deliberative

	2024/25 Initiatives	Status	Progress Comment
			community engagement process underway.
7.3	Foster good governance for Wyndham City through the delivery of the 2024 Council election and Councillor induction program.		Election activities progressed on schedule. Significant milestones during this quarter included voters roll production, candidate information sessions, production of candidate information, review and creation of governance policies and development of the Councillor induction program.

Service Snapshot

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

Percentage represents an increase/decrease of greater than 10% when compared to same quarter last financial year (2023/24).

Community Engagement

- 6** Community engagement projects open for consultation **-33%**
Top visited projects:
 - Future Wyndham
 - Tarneit Indoor Sports Facility
 - 2024 Kindergarten Family Survey
 - Join our People's Advisory Panel
 - Community Centres Survey
- 28,443** Visits to the Loop, resulting in **2,318** contributions made by community members **+50% (visits)**
- 11,074** Total Loop members with **658** new members signed up to the Loop during the quarter **+174% (new total members)**
- 44.6%** Female participants **51.8%** Male and **2%** prefer not to say
- 38.4%** Participants from postcode 3030 (Werribee, Point Cook, Werribee South, Cocoroc & Quandong)
- 32.3%** Participants from postcode 3029 (Hoppers Crossing, Tarneit & Truganina)



Strategic Communications

Wyndham City Council Website

- 704,960** Visits **+12%**
- 418,898** Engaged Sessions
Top pages visited:
 - Libraries homepage
 - Household Bin Services
 - Hard and Green Waste Collection Service
 - Contact Us
 - Rate Payments

Facebook

- 88,239** Fans **+11%**
- 454,906** Engagements



Instagram

21,161	Followers	+32%
8,341	Engagements	
Top posts visited:		
<ul style="list-style-type: none">LIT - Wins top honours for Creativity and Culture at the 2024 National Awards for Local GovernmentAurora Australis		

LinkedIn

17,536	LinkedIn followers	+17%
10,627	LinkedIn engagements	+62%
10,264	Video Views	+31%

Emergency Management

- 1 Emergency Management exercises conducted
- 1 Training sessions for the Legislated roles and the Emergency Relief Centre Volunteer Staff

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](#).

Wyndham Advocacy Strategy 2024-26

Council is working to deliver on the recently endorsed Wyndham Advocacy Strategy 2024-26, which promotes accountability and transparency in our advocacy to State and Federal Governments. This has included a process of prioritising Wyndham's key projects in preparation for the 2025 Federal Election. The Federal Election must be held by May 2025.

Recently, Council offered a range of projects for consideration as part of the 2025/26 Victorian State Budget. The Victorian Budget will be delivered in May 2025.

Council continues to hold an ongoing and regular engagement with local Members of Parliament. Additionally, Council has continued to provide local MPs with support for constituent enquiries and issues on Council matters.

In September 2024, Wyndham hosted a LeadWest round table, with Tim Pallas, Treasurer of Victoria and other western suburbs MPs to discuss regional priorities. Council engages with LeadWest to coordinate advocacy with other Local Government Areas within Melbourne's west.

Council attended the Municipal Association of Victoria (MAV)'s State Council in September. Given our recent work around advocacy, we will work to support MAV in the development of a new advocacy framework for their organisation.

Throughout this last quarter, we have also attended meetings to support regional partnership, National Growth Areas Alliance (NGAA) in the coordination of their Federal election campaign priorities for 2025.



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 in-sights 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:

- Asset Management
- Business Performance
- Customer Service
- Finance Services
- Fleet and Store 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 Planning
- Smart Cities
- Spatial Systems
- Strategic Property Portfolio Management



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.

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

3 (50%) initiatives have been completed
2 (33%) initiative is progressing on schedule
1 (17%) initiative has been deferred

	2024/25 Initiatives	Status	Progress Comment
8.1	As part of Council's Customer Experience Strategy, develop a charter which sets out Council's commitments to its customers and develop the tools and capacity required to embed the charter in organisational practice.	✓	The Customer Charter was launched in July 2024 to the community and reflects Council's commitment to putting customers at the centre of all we do, ensuring responsiveness and transparency in every interaction. To support embedding the Customer Charter and its commitments, training for Council staff was completed during August and September 2024.
8.2	Develop a divestment and acquisition plan which provides options for actioning the assessments made for Council land holdings within the Werribee Portfolio Plan.	✓	Werribee Portfolio Plans are now complete. The divestment of the Bridge Hotel and 55 and 57 Princess Highway is underway. The acquisition of Station Place is complete.
8.3	Conduct Property Portfolio Plans for Tarneit and Hoppers Crossing which assess how well Council's current landholdings align to current and future community infrastructure needs.	●	A Property Portfolio Plan (PPP) for Tarneit has been completed and acquisitions identified in relation to the Tarneit Major Town Centre. The PPP for Hoppers Crossing will be completed over the remainder of the current financial year.
8.4	Introduce an additional option for paying Council rates via a credit card direct debit payment facility.	⌚	Council is currently undertaking an Enterprise Resource Planning system transformation project and a key objective in this transformation is to enable credit card payments for direct debits in order to offer an additional option for paying Council rates. This will be part of release 3 due in 2026.

	2024/25 Initiatives	Status	Progress Comment
8.5	Commence the rollout of emergency defibrillators throughout Council sites to provide increased medical responses to staff and the community.		Council installed the first tranche of 18 units in February 2024. The remaining 26 units have been procured and installation is scheduled for February 2025.
8.6	Complete a program of service reviews which delivers a set of efficiencies and continuous improvement actions for implementation by every service delivered by Council.		Over the past 18 months, every Council service has been going through a process of review. This program of reviews has been aimed at ensuring Council is delivering against the service performance principles outlined in the Local Government Act 2020, including equitable access, quality, cost and continuous improvement. During this quarter, the final group of services completed their reviews effectively completing the 2021-25 program of reviews. Through this process, services identified a range of actions they would like to undertake to improve their services over the next year.

Service Snapshot

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

Percentage represents an increase/decrease of greater than 10% when compared to same quarter last financial year (2023/24).

Customer Service

47,185	Calls received	
3,834	Webchats	
2,960	Mail received	-15%
27,681	Emails received	+12%
9,328	Digital requests received (from snap send solve, oracle customer portal and hard waste online bookings)	-17%
3,718	Counter visits received	+14%
23,602	Service requests received	
250	Customer complaints	-20%
63	Customer compliments received	+34%
1	Ombudsman complaints received	-80%



Information Management

50%	Privacy complaints actioned within 10 days
18	Freedom of Information requests received and 11 processed
2	Privacy complaints/breaches reported, investigated and resolved



Voice of Customer Survey

A Voice of the Customer (VoC) survey is run monthly to measure customer satisfaction who have had a recent interaction with Council. The response rate continues to be high, with 25% of customer responding to the survey.

Customer Satisfaction Score (CSAT)	Q4 Results 2023/24	Q1 Results 2024/25	Q2 Results 2024/25	Q3 Results 2024/25	Q4 Results 2024/25
Overall business	+73	+72			

This quarter, Council received an overall Customer Satisfaction (CSAT) score of +72 (out of 100).

In addition, customers who gave a negative score were asked if they would like to be contacted about their request. This quarter 113 (8%) respondents requested a call back about their request, of which 49 resulted in complaints being lodged.

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 Asset Plan actions are currently in progress including:

- Works are progressing to develop advanced models for asset life cycle modelling.
- The development of a strategic asset management improvement plan, expected to be completed by 2025.
- The commencement of CCTV inspection of pits and pipes in older suburbs to enhance stormwater modelling capabilities
- Working with Melbourne Water to investigate the effects of climate change on our drainage assets
- The building of a specialised model that captures up-to-date condition data for Council facilities.
- Council is progressively conducting detailed service planning on each of its prioritised ageing infrastructure sites to better plan for upgrades. Work is also being done to specifically assess the viability of its ageing kindergartens to meet the needs of the community into the future in light of the Best Start, Best Life reforms.
- Open space assets are currently undergoing condition assessments.

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. Council's GEAP is available on Council's [website](#). Highlights this quarter include:

- Development of Council system to begin to collate and store Councillor personal data in line with GEAP requirements has been completed and is ready for implementation upon the induction of newly appointed Councillors in late 2024.
- Council has begun working with gender segregated areas of its workforce to better understand how we can imbed a more balanced gender outcome. This will be an ongoing, long-term project.

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.

The final year of this strategy is now complete. Highlights include the launch of the Digital Twin project and completion of a transport dashboard providing greater insight into transport conditions and network efficiency in Wyndham.

Financial Snapshot



Finances

The financials provide an overview of Council's financial results for the first quarter of the 2024/25 financial year covering the period from 1 July 2024 to 30 September 2024 (Year to Date September) and compares the actuals against the 2024/25 budget set for the equivalent period.

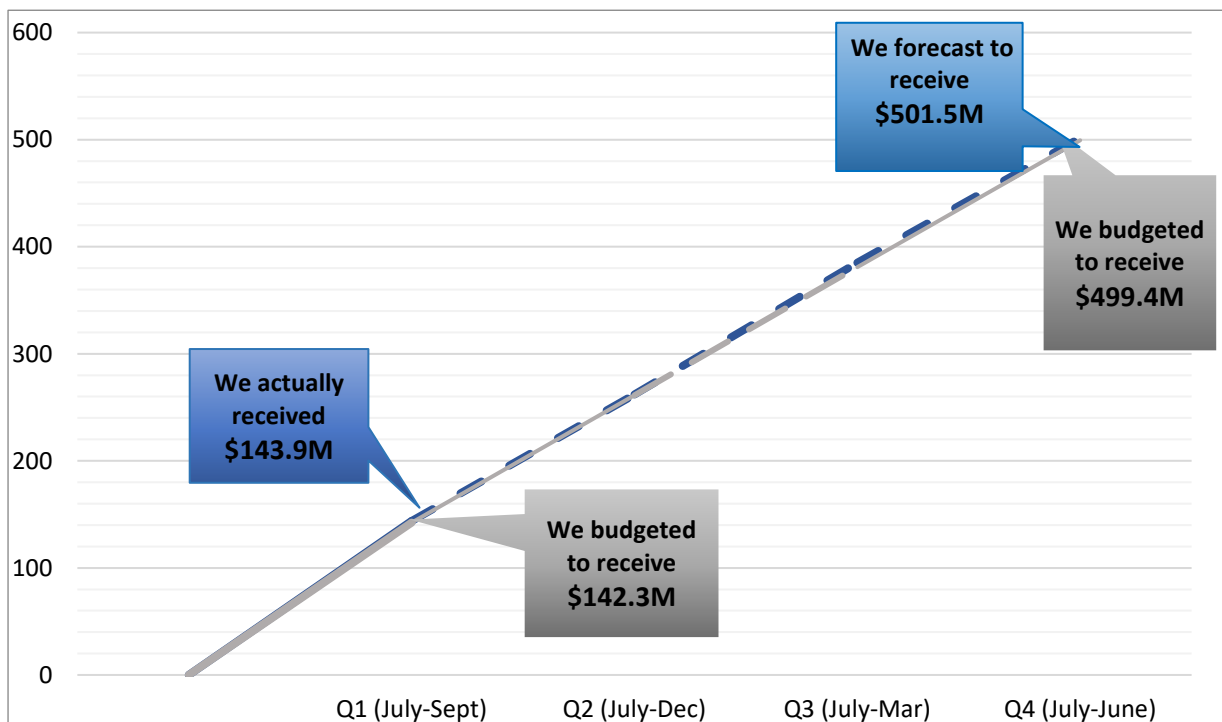
The Underlying year to date (YTD) September results highlight an operating surplus after depreciation and amortisation of \$15.3M which is \$11.3M favourable when compared to YTD budget.

At the end of the first quarter, a forecast exercise is undertaken to compare the 2024/25 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 -\$24.9M which is \$936K unfavourable when compared to the 2024/25 Full year budget deficit of \$24M.

Operating Revenue

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



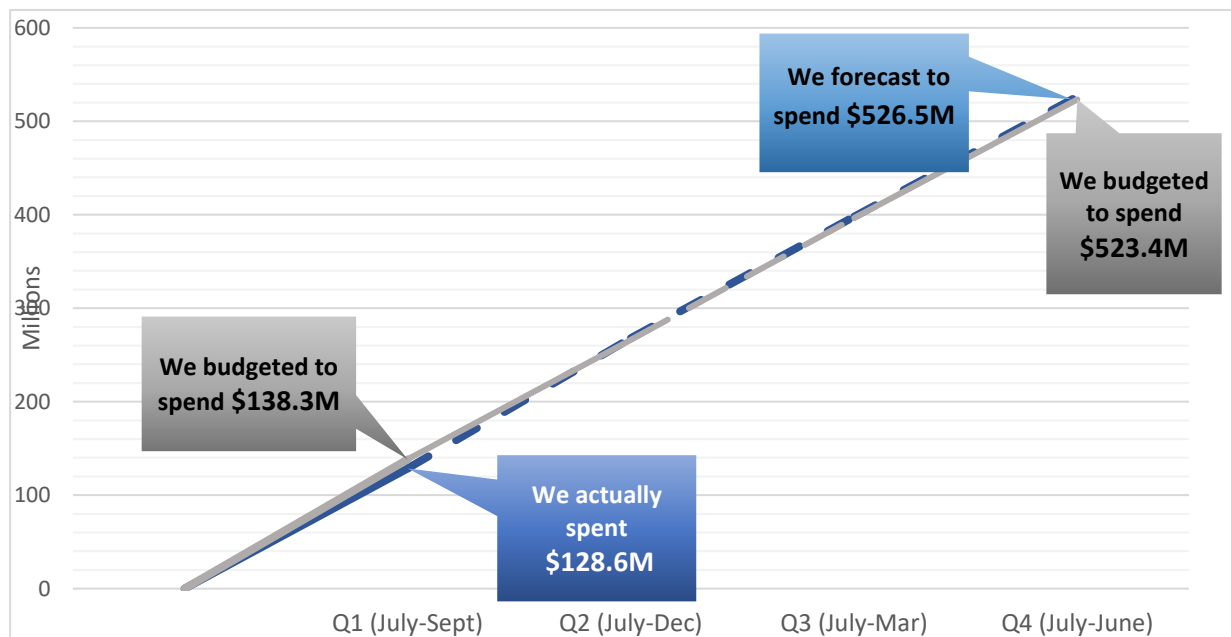
Actual: Favourable by \$1.6M | Forecast: Favourable by \$2.1M

Total operating revenue was \$143.9M which is \$1.6M higher than the budgeted amount of \$142.3M. The higher revenue is primarily due to some unbudgeted operating grants received and the increased interest rates for term deposits.

Total operating revenue is forecast at \$501.5M which is \$2.1M higher than the full year budgeted amount of \$499.4M. 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.

Operating Expenses

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



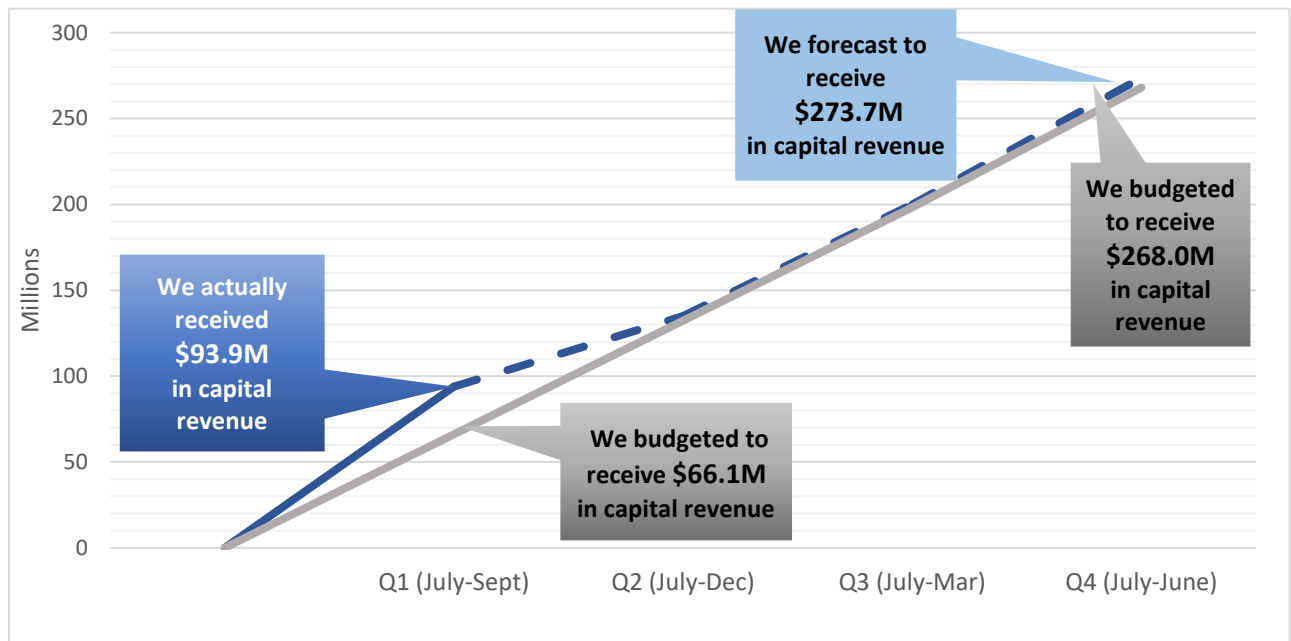
Actual: Favourable by \$9.7M | Forecast: Unfavourable by \$3.1M

Total operating expenses including depreciation and amortisation was \$128.6M which is \$9.7M lower than the YTD budgeted amount of \$138.3M. 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 \$526.5M, which is unfavourable to the budgeted position by \$3.1M. The forecast includes additional legal expenditure and costs related to the systems transformation project. The actual cost of the project varies based on the timing of each phase going live, but the overall expense remains within the project budget. Depreciation and amortisation cost is forecast to be \$2.5M less with the lower than expected number of tonnages of waste expected at the Refuse Disposal Facility (RDF).

Capital Income

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 \$27.8M | Forecast: Favourable by \$5.7M

Capital revenue is \$93.9M which is \$27.8M above budget due to higher monetary and non monetary contributions received of \$18.4M and \$6.5M respectively along with an increase in Capital grants of \$2.3M.

Capital revenue is forecast to be \$273.7M which is \$5.7M higher than budget mainly due to \$3M of additional capital contributions and \$2.4M in grants.

Income Statement

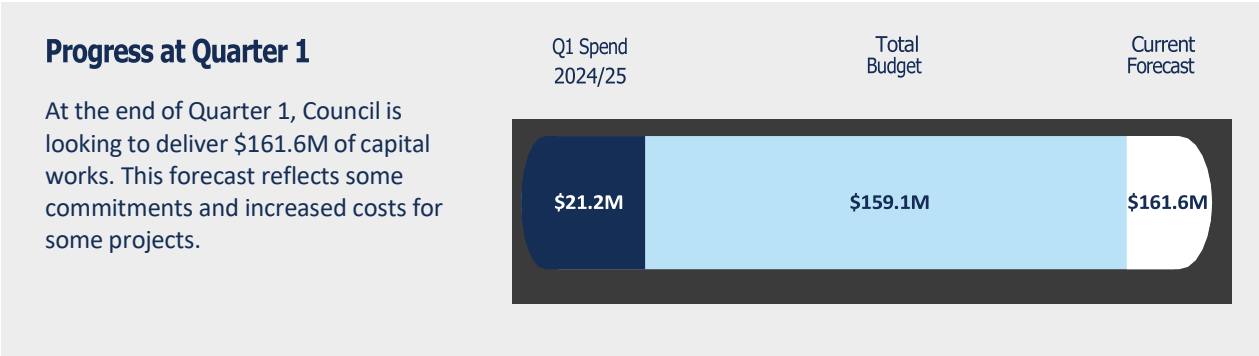
The table below provides the Income Statement highlighting the results and variances together with the end of year forecast as at the end of quarter one.

Income Statement Report – From 1st July 2024 to 30th September 2024:

	Actual YTD Sep 2024 \$'000	Budget YTD Sep 2024 \$'000	Variance YTD Sep 2024 \$'000	Q1 Forecast Full Year \$'000	Budget Full Year \$'000	Variance \$'000
Revenue from ordinary activities						
Rates and charges	\$74,933	\$75,177	-\$244	\$299,680	\$300,746	-\$1,066
Operating Grants	\$34,892	\$33,158	\$1,733	\$63,844	\$63,059	\$785
User fees	\$18,431	\$19,744	-\$1,313	\$74,964	\$77,183	-\$2,219
Statutory fees and fines	\$6,352	\$5,968	\$383	\$25,751	\$25,617	\$135
Other revenue	\$9,293	\$8,257	\$1,036	\$37,300	\$32,796	\$4,504
Total Operating Revenue	\$143,901	\$142,305	\$1,595	\$501,539	\$499,400	\$2,139
Expenses from ordinary activities						
Employee benefits	\$55,161	\$55,685	\$524	\$206,402	\$205,818	-\$584
Materials & Services	\$40,000	\$47,858	\$7,857	\$184,141	\$179,314	-\$4,827
Other expenses	\$1,558	\$1,721	\$163	\$6,226	\$6,103	-\$123
Total Operating Expense	\$97,174	\$105,712	\$8,539	\$398,564	\$393,030	-\$5,535
Underlying Operating Surplus before Depreciation & Amortisation	\$46,727	\$36,593	\$10,134	\$102,975	\$106,370	-\$3,395
Depreciation & amortisation	\$31,451	\$32,627	\$1,177	\$127,931	\$130,390	\$2,459
Underlying Operating Surplus (Deficit) after Depreciation & Amortisation	\$15,277	\$3,966	\$11,311	-\$24,956	-\$24,020	-\$936
Capital grants	\$5,357	\$2,996	\$2,361	\$14,667	\$11,983	\$2,684
Contributions – monetary cash	\$32,120	\$13,679	\$18,441	\$57,734	\$54,718	\$3,016
Contributions - non monetary assets	\$56,430	\$49,962	\$6,469	\$199,847	\$199,847	\$0
Net Proceeds on sale of assets	\$0	-\$525	\$525	\$1,476	\$1,476	\$0
Capital Income	\$93,907	\$66,112	\$27,796	\$273,724	\$268,023	\$5,700
Net Surplus	\$109,184	\$70,078	\$39,106	\$248,768	\$244,004	\$4,764

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

Capital Works



Council’s 2024/25 capital works program includes an investment of \$159.1 million for financial year 2024/25. At quarter one, Council is forecasting to spend \$161.6 million on capital works. With the significant increase in construction costs, a number of projects are having a staged delivery.

The capital works program is made up of three different categories. Council spend as at quarter one 2024/25 is as follows against each category of asset. 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.

Property

Land, Land Improvements, Buildings and Building Improvements



Land Improvement

Budget 2024/25 **\$10.3M**
Actual Spend **\$151K**



Buildings

Budget 2024/25 **\$2.66M**
Actual Spend **\$1.02M**



Building Improvements

Budget 2024/25 **\$346K**
Actual Spend **\$ 82K**

Infrastructure

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



Roads & Bridges

Budget 2024/25 **\$47.3.6M**

Actual Spend **\$1.8M**



Footpaths and Cycleways

Budget 2024/25 **\$5M**

Actual Spend **\$507K**



Drainage

Budget 2024/25 **\$5.79M**

Actual Spend **\$1.06M**



Recreational, Leisure and Community Facilities

Budget 2024/25 **\$59.6M**

Actual Spend **\$10.2M**



Waste Management

Budget 2024/25 **\$6.68M**

Actual Spend **\$763K**



Parks, Open Spaces and Streetscapes

Budget 2024/25 **\$13.1M**

Actual Spend **\$4.2M**

Plant and Equipment

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



Plant Machinery and Equipment

Budget 2024/25 **\$4.97M**

Actual Spend **\$717K**



Computers and Telecommunications

Budget 2024/25 **\$1.8M**

Actual Spend **\$343K**



Library Books

Budget 2024/25 **\$1.38M**

Actual Spend **\$304K**

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:

WYNDHAM CITY COUNCIL

45 Princes Highway, Werribee, VIC 3030

Phone: 1300 023 411

Translating and Interpreting services: 13 14 50

 mail@wyndham.vic.gov.au

 www.wyndham.vic.gov.au

 [wyndhamcitycouncil](https://www.facebook.com/wyndhamcitycouncil)

 [wyndhamcouncil](https://twitter.com/wyndhamcouncil)

 [wyndhamcitycouncil](https://www.linkedin.com/company/wyndhamcitycouncil)