

MANNINGHAM

## COUNCIL MEETING

# AGENDA

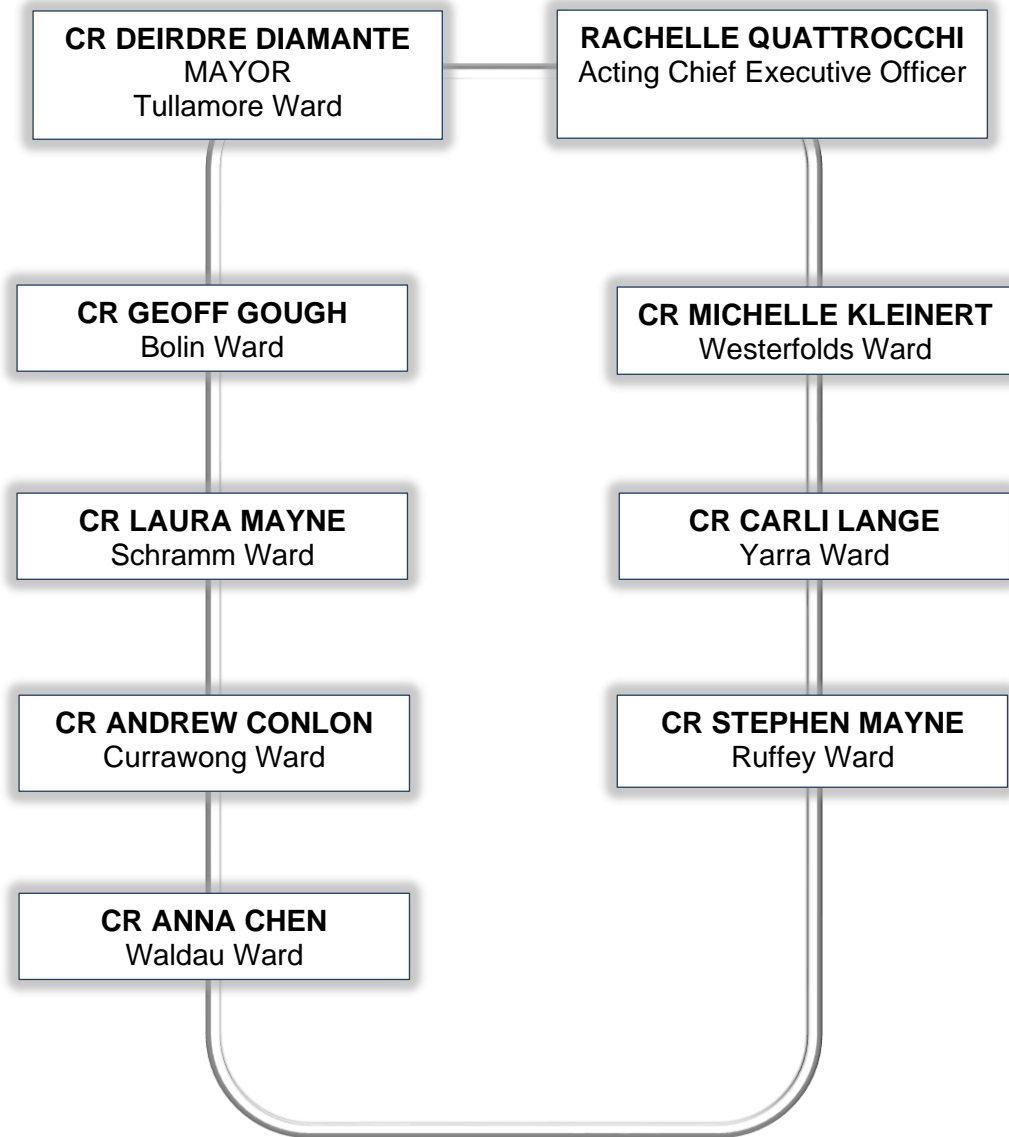
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|------------------|--|
| <b>Date:</b>     | <b>Tuesday, 22 August 2023</b>   |
| <b>Time:</b>     | <b>7:00pm</b>  |
| <b>Location:</b> | <b>Council Chamber, Civic Centre<br/>699 Doncaster Road, Doncaster</b> |

**This meeting is convened to transact the business listed below.**

**Rachelle Quattrocchi**  
**Acting Chief Executive Officer**

*This meeting will be livestreamed. Members of the public who address Council will be heard on the live audio stream, and audio of them speaking will be recorded. All reasonable efforts will be made to avoid capturing live or recorded video footage of public attendees however there might be incidental capture.*

# COUNCIL MEETING SEATING PLAN



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**1 OPENING PRAYER AND STATEMENTS OF ACKNOWLEDGEMENT**

**2 APOLOGIES AND REQUESTS FOR LEAVE OF ABSENCE**

Councillor Lightbody has been granted leave of absence from his Councillor duties for the period 4 August – 27 August 2023 inclusive.

**3 PRIOR NOTIFICATION OF CONFLICT OF INTEREST**

**4 CONFIRMATION OF MINUTES**

Confirmation of the Minutes of the Council Meeting held on 25 July 2023.

**5 PRESENTATIONS**

**6 PETITIONS**

**7 PUBLIC QUESTION TIME**

**8 ADMISSION OF URGENT BUSINESS**

**9 PLANNING PERMIT APPLICATIONS**

There are no planning permit applications that require a decision of Council this month.

**10 CITY PLANNING**

There are no City Planning reports.

## 11 CONNECTED COMMUNITIES

### 11.1 Draft Community Infrastructure Plan Consultation Outcomes

|                       |   |
|-----------------------|---|
| File Number:          | IN23/491  |
| Responsible Director: | Director Connected Communities  |
| Attachments:          | 1 DRAFT Manningham Community Infrastructure Plan <a href="#">↓</a><br>2 Draft CIP Community Consultation Feedback May 2023 - Attachment 2 <a href="#">↓</a> |

#### PURPOSE OF REPORT

*This report is seeking endorsement of the draft Community Infrastructure Plan 2023-2040 and noting of the community consultation outcomes.*

#### EXECUTIVE SUMMARY

*The draft Community Infrastructure Plan (CIP - Attachment 1) outlines a broad vision for the provision of community infrastructure across Manningham to meet future community needs.*

*The draft CIP was approved for public exhibition at SBS on 30 March 2023.*

*This report provides a summary of the feedback provided, (Attachment 2) and where appropriate, changes have been made to the draft CIP to reflect the consultation.*

*Council endorsement of the final Community Infrastructure Plan is now sought.*

#### 1. RECOMMENDATION

**That Council:**

- A. endorse the Community Infrastructure Plan 2023-2040 (Attachment 1).**
- B. note the Community Consultation outcomes (Attachment 2).**

#### 2. BACKGROUND

- 2.1 Manningham has an extensive network of community infrastructure across the municipality, including libraries, kindergartens and long day care centres, maternal and child health centres, senior citizens centres, art galleries and public halls. These are special places in our neighbourhoods and provide places to gather, celebrate, create and learn. They also represent a significant investment by Manningham Council in both bricks and mortar and in maintaining the buildings, so that they can continue to serve our community.
- 2.2 The CIP will provide the basis for Council investment in new or upgraded facilities and help to make decisions about other assets which are nearing the end of their operational life or no longer meet the needs of the community. The CIP supports the delivery of the Council Plan 2021-2025 and its five key focus areas.

- 2.3 The CIP sets out a 20-year strategy to ensure Manningham residents and visitors continue have access to quality and fit-for-purpose community infrastructure. It considers and responds to our demographic profile, community needs, local values and the role and characteristics of our different suburbs and neighbourhoods.
- 2.4 The draft CIP was presented at the April 2023 Council meeting where approval was provided for the document to be placed on public exhibition.

### 3. DISCUSSION / ISSUE

- 3.1 The draft CIP was advertised for Public Exhibition for the period 3 - 31 May 2023 via our website, Your Say Manningham, social channels and media releases. Five community groups made submissions and the survey generated four responses. Three Information sessions were held with a total of ten attendees.
- 3.2 The Consultation Summary (Attachment 2) addresses each piece of feedback and notes where the CIP has been adjusted to accommodate relevant feedback. The final document will be published on Manningham Councils website.

#### Key Consultation Themes

- 3.3 Neighbourhood houses felt that the description of their services was not accurate, and this has now been updated. Neighbourhood houses and the toy library are looking to expand their services but are restricted by space. Where relevant, these are included in the CIP.
- 3.4 Respondents identified a potential gap in Council's role regarding dealing with demographics in older adults and lone person households and how their future needs will be met. Recent consultation regarding the specific needs of older adults has been undertaken and the forthcoming Healthy Ageing Unit will prioritise these consultation results.
- 3.5 There were several omissions of assets, and these have now been identified and ownership classification of each asset has been included for clarity.
- 3.6 The CIP notes that the need for kindergarten infrastructure expansion and redevelopment is occurring concurrently through the development of an Early Years Asset Plan.

#### Key Issues Identified

##### **Warrandyte Childcare and Preschool Centre**

- 3.7 Warrandyte Childcare and Preschool Centre has approached Council about expansion opportunities for their services located in a Council building that is approaching end of life. The centre is run as a cooperative, offering long day care and an integrated kindergarten program.
- 3.8 Warrandyte differs from other areas of our municipality as there are no private providers in the market and the current services are at capacity. This is a popular service with long wait lists in an area where this style of care is preferred and in demand. The building is reaching end of life and requires significant investment and a more central location with safe traffic flow.

- 3.9 It is recommended Council undertake a detailed review of all Council-owned community facilities in Warrandyte to identify opportunities for consolidation at new and improved facilities spread across few sites which could result in a new hub. This has been included as a short term priority within the CIP.

#### **Men's Shed**

- 3.10 Investigations are underway for a suitable site for Warrandyte Men's Shed. A review is recommended to identify other sites for Men's Sheds as we are underrepresented with facilities of this type across the municipality.

#### **Early Years Infrastructure Plan**

- 3.11 Part of Council's role in Early Years (EY) is to coordinate the planning and provision of infrastructure to support Kindergartens and Long Day Care Centres (LDCs) within Manningham. Council also works collaboratively with services to provide support for vulnerable children, advocate for change and provide resources and equipment to educators. There is a need to clarify Council's role for kindergarten services and develop guiding principles to inform and prioritise Early Years Infrastructure asset planning.
- 3.12 Officers are currently developing an Early Years Asset Plan as an offshoot of the CIP to identify Council's strategic direction and commitment to government funded expansions and Council maintenance and renewal programs. Priorities will be based on demand now and into the future, condition of building, existing planned maintenance and scope of works required. Outcomes will drive grant applications and capital projects. This work will be presented to Council in future.

### **4. COUNCIL PLAN / STRATEGY**

- 4.1 The draft CIP links to the Health & Wellbeing Strategy 2021 – 2025 and the following goals in the Council Plan 2021 – 2025
- 4.1.1 Goal 1.1: A healthy, resilient and safe community
- 4.1.2 Goal 1.2: Connected and inclusive community
- 4.1.3 Goal 2.1: Inviting Places and Spaces
- 4.1.4 Goal 2.4: Well maintained and utilised community infrastructure

### **5. IMPACTS AND IMPLICATIONS**

- 5.1 Finance / Resource Implications

The CIP Implementation Plan will draw on the following funding sources:

- Strategic Development Fund
- Capital Works Program
- Government grants
- Partnership arrangements with either commercial or community - based organisations
- Repurposing of assets

5.2 Through the draft CIP we identified challenges that need to be addressed in order to best meet the needs of our community, now and in the future. The draft CIP includes strengthened recognition of demographic changes and the span of services within Manningham to meet community needs.

**6. IMPLEMENTATION**

6.1 Communication and Engagement

|   |  |
|---|--|
| Stakeholder Groups                      | <ol style="list-style-type: none"> <li>1. All community groups who use facilities in Manningham such as Neighbourhood Houses, Libraries and Learning Spaces, Kindergartens and Long Day Care Centres, and Arts and Culture facilities</li> <li>2. Different age cohorts such as children, young people and older adults</li> </ol> |
| Is engagement required?                 | Yes. Engagement has been completed. The outcomes are discussed in section 3 of this report.  |
| Where does it sit on the IAP2 spectrum? | Engage   |
| Approach                                | Communication material including letters, website information, social medial posts<br>Survey/Poll<br>Submissions<br>Individual and group meetings  |

6.2 Timelines

All respondents to the public exhibition process will be thanked for their input and informed about the changes that were made as a result of consultation and to provide the final documents.

**7. DECLARATIONS OF CONFLICT OF INTEREST**

No officers involved in the preparation of this report have any general or material conflict of interest in this matter.





# Community Infrastructure Plan

2023–2040 DRAFT



Interpreter service

**9840 9355**

普通话 | 廣東話 | Ελληνικά

Italiano | عربي | فارسی



# 1 Executive summary

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Community infrastructure is the foundation on which resilient communities can thrive. Inclusive and accessible facilities make Manningham a great place to live and work.

Our diverse community spans ages, abilities, and cultural backgrounds, so we need purpose-built infrastructure which reflects the unique nature of the population and the geography of Manningham.

This infrastructure includes a network of bricks-and-mortar facilities such as libraries and learning centres, kindergartens and long day care centres, maternal and child health centres, senior citizens centres, art galleries and public halls.

To develop this Community Infrastructure Plan (CIP), we started by examining the state of the existing infrastructure and the current needs of our population in 2022. From there, we conducted extensive research to establish the clearest possible picture of what Manningham will look like in the future. Based on how Manningham is forecast to grow in the coming years, we created short-, medium- and long-term action plans for how to best address these needs.

In the most transparent way possible, we have outlined here what our research and community consultation tell us is the right infrastructure for Manningham, how it will be implemented and how this will be paid for.

This CIP will direct Manningham's significant investment in new and upgraded infrastructure and guide decisions to decommission those assets that no longer meet the needs of the community. It reflects two of our *Council Plan 2021–2025* priorities for liveable places and spaces and for a healthy community.

To ensure that we have developed the most relevant and inclusive CIP possible, we have incorporated a gender impact assessment as required under the *Victorian Gender Equity Act 2020*. Lessons from this assessment, and those from related industry and community consultation, will be incorporated into our future planning, along with additional gender and intersectional data when it becomes available.

In planning for the future, we acknowledge that many of the needs identified will require further detailed investigations, planning, design, and consultation over time. We will continue to work to source grant funding and develop community partnerships as these opportunities develop.

To guide your reading of the CIP we have structured the content around the following five questions:

- What is there now, who does it serve and how well is it working?
- How are things going to change – how many people, where and when?
- What is needed to provide for the future community (existing and new)?
- What is the best way for this to be provided?
- How will it be paid for?

Within this structure, we have included information under the following six subject areas:

- Early Years
- Young People

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- Libraries and learning spaces
- Arts and Culture
- Community meeting spaces
- Community Services (medical and legal services, material aid and aged care).

The recommendations for projects made in this plan are divided into the following categories:

- short-term (less than 6 years)
- medium-term (7–12 years)
- long-term (over 13 years).

This CIP is a blueprint for how we plan, manage, fund, and deliver community infrastructure over the next 20 years. It will help us develop partnerships, prioritise capital works, negotiate with government and funding partners to create community around a shared vision of the future

#### **Acknowledgement of Country**

Manningham Council acknowledges the Wurundjeri Woi-wurrung people as the Traditional Owners of the land and waterways now known as Manningham. Council pays respect to Elders past, present, and emerging, and values the ongoing contribution to enrich and appreciate the cultural heritage of Manningham. Council acknowledges and respects Australia's First Peoples as Traditional Owners of lands and waterways across Country and encourages reconciliation between all.

Manningham Council also values the contribution made to Manningham over the years by people of diverse backgrounds and cultures.

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|          | Council remains committed to older adults and this is reflected in our operational model. A Healthy Ageing Team has been established as part of a recent organisational change in the Connected Communities Directorate at Manningham Council that have a specific focus on opportunities for older adults. | 23        |
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## 2 Overview

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### 2.1 What are the benefits of a Community Infrastructure Plan (CIP)?

Community infrastructure relates to the places and spaces where members of our community participate in social, recreational, and cultural life. It is the sum of both 'hard' infrastructure (facilities) and 'soft' infrastructure (support services, technology, and programs).

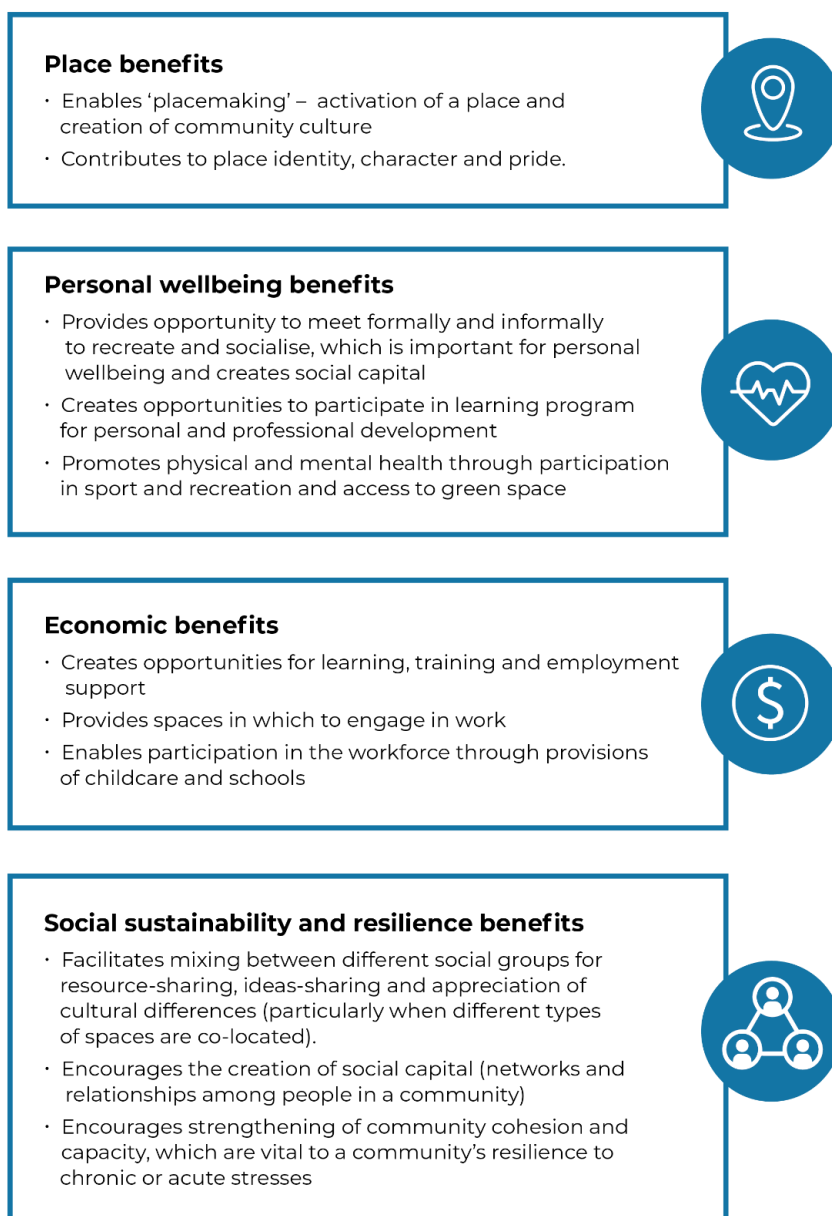
As we have over 70 facilities in our community infrastructure portfolio, we need to balance the value of replacement as opposed to consolidation or renovation of existing buildings, as well as the financial viability and sustainability of providing new facilities. To strike this balance by making decisions which benefit our community requires long-term and strategic thinking.

By creating a CIP which will provide for Manningham over the next 20 years, we have sought to:

- **consider the best location for facilities and services:** as it is vital to acknowledge that some areas will experience greater demand for community infrastructure than others
- **support local liveability:** as it is important to support local access to community facilities and services because this is how we create a neighbourhood where everything we need is local
- **keep spaces and services inclusive:** because our community is diverse, and our facilities and services should be welcoming to people of all languages, abilities, and cultural backgrounds
- **support intergenerational spaces:** because as our community grows, we must provide spaces that are appealing and accessible to people of different ages and life stages
- **focus on social inclusion:** because as the composition of our community develops, it's important to provide local spaces for recreation and gathering to support participation in community life.

Broadly, the benefits of investing in community infrastructure can be categorised as relating to place, personal wellbeing, economic value and social sustainability and resilience, as detailed in Figure 1.

**Figure 1. Various benefits of community infrastructure**



**How was the CIP developed?**

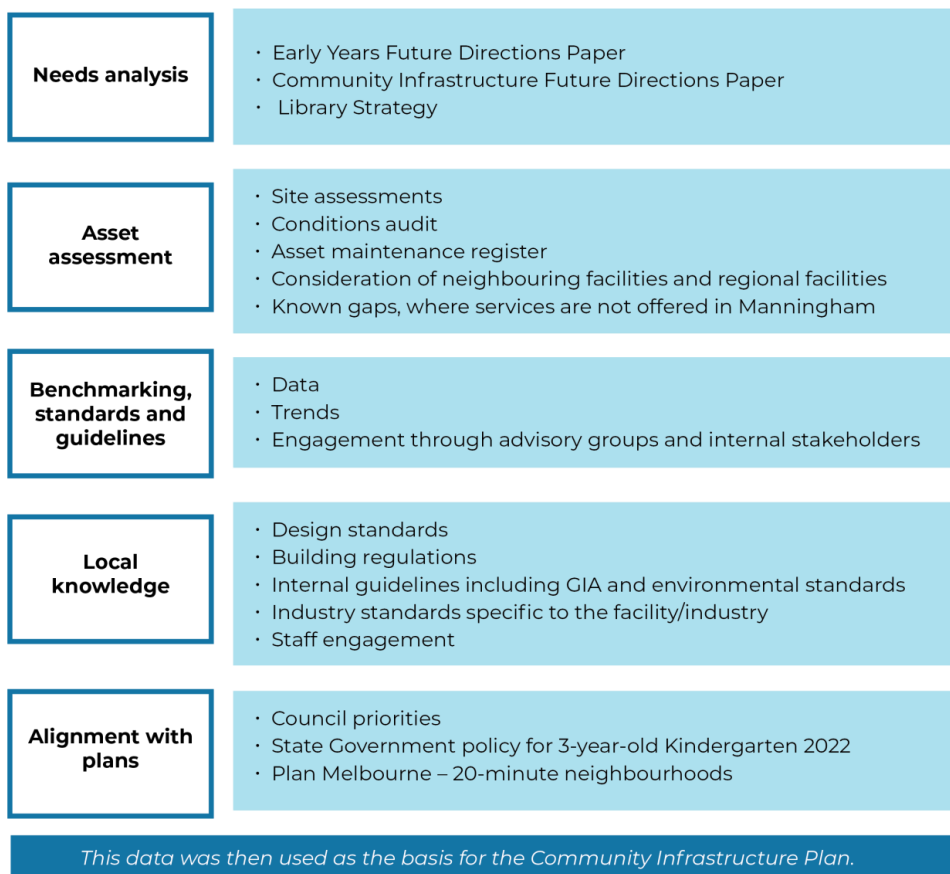
We undertook a detailed assessment in 2020–2021 which revealed the need for different types of community facilities and services. This assessment resulted in two reports which have provided the foundations for the CIP:

- Early Years Future Directions Paper: *Manningham Community Service Needs Assessment* (EYFD Paper; March 2021)
- Community Infrastructure Future Directions Paper: *Manningham Community Service Needs Assessment* (CIFD Paper; March 2021).

At the same time, we applied industry benchmarks to our emerging plans to gives us a better understanding of the size and scope of the recommendations. Benchmarks involve combining different factors like location and population density to calculate the requirements of different infrastructure needs.

A high-level overview of the steps involved in developing the CIP are outlined in Figure 1.

**Figure 2. Overview of CIP development process**



Other data and information used to develop this CIP includes:

- review of relevant policies, strategies, and background studies (including documents such as Liveable City Strategy objectives, Doncaster Hill Strategy (2002, revised 2004), New Doncaster Hill Framework Plan (under development)
- analysis of current and forecast population and demographic trends
- analysis of the Council's priorities as identified by the Community Panel 2021
- *Council Plan 2021–2025* priorities
- audit of existing community facilities
- consideration of facilities in neighbouring areas
- application of industry benchmarks
- placed-based analysis: land uses, facilities, services, open space, transport
- consultation with key stakeholders
- research into industry best practice.

While the development of this CIP document was an extensive undertaking, this is just the start of a process which will require more detailed investigations, planning, design, and consultation in the coming years. Relying on new partnerships, collaborations, and consultations, we will continue to engage with a range of different organisations, groups and, you, the community. This CIP will be the common blueprint we use to build these partnerships to make our communities stronger and our neighbourhoods even better places to live.

## 2.2 Our major priorities

The CIP is structured to provide information about the proposed recommendations under different service areas, demographics, locations, and timelines. The following is a summary of our major priorities.

### **Building improved library and learning spaces**

The Pines and Bulleen Libraries are ageing and in leased facilities. This plan identifies the need for newer facilities to replace these existing facilities that are unable to adequately meet current or future demand. Other improvements to library services include provisions to enable a new model at Warrandyte Library to include extended and unstaffed opening hours, to reconfigure the layout of Doncaster Library to improve functionality and to explore an option for book lockers in other areas.

### **Facilitating kindergarten expansions**

Necessitated by changes to the Victorian Government's kindergarten policy for three-year-old and four-year-old children, expansions to kindergarten facilities will be enabled by the State Government Building Blocks funding program. Priorities for kindergarten expansions are based on an assessment of population growth and demand as consistent with the state government modelling, backed up by our local knowledge and condition of the facility.

The state government's expanded kindergarten programs for both three- and four-year-old children will be effective from 2023. Free kinder will be available for all Victorian three- and four-year-old

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children at participating services in both stand-alone (sessional) services and long day care (childcare) settings. By 2029, it is anticipated that all Victorian kindergarten services will be delivering 15 hours of funded kindergarten programs to children in the two years before they start school.

By 2032, four-year-old kindergarten will transition to 'pre-prep', increasing to a universal 30 hours a week program of play-based learning for every four-year-old child in Victoria.

Kindergarten expansions will be dependent upon funding from the State Government to support their kindergarten reform agenda.

#### **Expanding community meeting facilities**

Overall, there is an adequate supply of medium and large community meeting spaces in Manningham and there are opportunities to deliver more flexible options for use by smaller groups. This can be delivered in conjunction with the establishment of Community hubs that bring together services in one geographic location for community benefit.

Multipurpose use of sporting pavilions as community meeting spaces (when they not utilised during the day) can contribute to supply of meeting spaces where required.

#### **Addressing service gaps**

The CIP recognises the need to support the arts, particularly in the case of performing arts, and recommends an analysis of the needs for arts facilities to map such needs, demands and opportunities. These might be in partnership with schools or other providers. We also identified the need for more community legal services, co-working spaces, community health services, youth mental health facilities and youth services.

#### **Upgrading and consolidating existing community infrastructure**

Much of our community infrastructure is ageing. We have developed a progressive planning schedule to upgrade well-used buildings and consolidate facilities to in accessible locations. The ambition for these spaces is that they are not only modern, clean, and functional, but also fitted out with wi-fi, video meeting capacities, adequate acoustics where appropriate and accessibility for people with mobility difficulties.

## **2.3 Our coordinated approach**

The planning and delivery of community infrastructure has evolved in recent years in light of changed usage patterns and continued population growth. With the clusters of community spaces, there is an opportunity to enable coordinated programming and linkages between spaces to account for the limited public transport across Manningham.

Healthy, liveable communities are walkable and well-connected, where residents can live, work and play locally.

The Victorian Government's direction for 20-minute neighbourhoods links the *Plan Melbourne 2017–2050* directive and our own *Liveable City Strategy 2040*. The direction emphasises living locally, such that people can access most of their daily needs such as health services, libraries, playgrounds, and other community infrastructure within 20-minutes from home.

In particular, the community hub model, which clusters community facilities together to provide greater access to a diverse range of services and resources in one location, is being actively promoted by state and local government policy. The principles for the development of community

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hubs in Manningham are to offer accessible and co-located services and serve a significant portion of the local community.

Council is committed to a Service Led Asset Management approach. It is an approach to sustainable management of services and built infrastructure. It is about ensuring the delivery of services that the community values today whilst delivering certainty for the generations of tomorrow.<sup>1</sup> It is a process of assessing current and future service needs and making sure that Council assets are fit for their intended purpose.

The process of developing the CIP i.e., undertaking a needs analysis and an asset assessment is consistent with the Service Led Asset Management Framework.

Council is committed to reviewing service needs, undertaking building asset needs analysis and assessing resourcing to prioritise a program of projects and works for the community. This is part of Council's short- and long-term financial planning.

## 2.4 Our guiding principles

This CIP development process has helped us better understand the people who live in Manningham, the geography of the area and the spirit of local community which makes this a great place to live.

The following guiding principles have influenced all the recommendations within this CIP. These principles are relevant to all types of community infrastructure and seek to ensure that we create a network of facilities that support our collective health, connectivity, and resilience.

### **Ensure community infrastructure responds to place and community-based needs and opportunities**

The type, design and location of community infrastructure should respond to the needs of its community and the unique characteristics of its location. This should be reflected in the type of service delivered, space provided or design of the building. We recognise that community infrastructure contributes to local liveability, character and identity and should reflect these values.

### **Maximise the functionality and use of our existing community infrastructure**

Unprecedented population growth and increasing community expectations have changed the demands on built community infrastructure. To meet this demand, we must improve the capacity, efficiency, and performance of existing community facilities. Manningham already has an extensive network of functional community buildings across the municipality. Through improved design, programming and through new partnerships we want to maximise community usability in these spaces.

### **Establish new community infrastructure as part of community hubs**

A community hub co-locates different community facilities at one location, bringing operational efficiency as well as improved community accessibility, utilisation, and activation benefits. This is the preferred model for Manningham Council in the delivery of new facilities moving forward.

A community hub locates different community facilities at one location to provide better access to a wide range of services, spaces, and programs. It also provides a more cost-efficient way to deliver

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<sup>1</sup> Definition of Asset Management- Institute of Public Works Engineering Australasia.

community infrastructure. This is done by maximising the use of land and supporting infrastructure (including maintenance costs), sharing resources, and supporting cross-referral and synergies between different service providers. It also provides an opportunity to leverage new and varied sources of funding and greater flexibility to respond to changing community needs over time.

There is not a one-size-fits-all approach for community hubs. All different kinds of community hubs are emerging, with many different combinations of services and spaces.

**Locate community infrastructure with good access to transport and amenities**

We should always consider locating or relocating community services and infrastructure in areas well serviced by the public bus network and with adequate access to walking and cycling connections. It is also essential to consider locations for new facilities in areas in proximity to existing community amenities such as activity centres which connect to major arterial roads, footpaths and open spaces.

**Encourage shared use of spaces and facilities**

The shared use of community facilities has the potential to deliver better and more cost-effective spaces and services. Shared usage may decrease or delay the need to invest in new facilities which ultimately allows high priority infrastructure to be delivered earlier and more effectively. Consulting with the different groups during the design process will ensure mutual benefit for users.

**Encourage partnerships with other service providers, operators and the community, to deliver multipurpose facilities and alternative revenue streams as well as maximise community choice**

Many community facilities operate on a not-for-profit basis. They rely on venue hire fees and grant funding for generating income. Partnerships with other service providers should be considered when planning and designing community facilities to increase financial viability while adding to the range and quality of activities and services being provided.

**Provide welcoming and inclusive spaces that celebrate diversity and foster a sense of belonging**

The design and provision of facilities must consider the needs and aspirations of the whole of the community which spans ages, abilities and cultural backgrounds. It must also bridge gaps between groups of socioeconomic advantage and disadvantage. Spaces should be dementia-friendly and incorporate principles of universal access and design. Equally, their location, design and programming should foster a sense of belonging and inclusion. To achieve this will require ongoing community engagement.

**Incorporate environmental sustainability design in new community infrastructure**

By pursuing high standards of environmental sustainability in the design, delivery, management and maintenance of new community facilities and services we can demonstrate leadership to the industry and our community. This will help us to deliver the best possible environmental outcomes.

## **2.5 The structure of our CIP**

These are the five main questions which structure our CIP.

**What is there now, who does it serve and how well is it working?**

Through our consultation with the community, our demographic research and our consultation with industry bodies, this section allows us to provide an up-to-date cross-section of the existing infrastructure and the community which it supports.

**How are things going to change – how many people, where and when?**

Informed by our research this section sets out the projections for population growth in Manningham to forecast the impact on facilities and services in certain suburbs at different times over the next 20 years.

**What is needed to provide for the future community (existing and new)?**

In this section we will go through the needs of the future community as they relate to the six service areas and the different neighbourhoods in Manningham to provide context for the recommendations.

**What is the best way for this to be provided?**

Here we have set out a comprehensive set of recommendations based upon the short-, medium- and long-term needs of the community.

**How will it be paid for?**

By outlining how these recommendations will be funded and delivered, we aim to show how our recommendations will be successful in providing the best community infrastructure for Manningham.

### 3 What is there now, who does it serve and how well is it working?

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#### 3.1 How is Manningham Council supporting current infrastructure?

Manningham Council plays a variety of roles in the provision of community infrastructure. Our role in the delivery of different services and facilities may change over time in response to market trends, user preferences, government policy and resource availability. For each service, facility or space, we define our role as one of the four types listed below:

- **Planner:** to undertake the future planning of key services, facilities and spaces.
- **Partner:** to work with others, including the community, to deliver services, facilities and spaces.
- **Promoter:** to lobby other public and private enterprises the provision of key services, facilities and spaces.
- **Provider:** to directly deliver community facilities or services or both.

These distinctions are useful to help understand the responsibilities we currently have across the six service areas and how our role in each will influence the recommendations we make.

#### 3.2 Who does it serve?

In 2022 Manningham's population reached 125,700 people. Of those, 54% had a first language other than English, with 76 languages spoken across the municipality. Of the current population, 44% of people were born overseas, with the majority from China, Malaysia, Hong Kong and Iran.

Developing a CIP means forecasting how Manningham's population will grow and change. Current projections are that in 2036, approximately 148,318 people will call Manningham home, representing an 18% growth in population.

The population across the municipality is ageing in line with metropolitan-wide trends. By 2036 our community is forecast to include a higher proportion of working aged people than today (25–29 years) as well as a higher proportion of older people than today (aged 70+). The dominant household is anticipated to remain as couple families with children in 2036, with 6,722 more children and young people (aged 0–18 years) calling Manningham home, but we will also see an increase in lone person households. The suburbs of Doncaster, Bulleen and Doncaster East are expected to experience the most growth between now and 2036.

<sup>2</sup>

##### 3.2.1 Early years

Early years services and facilities provide support and care to babies and children (0–6 years) and their families.

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<sup>2</sup> ID Profile Demographic Resources Census 2021

Council’s role in Early Years (EY) is to coordinate the planning and provision of infrastructure to support Kindergartens, and Long Day Cares (LDCs) with kindergarten programs in Manningham. Council work collaboratively with services to provide support for vulnerable children, advocate for change and provide resources and equipment to educators.

**Kindergarten**

While state government plans to fund three- and four-year old kindergarten are emerging, at present, Manningham Council oversees a number of kindergarten facilities, with parents paying for early learning services. Because of workforce participation, travel and family preferences, Manningham has a higher kindergarten participation rate relative to other municipalities.

The state government’s announcement that it would fund 15 hours of three- and four-year-old kindergarten is an important backdrop to the current state of Early Years services in Manningham. Participation in three-year-old kindergarten has already increased significantly since the announcement. At present there are Building Blocks funding grants available to help facility modifications to meet the increased demand over the coming 10 years as this reform continues to be rolled out. Part of this government directive is to situate kindergarten services near or at primary schools, but currently no primary school sites in Manningham have been identified as sites for new kindergartens.

Most recently, the state government’s Best Start, Best Life initiative was announced in June 2022. The initiative aims to provide free kindergarten for both three- and four-year-old, with four-year-old gaining access to 30 hours of ‘pre-prep’ to better prepare them for school. While the full details of the initiatives are still evolving, the Early Years providers are anticipating adjustments to be made regarding workforce, infrastructure, demand for kindergarten sessions and available funding.

Expansion of Kindergarten facilities within Manningham will be dependent upon funding from the state government.

**Long day care**

Overall, majority of the long day care (LDC) providers are privately run in Manningham, with one (Early Years at MC2) provided by Council and three run out of Kindergartens.

**Other Early Years services**

Maternal and Child Health services, playgroups and toy libraries are co-located with other community spaces.

**Table 1: Manningham’s current Early Years infrastructure**

| Infrastructure  | Manningham Council’s role |                    |         |         |          |
|---|---------------------------|--------------------|---------|---------|----------|
|   | Provider (facility)       | Provider (service) | Partner | Planner | Promoter |
| <b>Maternal and Child Health services:</b><br>provide universal primary health care for families with infants and very young children to support physical, emotional and social development | x                         | x                  |         | x       | x        |

| Infrastructure   | Manningham Council's role |                    |         |         |          |
|--|---------------------------|--------------------|---------|---------|----------|
|  | Provider (facility)       | Provider (service) | Partner | Planner | Promoter |
| <b>Kindergartens:</b> offer three-year-old and four-year-old kindergarten education, which can be delivered as a sessional (stand-alone) program or integrated with LDC  | x                         |                    |         | x       | x        |
| <b>LDC providers:</b> offer childcare services, typically operates for eight hours per day   | x                         | x                  |         | x       | x        |
| <b>Playgroups:</b> involve informal sessions where parents/ caregivers/grandparents and children meet in a relaxed environment, while Manningham Council doesn't facilitate any playgroups, many occur within our community facilities | x                         |                    | x       |         |          |
| <b>Toy libraries:</b> provide opportunities for a household to borrow a range of toys for short-term use   | x                         |                    |         | x       | x        |

We currently have an expansive network of Early Years community infrastructure across the city. Many of these facilities are much loved, highly valued, but running at capacity.

Many of our buildings are ageing and in need of upgrades to continue operating and meet contemporary standards and expectations. The Council has received requests from several kindergartens and community LDC service providers to expand or replace facilities. Some service providers have already applied for a Building Blocks grant from the state government with the Council acting in a promoter role.

Early years services have approached Council about expansion opportunities for their service. One request we have received is from Warrandyte Child Care and Kindergarten located in a Council building that is approaching end of life. Warrandyte differs from other areas of our municipality where no private providers are in the market and the current services are at capacity with families on wait lists. Council may want to consider a solution that works for this unique area.

An Early Years Plan is under development to determine the priorities of works required for the for the 26 kindergartens and one long day care without a kindergarten service run by Council that operate out of Council buildings. Three childcare services run a funded kindergarten program in a Council building.

Council has established guiding principles in order to develop the Plan. Priorities will be based on demand now and into the future, condition of building, existing planned maintenance and scope of works required. Outcomes will drive grant applications and projects.

During our audit, we found several of our providers offer a bush kindergarten program, where children can investigate, explore, take risks and connect with the natural environment. A growing body of evidence suggests outdoor activity can significantly contribute to improved health and wellbeing. As a result, the Council and the state government are supporting the delivery of this program in Manningham with the view to expand this in the future.

**3.2.2 Young people**

Community infrastructure targeted to young people (12–25 years old) comprises spaces and facilities as well as services such as youth mental health support.

**Youth mental health**

Across all demographics, gaps in mental health service provision have been highlighted, with an increase in demand for services. Many local governments provide some mental health services, whether this is in-house or through a referral to other non-Council agencies, but half lack a space dedicated to youth access to these services.<sup>3</sup> At present, many councils including Manningham have long wait lists for publicly funded mental health services, or circumstances which mean young people need to travel outside their municipality for access.

**Access**

Access is important in youth services as most young people cannot drive independently. It is especially important that youth services and spaces are easily accessible by public transport and active transport (such as walking, cycling, skating and riding scooters). For this reason, typically youth services and facilities are co-located with other spaces young people frequent, such as shopping centres, schools, libraries and skate parks.

**Table 2: Manningham's current Youth services infrastructure**

| Infrastructure   | Manningham Council's role |                    |         |         |          |
|--|---------------------------|--------------------|---------|---------|----------|
|  | Provider (facility)       | Provider (service) | Partner | Planner | Promoter |
| <b>Youth sites and services:</b> include a mix of spaces for our youth services staff, one-on-one service provision and spaces for group programs, events, and socialising | x                         | x                  | x       | x       | x        |

Manningham Youth Services currently provides important information to young people, confidential counselling, and other support and social programs for young people aged 12–25. In 2022, we also established the Manningham Youth Advisory Committee (MYAC), which gives the opportunity for those aged 16–25 to have a say on the issues which affect young people in our community.

Our youth services currently operate out of one space in Manningham. While the space is well located (at MC2) it is primarily an administrative office space that is not configured or designed to

<sup>3</sup> Youth Affairs Council Victoria (2021), *Mapping youth policy, participation mechanisms and services across local Councils in Victoria*.



be a fit-for-purpose facility. At present it cannot support the core youth services which enable young people to seek support, counselling, or participate in programs.

### 3.2.3 Libraries and learning

The best libraries function as a living room for the community which welcomes people of all ages. By coordinating with other learning spaces there is potential to create centres in Manningham which support our local economy through learning and collaboration.

#### Libraries

While physical book collection remains a core function, libraries are now incorporating spaces to support digital literacy, people working and studying and intergenerational learning programs. Libraries are becoming increasingly active and collaborative places by creating a mix of 'noisy' and quiet spaces. State programs like Libraries After Dark extend the opening hours of the library so that the space can act as an alternative to pubs and pokies. Initiatives such as this demonstrate the vital role libraries play in connecting the community. This is supported by research which suggests that libraries in Victoria provided \$4.30 of socioeconomic value for every dollar invested.<sup>4</sup>

#### Neighbourhood House

Neighbourhood houses offer opportunities for Manningham residents to connect, learn new skills and participate in and contribute to community initiatives. They run wide range of learning programs, tailored social connections including initiatives to reduce social isolation and improve mental health and wellbeing.

Neighbourhood Houses are run locally by not-for-profit organisations and volunteers utilising Council owned buildings and community centres in five locations across Manningham.

Across Victoria, there has been a recent shift towards delivering Neighbourhood House programs as part of a multipurpose community centre, often integrated with library services. This integration allows the service to be more efficiently run and provides opportunities for collaboration. Work can be done with Council and Neighbourhood Houses to explore innovative solutions to meet community need.

#### Co-working spaces

We have also seen the emergence of co-working spaces supported by councils and by the private sector. These environments are designed to allow self-employed people and remote workers to engage in work, share expertise and even collaborate on new ideas in a space which is affordable and supported by high quality technological infrastructure. Research suggests there is not only an economic benefit to creating these spaces, but that people form more social connections through shared spaces.<sup>5</sup> Co-working spaces can be complementary to existing library and learning spaces and in the context of increased flexible working they present an opportunity to connect members of the community. There is also a suite of co-working spaces that are in shopping centres or other publicly accessible places, operated by private providers.

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<sup>4</sup> State Library Victoria & SGS Economics and Planning (2018), *Libraries Work! The socio-economic value of public libraries to Victorians*.

<sup>5</sup> Porath, CL & Spreitzer, GM (2012), *Thriving at work: toward its measurement, construct validation, and theoretical refinement*; Gerdenitsch, C et al. (2016), *Coworking spaces: a source of social support for independent professionals*.

**Table 3: Manningham's current Libraries and learning infrastructure**

| Infrastructure   | Manningham Council's role |                    |         |         |          |
|--|---------------------------|--------------------|---------|---------|----------|
|  | Provider (facility)       | Provider (service) | Partner | Planner | Promoter |
| <b>Libraries:</b> provide book borrowing, learning services and programs for adults, youth and children, access to technology and other meeting/study spaces | x                         | x                  |         | x       | x        |
| <b>Neighbourhood Houses/Learning centres:</b> support participation in learning courses and other educational activities                                     | X                         |                    | x       | x       | x        |
| <b>Co-working spaces:</b> provide flexible, shared workspace for freelance or home-based workers, start-ups, and different businesses/organisations          |                           |                    | x       |         | x        |

Manningham currently has four libraries at Doncaster, Doncaster East (The Pines), Bulleen, and Warrandyte. These libraries are operated by the Whitehorse Manningham Regional Library Corporation, a shared service arrangement between Manningham Council and Whitehorse Council. We have a strong borrowing community, with great turnout at literary programs. Our libraries also have a notable number of members from neighbouring suburbs, indicating that many of our facilities service a wider catchment and that people are happy to travel to access this service. Doncaster Library is the flagship library in Manningham, significantly larger and newer than the others, and co-located with other community uses in the MC2 municipal hub. It is also the most-visited library, followed by The Pines.

At present, our five Neighbourhood Houses, located in Templestowe Lower (Living and Learning @ Ajani), Park Orchards, Doncaster East (The Pines), Warrandyte and Wonga Park, are managed by voluntary community-based committees who are responsible for the operation of each centre. The Park Orchards Neighbourhood House & Learning Centre is facility is ageing, with limited accessibility. It is currently over capacity and its Board are advocating for an expanded, upgraded facility.

Manningham does not currently have a co-working facility, despite having a high number of self-employed professionals and home-based small businesses.

### 3.2.4 Arts and Culture

Our current infrastructure in this area encompasses a range of performance and rehearsal spaces, studio/workshop spaces, and exhibition and display spaces that celebrate creative expression, cultural identity and heritage. We also see many arts and cultural activities operate outside of dedicated arts facilities, including in libraries, public halls, outdoor plazas and even busking, which takes place at activity centres.

Research from the Australian Council for the Arts highlights the vital role of arts and creativity in almost every aspect of our lives, from education to mental health and in strengthening local economies.<sup>6</sup> This has been evidenced in a trend of increased weekly expenditure on art, culture

<sup>6</sup> Australian Council for the Arts (2020), *Creating Our Future: arts and creativity increasingly important to all Australians*.

and entertainment by Australian households over recent decades. The Australia Council research showed that film, digital media and literature experienced the biggest jumps.

Performances and cultural programs occur in entertainment venues, schools and churches, with many private museums and galleries hosting the work and endeavours of amateur and professional artists alike. We are fortunate to have Heide Museum of Modern Art, a cultural icon, in our municipality.

**Table 4: Manningham's current arts and culture infrastructure**

| Infrastructure   | Manningham Council's role |                    |         |         |          |
|--|---------------------------|--------------------|---------|---------|----------|
|  | Provider (facility)       | Provider (service) | Partner | Planner | Promoter |
| <b>Galleries:</b> offer curated collections and touring/temporary installations from local and/or international artists                                | x                         | x                  | x       | x       | x        |
| <b>Studios:</b> accommodate a range of programs for makers and creators, for example painting, dance and pottery                                       | x                         | x                  |         | x       | x        |
| <b>Theatres:</b> hold performances and some rehearsals, and include community playhouses and music venues, as well as venues to host world-class shows | x                         |                    |         | x       |          |

Our network comprises Council-owned facilities as well as spaces delivered by the state government, private organisations, and the not-for-profit sector. Most of our arts spaces are highly functional, in good condition and are typically well-utilised by a range of community arts groups. However, spaces such as the historic Doncaster Playhouse have limitations on their ability to meet the needs of a contemporary performing arts space. Through our local schools there are a number of state-of-the-art theatres which do meet these requirements, but their availability for non-school use is limited.

We have recently constructed a new informal outdoor amphitheatre space for Warrandyte, and there is advanced planning under way by private developers to construct a 500-seat theatre at the Church of Christ site opposite the Doncaster Playhouse. The Doncaster Playhouse was hit hard by the pandemic and may not see a return to the number of groups and activities that it once hosted. At sites like this, there is opportunity to explore alternative uses. Additionally, informal and multipurpose spaces like Ajani Community Hall and others would benefit from enhanced acoustics and sound equipment to further support community level performances.

Over time, there is the potential to reinforce the Civic Centre Precinct and Doncaster Hill (Civic Precinct) more broadly as the cultural and civic heart of our community through the Council's strategy and programming. It is already a focal point for arts and cultural activities with the Manningham Art Studio, and Manningham Art Gallery at MC2, Doncaster Playhouse, and Doncaster and Templestowe Artists Society and. Warrandyte is known for its vibrant artistic community, with a range of spaces for hobbyist makers and professional artists alike, including the Mechanics Institute, Stonehouse Gallery and Warrandyte Pottery Studio. The Warrandyte Pottery Expo is a much-loved cultural event held each year on the banks of the Yarra River. The role of these creative and cultural precincts could be further enhanced through coordinated programs and

events across the different spaces, including through the expansion of our online venue booking system to better support and link these spaces.

Whilst Manningham has continued to deliver a core set of arts and cultural activities at its venues, a new Cultural Plan is recommended to ensure that future programming, policies and community and economic support activities function appropriately and effectively to meet and enhance the contemporary artistic and cultural character of the community.

**3.2.5 Community meeting spaces**

Community meeting spaces take many different forms, from public halls to community gardens and sheds and rooms at sporting pavilions. At their core, they provide a place for different community groups to come together for a range of programs and activities, be it dancing, playing mah-jong, gardening, making and tinkering, or for a morning tea.

Many community meeting spaces have traditionally been provided in stand-alone buildings. However, contemporary best practice approaches and local governments across Australia are moving away from this model, as these facilities are generally not as accessible, equitable or financially viable. Instead, the delivery of community meeting spaces is moving towards flexible multipurpose rooms in community hubs that are shared by different users.

**Table 5: Manningham's current community meeting space infrastructure**

| Infrastructure   | Manningham Council's role |                    |         |         |          |
|--|---------------------------|--------------------|---------|---------|----------|
|  | Provider (facility)       | Provider (service) | Partner | Planner | Promoter |
| <b>Scout Halls:</b> provide spaces for local Scout groups to conduct their activities  | x                         |                    |         | x       |          |
| <b>Multipurpose hall/rooms:</b> provide a small, medium, or large room for hire that is highly flexible and able to accommodate a range of different types of groups and activities  | x                         | x                  |         | x       |          |
| <b>Senior citizens groups/Planned Activity Groups (PAGs):</b> enhance the independence of older adult participants by promoting physical activity, cognitive stimulation, nutrition, emotional wellbeing, and social inclusion, and they may meet at a dedicated facility, or a senior citizens centre | x                         | x                  | x       | x       | x        |
| <b>Returned Service Leagues (RSLs):</b> provide independent support for those who have served in the Australian Defence Force; and the groups typically operate from dedicated RSL club facilities   | x                         |                    |         | x       | x        |
| <b>Local History Groups:</b> promote and preserve local heritage   | x                         |                    |         | x       |          |

| Infrastructure   | Manningham Council's role |                    |         |         |          |
|--|---------------------------|--------------------|---------|---------|----------|
|  | Provider (facility)       | Provider (service) | Partner | Planner | Promoter |
| <b>Community gardens and sheds:</b> coordinate activities which are run by a local volunteer or not for profit organisation, with produce harvested for member use, markets, or community kitchens and may offer learning and certification programs in partnership with local service providers | x                         |                    | x       | x       | x        |
| <b>Social rooms in sporting pavilion:</b> meeting spaces with amenities available out of club hours  | x                         |                    | x       | x       | x        |

Our community meeting space network includes Scout Halls, local history groups and RSLs which service their specific user group but provide limited opportunities for shared use by our general community. There is scope to expand this network to better utilise sporting pavilions when they are not occupied during the day for community groups that do not require their own equipment. In contrast, we have many multipurpose rooms both in stand-alone halls and within hubs and learning centres, where they host diverse groups and activities, from arts and culture to children’s programs.

Their condition and capacity vary between location and building – there are some which are highly utilised and functional and others which are in poorer condition and only used sporadically. Meeting rooms in some of our larger suburbs typically experience high demand, with waiting lists for peak times (during the week after 4pm and Friday and Saturday evenings).

Manningham has four community garden spaces – MC2, Ajani Living and Learning, Warrandyte Community Gardens and another at 39 Wetherby Road, Doncaster. The Wetherby Road site also hosts the Doncaster Men’s Shed, Kevin Heinze Grow and the Pied Pipers. Several of these groups have expressed the need for improved facilities that are hampered by uncertainty, as the site is currently leased. There is a burgeoning Men’s Shed in Warrandyte that will grow over time and will need consideration of a location and appropriate facility, a Men’s Shed has been established in Bulleen by local residents and members of the Veneto Club in Bulleen where it is hosted, plus there is capacity for further Men’s Sheds (or community sheds to include all genders) to be developed within Manningham.

There are also several existing and active local history groups in Manningham which are based at beloved heritage sites, yet some of these spaces don’t meet contemporary requirements for the groups that run them. The need to preserve artefacts and promote the work of these groups could be better served by improving facilities, promoting their work further or co-locating some functions of these groups at community hubs. The addition of a visitor’s centre at Schramm’s Cottage in Doncaster will allow residents and visitors to learn more about local history.

**3.2.6 Community Services**

There are other types of services and spaces that underpin our community health and wellbeing, but for which we are not a provider of facilities or services. These facilities and services are important components of our community infrastructure network.

**Health**

There are a range of community health providers in Manningham: Access Health and Community, Doncare, EACH and Women's Health East. They provide services focusing on medical, mental health, women's health, children, occupational therapy, audiology and aged care. Other specialist services such as FVREE | Family Violence service for Women and Children

work in partnership with existing providers to deliver their services. Manningham Council wishes to work collaboratively with all community health providers to ensure that their facilities are well located, modern and have capacity provide the services that are needed.

Manningham does not currently have any state-funded tertiary health facilities (Eastern Health hospital-related) in our area, resulting a significant gap in services for our community. The data we collected found that Manningham makes up approximately 16% of the Eastern Health primary catchment population and is characterised by similar health service needs when compared with neighbouring municipalities. This means our residents must travel outside Manningham for hospital services. This issue is compounded by the lack of public transport options in our community which creates significant barriers to access fundamental health services.

**Community legal services and material aid**

Community legal services are independent organisations that provide equitable and accessible legal advice and assistance, including support for individuals to be their own advocates. Material aid or emergency relief organisations provide immediate material or financial support to people in crisis.

Currently, our community members must travel outside Manningham to utilise the services of Eastern Community Legal Centre (ECLC) located in Box Hill. The *Council Plan 2021–2025* supports an increased provision of these services in our community, and the ECLC has expressed interest in creating a local presence. As community legal services are state funded, advocacy efforts are a priority to secure a local service.

There are currently six organisations providing material aid services across our municipality, each with a different focus. Council can play a role in coordinating the provision of material aid and emergency food relief.

**Aged care**

Aged care services include retirement villages, nursing homes and other types of residential aged care. Our community is well serviced in this area by the private sector. We will continue to encourage independent living units and other types of accommodation that allow our older residents to age in place. We will also facilitate a range of ways to support our older residents through community transport services and activities to connect with others to reduce social isolation.

Council remains committed to older adults and this is reflected in our operational model. A Healthy Ageing Team has been established as part of a recent organisational change in the Connected Communities Directorate at Manningham Council that have a specific focus on opportunities for older adults.

## How well does it work?

Using the context provided by the overview of our current infrastructure along with the issues highlighted in the status of our networks today, we have identified several gaps. These gaps tell us how well our infrastructure is serving the community at present and will direct how we formulate recommendations for future infrastructure. Many of these gaps affect multiple service areas and will be addressed as part of the recommendations in the implementation plan.

### Ageing infrastructure

Many of our facilities are ageing and some don't meet contemporary accessibility standards or have the features that we expect in civic buildings, such as wi-fi and other relevant technological requirements. This means that some facilities are underutilised, not accessible to all users and unsuited to different groups.

### Ratio of stand-alone to multipurpose facilities

We have many stand-alone facilities which provide a service or space for a single user group or purpose, sometimes to the exclusion of others. A better way to approach this is to increase the number of multipurpose facilities in Manningham.

### Limited public transport access

Manningham does not have an expansive public transport network. With only buses operating, limited public transport is a barrier to accessing community facilities and services within and outside Manningham. This disproportionately affects young people, those experiencing socioeconomic disadvantage and individuals who cannot drive (such as, people with a disability or older persons) or chose not to drive.

### Changing community preferences

There is evidence of changing preferences away from organised community, sport and recreational groups towards more informal get-togethers and activities. This has implications for the types of spaces we provide for our community, as well as their location and design. We need to explore opportunities for partnerships in the future development of infrastructure to support sporting and recreational groups to diversify the activities and services which they provide from their facilities.

### Ageing community

Access should be provided for people of all ages to participate in activities that promote improved social connection and inclusion. It will be important to provide recreation activities to promote healthy living both within recreation centres as well as in community buildings and parks.

### Outdated hours of operation

Extended trading hours, shift work, increasing numbers in work from home, part-time and casual employment call for a review of opening hours for community facilities.

**Balancing of commercial opportunities**

There is potential for some community facilities and open spaces to be used for one-off events as well as regular or fixed ventures, such as, cafes or personal training. These ventures can help activate some spaces but may also mean that the facility is not available for general community use during certain periods. We need to balance these demands and opportunities to maximise community benefits and effectively manage our Kindergarten policy changes

The Kinder for Every Three-Year-Old Across Victoria policy from the state government commits to providing 15 hours of kindergarten each week for every three-year-old child. From 2022, all families in Victoria will have access to five hours per week of three-year-old kindergarten programs, and this will increase to up to 15 hours per week by 2029.

The Best Start, Best Life initiative looks to provide free kindergarten and 'pre-prep' programs of up to 30 hours per week for four-year-old. This initiative is likely to have a significant impact on the demand for Early Years infrastructure. The effects of this change will become evident as the program rolls out in coming years.

**Asset consolidation**

Aligned with Council's Service Led Asset Management Framework we will ensure we are efficient with the allocation and utilisation of community assets based upon our understanding of the needs our community has now and into the future is vital. We have an opportunity to review, repurpose or dispose of community assets based on the community's service needs identified in the CIP.

**Population growth**

We must ensure that community organisations in Manningham can grow and meet future demand for services. Research shows this will have the biggest impact on high growth areas, such as Doncaster, Bulleen and Doncaster East.



## 4 How are things going to change, how many people, where and when?

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### 4.1 Early years

From 2021 to 2036, Manningham is forecast to grow by an additional 2,722 babies and young children (aged 0–6 years). Our community is already characterised by a high proportion of families with two working parents and high rates of sessional kindergarten program uptake. Accordingly, the largest share of our community buildings is devoted to Early Years services, and it is this service area where we anticipate the most significant increase in demand.

#### **Kindergarten**

Demand for kindergarten program places across our community is likely to continue through to 2036, particularly in growth areas such as Doncaster, Doncaster East and Templestowe. This will require the expansion of services at existing sites as well as the development of new facilities. Because this demand is largely driven by state government policy changes detailed in kindergarten funding reform on Victorian Government website, we will act as a promoter and project advocate for local services who to seek grant funding from the state government as set out in the Kindergarten Infrastructure Services Plan (KISP) – an agreement with the State about areas of growth and priorities for funding.

Some existing kindergarten sites in Templestowe and Lower Templestowe are in flood-prone areas. To ensure the safety of our young children and to allow our existing services to continue operating, we will investigate alternatives which may include the expansion of existing services and spaces at nearby sites or relocation, or flood mitigation works to allow families to find suitable kindergarten services or expansions to allow for extended programming.

We are developing a process to work with Early Years services to establish the best solution for each service. We will collaboratively plan and apply for grant funding to facilitate project preparation and construction.

#### **Maternal and Child Health**

We are adequately supplied with Maternal and Child Health centres, now and into the foreseeable future. While the current number of consulting rooms is adequate, we will consider opportunities to expand existing Maternal and Child Health services at existing facilities as appropriate, or to integrate this service into any new intergenerational multipurpose community facilities. Our preference is for a two-nurse model (or greater), which we have found provides enhanced customer service by providing extended operating hours to benefit parents, infants and young children. We will also look at opportunities to partner with other community services, such as community legal services, or to co-locate with libraries to provide vital support to parents and families.

#### **Long day care (LDC)**

Although industry trends show us that there is an increasing number of other providers (private and community) delivering LDC services, smaller communities are often overlooked. We will continue

to monitor the demand for and delivery of LDC services and provide spaces for community-run LDC services where there is a need, so that our families have choice when it comes to childcare.

## 4.2 Young people

Sufficient spaces for young people are an acknowledged gap in our current community infrastructure network. This gap is most noticeable in our larger suburbs of Doncaster, Doncaster East, Templestowe and Lower Templestowe where more young people live. By 2036 Manningham is expected to be home to an additional 3,046 young people (aged 10–19 years) which will exacerbate the existing demand and need for youth spaces and services.

### Youth mental health

Improving service provision is a key priority of the *Council Plan 2021–2025* aimed at supporting young people to engage in education, employment and community life. Manningham has advocated strongly for a headspace mental health service to be housed in the municipality. A recent announcement has shown that a new headspace will be opened in Box Hill in mid-2023.

### Access

A dedicated youth services and information hub would bring together youth services and other non-Council services in a facility with engaging larger spaces for youth programs as well as private consulting rooms. It would be best located alongside other community spaces at a municipal or district hub, in a location that is highly visible, accessible and appealing to young people. The proposed new libraries at The Pines and Bulleen will also have study areas, digital infrastructure and other spaces and programming to attract, engage and support our young people.

## 4.3 Libraries and learning

Libraries are well-placed to act as key activators for community hubs because they attract a broad range of users to the facility. Similarly, the drive to improve remote learning and remote working through Neighbourhood Houses and co-working spaces will support the future of learning.

### Libraries

Over time we will transition our existing and future library spaces to broaden their role to create a network of vibrant multipurpose community hubs with programmable and creative spaces, co-located or integrated with other community facilities. Our library service of tomorrow will offer self-service and click and collect functions, digital infrastructure, program spaces, 'maker-spaces' for digital creativity and co-working spaces, with potential for expanded opening hours.

Library facilities will become better integrated with local history groups to provide greater access to historical material. By hosting the online catalogue of their collections and promoting collections through display space, programs and events, libraries will become a central space for keeping the history of Manningham alive.

This CIP also supports the recommendation regarding the delivery of two new library facilities to replace the current leased facilities that are not adequate for current or forecast demands. A new library should be delivered at The Pines as a high priority, followed by Bulleen. While the new Pines Library could possibly be delivered at or near the current shopping centre site, further investigations are required into the right location and mix of facilities. This is similar for the replacement library service in Bulleen.

### Neighbourhood Houses

We also recognise the need for a new Park Orchards Neighbourhood House and Learning Centre at the existing Crown Land site or at an appropriate alternative site in Park Orchards. This will enable the well-loved childcare and learning/training services to continue operating at an integrated hub with expanded opportunities for intergenerational programming and community activation. Council will actively support the Park Orchards Neighbourhood House and Learning Centre to seek a range of funding sources to support the redevelopment of this facility.

### Co-working spaces

The research we commissioned, which included consultation with local businesses and a trial co-working pop-up space, demonstrated strong demand for a co-working facility in our community. The establishment of a co-working space is an action of the *Council Plan 2021–2025* to explore the potential for dedicated spaces. We will continue to pursue the opportunity for such a space through the long-term planning for the Civic Precinct. Ideally, co-working spaces are co-located with other facilities and services that support work, including childcare and employment services in commercial precincts.

## 4.4 Arts and culture

Manningham Council recognises the value of its artistic and cultural infrastructure and community. While we have adequate performance, studio and gallery spaces, now and in the future, we can further foster creative industries by:

- developing a plan to consider performing arts spaces and other specific artistic and cultural needs and responses
- promoting integrated programming across our spaces and facilities
- forming partnerships with non-Council facility owners and service providers to maximise community use of their facilities
- providing multipurpose community rooms at new hub facilities that are flexible and arts-capable, so they are meeting expressed needs.

There is also potential for our arts and cultural scene to stimulate vibrant night-time and visitor economies – a key priority of the *Council Plan 2021–2025*. As well as supporting live music venues in appropriate locations, we can encourage busking and other performances in our plazas and outdoor dining areas to create a buzzing atmosphere and support local artists.

Planning and development projects that seek to enhance public spaces are another opportunity for us to showcase local talent through permanent installations such as street art and sculptures, as well as cultural events programming and other creative activations through placemaking initiatives.

## 4.5 Community meeting spaces

Manningham is well supplied for small, medium and large community meeting spaces across the municipality. There may be a slight shortage of smaller rooms in the future, but we are well supplied with medium and large spaces. By ensuring these larger spaces across community and sporting infrastructure are flexible and able to be used by small and large groups alike, we can address this gap without needing to increase the number of facilities. The exception to this is

Donvale, however, the Mullum Stadium does include a community room that could be repurposed for flexible usage.

Short-term recommendations for MC2 suggest a way forward for other key multipurpose spaces. They include inviting more groups to use existing spaces and accommodating health and community services by making minor changes to the space. In the long term, redevelopment of the precinct will expand these opportunities.

Where community meeting spaces are clustered in close proximity, this provides opportunities for coordinated programming, better linkages between sites, and potential consolidation of some sites in the long term. In Wonga Park and Warrandyte, where many facilities are spread across a large geographic area servicing a modest population, the long-term consolidation of spaces at hub facilities could contribute to more vibrant centralised nodes of activity and better support intergenerational community connections in these neighbourhoods.

Our new hubs will include flexible, multipurpose community meeting spaces, allowing for some consolidation of facilities and a transition from more traditional stand-alone models. This will support local history groups, activity groups for older people and other community groups to continue to operate should existing facilities be ageing or unsuitable for multipurpose use. Hubs also offer opportunities to create spaces for community gardens and sheds.

Private development offers additional opportunities for us to create new community spaces. We have already successfully negotiated the future delivery of new spaces within the Doncaster Hill Activity Centre at Westfield Shopping Centre and a small space at The Pines Retirement Village within Manningham. While modest in size, these new spaces once developed will help to support the growing populations in these areas and may even serve as replacement spaces for ageing facilities at nearby sites. We will continue to advocate for large scale projects such as these to share the value they deliver among the broader community.

Ageing and low used assets such as Westerfolds Manner and the former Planned Activity Group (PAG) building at Ruffey Lake could be developed to house community services that require a new or alternative facility.

Shared commercial and community use of some hub spaces is another way to maximise use and return-on-investment in our facilities. Some ageing facilities at well located sites, including the Lower Templestowe Community Centre, have significant potential to accommodate a greater mix and volume of services and users than they do now, including tenants that provide vital services such as community health.

## 4.6 Community Services

### Health

Manningham is centrally placed between two existing hospital hubs in metropolitan Melbourne – the Heidelberg Austin Hospital Health precinct (as part of the La Trobe National Employment and Innovation Cluster) and the Box Hill Hospital precinct. It may be possible to establish satellite medical facilities in Manningham to compliment the services provided at these neighbouring and other metropolitan health facilities.

As already raised, youth health is another gap area, with no mental health service providers and few beds for out-of-home care. We will continue to advocate for a presence of health facilities in Manningham to ensure our residents have access to essential services across all levels of care.

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We will work closely with providers to identify appropriate sites, including potential Council-owned land. Concurrently, the forthcoming Economic Development Strategy will investigate these opportunities.

**Community legal services and material aid**

The *Council Plan 2021–2025* supports an increased provision of these services in our community, and ECLC has expressed interest in creating a local presence. We will continue to support the provision of community legal services in our municipality, including, where appropriate co-location in new community health services or community hubs.

We will continue to advocate for additional material aid service providers in line with community needs.

**Aged care**

As our population ages, we will continue to encourage independent living units and other types of accommodation that allow our older residents to age in place.

MannaCare provides high quality residential aged care on two parcels of land that are leased from Manningham Council (one through a sublease of Crown land). This long-term lease to MannaCare recognises the important role this service provides to our community, while also providing us with a valued income stream.

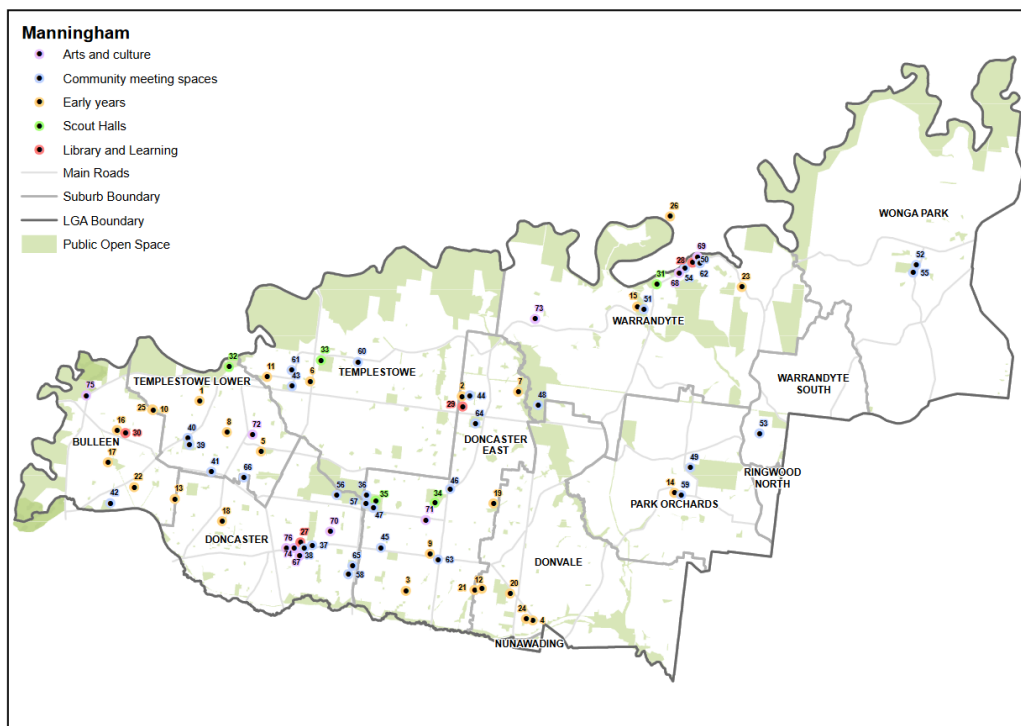
## 5 What is needed to provide for the future community (existing and new)?

The following snapshots provide an overview of our future community infrastructure needs, based on the analysis of our population and demographic trends as well as application of the community infrastructure provision benchmarks undertaken in 2021.

### 5.1 Mapping our community infrastructure network

A map of the existing community infrastructure in Manningham can be found in Figure 3. The accompanying Infrastructure facilities list in Appendix A details the name of the facility and groups the facilities into service areas.

**Figure 3: Manningham’s existing community infrastructure**



## 5.2 Snapshot of community infrastructure needs by service area

Looking to the future, we will need to adapt and improve our network of facilities and services to respond to the changing needs of our community. In the Snapshot of community infrastructure needs by service area below we have detailed the main requirements for each of the six subject areas.

**Table 6. Snapshot of community infrastructure needs by service area**



Early Years infrastructure poses a short-term need. There is demand for additional kindergartens and LDCs in the immediate future, particularly in Doncaster and Doncaster East due to population growth and state government policy changes, including the Best Start, Best Life initiative. We will need to work with our key government and industry partners to respond to this need over time.



Manningham does not have a dedicated youth facility. The suburbs experiencing the highest demand for youth services are Doncaster East, followed by Templestowe, however, a centralised facility in Doncaster would also meet the demand.



Our libraries are well-loved, but undersized. Across our network, our library floorspace is half the size it should be based on our population. Replacement libraries are needed in The Pines and Bulleen and improvements will need to be made to Doncaster and other smaller library services.



Manningham is well serviced with art galleries, studios and theatres including those provided by schools and community organisations. Over time we will reinforce Precinct 1 (MC2 and the Civic Centre at Doncaster Hill) as the cultural heart of the municipality through a focus on improved infrastructure, shared programming, and cultural activation. There is further work to be done on planning for performing arts at a community level and to support the night-time economy.



There are a range of meeting spaces across the municipality used for socialising, education, and indoor recreation. We will need to continue to improve their functionality over time, as many are quite old, with limited capacity to meet contemporary needs. We may need to consolidate some spaces to focus investment in the better located, more highly utilised facilities.



Manningham does not have access to some key community services that are typically delivered by other sectors or tiers of government. This includes state-funded health facilities, community legal services and centralised material aid facilities. As we look to improve access to these facilities within Manningham, we will investigate opportunities to ensure better access for locals.

### 5.3 Snapshot of community infrastructure needs by neighbourhood

There are different community infrastructure needs and opportunities for each of our neighbourhoods influenced by their current and future population, demographic profile, transport access, natural features, and local character.

Our analysis shows that there is the greatest need for new community facilities and services in Doncaster, where the greatest growth is forecast from now to 2036.

**Table 7. Snapshot of community infrastructure needs by neighbourhood**

| Neighborhood     | Population                                | % Change | Summary of needs   |
|------------------|---|----------|--|
| <b>Bulleen</b>   | 2021: 11,185<br>Projected<br>2036: 13,216 | +18.2%   | Requires replacement library and Early Years Infrastructure assessment.<br><br>Requires further investigation into other services that can be established as part of a community hub.  |
| <b>Doncaster</b> | 2021: 25,482<br>Projected<br>2036:36,308  | +42.5%   | Key destination which draws users from a far catchment for community, culture and recreational programs and facilities<br><br>Experiencing the most population growth and change<br><br>Priority location for future community and specialist services, such as community health and legal aid<br><br>Potential location for co-working spaces<br><br>Improvements and expansions are also required to local services – the library, arts and cultural facilities and Early Years assessment – to cater to its future population<br><br>Explore opportunities for improved and additional youth service spaces |



| Neighborhood                             | Population                                | % Change | Summary of needs   |
|--|---|----------|--|
| <b>Doncaster East</b>                    | 2021: 25,482<br>Projected<br>2036: 37,782 | +15.2%   | Manningham's largest neighbourhood and a key destination for community infrastructure<br><br>Will require a replacement library at minimum established as part of a community hub to include more community spaces<br><br>Requires assessment of Early Years services and infrastructure to determine expansion opportunities<br><br>Explore opportunities for improved and additional youth service spaces                              |
| <b>Donvale</b>                           | 2021: 13,147<br>Projected<br>2036: 14,457 | +10%     | Well serviced by community infrastructure<br><br>Will require ongoing improvements to facilities and services<br><br>Upgrade to Donvale Preschool required   |
| <b>Park Orchards–<br/>Ringwood North</b> | 2021: 4,488<br>Projected<br>2036: 4,594   | +0.8%    | Park Orchards Neighbourhood House & Learning Centre identified for rebuild expansion to meet community need<br><br>Potential for a self-service or click and collect library service   |
| <b>Templestowe</b>                       | 2021: 16,710<br>Projected<br>2036: 18,826 | +12.7%   | Will require ongoing improvements to facilities and services.<br><br>Templestowe Leisure Centre consider access and parking improvements to Templestowe Memorial Hall and Templestowe RSL.<br><br>Requires Early Years Infrastructure assessment.  |
| <b>Templestowe<br/>Lower</b>             | 2021: 14,365<br>Projected<br>2036: 15,930 | +10.9%   | Well serviced by community infrastructure and will require ongoing improvements to facilities and services<br><br>Develop a master plan to improve the functionality of the Ajani Centre and explore the delivery of a new neighbourhood scale community hub<br><br>Examine the best location for kindergarten services and Toy Library  |
| <b>Warrandyte–<br/>Warrandyte South</b>  | 2021: 5,972<br>Projected<br>2036: 6,148   | +2.9%    | Strong artistic community, with a concentration of arts and cultural facilities<br><br>Well serviced by community infrastructure<br><br>Will require ongoing improvements to facilities and services<br><br>Explore opportunities for expansion of existing infrastructure and consolidation of services across into key locations<br><br>Establish site for Warrandyte Men's Shed<br><br>Expand Early Years infrastructure to meet need |

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| Neighborhood      | Population                               | % Change | Summary of needs   |
|-------------------|--|----------|--|
| <b>Wonga Park</b> | 2021: 3,172<br>Projection<br>2036: 2,840 | +-10.5%  | Will require ongoing improvements to facilities and services<br>Explore opportunities for expansion of existing infrastructure where community need exists |

## 6 What is the best way for this to be provided?

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### 6.1 Actions to improve our community infrastructure network

While recommendations specific to subject areas, facilities and suburbs are listed in the actions below, this is a more detailed overview of how these changes will improve our community infrastructure.

#### **Review lease agreements and other governance arrangements**

Some of our facilities operate under old lease agreements. These agreements significantly limit or do not actively encourage their potential for use at different times by different groups. In some instances, these spaces can only be utilised for a handful of hours each week. As leases expire, we will review the terms and explore potential to open use to other groups. We will also establish a governance model as part of essential planning for any new facilities to ensure its use can be maximised for our community. There are several leases which are currently in over-holding and have been delayed due to existing policies. This also affects new leases for facilities.

#### **Explore ways to maximise access**

Some community facilities have limited opening hours or are not easily accessible outside of standard hours (such as, a community hall which requires obtaining and returning a key). We will explore the potential to provide alternative locking systems at appropriate facilities to allow for greater access and use by the community.

#### **Minor works to make existing facilities more fit-for-purpose and flexible**

Some of our multipurpose community spaces lack the contemporary design features that will enable them to be flexible enough to accommodate different groups and activities. Some of these features include moveable walls and wet spaces for arts activities, nappy change facilities, 'changing places' amenities for people with disabilities and all abilities access for intergenerational opportunities as well as technology like improved sound system or video conferencing facilities or projection.

Other facilities lack features that are important to fitness-for-purpose, such as adequate staff spaces and additional storage. Minor works will be undertaken to ensure our facilities are fit-for-purpose and flexible, which will also prolong their functional lifespan.

#### **A conditions audit and program/schedule of works for any maintenance to Council buildings**

As part of the Service Led Asset Management Framework, condition audits are completed on a four-yearly basis and held in the Council's asset management system. These provide detailed information regarding the condition of each building and what is needed to better understand maintenance needs and prioritise investment to maximise the life of the building. Further analysis of each site will be undertaken to determine priorities, considering its utilisation and functionality.

These assessments are particularly important for our Early Years services in council owned buildings, specifically preschools and kindergartens, to determine the best solution for expansion utilising Building Blocks grants.

#### **Capitalise on divestment opportunities**

The delivery of new hubs and upgrades or reconfigurations of some of our existing spaces may allow us to change the use of some of our buildings. This will allow us to focus investment elsewhere, where it can provide the greatest long-term value for our community.

Likewise, there may be opportunities for Manningham Council to acquire strategic sites, where we will assist in the delivery of quality community spaces and facilities.

## **6.2 Implementation plan**

This section presents a consolidated implementation plan to improve the accessibility, quality, and functionality of community infrastructure across Manningham.

#### **Monitoring and review**

This is a long-term plan which will require significant collaboration and investment over time. We will monitor population growth and demographic changes, as well as service demands, to ensure that the assumptions and recommendations in this CIP remain relevant.

We will undertake a holistic review of this plan after six years, after most short-term (priority) actions will have been delivered. The review will identify the next round of priority actions to be delivered. It is important to note that the delivery of the community infrastructure priorities is dependent upon Council's budget allocations, contributory funding (particularly for kindergartens and sites on Crown land) and unforeseen competing priorities.

#### **Timing**

The implementation plan is divided into short-term (priority) actions and medium- and long-term actions according to the following timeframes:

- **short (0–6 years):** 2023–2028
- **medium (7–12 years):** 2029–2035
- **long (13+ years):** 2036+.

#### **Assumptions**

The following assumptions have been made in the implementation plan:

- The plan is dependent upon costings, other council priorities, long-term financial plans, and resources to deliver.
- Kindergarten expansion will be funded predominantly by Building Blocks grants.
- Ongoing work on developing asset processes is under way and feed into the plan.
- Ongoing work on developing process for kindergarten expansion planning and grant applications.
- This plan will regularly be reviewed after each Council Plan term and upon completion of each priority period.

### 6.3 Short-term (priority) actions

The following implementation plan presents all the short-term actions contained within this CIP to be delivered in the next six years. Actions are organised according to their priority, which has been determined based on:

- the availability of funding, particularly regarding the expansion of kindergarten infrastructure, which is funded by the state government. It is expected that a maximum of one kindergarten project per year could be achieved.
- service demand identified by the Early Years Future Directions Paper and Community Infrastructure Directions Paper (prepared March 2021).
- site investigations, feasibility assessments and planning that has already been undertaken for some projects.
- service continuation, such as in the case that a facility is not currently able to adequately accommodate a service because it is not fit-for-purpose or located at a flood-prone site, a new facility is urgently needed to ensure the service can operate effectively.
- strategic priorities identified through other Council policies and plans, which guides service planning and investment to meet increased demand, for example, for kindergarten service resulting from implementation of the State Government changes.

**Table 8: Overview of short-term (priority) actions**

| Facility/service name & map ID                      | Suburb                | Recommendation   |
|---|-----------------------|--|
| Pines Library                                       | Doncaster East        | Develop The Pines Library Hub to replace the existing service with expanded floorspace and increased capabilities, within the Pines precinct. Include relocation of the Maternal Child Health to the library hub from Deep Creek childcare and kindergarten. |
| Warrandyte Library                                  | Warrandyte            | Implement extended hours access for library members.   |
| Tunstall Kindergarten                               | Doncaster East        | Deliver a second kindergarten service room in a modular building, with funding from a Building Blocks grant to support the expansion of the capacity of the kindergarten service.  |
| Kindergartens and Preschools                        | All                   | Early Years Infrastructure assessment and plan to support expansion of kindergarten reform.  |
| Libraries   | Bulleen and Doncaster | Review layout, develop concept plans to maximise spaces and programming.   |
| Civic Precinct                                      | Doncaster             | Conduct master planning of MC2 to focus on delivering short term priorities – arts and culture activations, youth services location, co working location and maximise current tenancies at MC2   |
| Gum Nut Gully Preschool                             | Doncaster East        | Undertake detailed site investigations to determine potential for a replacement building with two kindergarten rooms, primarily funded by a Building Blocks grant.   |
| Bulleen Library                                     | Bulleen               | Undertake detailed site investigations to determine the best location for the new Bulleen Library.   |
| Park Orchards Neighbourhood House & Learning Centre | Park Orchards         | Support the Neighbourhood House to secure funding to redevelop this centre to accommodate community needs now and into the future.   |
| Lower Templestowe Preschool                         | Lower Templestowe     | Support the Toy Library to remain vibrant and to meet the needs of local families – explore the opportunity for a new location   |
| All arts and culture                                | All                   | Develop Cultural Plan particularly focusing on performing arts capacity and opportunities  |
| 39 Wetherby Road:                                   | Doncaster East        | Explore options for the tenants at the site including longer term plans for their operations should the land be required by the landowner for other purposes. Services: Doncaster Men's Shed, Kevin Heinze Grow, Community Gardens, and Pied Piper           |
| Eastern Community Legal Centre (ECLC)               | Manningham            | Support the provision of community legal services in our municipality, including, where appropriate co-location in new community health services or community hub.   |
| Men's Shed  | Manningham            | Explore opportunities for Menshed to be developed in Manningham including a suitable location for the Warrandyte Mens Shed that meets their requirements.  |
| Youth Hub   | Manningham            | Find a suitable location for a Youth Hub in Manningham.  |

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| Facility/service name & map ID  | Suburb                      | Recommendation  |
|---------------------------------|-----------------------------|---|
| Warrandyte Community Facilities | Warrandyte–Warrandyte South | <p>Conduct a detailed review of existing community facilities in Warrandyte.</p> <p>Identify opportunities for consolidation at new and improved facilities spread across fewer sites, which could result in a new hub for the area.</p> <p>Undertake site investigations for Warrandyte Community Childcare to deliver a replacement building, or relocate this service to a new hub facility, if one is delivered in this area.</p> <p>Explore opportunities at the Tarona Ave site through a masterplan.</p> |

### 6.4 Medium- and long-term actions

The following implementation plan presents all the medium- and long- term actions contained within this CIP expected to be delivered in the next 7–12 and 13+ years. Prioritisation, yearly timeframes, and indicative costs will be determined upon review of this plan in six years (2028), with the same considerations that formed the basis for prioritisation of the short-term actions in this plan.

We anticipate that these factors will influence the prioritisation and delivery of medium- and long-term actions:

- Short-term actions identified by this plan will rollover into medium-term actions if they do not receive appropriate funding, as many of our recommendations (such as kindergarten expansion) rely on state government grant funding.
- Changing community trends dictate that activities and groups which are popular today may take a backseat to new and different priorities in the future.
- Population growth has the potential to change rapidly, so this should be continuously monitored.
- The cost and timing of each project is indicative only and will require further planning with internal and external stakeholders prior to finalisation.

**Table 96: Overview of medium- and long-term actions**

| Facility/service name | Suburb  | Recommendation   |
|-----------------------|---------|--|
| Bulleen Library       | Bulleen | Complete a site feasibility and develop a concept for a new library-based hub in Bulleen at a to be determined site to replace the existing service, with expanded floorspace and the potential inclusion of Manningham Toy Library. |

| Facility/service name                    | Suburb                                 | Recommendation  |
|--|--|---|
| Doncaster Library and Warrandyte Library | Doncaster, Warrandyte–Warrandyte South | <p>The existing library services at these locations are newer facilities that are fit-for-purpose, however, they could be better activated with contemporary programming and services.</p> <p>Undertake a review of the Warrandyte and Doncaster Library facilities to identify opportunities for programming and placemaking, and to implement initiatives such as expanded hours and unstaffed/self-service models.</p> |
| Civic Precinct                           | Doncaster                              | <p>Master planning for the Civic Precinct for should reinforce the municipal role of the community hub located here. It should also identify opportunities to maximise community use of spaces and attract new community services and programs to Manningham, particularly youth services (if not delivered elsewhere) and other community health and support services.</p>   |
| Lower Templestowe Community Centre       | Templestowe Lower                      | <p>Undertake detailed site investigations to explore potential to upgrade the centre as a District Hub and to determine a possible mix of commercial and community uses at the site.</p>  |
| Wonga Park Community Cottage and Halls   | Wonga Park                             | <p>Conduct a detailed review of existing community facilities in Wonga Park.</p> <p>Identify opportunities for consolidation at new and improved facilities spread across fewer sites, which could result in a new hub for the area.</p>  |
| Warrandyte Community Halls               | Warrandyte–Warrandyte South            | <p>Progress Tarona Avenue masterplan and other consolidation opportunities for new and improved facilities identified in the Warrandyte Community Facilities review.</p>  |



## 7 How will it be paid for?

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Funding for local community infrastructure and services comes from a range of sources, and is subject to annual budgets, the eligibility of projects for grants and funding and site-based opportunities. The different funding sources that can be utilised to fund the infrastructure recommended by this CIP are summarised below.

### **Grant funding**

A range of Commonwealth and state government grants and funds are available for community facilities and programs, with eligibility criteria that varies by the scope of the grant or fund.

For kindergartens, Building Blocks grants are a key funding source that are available from the state government under several different streams that facilitate planning, service capacity building and delivery of additional facilities to help meet increased demand associated with the rollout of three-year-old kindergarten programs over the next 10 years. The Living Libraries Infrastructure Program also provide grants to local government authorities to help fund new and improved library infrastructure.

### **Repurposing of Council land**

Opportunities to use the land we already own and to ensure that it is being used for maximum benefit is key to long-term planning for community infrastructure. Sites can also be repurposed in line with changing community needs.

### **Development contributions**

Development contributions are payments or in-kind works, provided by proponents of new development towards the provision of infrastructure required to meet the future needs of the community. The Planning and Environment Act 1987 allows for contributions to be made through different planning and building processes. Contribution requirements are typically set out in a Development Contributions Plan (DCP) which applies to defined area such as a precinct or a whole municipality.

In Manningham, a DCP applies to the Doncaster Hill area and will expire in 2025. Projects identified in this CIP will not be funded by the contributions received under the Doncaster Hill DCP as the projects were not listed in the DCP when it was introduced. Manningham Council is currently preparing a Municipal Wide DCP that will fund development and community infrastructure projects across the entire municipality. As part of this process there is an opportunity to include CIP projects in the Municipal Wide DCP project list. This will enable the partial funding of listed CIP projects from development contributions collected under the Municipal Wide DCP.

### **Voluntary agreements**

Voluntary agreements under section 173 of the Planning and Environment Act 1987 (also known as s173 agreements) are legal agreements between developers and government agencies, including councils. These set out conditions or restrictions on the use or development of land to achieve planning objectives relevant to the land. They can be used to secure the provision of funds or works by the developer for infrastructure, services, or other public amenities. They are typically negotiated at the time of rezoning or granting of development approval as an alternative to development contributions.

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**Council rates**

This includes ordinary rates revenue that is collected by local government on an annual basis, as a form of property tax. In Manningham, like Victoria, this makes up just over half of a Council's income.<sup>7</sup> Council may use this revenue to construct new or upgrade facilities and deliver its services. This requires a strong and stable financial reserve to forward plan new facilities. A Capital Works Program is developed for each financial year which sets out the next year's budget and anticipated capital expenditures.

**Other Council revenue sources**

This includes rental income from Council-owned properties that are leased or licensed to other agencies or groups, user charges and fees (such as, swimming pool entry fees, waste depot fees, planning permit fees) and fines (such as, parking fines). These sources supplement rates revenue to construct new or upgrade infrastructure and deliver local services.

**Public-private partnerships (PPPs)**

These are arrangements between government and private sector entities for the purpose of providing public infrastructure, community facilities and related services. The model seeks to promote efficiency and ensure value for government and other investors in the long term. A number of large Victorian health and transport infrastructure projects have been funded through PPPs. Not-for-profit providers can also contribute resources to new infrastructure in partnership with government, in lieu of or in addition to the private sector.

**Shared use agreements**

These are agreements with other government bodies or the private/not-for-profit sectors to share the use of their facilities with the community. This maximises the benefits they deliver to communities and avoids the need for Council to duplicate these facilities. Victorian government schools commonly enter into shared use agreements to allow for community use of facilities outside school hours to support the learning and recreational needs, and the Department of Education and Training (DET) has released policy and guidance to facilitate these agreements.

**State government**

The Victorian Government has recently committed to a long-term plan to deliver new kindergartens on-site or adjacent to each new primary school and adding kindergartens to existing school sites. This is a significant step towards ensuring that the implementation of three-year-old and four-year-old kindergarten programs are successfully funded and delivered as part of the broader education system however, it is noted that no primary school sites in Manningham have yet been identified by the DET for the delivery of a new kindergarten service.

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<sup>7</sup> Municipal Association of Victoria (2018), 'Council revenue'.

## **Appendix A: Manningham's infrastructure network**

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| Map ID | Facility type        | Name  | Suburb            | Ownership   |
|--------|----------------------|---|-------------------|---|
| 1      | Early years          | Templestowe Valley Preschool                            | Templestowe Lower | Council   |
| 2      | Early years          | Deep Creek Kindergarten, Childcare & MCH*               | Doncaster East    | Council   |
| 3      | Early years          | Beverley Hills Preschool                                | Doncaster East    | Council   |
| 4      | Early years          | Donvale Preschool                                       | Donvale           | Council   |
| 5      | Early years          | Templestowe Heights Preschool                           | Templestowe Lower | Council   |
| 6      | Early years          | Yarra Valley Preschool                                  | Templestowe       | Council   |
| 7      | Early years          | Gum Nut Gully Preschool                                 | Doncaster East    | Council   |
| 8      | Early years          | Twin Hills Preschool                                    | Templestowe Lower | Council   |
| 9      | Early years          | Doncaster East Preschool                                | Doncaster East    | Council   |
| 10     | Early years          | Lower Templestowe Preschool                             | Templestowe Lower | Council   |
| 11     | Early years          | Templestowe Preschool                                   | Templestowe       | Council   |
| 12     | Early years          | Tunstall Square Kindergarten                            | Doncaster East    | Council   |
| 13     | Early years          | Vista Valley Kindergarten                               | Bulleen           | Council   |
| 14     | Early years          | Park Orchards Preschool                                 | Park Orchards     | Council   |
| 15     | Early years          | Warrandyte Kindergarten                                 | Warrandyte        | Council   |
| 16     | Early years          | Bulleen Preschool                                       | Bulleen           | Council   |
| 17     | Early years          | Yarraleen Preschool                                     | Bulleen           | Council   |
| 18     | Early years          | Doncaster Park Kindergarten                             | Doncaster         | Council   |
| 19     | Early years          | Cat jump Preschool                                      | Doncaster East    | Council   |
| 20     | Early years          | Montessori Early Education Centre                       | Donvale           | Council   |
| 21     | Early years          | Tunstall Corner MCH                                     | Doncaster East    | Council   |
| 22     | Early years          | Moresby Avenue Childcare Centre & Early Learning Centre | Bulleen           | Council   |
| 23     | Early Years          | Warrandyte Community Childcare                          | Warrandyte        | Council   |
| 24     | Early years          | Donvale Playgroup                                       | Donvale           | Council   |
| 25     | Early years          | Manningham Toy Library                                  | Lower Templestowe | Council   |
| 26     | Early Years          | Warrandyte Toy Library                                  | Warrandyte        | Warrandyte Mechanics Institute and Arts Association Inc |
| 27     | Library and learning | Doncaster Library                                       | Doncaster         | Council   |
| 28     | Library and learning | Warrandyte Library                                      | Warrandyte        | Council   |

| Map ID | Facility type            | Name   | Suburb            | Ownership |
|--------|--------------------------|--|-------------------|-----------|
| 29     | Library and learning     | The Pines Library  | Doncaster East    | Leased    |
| 30     | Library and learning     | Bulleen Library  | Bulleen           | Leased    |
| 31     | Scout Halls              | Warrandyte Scout Hall  | Warrandyte        | Council   |
| 32     | Scout Halls              | Finns Reserve Scout Hall   | Templestowe Lower | Council   |
| 33     | Scout Halls              | Templestowe Reserve Scout Hall                                   | Templestowe       | Council   |
| 34     | Scout Halls              | Zerbes Reserve Scout Hall  | Doncaster East    | Council   |
| 35     | Scout Halls              | Rieschiecks Reserve Scout Hall                                   | Doncaster East    | Council   |
| 36     | Community meeting spaces | Doncaster Templestowe Historical Society/Schramm's Cottage       | Doncaster East    | Council   |
| 37     | Community meeting spaces | Manningham Function Centre (three function rooms and Heide Room) | Doncaster         | Council   |
| 38     | Community meeting spaces | MC2 at Precinct 1*   | Doncaster         | Council   |
| 39     | Community meeting spaces | Ajani Centre*  | Templestowe Lower | Council   |
| 40     | Community meeting spaces | Ajani Community Hall   | Templestowe Lower | Council   |
| 41     | Community meeting spaces | Lower Templestowe Community Centre*                              | Templestowe Lower | Council   |
| 42     | Community meeting spaces | Koonarra Hall  | Bulleen           | Council   |
| 43     | Community meeting spaces | Templestowe Memorial Hall  | Templestowe       | Council   |
| 44     | Community meeting spaces | The Pines Learning Centre*                                       | Doncaster East    | Council   |
| 45     | Community meeting spaces | Doncaster Senior Citizens Centre*                                | Doncaster East    | Council   |
| 46     | Community meeting spaces | Doncaster East Public Hall*                                      | Doncaster East    | Council   |
| 47     | Community meeting spaces | Heimat Centre  | Doncaster East    | Council   |
| 48     | Community meeting spaces | Currawong Bush Park Conference Centre & Environment Room         | Warrandyte        | Council   |
| 49     | Community meeting spaces | Domeney Recreation Centre  | Park Orchards     | Council   |

| Map ID | Facility type            | Name  | Suburb           | Ownership            |
|--------|--------------------------|---|------------------|----------------------|
| 50     | Community meeting spaces | Warrandyte Community Centre*                              | Warrandyte       | Council              |
| 51     | Community meeting spaces | Warrandyte Community Hall*                                | Warrandyte       | Council              |
| 52     | Community meeting spaces | Wonga Park Hall   | Wonga Park       | Council              |
| 53     | Community meeting spaces | Warrandyte South Hall                                     | Warrandyte South | Council              |
| 54     | Community meeting spaces | Warrandyte Historical Society and Museum                  | Warrandyte       | Council              |
| 55     | Community meeting spaces | Wonga Park Community Cottage*                             | Wonga Park       | Council              |
| 56     | Community meeting spaces | Planned Activity Group (PAG) – 203 Church Road, Doncaster | Doncaster        | Council              |
| 57     | Community meeting spaces | Schramms Visitor Centre                                   | East Doncaster   | Council              |
| 58     | Community meeting spaces | Doncaster Men's Shed & Community Gardens                  | Doncaster        | Leased site          |
| 59     | Community meeting spaces | Park Orchards Neighbourhood House & Learning Centre*      | Park Orchards    | Council              |
| 60     | Community meeting spaces | St Haralambous Church – Greek Senior Citizens             | Templestowe      | Non-Council building |
| 61     | Community Meeting spaces | Manningham Uniting Church                                 | Templestowe      | Non-Council building |
| 62     | Community Meeting spaces | Warrandyte Mechanics Institute and Arts Association Inc   |                  | Non-Council building |
| 63     | Community Services       | Access Health and Community                               | Doncaster East   | Non-Council building |
| 64     | Community Services       | Onemda  | Doncaster East   | Non-Council building |
| 65     | Community Services       | Kevin Heinze Grow**                                       | Doncaster        | Leased site          |
| 66     | Community Services       | Mannacare**   |                  | Council              |
| 67     | Arts and culture         | Doncaster Playhouse                                       | Doncaster        | Council              |
| 68     | Arts and culture         | Stonehouse Gallery  | Warrandyte       | Non-Council building |
| 69     | Arts and culture         | Warrandyte Pottery Studio                                 | Warrandyte       | Non-Council building |

| Map ID | Facility type            | Name  | Suburb            | Ownership            |
|--------|--------------------------|---|-------------------|----------------------|
| 70     | Arts and culture         | Doncaster Secondary College Performance Centre          | Doncaster         | Non-Council building |
| 71     | Arts and culture         | Doncaster East Secondary College Performing Arts Centre | Doncaster East    | Non-Council building |
| 72     | Arts and culture         | Templestowe College Performing Arts Centre              | Templestowe Lower | Non-Council building |
| 73     | Arts and culture         | Warrandyte High School Theatre                          | Warrandyte        | Non-Council building |
| 74     | Arts and culture         | Church of Christ  | Doncaster         | Non-Council building |
| 75     | Arts and culture         | Heide Museum of Modern Art                              | Bulleen           | Non-Council building |
| 76     | Arts and culture         | Doncaster & Templestowe Artist's Society                | Doncaster         | Council              |
| 77     | Arts and culture         | Woodworkers   | Templestowe       | Council              |
| 78     | Community Meeting spaces | Doncaster RSL   | Doncaster         | Council              |
| 79     | Community Meeting spaces | Templestowe RSL   | Templestowe       | Council              |
| 80     | Community Services       | Doncaster East Girls Guides Group                       | Doncaster East    | Council              |



## Manningham Council

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## Draft CIP Community Consultation Feedback May 2023 - Attachment 2

| Comment   | Community Group                  | Action / Updates  |
|---|----------------------------------|---|
| The community legal service is no longer visiting Ajani   | Living, Learning Ajani           | Reference removed   |
| Community Garden at Ajani not listed in CIP   | Living, Learning Ajani           | Added to section 3.2.5  |
| The description of the role of Neighbourhood Houses is not accurate and data missing.   | Living, Learning Ajani           | Updated description of Neighbourhood houses description in 4.3. We do not have data from all 5 neighbourhood houses at this stage to provide usage data.  |
| Would like to see community facilities not owned by Council listed - Mechanics Institute and Community Church at Warrandyte are both hireable and in demand. Funding for non council building requested | Warrandyte Mechanics Institute   | Separated non council owned infrastructure into new section of Appendix in 7.2.   |
| Playhouse costly to hire and not affordable for theatre companies.  | Warrandyte Mechanics Institute   | Referred to Arts and Culture team, no update required for CIP. Development of an arts and culture plan already noted in priorities.   |
| Doncaster Seniors has no dishwasher, can we get one?  | Australian Iranian Seniors Group | Noted but usage does not suggest this is required. Council will continue to monitor. No update required for CIP   |
| KHG Concerned that they are on leased land with no secure tenure. There is no apparent site for them to move to, no security in additional lease with Aus Net   | Kevin Heinz GROW                 | Council Officers have been looking at alternative sites and due to the size of their operations, it is proving difficult to find a viable alternative. We will support KHG preference to stay at their current location as long as possible. Current Lease has been extended to 2027. |
| How is the plan dealing with demographics in older adults and lone person households? How will their needs be met?  | Group discussion                 | Council remains committed to older adults and this is reflected in our operational model. A Healthy Ageing Team will be established as part of forthcoming organisational change to have a specific focus on opportunities for older adults. Added to section 3.2.6                   |
| How can we improve the quality of service for Over 70s and utilise ingratitudes, sporting participation with grants and support   | Group discussion                 |   |
| Park in Lower Templestowe with a gym - who owns it, can we use it?  | Group discussion                 | The gym building is occupied by a tenant, and is not currently available for alternative community use. No update required to CIP.  |
| Bowling clubs are well utilised and meeting the older adults need   | Group discussion                 | This will be passed onto the Healthy Ageing Team. No update required to CIP.  |
| Schramm's Cottage is not in the plan, please add. We are happy with how this development is going.  | Historical Society               | Listed under section 3.2.5 and added to Appendix 7.2.   |

D23/66323

## 11.2 Aquarena Outdoor Master Plan

File Number: IN23/499

Responsible Director: Director Connected Communities

Attachments: 

- 1 Draft Outdoor Master Plan June 2023 [↓](#)
- 2 Pre draft Consultation & Predraftrelease Pol.is Survey [↓](#)
- 3 Community Feedback Mapping on Aquarena Draft Outdoor Master Plan Summary [↓](#)

### PURPOSE OF REPORT

*The purpose of this report is to provide the outcomes of the community consultation regarding the draft Aquarena Outdoor Master Plan, and to seek Council approval for the draft Aquarena Outdoor Master Plan including the proposed timing of implementation.*

### EXECUTIVE SUMMARY

*At the 28 March 2023 Council meeting, Council supported the release of the draft Aquarena Outdoor Master Plan (draft Master Plan) for public consultation. A comprehensive community consultation was undertaken between 3 April and 15 May 2023. Information about the Master Plan was shared and displayed within a range of Council networks, libraries, community centres and recreation facilities. Community feedback was collected via Your Say Manningham, Council's social media platforms, Aquarena drop-in sessions and two facilitated project focus group sessions.*

*Internal focus group discussions were also held with the Gender Equality and LGBTQIA+ Advisory Committee, Recreation and Sport Advisory Committee and the Disability Advisory Committee.*

*Overall, the feedback shows support for the upgrades proposed through the Plan. In assessing the feedback, the project team agreed that no further changes were required to the draft Master Plan.*

*Feedback from key stakeholders will be incorporated in the detailed design phase of the project. A summary of feedback is shown in Attachment 3.*

*The timing for the implementation is presented through two options:*

**Option 1:** *The entire Master Plan constructed at the same time as the 50m pool redevelopment.*

**Option 2:** *A two stage approach with:*

*Stage 1: aqua play, café, diving pool conversion and amenities completed at the same time as the 50m pool.*

*Stage 2: Following completion of the 50m pool undertake tiered seating, quiet pool, Amphitheatre, final landscaping and accessible pathways.*

*It is anticipated that implementation of the draft masterplan will cost \$13,200,000 (Architects estimate of probable cost). The cost of the upgrade of the 50 metre outdoor pool is not included in this amount as it is already budgeted for separately as a capital works project.*

*Project expenditure has been spread across multiple years with finalisation in 2025/26. The noted increase in project estimated costs (from 2021) will be accounted for in the next budget cycle (the draft 2024/25 Budget and draft 10-year financial plan).*

*Following the approval of the draft Master Plan, the planning for the project will commence this year (2023/24) with construction anticipated to start in 2024/25. The community will also be notified of the approval of the Master Plan and the timing of the next phases.*

## **1. RECOMMENDATION**

**That Council:**

- A. Approve the draft Aquarena Outdoor Master Plan (Attachment 1);**
- B. Approve Option 1 for the construction timing of all components of the draft Aquarena Outdoor Master Plan at the same time as the 50m pool redevelopment occurs;**
- C. Note that the recommended allocated budget for the Aquarena Outdoor Master Plan is \$13,200,000 and this will be listed in the capital works program with planning to commence in 2024/25.**

## **2. BACKGROUND**

- 2.1 In 2006, consultants were engaged to develop an Aquarena Masterplan. The scope of that Masterplan was for the entire facility. The 2006 Masterplan guided a range of work that has now been completed at Aquarena, including car park expansion, internal building redevelopments and expansion of the outdoor water slides.
- 2.2 In 2022, Council engaged external consultants to develop a specific contemporary masterplan for the outdoor area of Aquarena. The brief was to respond to community feedback and expectations, current industry trends and provide Council with an estimate of costs and an implementation program.
- 2.3 The focus of the draft Master Plan is on the outdoor areas only. The previous masterplan developed in 2006 specifically focused on the works required in the indoor areas of the facility.
- 2.4 The redevelopment of the outdoor 50m pool is not included in this draft Master Plan however, consideration has been made to allow for this redevelopment to seamlessly integrate with the proposed outdoor area works.
- 2.5 Following approval by Council in March 2023, the Master Plan was released for public consultation. A six-week public consultation process took place in April/May 2023 which included sharing information with a range of Council networks and seeking feedback via Your Say Manningham, Facebook, Aquarena drop-in sessions and two facilitated project focus group sessions.

- 2.6 Internal focus group discussions were also held with the Gender Equality and LGBTQIA+ Advisory Committee, the Recreation and Sport Advisory Committee, and the Disability Advisory Committee.
- 2.7 A review of the feedback obtained through consultation was undertaken in collaboration with the appointed consultants and a final report has been prepared (refer to Attachment 1).

### 3. DISCUSSION / ISSUE

- 3.1 An extensive process has been undertaken to develop the draft Master Plan.
- 3.2 The draft Master Plan will ensure that Aquarena's facilities and program offerings meet community expectations and cater for the changing needs of the Manningham community.
- 3.3 Prior to March 2022, several recommendations for the outdoor area upgrades were identified in the pre-draft consultation phase. Key components included:
  - 3.3.1 Relocation and improvements to the café, offering increased outdoor seating and shade;
  - 3.3.2 Inclusion of a relocated and expanded new interactive water play area for toddlers;
  - 3.3.3 Introduction of an amphitheatre to provide events and performances, in addition to further shaded space;
  - 3.3.4 Replacement of the existing outdoor toddler's pool with a 25m programmable pool;
  - 3.3.5 Additional change spaces and decking area over the existing dive pool;
  - 3.3.6 Inclusion of a tiered seating structure, with a shade structure for carnivals and family use;
  - 3.3.7 Increased site accessibility through compliant pathways; and
  - 3.3.8 Increased use of vegetation and shade structures throughout the outdoor space.
- 3.4 All of the above still remain in the attached draft Master Plan.
- 3.5 The consultation process revealed several consistent themes which have provided a clear framework for the proposed upgrade of the outdoor area (refer to Attachment 2). The themes include:
  - 3.5.1 Providing better and accessible water play areas;
  - 3.5.2 Improving change room quality and providing more change space for groups and families;
  - 3.5.3 Providing better spectator amenities for carnivals;

- 3.5.4 Increasing shading throughout with a particular emphasis on the café and spectator areas;
- 3.5.5 The current café, including indoor and outdoor seating area, is too small, and there is insufficient weather protection; and
- 3.5.6 Components need to be introduced that attract improved accessibility throughout the outdoor areas for families and non-traditional users.

### **Community Survey**

- 3.6 In February 2023, in addition to the consultation undertaken, a 'Pol.is' survey was conducted which focused on the outdoor area.
- 3.7 More than 400 people participated in the Pol.is survey (refer to Attachment 2). Some of the key themes identified through the survey were:
  - 3.7.1 There is a need for more sunshades;
  - 3.7.2 There is a need for improved water play and some support to relocate the waterplay to a more central area and closer to the café. However, there was also support for the toddler pool to remain in its current location;
  - 3.7.3 There is a desire for more outdoor seating;
  - 3.7.4 The café and decking are suitably located; and
  - 3.7.5 Additional toilets and showers should be provided for the outdoor area.
- 3.8 There was also a small number of participants (approximately 10%) that supported the retention of the dive pool.
- 3.9 Following Council's approval of the draft Master Plan in March 2023, a detailed Community Consultation Plan was developed and implemented.
- 3.10 Further consultation included resident mailouts, information displays at Libraries, Community and Recreation Centres, a comprehensive social media campaign, Your Say Manningham (YSM) feedback opportunities, Aquarena drop-in information sessions and two focus group where community members could apply to attend.
- 3.11 Thirteen YSM feedback responses were received and individually acknowledged. The drop-in sessions comprised approximately 50 Aquarena patrons and residents, who discussed the draft Master Plan in detail with Council officers (refer to Attachment 3).

**Feedback summary**

- 3.12 The following components of the draft Master Plan were generally supported by respondents:
- 3.12.1 The overall proposed concept.
  - 3.12.2 Maintaining and improving the outdoor café amenity.
  - 3.12.3 The removal of the diving pool and the proposed alternative use for this space as an additional outdoor change space with decking area, primarily for event and squad use.
  - 3.12.4 A new and improved outdoor water play space
  - 3.12.5 The replacement of the existing outdoor toddler pool with a 'quiet' 25m programmable pool
  - 3.12.6 The provision of additional outdoor change rooms and showers to support the 50m pool, as the change rooms adjacent to the pavilion are seen as inadequate
  - 3.12.7 The provision of more shading, including over part of the pool and concourse area at the shallow end of the 50m pool
  - 3.12.8 The provision of water play was supported. However, several respondents suggested there was a need for indoor water play to provide year-round use
  - 3.12.9 The tiered seating and quiet program pool.
- 3.13 Both community focus groups had low participation with approximately nine people attending at each session. Participants completed a survey prior to the focus group session, stating their opinions of the draft Master Plan and the various proposed changes. This was followed by a tour and presentation on the reasons and benefits of the proposed changes. At the conclusion of the session, participants were then asked to undertake a further survey to determine any shift in opinions and provide any additional comments (refer to Attachment 3).

**Summary feedback from community focus groups**

- 3.14 There was a general high level of acceptance to the draft Master Plan and the proposed components.
- 3.15 There is a need to maintain an outdoor café area with weather protection
- 3.16 Consideration should be given to ensuring café access from the indoor aquatic location whilst not impacting on the opening of the swing-up glass doors to the 25m pool, as the pool hall is very hot and stuffy
- 3.17 Supported additional outside change space at the deep end of the 50m pool. It was also suggested that providing change rooms adjacent to the quiet program pool would be valuable.

- 3.18 Consider maximising solar panels to minimise energy use from the grid and reduce carbon emissions
- 3.19 Consider planting native trees to minimise leaves in pools
- 3.20 Shading should be provided for all outdoor spaces. For example, the shallow end of the outdoor 50m pool should have shading, and the program pool and the water play areas should also be partially shaded.
- 3.21 A desire to maintain as much green space as possible. However, there was a broad understanding that the water play area needed to be in the current green space adjacent to the existing café.
- 3.22 Ensure the amphitheatre area has adequate shade, tables, seats and rubbish bins.
- 3.23 There was a request to make the ends of the quiet program pool straight to facilitate lap swimming.
- 3.24 Lockers/storage facilities should be provided to support the use of the outdoor 50m pool and the quiet program pool .
- 3.25 A suggestion was made to enclose the program pool to enable year-round use
- 3.26 Whilst a separate project, numerous questions were asked about, and endorsement given, to the proposed redevelopment of the 50m pool.

#### **Internal focus groups**

- 3.27 Internal focus group discussions were also held with the following Committees and their key feedback is noted:

#### Gender Equality and LGBTQIA+ Advisory Committee

- 3.28 Supported the draft Master Plan overall and the respective proposed components.
- 3.29 Increased change facilities and facilities that promoted broader demographic diversification.
- 3.30 Providing input into the final design of the change spaces based on current non-gender specific principles and needs.

Recreation and Sport Advisory Committee

- 3.31 Supported the draft Master Plan overall and the respective proposed components
- 3.32 More shade and changed amenities.
- 3.33 Concerns were raised and discussed amongst the attendees regarding the proposed removal of the diving pool, specifically in relation to the impact this may have on young children learning how to dive. Other committee members highlighted several neighbouring options including Carey Grammar, Bulleen which has a diving club and learn to dive classes, Aquanation Ringwood; Aqualink Box Hill and Boroondara Sports Complex in Balwyn North.
- 3.34 There was further discussion about the 'Pol-is' survey feedback, with a suggestion to extend the use of the diving pool all year round. The additional capital works expense to rebuild the pool, the significant increase in operational expense for what would be a minimal increase in use was considered too not be practical. There was an acknowledgement that the proposed alternative use of this space would service a far greater range of Aquarena patrons.

Disability Advisory Committee

- 3.35 Support draft Master Plan overall and the respective proposed components.
- 3.36 The planned accessibility enhancement around the outdoor area, the specific facilities and enhanced changing.
- 3.37 Enhanced directional signage including the inclusion of tactile for vision impaired visitors.
- 3.38 More shade.

Overall review and assessment of the draft Master Plan with stakeholders

- 3.39 Overall, there was very strong support for the Draft Plan, with most participants appreciating the opportunity to understand the rationale supporting the Plan.
- 3.40 On reviewing the feedback received during the community consultation phase, the Project Team felt it was unnecessary to modify the Draft Plan. Community and Advisory Committee member comments will be used to further refine the Draft Plan during the detailed design phase of the project. These draft refinements will be shared with the three Council Advisory Committees for their additional feedback.
- 3.41 The key issues for consideration in the next phase of design are:
  - 3.41.1 The extent of shading (if any) over the 50m pool, quiet program pool and water play area.
  - 3.41.2 The provision and design of additional change rooms for the outdoor pools, including group change rooms and a potential change room to support the quiet program pool.
  - 3.41.3 Accessible pathways and access to and around the facility components.



#### 4. COUNCIL PLAN / STRATEGY

- 4.1 This draft Master Plan is in line with the following goals in the Council Plan 2021-2025:
- 4.1.1 Healthy Community - A healthy, safe and resilient community
  - 4.1.2 Healthy Community - An inclusive and connected community.
  - 4.1.3 Vibrant and Prosperous Economy - Grow our local business, tourism and economy
  - 4.1.4 Liveable Places and Spaces - Inviting places and spaces
  - 4.1.5 Liveable Places and Spaces - Enhanced parks, open space and streetscapes
  - 4.1.6 Liveable Places and Spaces - Well utilised and maintained community infrastructure
- 4.2 This plan also meets the following actions in the Active for Life Recreation Strategy:
- 4.2.1 Priority Area 1 - Provide flexible, multi-use and durable spaces for recreation to meet the needs of a growing community.
  - 4.2.2 Outcome 1.1 - Quality indoor and outdoor aquatic facilities to meet the needs of active recreation and organised sport participation.
  - 4.2.3 Action 1) - Review the masterplan was undertaken in 2006, for the outdoor areas of Aquarena, to determine future usage and facility provision, including car parking and outdoor pools.

#### 5. IMPACTS AND IMPLICATIONS

- 5.1 Implementation of the Master Plan will be transformational for the outdoor space, the facility and the community. It will ensure the quality of the outdoor offering is consistent with the centre's indoor quality and deliver a centre with a range of services and facilities unmatched by any other aquatic and leisure centres in Victoria.
- 5.2 It will maximise the use of the valuable and rare outdoor space and deliver to the community a combination of indoor and outdoor facilities that provide variety and quality in aquatic facility provision.
- 5.3 The combination of indoor and outdoor facilities, services and programs will be unique and will provide the local community with a centre that has something for everyone. More specifically, it will achieve the following:
- 5.3.1 Creation of extensive outdoor leisure opportunities for families, young people, and people with a disability through the inclusion of significantly improved water play offerings.

- 5.3.2 A place for everyone regardless of physical capability - through significant improvements in accessibility throughout the outdoor space for the community and particularly for people with mobility issues.
  - 5.3.3 Improved and increased shaded spaces throughout the outdoor area, improving comfort levels for all users.
  - 5.3.4 Upgraded spectator area, group change areas, and marshalling area that will vastly improve the level of service to schools and clubs.
  - 5.3.5 The inclusion of an amphitheatre for events with a stage to provide a space for families and the broader community to experience events and performances in a picturesque setting. This means that the outdoor space isn't just a place for aquatic users.
  - 5.3.6 Improved amenities to service clubs, schools, specific population groups and the broader community.
  - 5.3.7 Improvements to the café ensure additional space and directly connect the indoor and outdoor areas while providing a variety of options for seating.
  - 5.3.8 A quiet programming pool that will provide a space for water-based exercise, gender-specific swimming and a quiet space for people when the pool is not programmed.
  - 5.3.9 The outdoor program pool will provide an alternate space for swimming lessons. This could be particularly valuable for adults that have low levels of water confidence and skills and who may be more comfortable learning to swim in a more private location, or for those with sensory needs.
- 5.4 Finance / Resource Implications
- 5.4.1 An architect's estimate of probable cost was prepared in late 2021. This cost was intended to assist initial decision-making to provide a broad indication of cost at the commencement of a design investigation. The cost estimate supplied by the consultant in May 2022 for all components of the draft Master Plan, was \$7,392,000.
  - 5.4.2 With continued cost escalation it is anticipated that implementation of the full draft Master Plan will see costs increase to \$13,200,000 by 2024/25.
  - 5.4.3 Funding for the project has been included in the 10-year Capital Works Program with latest forecast expenditure to be accounted for in the next budget cycle (the draft 2024/25 Budget and draft 10-year financial plan).
  - 5.4.4 The cost of this project will not be passed onto residents through increased users fees. The user fees are pre-set though the guaranteed contract budget for five years based on a 3.5% fee increase annually in accordance with CPI.
  - 5.4.5 There may be a cost benefit to Council through increased patronage to the facility. This may potentially result in a benefit to Council through an increased profit share within the current leisure facilities contract.

## 6. IMPLEMENTATION

### 6.1 Communication and Engagement

|   |   |
|---|---|
| Stakeholder Groups                      | <ol style="list-style-type: none"> <li>1. Aquarena existing users and community residents and visitors</li> <li>2. User groups, current and future centre management.</li> <li>3. Industry consultation with Life Saving Victoria and Sport and Recreation Victoria and other facility management organisations and personnel.</li> </ol> |
| Was engagement required?                | Yes   |
| Where does it sit on the IAP2 spectrum? | <p>Inform</p> <p>Consult</p> <p>Involve</p>   |
| Approach                                | <p>Communication material (letter drops, website info, signs, social medial posts etc)</p> <p>Survey/Poll</p> <p>Focus Groups</p> <p>Drop in sessions</p> <p>Information displays within the council community and leisure facilities (libraries and community centres).</p>  |

### 6.2 Timelines

6.2.1 The next stage of the draft Master Plan project is developing a detailed design. Consideration will be given to the timing of the construction with the redevelopment of the outdoor 50m pool.

6.2.2 Option 1 provides less disruption to Aquarena users as it would involve only one disturbance to the outdoor pool area, rather than an extended period of disruption.

6.2.3 Construction Timelines

Options for consideration for phasing the construction of associated works for the draft Master Plan:

| Options and Components   | Advantages  | Disadvantages  | Cost Estimates as of 2024/2025  |
|--|---|--|---|
| <p><b>Option 1</b><br/>Entire Outdoor Master Plan constructed at the same time as the 50m pool redevelopment</p> <p><b>Time:</b> 9-12 months</p>   | <ul style="list-style-type: none"> <li>✓ All components completed at the same time as the redevelopment of the 50m pool, with minimum business &amp; community disruption</li> <li>✓ Economy of scale</li> <li>✓ One closure approx. 9-12 months</li> <li>✓ Single project management process and associated savings</li> </ul> | <ul style="list-style-type: none"> <li>• 100% Capital Works funds required</li> <li>• Potential increase in closure time if all works cannot be completed in the time frame for the 50m redevelopment</li> </ul>   | <p>Probable Cost Estimate<br/><b>\$13,200,000</b></p> <p>(note: 50 metre pool \$10m redevelopment is already in the capital works budget and not included in above figure)</p> <p>Probable Net Cost Estimate<br/><b>\$14,700,000</b></p> <p>(includes business interruption/contract variation)</p>       |
| <p><b>Option 2</b><br/><i>Stage 1</i><br/>Completed at the same time as 50m pool redevelopment</p> <ul style="list-style-type: none"> <li>• Aqua Play</li> <li>• Café</li> <li>• Dive Pool conversion &amp; Amenities</li> </ul> <p><b>Time:</b> 9-12 months</p>   | <ul style="list-style-type: none"> <li>✓ Access to area easier whilst 50m pool is being demolished /built</li> <li>✓ Reduction in capital works funds including the pool –</li> <li>✓ Key Master Plan components finished at the same time of the reopening of the new 50m pool</li> </ul>                                      | <ul style="list-style-type: none"> <li>• Less economy of building costs</li> <li>• Added costs &amp; interruptions incurred by delating stage 2</li> </ul>   | <p>Probable Cost Estimate 2024/25<br/><b>\$8,009,165</b></p> <p>(note: 50 metre pool \$10m redevelopment is already in the capital works budget and not included in above figure)</p> <p>Probable Net Cost Estimate<br/><b>\$9,509,165</b></p> <p>(includes business interruption/contract variation)</p> |
| <p><b>Option 2</b><br/><i>Stage 2</i><br/>To be completed separately after the completion of the 50m pool redevelopment -</p> <ul style="list-style-type: none"> <li>• Tiered seating</li> <li>• Quiet pool</li> <li>• Amphitheatre</li> <li>• Final landscaping &amp; accessible pathways</li> </ul> <p><b>Time:</b> 6 - 9 months</p> | <ul style="list-style-type: none"> <li>✓ Area can be fenced off and still allow access to the 50m pool, aqua play, café, amenities</li> <li>✓ Minimal business or community interruption Mar- Dec as the rest of the outdoor facility will remain open</li> </ul>   | <ul style="list-style-type: none"> <li>• Further escalation cost</li> <li>• Multiple years of disruption</li> <li>• Minimal Capital works funds savings to justify staging</li> <li>• Additional builders set up cost</li> <li>• No economy of scale</li> <li>• Site access more restricted</li> <li>• Greater impact on contract variation</li> </ul> | <p>Probable Cost Estimate 2024/25<br/><b>\$5,190,834</b></p> <p>Probable Net Cost Estimate<br/><b>\$5,490,834</b></p> <p>(includes business interruption/contract variation anticipated to be minimal)</p>  |

**7. DECLARATIONS OF CONFLICT OF INTEREST**

No officers involved in the preparation of this report have any general or material conflict of interest in this matter.



# Aquarena Outdoor Master Plan

July 2023



Interpreter service

**9840 9355**

普通话 | 廣東話 | Ελληνικά

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## Acknowledgements

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Manningham Council engaged specialist consultants to assist in the preparation of this Master Plan. The contributions from community members and key stakeholders have helped shape the recommendations within the Aquarena Outdoor Masterplan, as has the feedback received from relevant local, state and national sporting associations, as well as other government and aquatic industry agencies.

## Executive Summary

---

In late 2019 Manningham Council engaged specialist consultants to assist in the preparation of this Draft Aquarena Outdoor Master Plan. The plan was developed in response to all five key Council Plan themes which identified a need for Council to adequately plan for liveable places and spaces to assist in the provision of a healthy, safe and resilient Community.

Previous Master Planning for the Aquarena facility has seen several significant developments occur over the previous 12 plus years. As the focus had previously been on the indoor facilities, the opportunity exists to now develop a master plan specifically for the aging outdoor area to ensure its quality is commensurate with the high-quality indoor aquatic and health and fitness areas. Investment in the outdoor areas will provide updated facilities and a quality user experience for the community to enjoy for a long time to come. From an overall perspective upgrading the outdoor area will position Aquarena as arguably the premier centre with both indoor and outdoor aquatic areas.

As part of this project, consultation has been undertaken with the broader community as well as relevant sporting clubs, schools, industry personnel. The COVID epidemic impacted on the methods of early consultation, however critical community feedback was still obtained and formed the basis for the development of the draft Aquarena Outdoor Master Plan.

Critical to this process was the decision not to include the redevelopment of the 50m outdoor pool in the Outdoor Master Plan. The 50m pool will be separately redeveloped as part of the Capital Works asset renewal program.

The Draft Aquarena Outdoor Master Plan was finalised in late 2022, presented to Council in March 2023 and was approved by Council to be presented to the community for feedback and further consultation.

Council's Marketing personnel in conjunction with the Leisure Services Officer developed and implemented in April and May 2023. This included but was not limited to: Resident mail outs, Information displays at Libraries, community and recreation centres, Your Say Manningham feedback, Drop-in information sessions and two focus group sessions where community members could apply to attend. The feedback regarding the Aquarena Outdoor Master Plan was positive and the plan as presented to Council in March is recommended for adoption.

Key recommendations for inclusion in the Master plan are:

1. Additional new Change space & toilet facilities
2. Relocation of and enhanced interactive water play area for children of all ages
3. Relocation of and enhanced café facility, indoor seating, and outdoor decking
4. Replacing the existing outdoor toddler pool with anew 'Quiet pool" for specialized programs
5. Tiered seating for school carnival, swim meets and public recreational use
6. Removal of the dive pool and replacement decking to provide access to new change space facilities and space for event and swim squad marshalling/warm up area

7. Enhanced accessible pathways, weather protection shelters and landscaping

The key rationale for all these components is to maximise the use of the spaces by a diverse range of members and visitors.

The key issues for consideration in the next detailed design phase of the project are:

- Maximizing the extent of shading over the pool, water play area and grounds.
- Ensuring the provision of additional change space for the outdoor pools is maximised.
- The interface between the proposed new cafe and the indoor pool hall and the access points from the pool hall to the café.
- Accessibility to all master plan components

An architect's estimate of probable cost was prepared in late 2021. The architect's estimate of probable cost is not a cost plan rather it is intended to assist initial decision-making to provide a broad indication of cost at the commencement of a design investigation. With continued cost escalation it is anticipated that implementation of the full draft masterplan will see costs increase to above \$13,000,000 by 2024/25.

# 1 Introduction

---

The Aquarena Aquatic and Leisure Centre (Aquarena or the Centre) is in the City of Manningham (or the City) in Melbourne's metropolitan area. The City's area is 113 square kilometres and neighbours six other metropolitan local government areas, each with major aquatic and leisure facilities. Aquarena is the only aquatic and leisure centre within the City, servicing a population base of more than 125,000 residents.

The Centre initially opened as the Doncaster Municipal Swimming Pool in 1969 as an outdoor 50m pool to service the community. It was redeveloped in 1991 as an aquatic and leisure centre and renamed Aquarena Aquatic and Leisure Centre.

Since 1969, the Centre has undergone eight upgrades through redevelopments or extensions to the facility, with a six stage Aquarena Master Plan commencing in 2009 and concluding in 2016. The Master Plan included the introduction of a 'pavilion' to support the Centre's user groups and provide additional health and wellness programming opportunities. Various extensions also included an indoor warm water pool, outdoor splash pad, wellness centre, expansion of the gymnasium and the application of a 'sky bridge' to better link the Centre's car parks.

Aside from the inclusion of the splash pad and a café and associated decking, there has been minimal capital investment applied to the outdoor space at Aquarena. Consequently, the outdoor facilities have deteriorated and are well below the quality of the indoor facilities creating a facility quality where the customer experience outdoors is inferior.

## 2 Project Scope

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Council's Active for Life Recreation Strategy 2010-25 (updated in 2019), Manningham City Council identified the need to 'review the Masterplan undertaken in 2006, for the outdoor areas of Aquarena. The purpose of the review is to develop a renewed plan that ensures the outdoor infrastructure is accessible, innovative, sustainable and meets the current and future needs of Council and the community. The Master Plan will align with the Council's strategic plans and policies and guide any future Council planning and investment in the outdoor space.

Manningham Council engaged specialist consultants to assist in the preparation of this Master Plan. They will deliver a Master Plan that includes proposed design elements, business analysis, and an architect's estimate of probable cost to assist Council in determining the future development program.

### 2.1 50m Outdoor Pool

The project purpose is to develop a plan that provides strategically justified recommendations for sports facility provision, in response to current and future participation in various sports.

Since the project's inception, it has been identified that the 50m outdoor pool has significant structural issues and is likely to fail within the next few years. Consequently, Council commenced a review of the pool as a priority, running concurrently with, but independent of, the Master Plan. As a result of the review being undertaken, no alterations to the 50m outdoor pool have been identified in the Master Plan.

## 2.2 Overview of Project Methodology

The project was delivered through a detailed methodology involving consultation processes, operational assessments and analysis, and design creativity. However, it should be noted that the COVID-19 implications impacted the timing and implementation of some of the pre-draft stage methodology. These included face-to-face consultation sessions with residents, which were unable to be delivered due to restrictions relating to gatherings.

An industry Visioning Workshop with Council Officers, peak bodies and management groups was proposed. However, due to COVID-19 restrictions, the session was held online with Council Officers and the current management group, Belgravia Leisure. In addition, individual consultation was undertaken with contract management groups, peak bodies, Sport and Recreation Victoria and Council’s operating outdoor swimming pools. The insights, the outcomes of the workshop and the consultation were critical in informing the Draft Master Plan direction. A summary of the Methodology implemented included the following critical tasks.

Once the Draft Aquarena Outdoor Master Plan was approved for community consultation in March 2023, the project methodology consisted of resident mailouts, information displays at Libraries, Community and Recreation Centres, Your Say Manningham feedback, drop-in information sessions at Aquarena and community focus groups sessions that participants could apply to attend. Presentations were also made to the Manningham Gender Equality and LBTQIA+, Disability and Recreation and Sport Advisory Committees.



## 3 Strategic Context

### 3.1 Council Plan 2021-25

The Council Plan (2021-25) provides the roadmap for delivering on the Manningham Community Vision 2040 and guides Council to improve the delivery of core services, with a strong focus on community wellbeing, supporting local businesses, and protecting the local environment.

The Council Plan also defines the approach for collaborating with the community, local businesses, key stakeholders, surrounding municipalities, and other levels of Government.

Five key Themes underpin the Council Plan. Supporting the key Themes are the Council's Goals and associated actions, as outlined below:

#### 1. Healthy Community

- Goal 1: Healthy, Safe and Resilient Community
- Goal 2: Connected and Inclusive Community

#### 2. Liveable Places and Spaces

- Goal 1: Inviting places and spaces
- Goal 2: Enhanced parks, open space and streetscapes
- Goal 3: Well connected, safe and accessible travel
- Goal 4: Well utilised and maintained community infrastructure

#### 3. Resilient Environment

- Goal 1: Protect and enhance our environment and biodiversity
- Goal 2: Reduce our environmental impact and adapt to climate change

#### 4. Vibrant and Prosperous Economy

- Goal 1: Grow our local business, tourism and economy

#### 5. Well Governed Council

- Goal 1: A financially sustainable Council that manages resources effectively and efficiently
- Goal 2: A Council that values our customers and community in all that we do

### 3.2 Health and Wellbeing Strategy 2021-2025

The Health and Wellbeing Strategy is guided by the Victorian Public Health and Wellbeing Act 2008, which requires all local governments to develop a Public Health and Wellbeing Plan every four years.

This Health and Wellbeing Strategy is an extension of Manningham's previous Healthy City Strategy (2017-2021), and it directly aligns with the Council Plan (2021-25) key Theme of 'Healthy City'.

The Strategy defines the seven health and wellbeing priorities for the City of Manningham, developed based on input from the community, health service agencies, Council partners and key stakeholders. The health and wellbeing priorities are:

1. Improved social and emotional wellbeing
2. Increased healthy eating
3. Increased active lifestyles

4. Increase adaptation to the health impacts from climate change
5. Reduce injury and harm
6. Prevention of family violence
7. Increased connection and engagement in community life

### 3.3 Active for Life Recreation Strategy 2010-25

Initially developed in 2010 and revised in 2019, the Active for Life Recreation Strategy intends to guide and inform future sport, recreation, and leisure provision.

The Recreation Strategy considers three key areas to increase physical activity. These are Active Living, Active Recreation and Organised Sport, as outlined below:

1. **Active Living** - The ability to incorporate physical activity into our daily lives, including walking and cycling for short trips such as to and from school and work, and walking to the park and shops.
2. **Active Recreation** - Encompasses physical activities that are non-competitive in nature, such as walking, riding, playing, swimming, going to the gym, and health and wellbeing classes.
3. **Organised Sport** - Sporting activities that are run under the auspice of a peak body.

The Strategy outlines four Priority areas that Council will focus on to increase sporting and physical activity opportunities. The Priority areas intend to:

1. Provide flexible, multi-use and durable spaces for recreation to meet the needs of a growing community.
2. Enable collaboration with key partners and organisations
3. Foster an environment of inclusion
4. Build capacity for our community.

The Strategy's Action Plan references the requirement to review the Aquarena Master Plan (2006) to assess the outdoor areas of the facility. A review of the Aquarena Master Plan undertaken in 2006 for the outdoor areas of Aquarena to determine future usage and facility provision, including car parking and outdoor pools.

### 3.4 Aquarena Master Plan 2006

In 2006, Council engaged consultants to develop the Aquarena Master Plan, with the following key project objectives:

- To undertake a demand and needs analysis of the facility
- To identify the optimal mix of facilities in terms of future capital works and return on investment
- To assess the long-term viability of the current site and assess the viability of potential relocation
- To identify state, national and international trends in providing aquatic and leisure facilities, services and opportunities within the municipality

- To recommend a strategy that will underpin the future development of the Aquarena Aquatic and Leisure Centre
- To assess the feasibility of a possible future expansion or the Aquarena car park.

The key recommendations arising from the Master Plan were separated into short, medium, or long-term recommendations for the Council to explore. Outlined below are the recommendations and the suggested staging:

#### **Stage 1 – Short Term Recommendations**

- Provision of a Dry program room to increase the level of dry programs, particularly Spin Classes
- Redevelopment of the water slide
- Refurbishment of the wet change rooms
- Development of a change area for schools.

#### **Stage 2 – Medium Term Recommendations**

- Demolition of the existing outdoor toddler pool and development of a Water Splash area
- Extension of the gymnasium
- Development of Swim Club Clubrooms with multi-use meeting room
- Upgrade of the existing outdoor diving pool
- Refurbishment and reconfiguration of the entrance, reception and development of a "Change Village" (accessible and family change area)
- Relocation of and greater provision of administrative offices
- Development of additional indoor program pool which can cater for hydrotherapy
- Expansion of the crèche
- Development of a "Wintergarden" enclosure to create more year-round use of proposed outdoor water play facilities.

#### **Stage 3 – Long Term Recommendations**

The long-term recommendations outlined an option to create a 'main road frontage and a link to Williamsons Road'.

## 4 Strategic Framework and Guiding principles

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### 4.1 Manningham Community Vision 2040

The City of Manningham operates under an Integrated Planning Framework, which ensures the relevant strategies, plans, and policies are interrelated and unified in their direction. Outlined below in Table 1 is a Strategic Framework that demonstrates the interrelationship between the essential documents and their associated themes, objectives, or goals.

A set of Guiding Principles was developed to ensure the Master Plan aligns with Council's key strategic plans and policies. The Guiding Principles are based on the themes, objectives and goals from the relevant Council strategies and plans and adapted to best align to the project purpose and intent. The Guiding Principles are outlined at the bottom of the Strategic Framework below:





| AQUARENA OUTDOOR MASTERPLAN – STRATEGIC FRAMEWORK   |  |   |  |   |
|---|--|---|--|---|
| Manningham Community Vision 2040  |  |   |  |   |
| Manningham is a peaceful, inclusive and safe community. We celebrate life with its diverse culture, wildlife and natural environment. We are resilient and value sustainable and healthy living, a sense of belonging, and respect for one another. |  |   |  |   |
| Council Plan 2021-25  |  |   |  |   |
| 1. Healthy Community  | 2. Liveable Places and Spaces  | 3. Resilient Environment  | 4. Vibrant and Prosperous Economy  | 5. Well Governed Council  |
| <ul style="list-style-type: none"> <li>• Goal 1: Healthy, Safe and Resilient Community</li> <li>• Goal 2: Connected and Inclusive Community</li> </ul>  | <ul style="list-style-type: none"> <li>• Goal 1: Inviting places and spaces</li> <li>• Goal 2: Enhanced parks, open space and streetscapes</li> <li>• Goal 3: Well connected, safe and accessible travel</li> <li>• Goal 4: Well utilised and maintained community infrastructure</li> </ul> | <ul style="list-style-type: none"> <li>• Goal 1: Protect and enhance our environment and biodiversity</li> <li>• Goal 2: Reduce our environmental impact and adapt to climate change</li> </ul> | <ul style="list-style-type: none"> <li>• Goal 1: Grow our local business, tourism and economy</li> </ul> | <ul style="list-style-type: none"> <li>• Goal 1: A financially sustainable Council that manages resources effectively and efficiently</li> <li>• Goal 2: A Council that values our customers and community in all that we do</li> </ul> |



| Health and Wellbeing Strategy 2021-25   |   |   |  |   |  |  |
|---|---|---|--|---|--|--|
| <b>Priority Area 1:</b><br>Improved social and emotional wellbeing  | <b>Priority Area 2:</b><br>Increased healthy eating                   | <b>Priority Area 3:</b><br>Increased active lifestyles  | <b>Priority Area 4:</b><br>Increase adaptation to the health impacts from climate change | <b>Priority Area 5:</b><br>Reduce injury and harm   | <b>Priority Area 6:</b><br>Prevention of family violence | <b>Priority Area 7:</b><br>Increased connection and engagement in community life |
| Active for Life Recreation Strategy 2010-25   |   |   |  |   |  |  |
| <b>Key Theme 1:</b><br>Active Living  |   | <b>Key Theme 2:</b><br>Active Recreation  |  | <b>Key Theme 3:</b><br>Organised Sport  |  |  |
| <b>Priority 1:</b><br>Provide flexible, multi-use and durable spaces for recreation to meet the needs of a growing community  | <b>Priority 2:</b><br>Collaborate with key partners and organisations |   | <b>Priority 3:</b><br>Foster an environment of inclusion                                 |   | <b>Priority 4:</b><br>Build capacity for our community   |  |
| Aquarena Master Plan 2006   |   |   |  |   |  |  |
| <b>Short Term Recommendations:</b> <ul style="list-style-type: none"> <li>• Provision of a Dry program room to increase the level of dry programs, particularly spin classes</li> <li>• Redevelopment of the water slide</li> <li>• Refurbishment of the wet change rooms</li> <li>• Development of a change area for schools.</li> </ul> |   | <b>Medium Term Recommendations:</b> <ul style="list-style-type: none"> <li>• Demolition of the existing outdoor toddler pool and development of a water splash area</li> <li>• Extension of the gymnasium</li> <li>• Development of Swim Club Clubrooms with multi-use meeting room</li> <li>• Upgrade of the existing outdoor diving pool</li> </ul> |  | <b>Long Term Recommendations:</b> <ul style="list-style-type: none"> <li>• The long-term recommendations outlined an option to create a 'main road frontage and a link to Williamsons Road'.</li> </ul> |  |  |





|  |  |  |
|--|--|--|
|  | <ul style="list-style-type: none"> <li>• Refurbishment and reconfiguration of the entrance, reception and development of a "Change Village" (accessible and family change area)</li> <li>• Relocation of and greater provision of administrative offices</li> <li>• Development of additional indoor program pool which can cater for hydrotherapy</li> <li>• Expansion of the crèche</li> <li>• Development of a "Wintergarden" enclosure to create more year-round use of proposed outdoor water play facilities.</li> </ul> |  |
|--|--|--|

**Aquarena Outdoor Space Master Plan Theme**

Based on the requirements and intent of the project, the Consulting Team have developed a central theme for the outcomes of the Master Plan, being:

**'Your Backyard'**

Ensuring that the outdoor space has a focal point of being welcoming, fun, accessible and safe for all facility users.

**Aquarena Outdoor Space Master Plan Guiding Principles**

*The Guiding Principles have been developed in alignment with the relevant Strategy and objectives/priorities:*

**Accessible and Inclusive** - Provide facilities and services that are accessible to all, regardless of age, cultural background, gender, physical ability or socio-economic status, so *that* everyone in our community has the opportunity to improve their overall wellbeing

**Maximising Social and Health Benefit** - Enhance physical, mental and social wellbeing by creating a safe and welcoming environment that facilitates intergenerational interactions, encourage community connectedness and helps reduce social isolation

**High-Quality Facilities** - Implement creative and innovative design solutions to align with the needs of the community and stakeholder groups

**Financial Viability** - Ensure the facilities are financially viable and sustainable and support community need

**Strategic Alignment** - Ensure the facilities directly align to the objectives of the relevant Council strategies, plans and policies.



## 5 Community Profile

### 5.1 Demographic Overview

The City of Manningham has a forecasted population base of 134,608 (2022), with an estimated annual population growth rate of 0.98%. By 2036, the forecasted population for the City is expected to be 149,274.

The City has one of the largest multicultural populations of the metropolitan Melbourne municipalities, with over 40% of the population born overseas, compared to 34% for Greater Melbourne. It is ranked 9th on the Socio-Economic Indexes for Areas (SEIFA), demonstrating a high level of 'advantage' for the community.

The median age of the Manningham community is 43, which is considerably higher than Greater Melbourne (36). Approximately 19.9% of the population is aged between 0 and 17, and 27.0% is aged 60 years and over, compared with 21.7% and 19.0%, respectively, for Greater Melbourne. Of the Manningham residents, 5% reported needing help in their day-to-day lives due to having a disability, which is in line with the Greater Melbourne average of 4.9%.

### 5.2 Aquarena Catchment

The Aquarena is in Lower Templestowe and is positioned favourably to attract strong participation numbers. The Consulting Team has assessed the 5km catchment area surrounding Aquarena to inform the financial projections associated with the enactment of the Master Plan. Outlined below is a summary of the catchment areas, based on the 2020 population forecasts:

#### 5km Catchment

Within a 5km catchment of the Centre, there are 143,537 people (based on 2026 data) residing in the area, with 59.05% of the population 35 years or older, approximately 5.39% more than the equivalent age group for Victoria. The table below demonstrates the age comparison within the catchment area.

| 2016 Age Profile<br>(No. Of Residents, 10 Year Bands) | Lower Templestowe | %     | Victoria         | %     |
|---|-------------------|-------|------------------|-------|
| 0 to 14 years   | 24,537            | 17.09 | 1,080,211        | 18.28 |
| 15 to 24 years  | 18,147            | 12.64 | 769,018          | 13.01 |
| 25 to 34 years  | 16,095            | 11.21 | 887,221          | 15.01 |
| 35 to 44 years  | 18,167            | 12.66 | 804,828          | 13.62 |
| 45 to 54 years  | 20,352            | 14.18 | 779,490          | 13.19 |
| 55 to 64 years  | 16,953            | 11.81 | 676,229          | 11.44 |
| 65 to 74 years  | 14,344            | 9.99  | 508,431          | 8.60  |
| 75 to 84 years  | 10,483            | 7.30  | 283,967          | 4.81  |
| 85 years and over                                     | 4,459             | 3.11  | 119,809          | 2.03  |
| <b>TOTALS:</b>  | <b>143,537</b>    |       | <b>5,909,204</b> |       |

46.22% of the residents speak a language other than English at home within the catchment area, compared to 32.27% for Victoria. Besides English, the main languages are Mandarin, Cantonese, Greek and Italian. The 5km catchment percentage of people born overseas is approximately 3.1% higher than the remaining areas of the City of Manningham.

The Centre is in an affluent area, with the average household income approximately 15.1% higher than the Victorian average. In addition, 78.7% of the households are owned by residents compared to Victoria, which is 70.1%.

### 5.3 Implications for Future

The Aquarena catchment provides favourable conditions within which to operate an aquatic and leisure centre. These conditions should give a level confidence to Council that future operations will continue to be sustainable. The factors include:

- Large catchment population (143,000)
- Relatively low competition from other aquatic and leisure centres
- Low levels of disadvantage and high levels of advantage. These conditions area are ideal for maximising use and income
- Continued population growth will provide additional demand and growth in use and income.

Anecdotally communities with high levels of multiculturalism, such as Manningham's, have lower levels of demand for lap swimming facilities. This likely means that demand for shallower, warmer aquatic spaces will be higher than deeper and colder swimming pool.

## 6 Consultation

A critical component of the Master Plan process is consultation with the broader community, industry experts, other local governments and internal with Council.

Aspects of the consultation proposed were altered due to the COVID-19 restrictions. To counteract this issue, the Consulting Team delivered consultation sessions through alternate mediums, which included online surveying, use of Council's 'Your Say' page and online meetings and workshops.

The Methodology for the consultation included:

- Community Consultation:
  - Online surveys (inclusive of Aquarena existing users and community members)
  - Manningham's Your Say page questionnaire
  - Drop-in sessions at Aquarena
  - Invitation to attend customer focus group
- Online Stakeholder sessions with:
  - Belgravia Leisure (current management group)
  - Doncaster Templestowe Swim Club
  - Doncaster Dolphins Master Swimming Club
- Visioning Workshop with key Council staff, including the Project Working Group and Belgravia Leisure
- Industry Consultation:
  - Facility Management Groups (Clublinks, BlueFit and YMCA Victoria)
  - Local Governments
  - Life Saving Victoria
  - Sport and Recreation Victoria.

## 6.1 Pre-Draft Community Consultation

An online survey was distributed to existing Aquarena users and the broader community through Council's distribution channels, including:

- Email to Aquarena database
- On the council's website
- QR codes advertised around the centre.

The purpose of the survey was to provide an avenue for the community to give input into the potential improvements to outdoor space.

The survey also sought insights into which existing components are essential, which components are not valued and for what purpose does the community use the outdoor space, if at all.

The survey was open for three weeks in February 2020. There were 210 respondents, with 145 fully completing the survey and 65 people partially completing the survey.

Respondents included current members, casual facility users, key stakeholder groups, including swim clubs, Centre staff, and non-users.

### 6.1.1 Survey Key Themes

Outlined below are the key themes and insights arising from the community survey:

- Approximately two-thirds of the respondents identified as female, as outlined below:

| Gender              | % Of Respondents |
|---------------------|------------------|
| Female              | 64.60%           |
| Male                | 33.30%           |
| Prefer not to say   | 1.40%            |
| I identify as other | 0.70%            |
| Total               | 100%             |

- 33.3% of the responses came from people aged between 35 to 49 years of age, as outlined in the table below:

| Age Group         | % Of Respondents |
|-------------------|------------------|
| Under 18          | 1.40%            |
| 18 to 24          | 4.90%            |
| 25 to 34          | 16.70%           |
| 35 to 49          | 33.30%           |
| 50 to 59          | 20.80%           |
| 60 to 69          | 12.50%           |
| 70 and over       | 8.30%            |
| Prefer not to say | 2.10%            |
| Total             | 100%             |

- 58.2% of the respondents live within the immediate or surrounding suburbs of Aquarena, as demonstrated in the table below:

| Location               | % Of Respondents |
|------------------------|------------------|
| Doncaster              | 15.80%           |
| Doncaster East         | 15.10%           |
| Templestowe Lower      | 15.10%           |
| Templestowe            | 12.20%           |
| Bulleen                | 9.40%            |
| Warrandyte             | 3.60%            |
| Donvale                | 2.90%            |
| Wonga Park             | 0.70%            |
| Nunawading             | 0.70%            |
| Park Orchards          | 0.70%            |
| Ringwood North         | 0.70%            |
| Warrandyte South       | 0.70%            |
| Other (please specify) | 22.30%           |
| Total                  | 100%             |

- Most respondents (61.1%) travel less than 15 minutes to access the Centre
- 78% of the survey respondents identified as 'current user' of the facility, with 37.7% being members of the Centre
- 11.2% of the respondents stated that their primary reason for using the Centre was the outdoor space
- Of the respondents, 57% stated that they use the outdoor space and 43% do not
- When asked, " what are the requirements that need to be implemented for the development to encourage the respondent to use the space", the top three responses were,
  - An improved café area,
  - Enhanced water play,
  - Further pool space for schools and clubs.

The table below outlines the responses:

| Requirement for the Development                  | % Of Respondents |
|--|------------------|
| Improved café area for indoor and outdoor dining | 34.20%           |
| Enhanced water play area for children / families | 28.40%           |
| Further pool space for schools and clubs         | 23.90%           |
| Running / walking track                          | 23.90%           |
| Other (please specify)                           | 23.20%           |
| Outdoor fitness equipment                        | 21.30%           |
| Shelters for gatherings                          | 20.60%           |
| Playground                                       | 17.40%           |
| Spaces to work / study                           | 12.30%           |
| Barbeques  | 11.60%           |
| Improved accessibility                           | 9.70%            |
| Rock climbing wall                               | 9.00%            |
| Event space                                      | 9.00%            |
| Obstacle course                                  | 7.10%            |
| Educative / Interactive trails                   | 3.20%            |
| Skatepark  | 3.20%            |
| Learn-to-ride bicycle track                      | 0.60%            |
| <b>Total</b>                                     | <b>100%</b>      |

- Respondents were required to state, 'What words best describe your vision for the future design of the outdoor space at Aquarena'. Outlined below are the top three responses:
  - 50m pool upgrade
  - Provide further accessibility and inclusive facilities
  - Minimal change - only improvements.

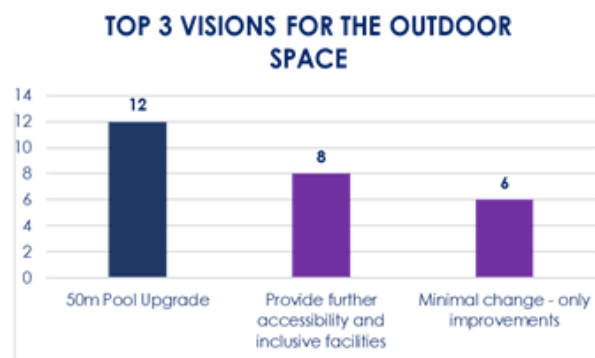
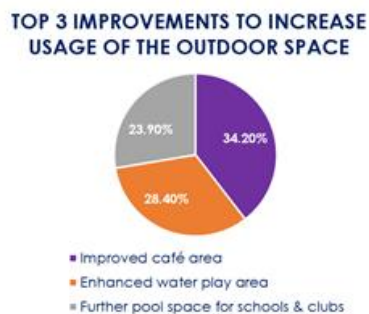
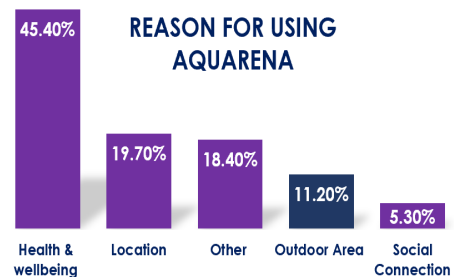
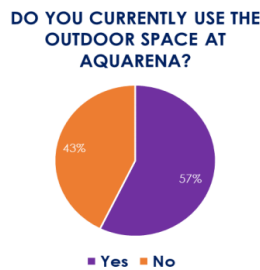
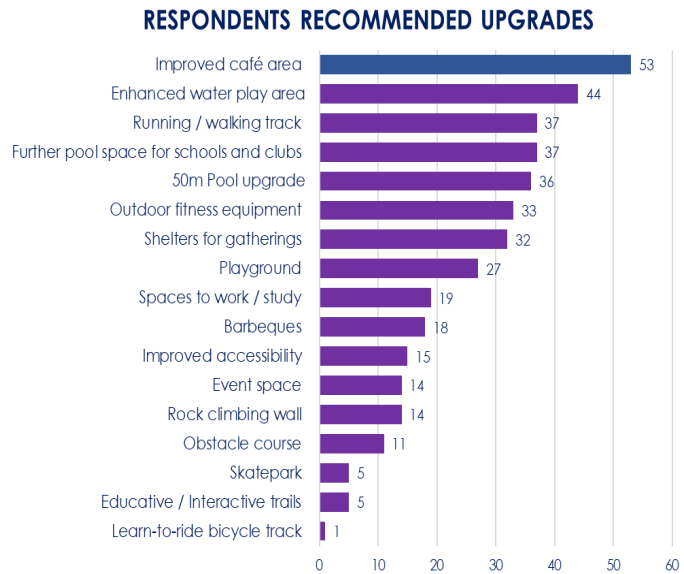
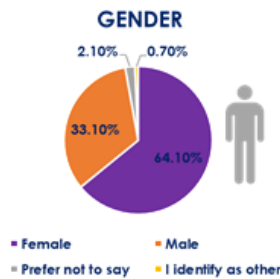
The detailed survey results can be found in Appendix 1 – Community Survey Results.

A summary of the key messages from the online survey are outlined in the following infographic:





## Aquarena Outdoor Space Master Plan Survey Results (July 2021)

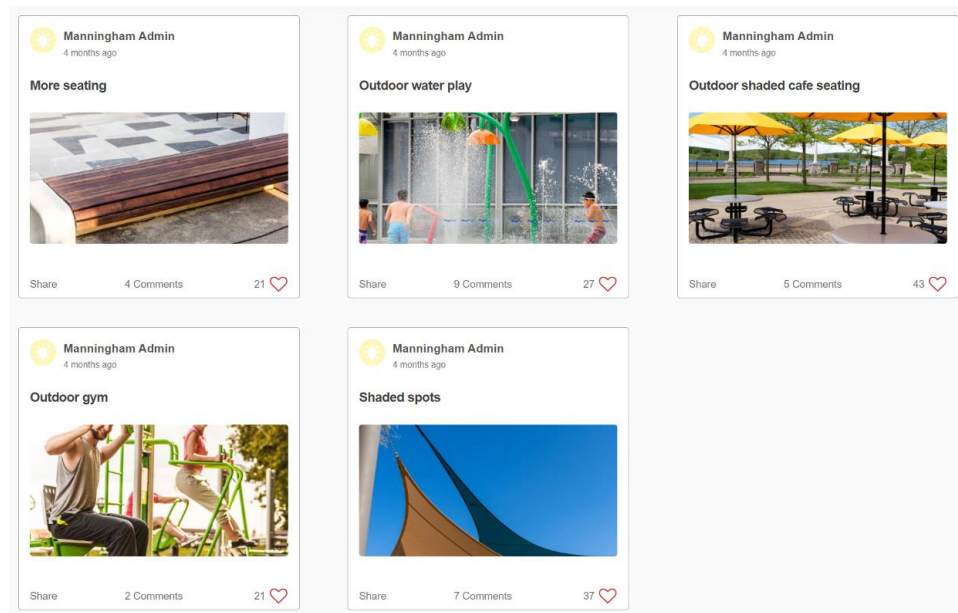


### 6.1.2 Your Say Feedback

In addition to the survey, the community provided feedback through the Council's 'Your Say' page, based on the question of, 'What do you want to see outdoors at Aquarena?'. Respondents were provided five options with the opportunity to 'like' or place comments against each option. The options and responses are below:

1. Outdoor shaded café seating - 43 likes
2. Shaded spots - 37 likes
3. Outdoor water play - 27 likes
4. More seating - 21 likes
5. Outdoor gym - 21 likes.

The images below are the images included in the 'Your Say' page



### 6.1.3 Industry Consultation

The Consulting Team engaged with industry leaders to obtain further insights and examples of what additions to outdoor spaces at other aquatic and leisure centres have been successful. Those consulted also commented on what components suit the site and local community. The groups interviewed were:

- Facility Management Groups (Belgravia Leisure, YMCA Victoria, BlueFit and Clublinks)
- Other Local Government officers
- Life Saving Victoria

The key feedback was:

- There is a direct need for further water play to be included within Aquarena, increasing the opportunity to attract more families to the facility
- Sufficient car parking needs to be allocated for if there are additional components and offerings introduced, as the current car parking is nearing capacity
- The depth profile of the 50m should be shallower to be more in line with the swimming capabilities of the Manningham community and provide more significant programming opportunities
- The facility currently has 'wasted spaces', particularly the embankment adjacent to the waterslides that could be activated, if it was more accessible to people with mobility issues
- More shading is required to support carnival usage and families
- The current toddler pool, located adjacent to the 'Pavilion', has minimal usage, as does the dive pool
- An increase in change facilities is required to support the schools, swim clubs and recreational swimmers.

Many of the issues raised during the industry consultation sessions mirrored the community's feedback.

#### **6.1.4 Internal Consultation**

Consultation with Council officers was undertaken throughout the project, including regular 'check-in' meetings with the Project Leader, presentations to the Project Working Group and a Visioning Workshop delivered online with Council staff and Belgravia Leisure.

The Visioning Workshop reviewed the community consultation and explored various possibilities for the outdoor space under the theme of 'Your Backyard'. The following key insights were identified:

- There are currently minimal components that encourage families and people with a disability to use the outdoor space
- Accessibility throughout the outdoor space is challenging based on the steep topography
- There is a need to continue to maintain a significant level of green space
- Any additional water play should be constructed at the same level as the 50m pool to be more accessible and improve supervision from families
- There is a need to upgrade the 50m pool with the opportunity to separate the pool into two 25m spaces by use of a moveable floor boom or swim
- The lack of changing amenities needs to be addressed
- Activating the western embankment through performances and events needs to be considered
- While the senior community heavily utilises the café, it is poorly located and too small. In addition, there is minimal shade cover for the outdoor deck.
- Environmentally sustainable designs and universal design principles should be considered within the project
- A 'Quiet Pool' to replace the existing toddler pool, which has very low use, was identified as a potential point of difference.

#### **6.1.5 Key Stakeholder Consultation**

Consultation sessions were undertaken with the Aquarena's two resident Swim Clubs, the Doncaster Templestowe Swim Club and the Doncaster Dolphins Master Swimming Club.

Their suggested improvements were:

- Upgrade of the 50m pool to be compliant with FINA standards to allow for the hosting of events
- Introduction of a 25m pool to replace the toddlers pool adjacent to the Pavilion to provide increased lane space for training and public access
- Improved changing facilities for the public and the swim clubs
- Introduction of an LED screen with timing capabilities
- Further storage for the Clubs, beyond the current allocation
- Improved water play offerings to be more attractive to families.

#### **6.1.6 Summary Pre-Draft Consultation**

Several consistent themes provide a clear framework for the potential development of the outdoor area. The themes include:

- Provide better and accessible water play areas
- Improve change room quality and provide more change space for groups and families
- Provide better spectator amenities for carnivals
- Increase shading throughout with a particular emphasis on the café and spectator areas
- The current cafe, including indoor and outdoor seating areas, is too small, and there is insufficient shade on the deck
- Components need to be introduced that attract more improved accessibility throughout the outdoor area for families and non-traditional users.

There was also a strong desire to ensure that the current community feel is not lost, as this is a strong attraction of the outdoor space and that as much green space be retained as possible.

#### **6.1.7 Pol.is Survey**

In addition to the consultation undertaken to inform the Draft Masterplan, Council's Marketing and Communications area undertook a Pol.is survey focused on the Aquarena outdoor area. The consulting team was not involved with this process, and the survey was conducted independently of the project methodology. The questions in the survey were not based on a response to the Outdoor Masterplan and therefore were not informed by the rationale for the improvements identified in the Masterplan.

Over 400 people participated in the survey in February 2023, and some of the key themes identified through the survey were:

- There is a need for more sunshades
- There is a need for improved water play and some support to relocate the waterplay to a more central area and closer to the café. However, there was also support for the toddler pool to remain in its current location.
- There is a desire for more outdoor seating
- The café and decking are suitably located
- Additional toilets and showers should be provided for the outdoor area.

There was also a small number of participants (approximately 10%) that supported retention of the dive pool.

## 6.2 Post-Draft Community Consultation

### 6.2.1 Your Say Manningham

The Masterplan was also displayed on the You Say Manningham platform to obtain community feedback. Twenty responses were received. Overall, there was support for the Masterplan with themes listed below evident from the feedback. However, much of the feedback related to the need to replace the outdoor 50m pool, with some respondents expressing dissatisfaction with the overall standard of the 50m pool. The Your Say key themes included:

- There was strong demand for the provision of outdoor change rooms and showers to support the 50m pool, as the change rooms adjacent to the pavilion are seen as inadequate
- There was also a request for the provision of shading for the 50m pool and several suggestions about providing shelter for swimming coaches. (Not part of this project).
- The provision of water play was supported. However, several respondents suggested there was a need for indoor water play to provide year-round use (consideration for future indoor water play upgrades).
- One respondent didn't support the proposed changes to the café or leisure water and wanted to restore the existing diving pool. However, they supported the tiered seating and quiet program pool.

### 6.2.2 Drop-in information sessions

Two formally advertised sessions were held at Aquarena where a Council officer was available to discuss with patrons or residents the Draft Outdoor Master Plan and the rationale for the proposed changes. Council officers also held additional informal discussions were held with patrons when on-site.

Approximately fifty discussions were held with key commentary being:

- Supportive of the plan overall and its specific components
- Maintaining an outdoor café deck that provided weather protection
- Enhanced changing facilities and overall outdoor shade
- Removal of dive pool was not raised as a concern, with the alternative plans for this space well received
- Support for the quiet pool and water play relocation.

### 6.2.3 Community Focus Groups

Sport and Leisure Solutions and Council's Senior Leisure Services Officer conducted focus groups on Sunday, 8 May and Monday, 9 May 2023. The focus groups were conducted in the Aquarena Pavilion meeting room. Eight people attended the Sunday meeting, and nine attended the meeting on Monday. The focus groups included the following key components:

1. Welcome and introduction
2. Pre-discussion survey
3. Project background
4. Presentation, including rationale and development benefits
5. Site review to provide clarity on the proposed Masterplan development.

6. Question and answer session (many questions were also asked and answered during the presentation)
7. Post-discussion survey
8. Wrap-up and clarity of the future process.

Pre and post surveys were conducted as part of each session to gauge any changes in participants' views following the discussions and to clarify the reasons behind the proposed components. Below is a summary of the survey outcomes:

- The sixteen participants that supported the draft Master Plan in the pre-discussion survey also supported the draft Master Plan in the post-discussion survey.
- In most cases where a participant responded to aspects of the survey either unsure or no in the pre-discussion survey, responded yes to the post-discussion survey.
- One participant indicated No they didn't support the Masterplan in both their pre and post discussion surveys. However, this participant's views on three components changed from a No to a Yes about including the proposed tiered seating and removing the dive pool. Their opinion also changed from a pre-Yes to a post No for the inclusion of the quiet pool.

#### Summary Feedback

- Consider installing PV panels to minimise energy use from the grid and reduce carbon emissions
- Consider planting native trees to minimise leaves in pools
- Supported additional outside change rooms and communal showers. It was also suggested that providing change rooms adjacent to the quiet program pool would be valuable.
- Shading should be provided for all outdoor spaces. For example, the shallow end of the outdoor pool should have shading, and the program pool and the water play areas should also be partially shaded.
- Consideration should be given to ensuring the café location does not impact on the opening of swing-up glass doors to the 25m pool, as the pool hall is very hot and stuffy.
- A desire to maintain as much green space as possible. However, there was a broad understanding that the water play area needed to be in the green space adjacent to the existing café.
- Ensure the amphitheatre area has adequate shade, tables, seats and rubbish bins.
- A request to ensure the ends of the quiet program pool are straight to facilitate lap swimming.

#### 6.2.4 Council Advisory Committee presentations

- Gender Equality and LGBTQIA+ Advisory Committee Meeting
  - Supported the Draft Master Plan and the respective proposed components
  - The Committee has requested input into the final design of the change spaces based on non-gender specific principles.

- Manningham Disability Advisory Committee Meeting
  - Supported the Draft Master Plan and the respective proposed components
  - The Committee has requested input into the final design of the change spaces and general accessibility around the outdoor area.
- Recreation and Sport Advisory Committee Meeting
  - Supported the Draft Master Plan and the respective proposed components
  - The Committee has requested input into the overall final design
  - Discussed other local venue options for learning competitive diving.

#### **6.2.5 Consultation implications - Draft Outdoor Masterplan**

Based on the review of the Draft Master Plan consultation, it is recommended that no further modifications or additions are necessary. However, the future process of assessing feasibility and conducting detailed design exploration should consider the following considerations:

- Evaluate the potential for shading, if applicable, over the 50m pool, quiet program pool, water play areas and other outdoor areas
- Providing additional change rooms for the outdoor pools, including group change rooms and a potential change room to support the quiet program pool
- Ensure seamless integration between the proposed new cafe, the indoor pool hall, and access points from the pool hall to the cafe
- Prioritise sustainable design initiatives that minimise the environmental impact of any implemented measures.

## 6.3 Site Assessment

The size and scale of the outdoor space at Aquarena is unprecedented for a metropolitan Melbourne aquatic and leisure facility. A coordinated and considered redevelopment provides Council with a significant opportunity to increase site activation, increase the overall use of the site and diversify use from traditional aquatic and leisure centre users.

Image 1 below depicts the outdoor space at Aquarena:



**Image 1: Aerial View of Aquarena's Outdoor Space**

Although most of the outdoor space is largely unutilised, various factors inhibit the design processes and require consideration. The factors are outlined below:

- **Topography and 50m pool** - the steep slope of the outdoor space impacts universal access. It also somewhat limits options for redevelopment without the need for major excavation. For example, there could be a substantial increase in the water play area if the 50m pool could be relocated to the west. However, this would require substantial excavation and retaining wall development which would come at a prohibitive cost. Therefore, all development has occurred under the assumption that 50m pool would remain in its current location.
- **Existing Infrastructure** - the outdoor space has the existing plant room to the north of the 50m pool and the Pavilion to the south of the pool. Although essential to the operations, both structures impact the design of the outdoor space, most notably because they are at the pool concourse level.



- **Significant Tree** - located next to the existing café is a heritage-listed tree. Although the tree provides a significant level of natural shade, it inhibits design opportunities and poses operational challenges, primarily falling leaves.
- **Car Parking** - Belgravia Leisure highlighted that the car park is at full capacity on hot days and cannot meet demand. Additional car parking will need to be considered to meet future customer demand from centre improvements and population growth.
- **Existing Café Location** - The current location of the Centre's café presents challenges with introducing new outdoor components due to its positioning adjacent to the grassed area, which is the preferred location for a new water play area. If the café is not relocated, there are no feasible options for introducing a new water play area.

Traditionally, café operations are located towards the entrance of the facilities, often adjoining or near the reception space.

## 6.4 Recommended Developments

Considering the key theme of 'Your Backyard', the guiding principles, the insights and inputs received through the various consultation processes, and the alignment to Council's strategies and plans, various development opportunities have been identified.

The table below outlines the recommended developments, highlights the targeted cohorts, and identifies the impact each of the components or service offerings will have:

| Proposed Components or Service Offerings                     | Targeted Cohorts  | Impact of Components or Service Offerings   |
|--|---|---|
| Café   | Whole of community  | The Café will be relocated to increase seating, further shading, and improved access to the pool concourse.   |
| Water play features and outdoor splash pad                   | Children<br>Young people<br>Families  | The development of water play options will increase usage by targeted users. This will enhance opportunities for social connection and contribute to improved financial viability.  |
| Universal design principles applied to the layout and design | People with disabilities<br>Older adults<br>Families<br>People with mobility issues | This will impact all aspects of the design and improve accessibility for targeted users, therefore delivering greater opportunities for improved health and wellbeing and social connection.  |
| Seating  | Families<br>Schools<br>People with mobility issues                                  | Including a tiered seating structure adjacent to the 50m pool will provide greater comfort for schools and additional seating spaces for families and people with mobility issues. It will also provide a formal space for people to socialise and spend time in the sun when carnivals are not being conducted. Further removable seating will also be provided throughout the outdoor area. |
| Shade Structures   | Whole of community  | The addition of fixed shade structures will offer the community increased comfort levels. In addition, removable shade structures, such as umbrellas, will also be provided.  |
| Change facilities  | Whole of community  | The addition of outdoor features will necessitate additional change facilities due to increased patronage.  |
| Amphitheatre   | Whole of community  | The addition of an Amphitheatre will allow events and performances and further activate the embankment at the rear of the site.   |

|                         |                    |   |
|-------------------------|--------------------|---|
| Quiet Programmable Pool | Whole of community | The inclusion of a quiet program pool offers the community a quiet retreat space when the pool is not programmed for programs such as swimming lessons and aqua aerobics. |
|-------------------------|--------------------|---|

**Table 2: Impact of development requirement**

**Quiet Program Pool**

Unlike other recommended improvements, the 'Quiet Program Pool' provision was not identified in the community or industry group consultation sessions. However, its inclusion was recommended by Council officers at the Visioning Workshop to provide a point of difference for the Centre and attract new users to the centre. This will need to be tested in future planning and feasibility.

## 7 Concept Development

### 7.1.1 Design Development Framework

In developing the proposed concept plan, the design team considered the following factors to ensure that the Aquarena outdoor space will meet the needs of the community:

- Accessibility of the outdoor space for all users, regardless of mobility level
- Safety and comfort of users, particularly relating to supervision and climatic conditions
- Ensuring the facilities are inclusive, catering for all sectors of the community
- The interrelationship between the internal building and the outdoor space
- Providing components that are fun and innovative
- Maintaining valued existing assets or spaces for the community
- Deliver innovative and sustainable components in line with industry trends
- Alignment to the theme of 'Your Backyard'.
- Enhancing customer experience
- Activating existing "dead" spaces
- Increasing usage of the site.

### 7.1.2 Design Review Process

As part of the Master Plan, two design options were considered. The designs were shared with the Project Leader and Project Sponsor, and a preferred option was identified.

The preferred design option was then presented to the Project Working Group and endorsed as the recommended Master Plan design.

The proposed concept plan will deliver maximum benefit to users, the broader community and Council by delivering on the project's guiding principles.

The design reflects the community and user feedback and positions Aquarena as 'Your Backyard' - a welcoming, fun, accessible, and safe space for all users.

### 7.1.3 Concept Plan Highlights

The concept plan includes the following components:

- Relocation and improvements to the café, offering increased shading and seating
- Increased site accessibility through DDA compliant pathways
- Inclusion of a new water play area
- Introduction of an amphitheatre to provide events and performances, in addition to further shaded space
- Increase in vegetation and shade structures throughout the outdoor space
- Inclusion of a tiered seating structure, with a shade structure for carnivals and family use
- Replacement of the toddler's pool with a quiet programmable pool
- Raised seating and shaded space over the existing dive pool.

#### 7.1.4 Concept Plan Highlights

To ensure the required components are practically and functionally fit for purpose, the Consulting Team have undertaken an adaptive approach that will require the following relocation or removal of several existing components, as outlined below:

##### **Water Play Area and Cafe**

The existing water play area, located adjacent to the café is underutilised and is not appropriate for a facility of the scale of Aquarena. As such, the Consulting Team have chosen to relocate the café to between the existing plant room the internal building, this will allow for a new, larger, and improved water play area to remain on the same level as the 50m pool and be a key feature of the outdoor space.

Equally, the relocation of the café will allow for increased seating capacity, enhanced shaded spaces, and improved accessibility to the internal pool hall and the outdoor pool concourse.

##### **Dive Pool**

The exiting dive pool is also underutilised and inhibits the opportunity to introduce further change spaces outdoors as well as improve the seating and shaded options for the community. The Consulting Team has proposed the implementation of an additional change space behind the dive pool, with the intention of introducing a raised platform over the dive pool that will offer further shade and seating for the community.

# 8 Concept Plan

## 8.1.1 Concept Plan Highlights

Outlined below in image 2 are the proposed concept plan and associated landscape architect's notes for the Aquarena outdoor space:

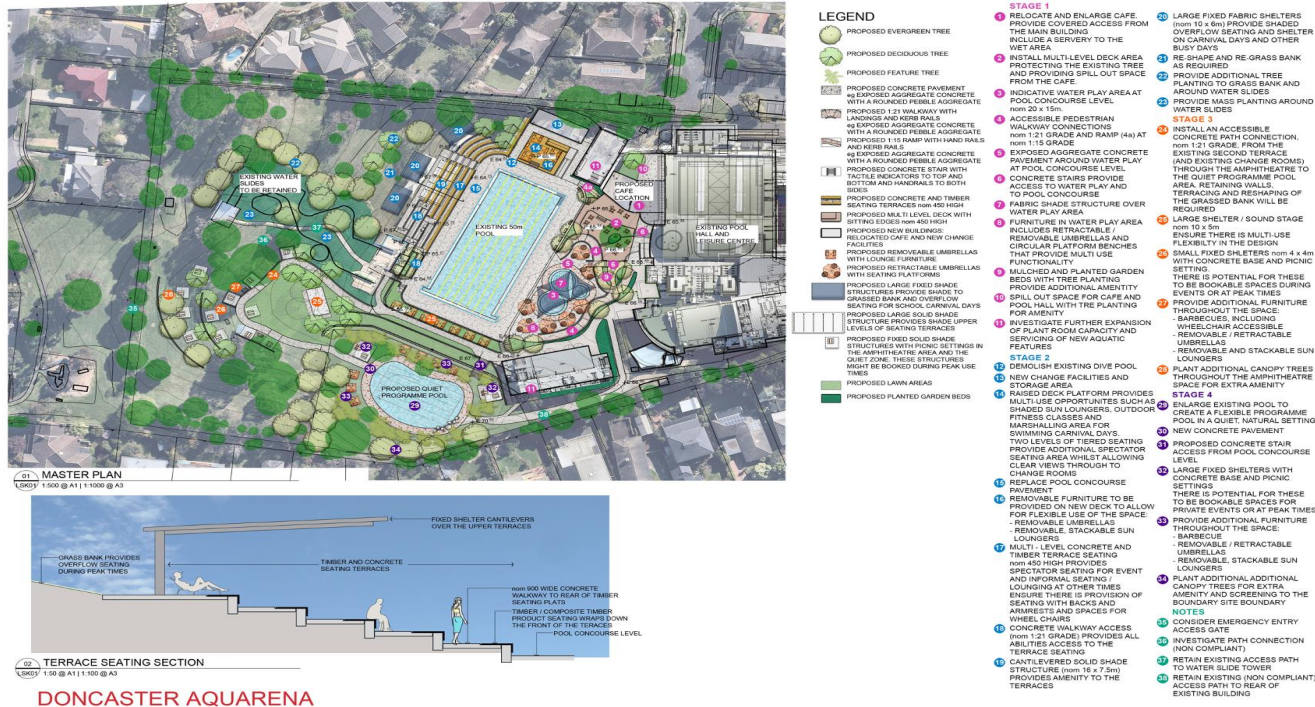


Image 3 (below) outlines the outdoor space concept plan and the integration with the existing pool hall and leisure centre:

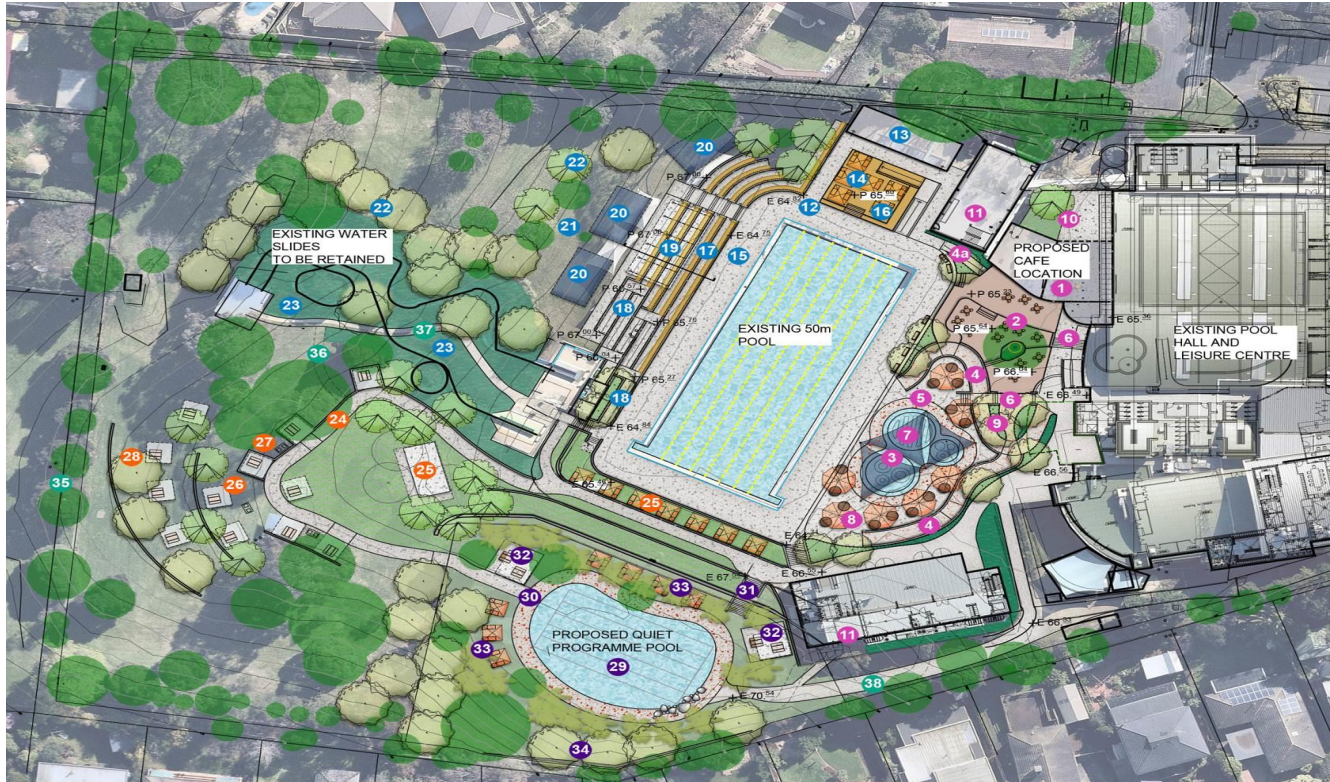
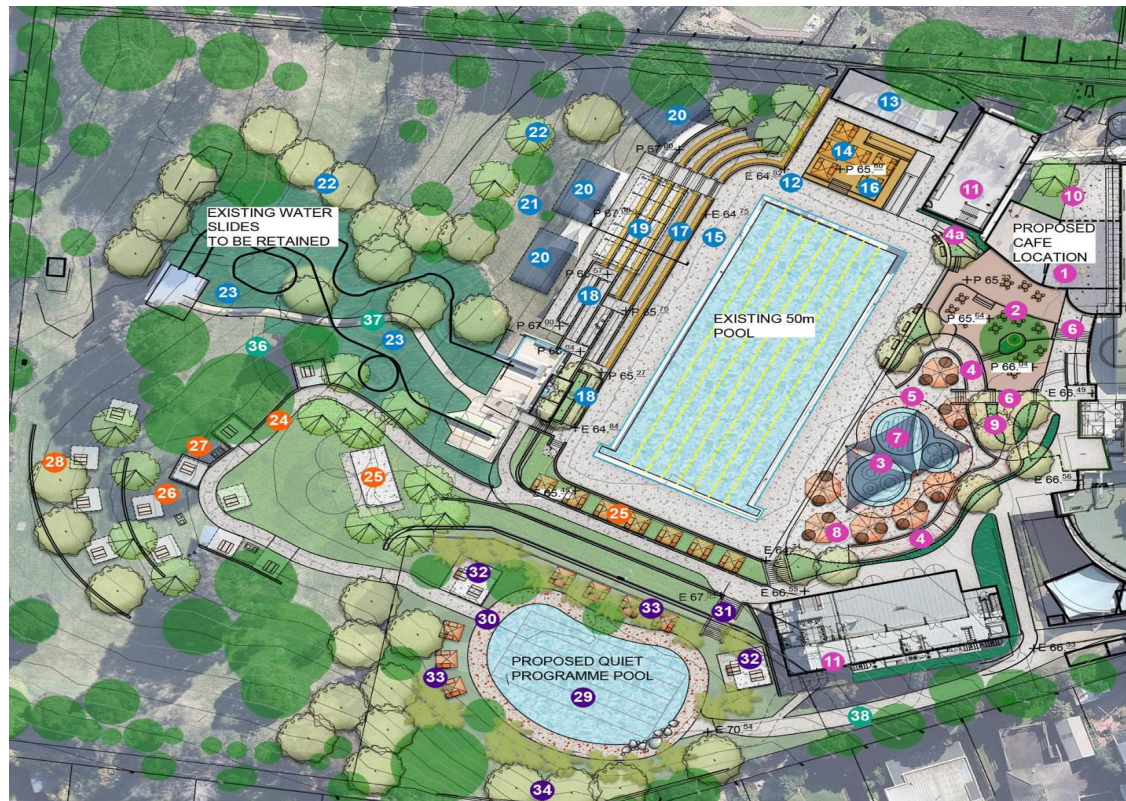


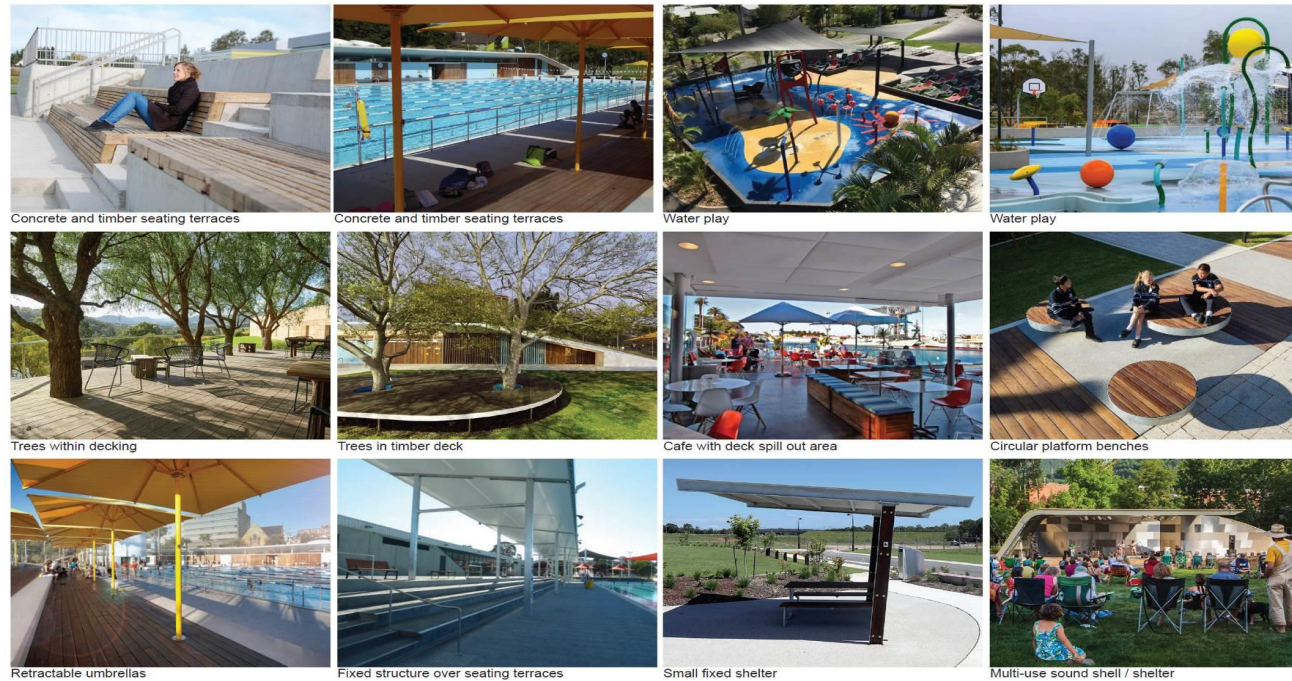
Image 4 (below) depicts just the outdoor space of the proposed concept plan:





**8.1.2 Images of Potential Components**

Outlined below are precedent images of comparable projects with similar proposed components to the Master Plan. These images are examples only and may differ from the Master Plan solution.



### 8.1.3 Architect Design Notes

The architect's design notes are outlined below from the concept plan (corresponding numbering). The areas have been separated to allow for future staging of the project.

#### Cafe relocation and new water play

1. Relocate and enlarge café, provide covered access from the main building, including a servery to the wet area
2. Install multi-level deck area protecting the existing tree and providing spill out space from the café
3. Indicative water play area at pool concourse level nom 20x15m
4. Accessible pedestrian walkway connections nom 1:21 grade and ramp (4a) at nom 1:15 grade
5. Exposed aggregate concrete pavement around water play at pool concourse level
6. Concrete stairs provide access to water play and pool concourse
7. Fabric shade structure over the water play area
8. Furniture in the water play area includes retractable/removable umbrellas and circular platform benches that provide multi-use functionality
9. Mulched and planted garden beds with tree planting provide additional amenity
10. Spill out space for café and pool hall with tree planting for amenity
11. Investigate further expansion of plant room capacity and servicing of new aquatic features.

#### Tiered seating, amenities and storage

12. Demolish existing dive pool
13. New change facilities and storage area
14. Raised deck platform provides multi-use opportunities such as shades sun loungers, outdoor fitness classes and marshalling area for swimming carnival days, two levels of tiered seating area whilst allowing clear views through to change rooms
15. Replace pool concourse pavement
16. Removable furniture to be provided on new deck to allow for flexible use of the space: • Removable umbrellas • Removable, stackable sun lounges
17. Multi-level concrete and timber terrace seating nom 450 high provides spectator seating for event and informal seating/lounging at other times, ensure there is a provision of seating with backs and armrests and spaces for wheelchairs
18. Concrete walkway access (nom 1:21 grade) provides all abilities access to the terrace seating
19. Cantilevered solid shade structure (nom 16 x 7.5m) provides an amenity to the terraces
20. Large, fixed fabric shelters (nom 10 x 6m) provide shaded overflow seating and shelter on carnival days and other busy days

21. Re-shape and re-grass bank as required
22. Provide additional tree planting to grass bank and around water slides
23. Provide mass planting around water slides.

**Amphitheatre, shelters, BBQs and accessible paths**

24. Install an accessible concrete path connection, nom 1:21 grade, from the existing second terrace (and existing change rooms) through the amphitheatre to the quiet programme pool area. Reshaping of the grassed bank will be required
25. Large shelter / sound stage nom 10 x 5m. Ensure there is multi-use flexibility in the design
26. Small, fixed shelters nom 4 x 4m with a concrete base and picnic setting. There is potential for these to be bookable spaces during events or at peak time.
27. Provide additional furniture throughout the space:
  - Barbecues, including wheelchair accessible
  - Removable / retractable umbrellas
  - Removable and stackable sun lounges.
28. Plant additional canopy trees throughout the amphitheatre space for extra amenity.

**Outdoor Program Pool**

29. Enlarge existing pool to create a flexible program pool in a quiet, natural setting
30. New concrete pavement
31. Proposed concrete stair access from the pool concourse level
32. Large, fixed shelters with a concrete base and picnic settings. There is potential for these to be bookable spaces for private events or at peak times
33. Provide additional furniture throughout the space:
  - Barbecues
  - Removable / retractable umbrellas
  - Removable and stackable sun lounges
34. Plant additional canopy trees for extra amenity and screening to the boundary site boundary.

**Notes**

35. Consider emergency entry access gate
36. Investigate path connection (non-compliant)
37. Retain existing access path to water slide tower
38. Retain existing (non-compliant) access path to the rear of the existing building.



#### 8.1.4 Staging Strategy

Four distinct Master Plan zones provide a broad framework for the staged redevelopment of the outdoor areas. The zones are:

- Cafe relocation and new water play
- Tiered seating, amenities and storage
- Amphitheatre, shelters, BBQs and accessible paths
- Outdoor Program Pool.

The staging map below (Image 6) highlights the potential zones.

The Consulting Team recommends implementing the water play area and the relocation of the café first, along with the redevelopment of the 50m pool. These were the highest priority for the community and are most likely to improve the financial performance.

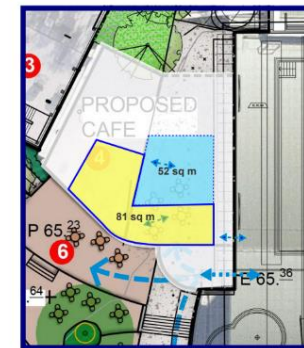
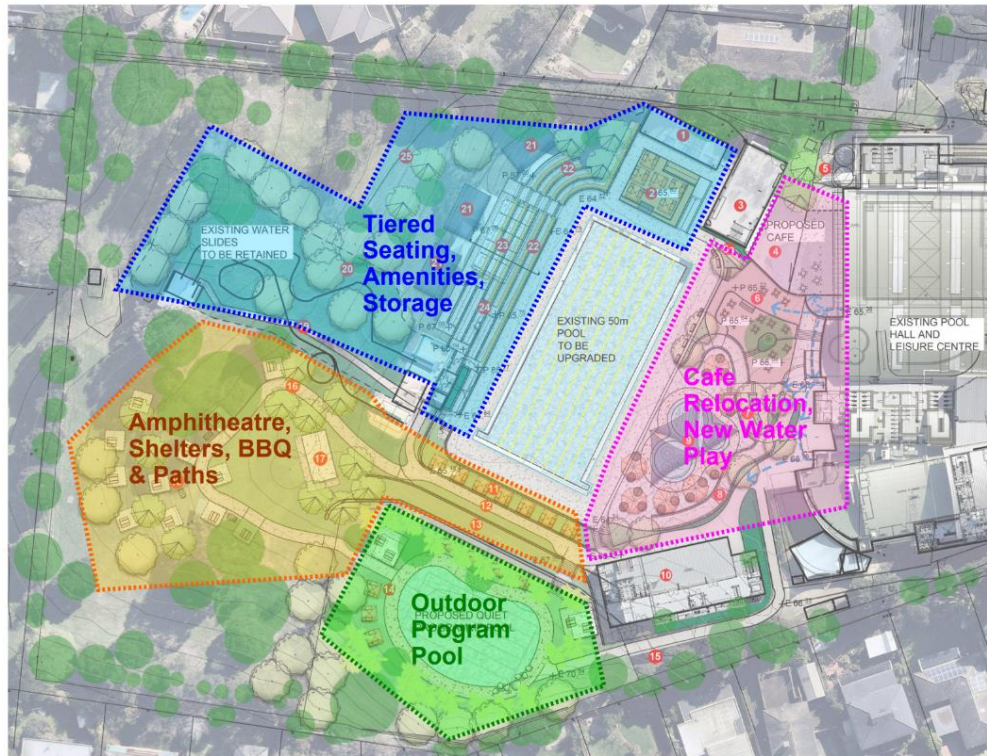


Image 6 – Potential Staging Plan

## 9 Estimate of Probable Cost Plan

### 9.1.1 Draft Estimate of Probable Cost

Outlined below is the estimate of probable cost for the Master Plan. The architect's estimate of probable cost is not a cost plan. It has been developed using recent project data, where available, and approximated square meter rates. It is intended to assist initial decision-making to provide a broad indication of cost at the commencement of a design investigation. Further investigation and design analysis are required to verify this opinion. A suitably qualified Quantity Surveyor should undertake a more detailed analysis during the feasibility phase for each of the proposed developments.

The costs have been separated into zones to assist Council in future decision-making:

| ITEM                                      | DESCRIPTION  | COST                   |
|---|--|------------------------|
| <b>Cafe relocation and new water play</b> |  |                        |
| 1   | Relocate and enlarge café  | \$ 720,000.00          |
| 2   | Multi-level deck area  | \$ 200,000.00          |
|   | • allow for change in level management   | \$ 30,000.00           |
|   | • allow for feature lighting   | \$ 30,000.00           |
| 3   | New water play nom 20 x 15m  | \$ 920,000.00          |
| 4   | Accessible concrete pedestrian connections including retaining walls               | \$ 250,000.00          |
| 5   | Concrete Pavement  | \$ 200,000.00          |
| 6   | Concrete Stairs  | \$ 50,000.00           |
| 7   | Large fabric shade structure to water play area                                    | \$ 50,000.00           |
| 8   | Furniture:<br>• circular platform benches<br>• umbrellas                           | \$ 150,000.00          |
| 9   | Soft Landscape:<br>• mulched and planted garden beds<br>• tree planting            | \$ 20,000.00           |
| 10  | Spill out space:<br>• Lawn<br>(Pavement and tree planting included above)          | \$ 3,000.00            |
| 11  | Investigate expansion of plant room capacity and servicing of new aquatic features |                        |
|   | Services reticulation contingency 2-3%   | \$ 30,000.00           |
|   | Construction contingency 5-8%  | \$ 85,000.00           |
|   | <b>TOTAL</b>   | \$ 1,098,000.00        |
|   |  | <b>\$ 2,738,000.00</b> |

Note: New water play includes \$500K of equipment

| ITEM   | DESCRIPTION   | COST                   |
|--|---|------------------------|
| <b>Tiered seating, amenities and storage</b> |   |                        |
| 12   | Demolish existing dive pool   | \$ 50,000.00           |
| 13   | New change facilities and storage   | \$ 450,000.00          |
| 14   | Multi-use deck platform with 2 levels of tiered seating along southern edge   | \$ 75,000.00           |
| 15   | Replace pool concourse pavement   | \$ 200,000.00          |
| 16   | Furniture:<br>• Removable umbrellas<br>nom 3 x 3m<br>• Removable, stackable sun loungers                              | \$ 70,000.00           |
| 17   | Multi-level concrete and timber terrace seating   | \$ 500,000.00          |
| 18   | Concrete walkway access to terrace seating  | \$ 200,000.00          |
| 19   | Large, fixed cantilever shelter nom 16 x 7.5m over terrace seating  | \$ 225,000.00          |
| 20   | Large, fixed fabric shelters nom 10 x 6m to provide overflow seating and shelter on carnival days and other busy days | \$ 150,000.00          |
| 21   | Reshape and re-grass bank as required   | \$ 10,000.00           |
| 22   | Additional tree planting to grass bank and around water slides  | \$ 5,000.00            |
| 23   | Mass planting around water slides   | \$110,000.00           |
|  | Services reticulation contingency 2-3%  | \$40,000.00            |
|  | Construction contingency 5-8%   | \$110,000.00           |
|  | <b>TOTAL</b>  | <b>\$ 1,470,000.00</b> |
|  |   | <b>\$ 2,195,000.00</b> |

| ITEM   | DESCRIPTION  | COST |                   |
|--|--|------|-------------------|
| <b>Amphitheatre, shelters, BBQs and accessible paths</b> |  |      |                   |
| 24   | Accessible concrete path connection through amphitheatre to quiet programme pool area, including retaining wall and reshaping the bank | \$   | 150,000.00        |
| 25   | Large shelter / sound stage nom 10 x 5m with power   | \$   | 100,000.00        |
| 26   | Small, fixed shelters nom 4 x 4m with concrete base and picnic setting   | \$   | 250,000.00        |
| 27   | Furniture:<br>• Barbecues<br>• Removable / retractable umbrellas nom 3 x 3m<br>• Removable, stackable sun loungers                     | \$   | 60,000.00         |
| 28   | Additional tree planting to amphitheatre area  | \$   | 5,000.00          |
|  | Services reticulation contingency 2-3%   | \$   | 15,000.00         |
|  | Construction contingency 5-8%  | \$   | 45,000.00         |
|  | <b>TOTAL</b>   | \$   | 525,000.00        |
|  |  | \$   | <b>625,000.00</b> |

| <b>Outdoor Program Pool</b> |  |    |                     |
|-----------------------------|--|----|---------------------|
| 29                          | Enlarge existing pool to provide flexible programme pool in a quiet, natural setting               | \$ | 1,600,000.00        |
| 30                          | Concrete pavement  | \$ | 40,000.00           |
| 31                          | Concrete stair access from pool concourse  | \$ | 25,000.00           |
| 32                          | Large, fixed shelters nom 5 x 5m   | \$ | 64,500.00           |
| 33                          | Furniture:<br>• Removable / retractable umbrellas nom 3 x 3m<br>• Picnic settings<br>• Sun Lounges | \$ | 70,000.00           |
| 34                          | Additional tree planting   | \$ | 10,000.00           |
|                             | Services reticulation contingency 2-3%   | \$ | 7,000.00            |
|                             | Construction contingency   | \$ | 18,000.00           |
|                             | <b>TOTAL</b>   | \$ | 234,500.00          |
|                             |  | \$ | <b>1,834,000.00</b> |

**Total Estimated Probable Cost: \$7,392,000**



**EXCLUSIONS**

Design contingencies  
Permit applications  
Geotech reports  
Consultant fees  
Landscape lighting  
Escalation contingencies (historically 3% per annum)

**9.1.2 Revised Estimate of Probable Cost March 2023**

The probable cost estimate supplied by the Consultant in May 2022 for all components of the Draft Aquarena Outdoor Master Plan, was \$7,392,000 (GST exc).

In allowing for construction price escalations experienced in the industry post-COVID, the probable cost estimate as of March 2023 is estimated as being \$9,011,865.

With continual increase in construction costs, it is estimated this project cost would rise to \$13,200,000 by 2024/25.

Any endorsed future works from the plan will be added to the capital works program for budget consideration.

## 10 Master Plan Implications and Benefits

The implementation of the Master Plan will be transformational for the outdoor space, the centre and the community. The development of the outdoor space will create arguably the most complete aquatic and leisure centre in metropolitan Melbourne. It will ensure the quality of the outdoor offering is consistent with the centre's indoor quality and deliver a centre with a range of services and facilities unmatched by any other aquatic and leisure centre in Victoria. It will maximise the use of an incredibly valuable and rare outdoor space and deliver to the community indoor and outdoor facilities that provide variety and quality unsurpassed by any aquatic facility provision. The combination of indoor and outdoor facilities, services and programs will be unique and will provide the local community with a centre that has something for everyone.

More specifically, it will achieve the following:

- **More fun for families** - creation of extensive outdoor leisure opportunities for families, young people, and people with a disability through the inclusion of significantly improved water play offerings
- **A place for everyone regardless of physical capability** - through significant improvements in accessibility throughout the outdoor space for the community and particularly for people with mobility issues
- **Protection from the sun** - improved and increased shaded spaces throughout the outdoor area, increasing the comfort levels for all users
- **A better place to hold school carnivals** - the improved spectator area, group change areas, and marshalling area at the northern end of the pool vastly improves the level of service to schools
- **Somewhere to hold community events** - the inclusion of an amphitheatre with a stage will provide a space for families and the broader community to experience events and performances in a picturesque setting. This means the outdoor space isn't just a place for aquatic users.
- **Better services for key stakeholders** - providing improved amenities to service clubs, schools, specific population groups and the broader community
- **A better place for everyone to connect** - the new cafe is larger and directly connects to indoor and outdoor aquatic spaces
- **A quiet aquatic space to relax and exercise** - the inclusion of a quiet programming pool that will provide a space for water-based exercise, women's/men's only swimming and a quiet space for people when the pool is not programmed
- **An outdoor area for swim lessons** - the outdoor program pool provides an alternate space for swimming lessons. This could be particularly valuable for adults that have low levels of water confidence and skills and who may be uncomfortable learning to swim in a more private location.

Once completed, the components and design of the Master Plan will create a sense of civic pride and have a notable point of difference from other metropolitan Melbourne aquatic and leisure centres. The outdoor space will be unique in its scale, purpose and design and will likely attract visitors from beyond the City of Manningham

# 11 Financial Projections

## 11.1.1 Financial Assessment and Overview

A high-level financial assessment of the outdoor space's projected performance has been completed. While it is envisaged, there will be minor operational impacts on the Centre's financial performance during the construction phase; this has not been considered at this early planning stage.

To establish a base level for comparative purposes, the Consulting Team has reviewed the past three years of financials to ascertain the costs attributable to the outdoor space and applied consumer price index (CPI) to derive a projected 2023/24 outdoor space budget.

## 11.1.2 Budget Assumptions

The following assumptions have been utilised to develop the three years of financial projections for the full activation of the Master Plan:

- 2018/19 and 2019/20 financial data has been used to inform the financial projections
- The financial projections are identified to commence in the 2023/24 financial year and is assumed to be completed by then as a base level
- CPI of 3% has been allocated to both the income and expense areas to calculate future years
- The financial projections assume that all components and services of the Master Plan are completed together and not stage
- A conservative approach to the financial projections has been undertaken
- Staff wages are based on the Fitness Industry Award
- Operational hours of the facility are assumed to remain the same
- The suggested uplift in income areas based on the redevelopment is as follows:
  - 25% increase in recreational swimming
  - 15% uplift in Café sales
  - 10% increase in water-based group fitness
  - 25% increase in events and programs
  - 10% increase in school lessons
- The financial projections do not include the following:
  - Any allocation of management costs
  - Sinking funds
  - Depreciation
  - Establishment costs.

## 11.1.3 Financial Modelling (Budget)

The table below is the projected financial improvement of the outdoor space (only), based on all components of the Master Plan being enacted.

The three-year financial projections are based on the commencement year of 2023/24 and demonstrate the potential changes in income and expenditure that will flow from implementing the Master Plan. The table below (Table 5) separates each income and expenditure line item and demonstrates the financial improvement by enacting the Master Plan. The estimates assume the Master Plan was completed before the 2023/24 financial year.

| 2023/24 Income<br>(CPI on Current<br>Components) | 2023/24 Outdoor<br>Space Additional<br>Income | 2024/25 Outdoor<br>Space Additional<br>Income | 2025/26 Outdoor<br>Space Additional<br>Income |
|--|---|---|---|
| \$382,196  | \$76,439                                      | \$90,198                                      | \$104,370                                     |
| \$30,560   | \$4,584                                       | \$5,638                                       | \$6,724                                       |
| \$297,498  | \$89,249                                      | \$100,852                                     | \$112,802                                     |
| \$71,368   | \$2,141                                       | \$4,346                                       | \$6,618                                       |
| \$371,297  | \$37,130                                      | \$57,551                                      | \$78,994                                      |
| \$67,214   | \$13,443                                      | \$17,476                                      | \$21,710                                      |
| \$8,052  | \$4,026                                       | \$4,388                                       | \$4,761                                       |
| \$86,211   | \$8,621                                       | \$11,466                                      | \$14,396                                      |
| <b>\$1,314,397</b>                               | <b>\$235,633</b>                              | <b>\$291,916</b>                              | <b>\$350,376</b>                              |

| 2023/24 Expenditure<br>(CPI on Current<br>Components) | 2023/24 Outdoor<br>Space Additional<br>Expenditure | 2024/25 Outdoor<br>Space Additional<br>Expenditure | 2025/26 Outdoor<br>Space Additional<br>Expenditure |
|---|--|--|--|
| \$362,250   | \$22,544   | \$34,088   | \$45,978   |
| \$95,429  | \$7,765  | \$10,861   | \$14,050   |
| \$231,177   | \$41,763   | \$49,951   | \$58,385   |
| \$51,811  | \$1,554  | \$3,155  | \$4,804  |
| \$17,484  | \$5,000  | \$5,675  | \$6,369  |
| \$23,528  | \$2,353  | \$3,129  | \$3,929  |
| \$127,304   | \$26,003   | \$30,602   | \$35,339   |
| \$29,422  | \$1,471  | \$2,398  | \$3,352  |
| \$13,943  | \$418  | \$849  | \$1,293  |
| \$76,609  | \$3,830  | \$6,244  | \$8,729  |
| \$53,479  | \$8,022  | \$9,867  | \$11,767   |
| \$64,050  | \$12,810   | \$15,116   | \$17,491   |
| \$633,515   | \$63,352   | \$84,258   | \$105,791  |
| \$25,908  | \$1,000  | \$1,807  | \$2,639  |
| \$6,494   | \$3,247  | \$3,539  | \$3,840  |
| <b>\$1,812,403</b>                                    | <b>\$201,132</b>                                   | <b>\$261,538</b>                                   | <b>\$323,756</b>                                   |

|                   |                 |                 |                 |
|-------------------|-----------------|-----------------|-----------------|
| <b>-\$498,006</b> | <b>\$34,501</b> | <b>\$30,378</b> | <b>\$26,620</b> |
|-------------------|-----------------|-----------------|-----------------|

Table 5: Projected Financial Performance – Outdoor Space

Outlined below in Table 6 is a summary of the income, expenditure, and net improvement compared to the current components:

| 2023/24 Outdoor Space Projected Performance (CPI on Current Components) | 2023/24 Outdoor Space Performance Improvement (Master Plan Enacted) | 2024/25 Outdoor Space Performance Improvement (Master Plan Enacted) | 2025/26 Outdoor Space Performance Improvement (Master Plan Enacted) |
|---|---|---|---|
| \$1,314,397   | \$235,633   | \$291,916   | \$350,376   |
| \$1,812,403   | \$201,132   | \$261,538   | \$323,756   |
| <b>-\$498,006</b>   | <b>\$34,501</b>   | <b>\$30,378</b>   | <b>\$26,620</b>   |

**Table 6: Summary Financial performance**

**Summary**

Although the operational result is projected to be similar for the Master Plan being enacted against no change to the outdoor space (existing components), as previously outlined, there is likely to be significant physical, social, and mental wellbeing outcomes for the community by implementing the Master Plan.

The variance between the Master Plan being delivered upon and the existing facility components remaining equates to an estimated financial improvement to the operational performance by approximately \$34K for the first year.

## 12 Next Steps

Subject to Council endorsement of the Aquarena Outdoor Masterplan, the next step would be to move to the detailed design phase of the project.

Community consultation feedback on the draft masterplan will be used to assist in fine tuning the specific design of the components from which detailed design drawings will be developed in preparation for the tender phase of the project.

The detailed design phase will also examine and recommend to Council the preferred timing for the delivery of the construction phase, be it at the same time as the outdoor area closure for the redevelopment of the 50m pool, or staged post this development.



## Manningham Council

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Aquarena Outdoor Space Master Plan

## Appendix 1: Pre-Draft Design Community Survey Results

Aquarena Outdoor Space Master Plan

## AQUARENA OUTDOOR AREA MASTER PLAN SUMMARY OF SURVEY RESULTS

Outlined below are the results of the community consultation survey recently conducted in relation to the Aquarena Outdoor Area Master Plan project. To assist in reviewing the data, the results have been sorted from the most common responses to the least common, based on the percentages for each question, with the top three responses to all questions highlighted in grey shading. In addition, the questions that offer the respondent's the opportunity to provide qualitative responses have been grouped into the top three responses.

### 1. Which statement best describes your connection with Aquarena?

| Value  | Percent | Count |
|--|---------|-------|
| I am a current user of Aquarena  | 78.10%  | 121   |
| I have used Aquarena in the past, but haven't used the centre in the past 12 months? | 19.40%  | 30    |
| I have never used Aquarena   | 2.60%   | 4     |
| Totals   |         | 155   |

### 2. Please outline why you do not use Aquarena. Tick all that apply.

| Value   | Percent | Count |
|---|---------|-------|
| Other - Write In  | 50.00%  | 17    |
| I attend another aquatic and leisure centre, private swim school or private gym | 32.40%  | 11    |
| Distance from my home   | 20.60%  | 7     |
| Programs and activities do not suit my specific needs                           | 20.60%  | 7     |
| Cost/price to access the centre   | 17.60%  | 6     |
| Lack of public transport to the centre  | 11.80%  | 4     |
| Lack of car parking availability  | 8.80%   | 3     |
| I do not feel comfortable using the centre                                      | 8.80%   | 3     |
| Poor accessibility for people with a disability or mobility issues              | 5.90%   | 2     |
| Lack of appropriate change room facilities                                      | 5.90%   | 2     |
| Distance from my work   | 2.90%   | 1     |
| Lack of women's only activity areas and programs                                | 2.90%   | 1     |

| Top 3 Comments         | Responses |
|------------------------|-----------|
| Covid 19 Impacts       | 3         |
| Facility Cleanliness   | 3         |
| Issues with Management | 3         |

### 3. Which statement below best describes how you use Aquarena?

| Value                              | Percent | Count |
|------------------------------------|---------|-------|
| Centre member                      | 37.70%  | 57    |
| Casual user of the centre          | 24.50%  | 37    |
| Other (please specify)             | 14.60%  | 22    |
| Multi visit pass user              | 11.30%  | 17    |
| Learn to swim participant / parent | 6.60%   | 10    |
| User group member                  | 5.30%   | 8     |



Aquarena Outdoor Space Master Plan

|  |        |     |
|--|--------|-----|
|  | Totals | 151 |
|--|--------|-----|

| Top 3 Comments | Responses |
|----------------|-----------|
| Current Staff  | 14        |
| Past Employee  | 2         |
| Fitness Passes | 2         |

**4.How long have you been attending Aquarena?**

| Value              | Percent | Count |
|--------------------|---------|-------|
| 5 years or more    | 62.90%  | 95    |
| 3 - 5 years        | 11.90%  | 18    |
| 1 - 2 years        | 7.90%   | 12    |
| 2 - 3 years        | 6.60%   | 10    |
| 6 -12 months       | 4.00%   | 6     |
| Less than 3 months | 3.30%   | 5     |
| 3- 6 months        | 3.30%   | 5     |
|                    | Totals  | 151   |

**5.How often do you usually attend Aquarena?**

| Value  | Percent | Count |
|--|---------|-------|
| 2 - 3 times per week                               | 34.40%  | 52    |
| More than 3 times per week                         | 24.50%  | 37    |
| Irregularly  | 21.20%  | 32    |
| Once per week                                      | 12.60%  | 19    |
| Once per fortnight                                 | 4.00%   | 6     |
| Not every fortnight, but at least 1 time per month | 3.30%   | 5     |
|  | Totals  | 151   |

**6.How do you normally travel to Aquarena?**

| Value            | Percent | Count |
|------------------|---------|-------|
| Car              | 92.70%  | 140   |
| Walk             | 4.00%   | 6     |
| Bicycle          | 2.00%   | 3     |
| Public Transport | 1.30%   | 2     |
|                  | Totals  | 151   |

**7.When you travel to Aquarena do you normally come...**

| Value                            | Percent | Count |
|----------------------------------|---------|-------|
| On your own                      | 62.30%  | 94    |
| With a family member             | 27.20%  | 41    |
| With a friend                    | 4.00%   | 6     |
| With a group                     | 3.30%   | 5     |
| With a parent / guardian / carer | 2.00%   | 3     |
| Other (please specify)           | 1.30%   | 2     |
|                                  | Totals  | 151   |

**8.What are your reasons for using/visiting Aquarena?**

| Value                                       | Percent | Count |
|---|---------|-------|
| To maintain / improve my health & wellbeing | 45.70%  | 69    |
| It's local to me                            | 19.90%  | 30    |
| Other (please specify)                      | 18.50%  | 28    |
| To use the outdoor / open space             | 10.60%  | 16    |
| Connect with / see friends / family         | 5.30%   | 8     |



Aquarena Outdoor Space Master Plan

|  |        |     |
|--|--------|-----|
|  | Totals | 151 |
|--|--------|-----|

| Top 3 Comments   | Responses |
|------------------|-----------|
| Workplace        | 13        |
| Use of the pools | 5         |
| Swim Club        | 3         |

**9. Do you currently use the outdoor space at Aquarena?**

| Value | Percent | Count |
|-------|---------|-------|
| Yes   | 57.00%  | 86    |
| No    | 43.00%  | 65    |
|       | Totals  | 151   |

**10. Which areas of the outdoor space at Aquarena do you use?**

| Value  | Percent | Count |
|--|---------|-------|
| 50 metre pool  | 91.90%  | 79    |
| Café deck  | 54.70%  | 47    |
| Grassed areas  | 45.30%  | 39    |
| Waterslides  | 25.60%  | 22    |
| Barbeques  | 17.40%  | 15    |
| Water play area (located adjacent to the indoor pools) | 16.30%  | 14    |
| Covered areas  | 15.10%  | 13    |
| Toddler's pool (located on the hill)                   | 12.80%  | 11    |
| Diving pool  | 5.80%   | 5     |

**11. Why don't you use the outdoor space at Aquarena?**

| Top 3 Comments                           | Responses |
|--|-----------|
| Only use the indoor facilities           | 17        |
| Climatic Impacts ('too cold')            | 14        |
| Lack of appropriate/appealing facilities | 12        |

**12. What are the outdoor activities you like to do (excluding attending outdoor aquatic and recreation facilities)? Please select multiple activities, if relevant.**

| Value                          | Percent   | Count |
|--------------------------------|-----------|-------|
| Walking / Running              | 53.30%    | 81    |
| Gathering at parks or beaches  | 44.10%    | 67    |
| Attending outdoor events       | 38.20%    | 58    |
| Cycling                        | 34.90%    | 53    |
| Outdoor fitness training       | 30.90%    | 47    |
| Playing on playgrounds         | 25.00%    | 38    |
| Tai Chi / Meditation           | 19.10%    | 29    |
| Rock climbing / abseiling      | 18.40%    | 28    |
| Other (please specify)         | 15.80%    | 24    |
| Playing self-organised sports  | 12.50%    | 19    |
| Skateboarding / BMX / Scooting | 9.20%     | 14    |
| Top 3 Comments                 | Responses |       |
| Pet related activities         | 3         |       |
| Improve the pools              | 3         |       |
| Swimming                       | 2         |       |

Aquarena Outdoor Space Master Plan

**13. Specifically relating to Aquarena, please select up to three (3) requirements for the development of the outdoor space that would encourage you to use it more often?**

| Value  | Percent | Count |
|--|---------|-------|
| Improved café area for indoor and outdoor dining | 34.20%  | 53    |
| Enhanced water play area for children / families | 28.40%  | 44    |
| Further pool space for schools and clubs         | 23.90%  | 37    |
| Running / walking track                          | 23.90%  | 37    |
| Other (please specify)                           | 23.20%  | 36    |
| Outdoor fitness equipment                        | 21.30%  | 33    |
| Shelters for gatherings                          | 20.60%  | 32    |
| Playground                                       | 17.40%  | 27    |
| Spaces to work / study                           | 12.30%  | 19    |
| Barbeques  | 11.60%  | 18    |
| Improved accessibility                           | 9.70%   | 15    |
| Rock climbing wall                               | 9.00%   | 14    |
| Event space                                      | 9.00%   | 14    |
| Obstacle course                                  | 7.10%   | 11    |
| Educative / Interactive trails                   | 3.20%   | 5     |
| Skatepark  | 3.20%   | 5     |
| Learn-to-ride bicycle track                      | 0.60%   | 1     |

| Top 3 Comments                       | Responses |
|--------------------------------------|-----------|
| Improved/Increased Change Facilities | 6         |
| Further Shaded Areas                 | 5         |
| Maintain Grass / Open Space Areas    | 3         |

**14. Which leading-edge activities would you most likely participate in, please select up to three (3) responses?**

| Value                                      | Percent | Count |
|--|---------|-------|
| Yoga / Mindfulness activities              | 36.80%  | 57    |
| Outdoor group training                     | 25.20%  | 39    |
| Adult playground/play areas                | 25.20%  | 39    |
| Quiet zone/ meditation suite               | 21.30%  | 33    |
| High intensity water workouts              | 18.70%  | 29    |
| Ninja style courses                        | 16.80%  | 26    |
| Other (please specify)                     | 16.80%  | 26    |
| Breathwork and water workouts              | 16.10%  | 25    |
| Cold water therapy                         | 12.90%  | 20    |
| Outdoor personal training                  | 11.60%  | 18    |
| High intensity outdoor functional training | 11.00%  | 17    |
| Extreme obstacle course events             | 9.00%   | 14    |
| Parkour                                    | 7.70%   | 12    |

| Top 3 Comments     | Responses |
|--------------------|-----------|
| None               | 9         |
| Adult Only Area    | 2         |
| Kids Fitness Areas | 2         |

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15. How important are the following technological options?

|                             | Not at all important |       | Not important |       | Neither important nor unimportant |       | Important |       | Very important |       | Responses |
|-----------------------------|----------------------|-------|---------------|-------|-----------------------------------|-------|-----------|-------|----------------|-------|-----------|
|                             | Count                | Row % | Count         | Row % | Count                             | Row % | Count     | Row % | Count          | Row % | Count     |
| Outdoor workspaces / pods   | 53                   | 34.2% | 30            | 19.4% | 29                                | 18.7% | 30        | 19.4% | 13             | 8.4%  | 155       |
| Phone / tablet chargers     | 40                   | 26.0% | 36            | 23.4% | 38                                | 24.7% | 26        | 16.9% | 14             | 9.1%  | 154       |
| Power outlets               | 39                   | 25.2% | 33            | 21.3% | 41                                | 26.5% | 30        | 19.4% | 12             | 7.7%  | 155       |
| Large Outdoor LED Screen    | 43                   | 27.7% | 36            | 23.2% | 35                                | 22.6% | 28        | 18.1% | 13             | 8.4%  | 155       |
| Interactive digital signage | 34                   | 21.9% | 35            | 22.6% | 48                                | 31.0% | 27        | 17.4% | 11             | 7.1%  | 155       |

16. If the following improvements were made to Aquarena, what impact do you think these would have?

|  | Very negative impact |       | Negative impact |       | Neither negative nor positive |       | Positive impact |       | Very positive impact |       | Responses |
|--|----------------------|-------|-----------------|-------|-------------------------------|-------|-----------------|-------|----------------------|-------|-----------|
|  | Count                | Row % | Count           | Row % | Count                         | Row % | Count           | Row % | Count                | Row % | Count     |
| Improve levels of access for people with a disability or mobility issues | 1                    | 0.6%  | 1               | 0.6%  | 28                            | 18.2% | 62              | 40.3% | 62                   | 40.3% | 154       |
| Improved outdoor water play areas  | 3                    | 1.9%  | 2               | 1.3%  | 26                            | 16.9% | 73              | 47.4% | 50                   | 32.5% | 154       |
| Increased areas for people to exercise outdoors                          | 8                    | 5.2%  | 5               | 3.2%  | 28                            | 18.2% | 74              | 48.1% | 39                   | 25.3% | 154       |
| Increased covered areas for people to gather                             | 8                    | 5.2%  | 3               | 1.9%  | 26                            | 16.9% | 69              | 44.8% | 48                   | 31.2% | 154       |
| Increase in change facilities / amenities                                | 0                    | %     | 3               | 1.9%  | 24                            | 15.5% | 62              | 40.0% | 66                   | 42.6% | 155       |
| Improved access to the cafe  | 6                    | 3.9%  | 1               | 0.6%  | 37                            | 24.0% | 67              | 43.5% | 43                   | 27.9% | 154       |

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**17. What words best describe your vision for the future design of the outdoor space Aquarena?**

| Top 3 Comments   | Responses |
|--|-----------|
| 50m Pool Upgrade                                       | 12        |
| Provide further accessibility and inclusive facilities | 8         |
| Minimal change - only improvements                     | 6         |

**18. Is there anything else you would like Council to consider as part of the future planning for the outdoor spaces at Aquarena?**

| Top 3 Comments                                   | Responses |
|--|-----------|
| Improved Change Facilities Catering for Families | 5         |
| Upgrade the 50m Pool                             | 5         |
| Improve Accessibility                            | 3         |

**19. Do you identify as:**

| Value                                | Percent | Count |
|--------------------------------------|---------|-------|
| Female                               | 64.60%  | 93    |
| Male                                 | 33.30%  | 48    |
| Prefer not to say                    | 1.40%   | 2     |
| I identify as other (please specify) | 0.70%   | 1     |
|                                      | Totals  | 144   |

**20. What is your age?**

| Value             | Percent | Count |
|-------------------|---------|-------|
| 35 to 49          | 33.30%  | 48    |
| 50 to 59          | 20.80%  | 30    |
| 25 to 34          | 16.70%  | 24    |
| 60 to 69          | 12.50%  | 18    |
| 70 and over       | 8.30%   | 12    |
| 18 to 24          | 4.90%   | 7     |
| Prefer not to say | 2.10%   | 3     |
| Under 18          | 1.40%   | 2     |
|                   | Totals  | 144   |

**21. How long does it usually take you to travel to Aquarena?**

| Value                             | Percent | Count |
|-----------------------------------|---------|-------|
| Between 5 minutes and 10 minutes  | 36.10%  | 52    |
| Between 10 minutes and 15 minutes | 25.00%  | 36    |
| More than 15 minutes              | 20.80%  | 30    |
| 5 minutes or less                 | 18.10%  | 26    |
|                                   | Totals  | 144   |

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**22. In which suburb do you live?**

| Value                  | Percent | Count |
|------------------------|---------|-------|
| Other (please specify) | 22.30%  | 31    |
| Doncaster              | 15.80%  | 22    |
| Doncaster East         | 15.10%  | 21    |
| Templestowe Lower      | 15.10%  | 21    |
| Templestowe            | 12.20%  | 17    |
| Bulleen                | 9.40%   | 13    |
| Warrandyte             | 3.60%   | 5     |
| Donvale                | 2.90%   | 4     |
| Wonga Park             | 0.70%   | 1     |
| Nunawading             | 0.70%   | 1     |
| Parks Orchard          | 0.70%   | 1     |
| Ringwood North         | 0.70%   | 1     |
| Warrandyte South       | 0.70%   | 1     |
| Totals                 |         | 139   |

| Top 3 Comments | Responses |
|----------------|-----------|
| Eltham         | 6         |
| Greensborough  | 4         |
| Montmorency    | 4         |

**23. Do you speak a language other than English at home?**

| Value  | Percent | Count |
|--------|---------|-------|
| No     | 80.40%  | 115   |
| Yes    | 19.60%  | 28    |
| Totals |         | 143   |

**24. What language other than English do you speak at home? (Select all that apply)**

| Value                  | Percent | Count |
|------------------------|---------|-------|
| Other (please specify) | 36.00%  | 9     |
| Mandarin               | 32.00%  | 8     |
| Cantonese              | 16.00%  | 4     |
| Greek                  | 8.00%   | 2     |
| Persian/Dari/Hazaraghi | 8.00%   | 2     |
| Korean                 | 4.00%   | 1     |
| Macedonian             | 4.00%   | 1     |
| Prefer not to say      | 4.00%   | 1     |

| Top 3 Comments | Responses |
|----------------|-----------|
| Portuguese     | 2         |
| Spanish        | 2         |
| French         | 2         |

**25. Do you identify as a person with a disability?**

| Value | Percent | Count |
|-------|---------|-------|
|-------|---------|-------|

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|   |        |     |
|---|--------|-----|
| No  | 90.20% | 129 |
| Yes   | 9.80%  | 14  |
| I am completing the survey on behalf of someone with a disability | 0.70%  | 1   |

**26. Please specify the type of disability?**

| Value   | Percent | Count |
|---|---------|-------|
| Physical disability (may require wheelchair or other mobility device) | 42.90%  | 6     |
| Deaf or hard of hearing   | 21.40%  | 3     |
| Mental health issue   | 21.40%  | 3     |
| Other (please specify)  | 14.30%  | 2     |
| Autistic / on the Autism Spectrum                                     | 7.10%   | 1     |
| Prefer not to say   | 7.10%   | 1     |

| Comments                              | Responses |
|---------------------------------------|-----------|
| 2 minor physical disabilities         | 1         |
| Hypermobility (me and one of my kids) | 1         |
| N/A                                   | -         |

**27. Would you like to stay informed of any other opportunities to provide feedback into the Aquarena masterplan process?**

| Value | Percent | Count |
|-------|---------|-------|
| Yes   | 52.80%  | 75    |
| No    | 47.20%  | 67    |
|       | Totals  | 142   |

**QUALITATIVE RESPONSES**

Outlined below are the qualitative responses for the relevant questions where the respondent has been offered the opportunity to provide written feedback:

**Please note:** The responses have been directly extracted from the report and have not been altered

**2. Please outline why you do not use Aquarena.**

- Lack of 24-hour access to gymnasium
- I don't feel safe getting to, or using the centre
- I wasn't aware the centre existed
- I have no interest in using the centre
- Cleanliness of pool
- busy doing other things
- Covid
- Not the centre's fault, only the topography and layout of the car park makes access difficult
- I am a previous employee

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- The staff were rude to my family many years ago and I got out of the habit of attending the centre
- covid 19
- the centre is unclean
- Health issues
- poorly managed, services dropped for Belgravia to save \$
- Murky water in pool. All slow, medium, and fast swimmers squeeze into ONE lane to make way for revenue-generating classes. Lockers are rusty and not working.
- Kids activities are limited
- rarely go for a swim
- casual user
- Covid
- Very poor customer service at the front desk. Always disorganised. The swim school is a shambles without any proper feedback for parents, or any real swim school program for children. Change rooms, particularly family change room is old, dark, and horrible.

### 3. Which statement below best describes how you use Aquarena?

- Fitness passport
- Staff member
- Staff
- Lifeguard
- Staff member
- Staff
- Employed at Aquarena
- Lifeguard
- Staff
- Fitness Instructor
- Staff at Aquarena
- Group Fitness Instructor
- Staff
- Past Staff member
- Not applicable
- Work there
- resident of Manningham, ex-employee for 25 years
- I may have purchased a pass if management was good.
- Employee

### 8. What are your reasons for using/visiting Aquarena?

- To access a swim training group, my Masters swimming group and catch up with friends
- Dolphins
- Fun with the kids
- Work
- Work
- Work
- Work



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- Work
- Work
- Work
- Teach classes
- employment and using the pool facilities
- Staff at cafe
- conduct aqua classes
- Work
- have a swim/spa
- swimming pool
- member of Doncaster Dolphins Masters
- To swim
- I don't use it anymore
- Work
- i like warm water
- Fun with the water features, slides, etc.

#### 11. Why don't you use the outdoor space at Aquarena?

- The water play area in fun sun - no shade in the summer and too cold in winter. Water slides never seem to be on when we attend centre even in the summer. Not clear when they will be on and usually turn off in the evenings even on super hot nights. Sometimes play in the 50 m pool. Generally, not enough shade to sit outside either in the summertime.
- I only use the gym
- no need.
- Cafe area is not inviting, too cramped and hot and noisy especially in summer. Also, in wet weather inside does not provide enough room. So presently my group of friends move to other venues for coffee after our workout.
- I don't need to
- It's cold and the pool is missing a lot of tiles and usually isn't overly clean towards the deep end.
- Winter...too cold. However, in Summer, I will likely use it.
- I don't use outdoor space at Aquarena because I don't go out that often
- I am an employee (swim teacher) and my classes are all undertaken inside. After my shifts, I will usually go for a swim and it is just easier to hop straight into the pool rather than move all my stuff outside. I used to swim outside with the squad and I loved the 50m pool.
- Don't need to use it
- In my experience it is only used by sunbathers in summer and school groups
- Come mainly for a swim
- cold water and it's winter
- I use the outdoor deck off the cafe but otherwise nothing on offer for me
- I come to swim
- Sometimes unclear if outdoor diving is open or closed. We have enjoyed the outdoor pool in the past.
- It's too cold outside in winter
- just prefer to be inside

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- Its winter, it's cold. Does Aquarena buy coal to power it? I hope it's on 100% green power or there will be climate protests at this centre organised by me.
- The staff were rude to my family many years ago and I got out of the habit of attending the centre
- Don't have a need
- What would I do?
- It's terrible
- I use the gym
- Because it's cold. My teenage kids would like to use the diving pool but it's hardly ever open.
- There's not much to do there by yourself, especially if you normally only visit the gym
- covid19
- TOO COLD
- i used to go there to swim but it is now not clean and more expensive than other pools
- Too cold in winter and too crowded in summer.
- It's cold and not much to do
- Not relevant to me
- I don't attend anymore due to poor management by Belgravia
- I go there only to swim.
- Use only the gym, too cold outside in winter
- Well...these nothing to use out there's?
- It is too cold during colder months. Limited shade in summer. Excluding the pool, the outside area caters to children - splash pad, slides, and playground
- Apart from the outdoor pool, there is no facility which I am interested in using it.
- Sometimes swim in the outdoor pool but that's all
- Our daughter is 10 months old and there is little suitable space outside
- There's not much there.
- it is a pool, and we go there to swim- but the pool is often not clean and showers cold and need maintaining
- winter weather
- Not comfortable
- go for swimming
- Too cold and not child friendly.
- I can't remember that it exists.
- Too cold. Love to use the outdoor pool, slide, and grassy area in summer.
- I use the studio and Pavilion in doors only.
- Due to my disabilities
- Not easily accessible or connected
- I go there to swim

**12. What are the outdoor activities you like to do (excluding attending outdoor aquatic and recreation facilities)? Please select multiple activities, if relevant.**

- Walking my dogs
- None
- horse riding
- outdoor music or cultural events

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- Nil
- Vegetable community garden for sustainability
- Swimming and showering only
- swim
- Summer day dance events
- Open space is important and there is no need to over develop
- BBQ at park
- Dog walking
- NONE OF THE ABOVE - IT IS A SWIMMING POOL NOT AN ACTIVITY CENTRE
- Outside bodyweight gym equipment
- animal friendly activities
- None
- Better equipped gym - ie sled push rack, calf raise machine, back extension rack, etc
- improve swimming pools
- young daughter
- Outdoor squash - it's a new thing!  
<https://psafoundation.com/2021/06/03/outdoor-court-committee/>
- kayaking
- Indoor activities only
- none of above - improve the pools

**13. Specifically relating to Aquarena, please select up to three (3) requirements for the development of the outdoor space that would encourage you to use it more often?**

- Shade areas
- none
- Fenced water play areas for young children, away from the deep water.
- none
- please don't change the grassy areas and waterslide, this is what we love about Aquarena!
- More benches and covered hanging space around outdoor change area.
- Better changing facilities
- Shadey areas across pool & also just generally
- More showers & toilets outside
- Sustainable vegetable community garden
- Further supporting equipment e.g. Basketball rings
- Ability to divide all or some lanes into 2x25m lengths
- Ball game courts
- Safer swimming opportunities
- another indoor pool area
- Improved, enlarged shower facilities

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- plant more trees for shade
- cleaner pools and maintained dressing rooms and hot showers
- We have a perfectly good running track close to the Centre + Ruffey lake park therefore no need to take up more space within Aquarena. I would like to see more toilet facilities outside. Currently 2 toilets is clearly not enough in peak days and hours. i.e squad use and hot days. When schools come in Feb-March they queue for the toilets, change in the toilets, and take up members changing space and showers. Please put in a couple of outdoor showers like at the beach for schools.
- Open space
- Diving pool open more
- THE AREA IS A POOL AND THAT NEEDS MORE ATTENTION SUCH AS CLEANING THE POOL
- swimming lessons by GREAT TEACHERS
- When you cannot manage the existing facility, why do you focus on others?
- Sauna to complement steam room, infrared sauna,
- Currently there are NO shaded areas with seating (eg. accessible to older people) near the pool, shade under trees/shades has NO seating.
- better shower facilities
- Diving boards open more regularly
- make it cheaper to enter - other local pools are cheaper and better maintained
- link to Ruffey Lake bike path
- Outdoor squash courts
- Water slides, shade in summer, and play/exercise equipment for older kids and teenagers
- Earlier aquarobics sessions. I would attend every morning if there were 6:30 am sessions.
- Retain the big waterslide

**14. Which leading-edge activities would you most likely participate in, please select up to three (3) responses?**

- None
- Quietness
- Kids areas
- none
- Kids Parkour / Afterschool fitness
- none
- please don't change the grassy areas and waterslide, this is what we love about Aquarena!
- Outdoor aqua aerobics
- None of the above
- Nil
- Vegetable gardens
- Women only lanes
- none
- Good learn to swim for children by GOOD teachers
- Open space appreciation
- NONE OF ABOVE - SWIM

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- Adult only zone
- adult only areas
- None
- swim- the above should not be even considered as the pool is not maintained
- Outdoor squash
- I have hypermobility so I am easily injured in intense exercise. So I would appreciate more low-intensity activities.
- Cafe desperately needs a serious makeover.
- None

### 17. What words best describe your vision for the future design of the outdoor space Aquarena?

- Some nicer planting and perhaps some BBQs
- Expand on current functionality to make it state of the art and customer friendly before diversifying too much into "peripheral" activities like rock-climbing and running tracks
- Not much change. Change rooms and pools congested during busy times and leisure swim Mets muck up the pool and make it difficult to exercise over Xmas break. Would be nice if for went to cleaning the pool better and tightening and fixing lane ropes
- Make the 50-metre pool suitable for competition
- New outdoor 25m pool for squads. Will allow for flexibility when the 50m undergoes inevitable closure and repairs.
- Most importantly maintain wide open space that the current set up allows for. There are no other 50m outdoor pools that provide this same environment, and this absolutely must be preserved. Improved outdoor pool changeroom facilities would be a welcome addition.
- Make use of the extensive grounds without compromising the sense of beauty and peace the outdoor space has
- Please give the management of the centre back to the YMCA. It was so much better when they ran the centre
- To remain an outdoor area where I can swim and relax
- Family friendly
- Facilities currently fail to compete with other aquatic centres. Water play area was a missed opportunity. Should have been enclosed with doors that could open the area to outdoors in summer and enclosed in winter with warm water so children can use it all year round. Sits unused for many months of the year. Improvements need to be competitive with other water play areas at the centres and needs to consider use ability for more than the summer months.
- I love the 50 m pool, and to relax after a swim on the grass under some shade, or on the deck of the cafe.
- I would like to see a modern indoor play area for children, like the ones at Aqualink and Aquanation. This will attract many more patrons. The current outdoor water play area was a waste of space and money. Use the space where the indoor baby paddling pool is, it has needed painting for many years. The outdoor toddler pool is hardly used, a waste of space and resources. Put a modern playground up there, with climbing walls, parkour etc. Maybe this could

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have separate access from the pool. The cafe needs to be modernised. Needs better soundproofing inside, new furniture inside and out, better menu with more healthy options. I've been using Aquarena for 30 years and have seen many improvements, but it could be much better. I take grandchildren to other pools, and they are so much busier, mainly because of indoor play equipment. The decision to put the water playground outside at Aquarena was wrong, it can only be used a few months of the year, and parents/grandparents do not want to stand outside in bathers in the cold.

- refurbished outdoor 50m pool facility for swimming and swim training. The Aquarena pool is now one of the last remaining 'outdoor' 50m pools which draws customers from many municipalities who do not want to swim indoors.
- Family friendly and health and wellbeing focused
- Let's improve the 50m pool. At the moment its terrible
- Outdoor splash zone for children with small waterslides to suit ages under 10 years. Similar to the kid's area at Aqualink and Aquanation. Also fenced so that it is safe and well away from the deeper outdoor pool. Not enough for kids to do at Aquarena. Also please add birthday party rooms or undercover areas where groups can reserve to have a pool party.
- Keep the 50m pool and all the lawn. We love the slides. Cafe could be maximised. Bigger change area/toilets outside
- Lots more shade and sun protection
- I think that the cleanliness of the outdoor pool is more important to get right before any of the above.
- There are not enough facilities for current usage of the outdoor pool. Storage of bags is a particular problem. Visit the pool at 8.30 on a rainy Saturday morning to see how inadequate it is. These problems need to be addressed before anything else is considered.
- please don't change the grassy areas and waterslide, this is what we love about Aquarena! There is no other pool i can think of that has this. You don't need to bring in digital equipment, screens, power outlets etc, the way it is plain good old entertainment.
- The outdoor toddler pool on the side of the hill is a most delightful place to take small children. The current size/shape of the paddle pools is wonderful. Perhaps they could be retiled with entertaining colours/images. There could be more shade around the pool for sitting with appropriately selected trees/bushes. Please do not take this area away. Current grassed areas are very nice. Please take care of the trees.
- The outdoor 50m pool needs to be upgraded to todays standards. This should include ensuring the pool is constructed or tiled to meet exact 50 m length which means the council could rent out to sporting group to run accredited swim meets. incorporate a movable fold up boom to allow for the pool to be used as two 25m pools or some 50 and some 25m providing for more swim teaching and those not confident in swimming 50m but want to swim outdoors
- I would like to see the removal of the shade cloth over the deck in autumn/winter so one can enjoy the winter sunshine. More tables and chairs outside of deck area with umbrellas for optional shade. This would enable more indoor seating for patrons in busy times particularly for clubs or post class groups to sit together & socialise. An undercover area for club use for meetings/coffee

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post training, i.e for junior and masters swim clubs. Currently they hold meetings in public space which is annoying for other users and makes noise levels unbearable.

- I think the space is under utilised in the winter months. Suits me, but it probably this has the potential to be improved. Good luck.
- Utilise all the pools for one. The dive pool i have never seen in use. I used to do Deep Water Aqua at Aqualink in Box Hill. It is the most fantastic overall exercise i have ever done. They use the dive pool. And it is VERY popular there. I don't go there any more as its a bit far and i prefer the better hygiene of Aquarena. Apart from that, also utilise the outdoor areas (at least in summer spring etc) for outdoor sports/exercises. Fresh air so much nicer than stuck in a room and even more so now with covid.
- Improved tiling on the outdoor pool. Better cleaning of the outdoor pool. More showers, toilets and changerooms outdoors.
- Ability to cater for as many different groups as possible
- Outside area is good. Cafe area is disgraceful.
- Inclusive, family friendly, better access to cafe with improved seating options particularly during extreme weather (both summer and winter)
- A training pool for squads to allow more room for casual pool users.
- Community sustainable gardens using water tanks, use the cafe waste and be an example of recycling in the community.
- Community gardens, for children and adults, use this beautiful space for weddings, birthday parties.etc.
- Exciting and inviting
- There needs to be more places for Kids to play and swim for the little kids. The top pools right up high are useless because they are so far away from everything. There needs to be more covered areas for social gathering and more Change-rooms and showers outside. The cafe is in an awkward spot.
- Clean water. Clean change rooms. Good management. Ability to divide all or some lanes into 2x25 m sections. Better storage space for equipment. Protection from elements for coach's swim teachers and lifeguards.
- Do not underestimate the importance of space. Fitting too much in will give a cramped feel and take away from the relaxed vibe that already exists.
- That every area of Aquarena is accessible for people living with a disability. That we have new and fun facilities, such as the ninja set or cold-water pool. People are not looking for traditional anymore, people want fun and new.
- Need bigger screen for special events able to watch movie, presentation PowerPoint and etc, power socket at outdoor cafe
- The outdoor pool is a more relaxed space because it does not usually have loud music which detracts significantly from the meditative quality of lap swimming.
- more modern
- A place of activity and one which promotes healthy living and care
- Is time to upgrade
- Better to ensure best practice maintenance of current facilities. Management seems unable to keep the outdoor pool clean and fix the broken lane ropes. These areas must meet best practice standards before Council commit to more facilities

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- An outdoor oasis, not cluttered up with too many structures. The unique garden setting could be enhanced with some terracing and shade tree planting in the area taken up by the shade cloths at present.
- User friendly
- A space where a greater amount of member/customer needs can be catered for, sparking more interest and excitement to visit Aquarena as a special outing rather than the usual school swimming/lap swimming/gym routines.
- Multipurpose community centre. Workstations would be future forward, outdoor shelter for classes/ training especially important since covid.
- more warm pools
- accessible space with activities and direct cafe access
- Improved facilities will increase patronage and enhance current members enjoyment. Keeping facilities current and encompassing member needs
- inclusive environmental-friendly
- More shelters and spaces for gatherings for social activities and group exercise, including more areas for kids
- a cleaner pool with warm showers and maintained dressing room and a cheaper entry
- Spaces for relaxation and spaces for fun.
- Development of grass area to include paths, seats, outdoor equipment for calisthenics, obstacle course.
- Family friendly, space for relaxation, good food and BBQ options
- Technology advanced outdoor space
- Improve the changing facilities ie make them bigger and have something separate for schools so the public and paying members don't get overrun by school kids queuing up for the toilets and change rooms!! Two toilets are not enough. A meeting area for the Doncaster/Templestowe swim club and Doncaster Dolphins Masters club which can have up to 40 post Saturday training with nowhere to sit/ drink/eat and talk. Especially if raining. No other pool in Melbourne keeps dive blocks locked away. Permanent dive blocks in place for our future Olympians. Purchase removable covers for the blocks to prevent use in busy public times.
- improvement of outdoor BBQ area, maybe a coffee cart in that area, with sheltered area and landscaping areas (similar to wombat bed)
- As a past health consult/ PT I recommend that you invest in a Patio with a container full of equipment filled with Tyers, sledgehammers, rope, weights etc for Outdoor PT. Could cage it off even have rock climbing on the side of the container as an activity for your pt members.
- Imagine weekend dance events. DJs on from noon to 8pm with Cafe and food truck operating. Inflatable toys in the pool, exercise bikes connected to generators to add power to the venue. Why aren't the gym equipment connected to generators and a battery? Free energy generated by fitness freaks would be a huge drawcard for Aquarena. Think ahead and realise we are in a climate emergency as declared by the council and buying coal and wasting free energy is not a responsible option.
- Open space
- Average
- Multifunctional community space



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- Improved outdoor water activities - better slides and splash zone
- There used to be a ropes course, but it was never open. It needs something that is open and available. However, you need to be mindful of noise levels for residents (I live next to Aquarena). More BBQ with sheltered tables and chairs would be a great start.
- Better shade for the harsh summer
- A peaceful space with lawn and trees
- Keep pricing low & affordable. Multi-use spaces - separate pricing to the gym memberships. Staff the outdoor diving pool on all weekends except winter. Private swimming lessons for kids.
- More lap lanes.
- More than just swimming!
- HAVING A CLEAN WARM SWIMMING POOL THAT DOES NOT COST AS MUCH TO ENTER - OTHER LOCAL POOLS ARE CHEAPER
- A GREAT POOL TO SWIM
- I think you are on the right track.
- Fitness and fun
- Open to all Manningham residents
- Improve the 50 m pool
- Have you replaced the management with better quality people?
- More shade and wheelchair access to the shade areas
- I came there from fitness first because it has more options in terms of the pool etc, now that I have kids, I can see it being great for them. Think the parent change room facilities could be improved as there a bit gross, the kids pool needs desperate resurfacing.
- I like it as it is currently, but an improved playground and improved water play space would be better. I swim regularly at Aquarena, but I rarely take my children there as there are other (further) pools with better facilities/play equipment for young children.
- Flexible shade system would be great, more for summer and less for winter. Ensuring full access (eg shaded seating) for mobility challenged visitors is essential (and lockers that work please).
- Adult, diverse, modern, forward-thinking, creative, and non-traditional. As an employee the needs of swim teachers should also be considered. For example, adequate space and facilities for squad classes, pool must be diving depth (diving blocks also preferred) because the inside 25m pool is not safe diving depth and pool must be able to fit an inflatable obstacle course for school carnivals.
- multi-functional facilities that attract all ages.
- Family friendly space with multiple options
- Large area for kids and adults, to spend time in. Large screens for 'dive in' events where people can gather and enjoy social time
- protective cover for both summer and winter far better showers machines to spin dry wet bathers
- Not changing too much, keeping the open grass areas to sit on, diving boards, outdoor waterside possible improvement
- Family friendly
- Outdoor fitness equipment, better playgrounds, shaded water play areas

## Aquarena Outdoor Space Master Plan

- Make it more affordable - don't introduce new thing as it is a SWIMMING POOL that is very poorly maintained. Go and look at Greensborough and Balwyn pools and see how pools are maintained. If pools and facilities were better looked after and cheaper more people would attend
- Places to sit in the sun
- A good recreational high standard high safety hygienic center that focusses on fun, health both physical and mental. A place free of over crowding where there are areas for all age groups from active sports to meditative peaceful classes. It must never turn into a party crowd, large gatherings and invites noises, hooligans, alcohol, party food, barbeques party etc. The cafe should be extended into a warm glass House for dining and well sheltered in summer. A large glass House for sunbathing and quiet activities like yoga and tai chi. More outdoor showers and insists customers shower before getting into pools to achieve higher hygiene standards and pool cleanliness. Stricter personal behaviour standards should be reinforced, no hocking, no spitting, talking in loud manner in view of easy spread of existing flu cold viral infections More greenery and less cement environment
- Better accessibility
- More children and family friendly, for both warm and cold seasons.
- A thoughtful space designed to accommodate families both at leisure or workout time, where kids and adults can have fun and keep body and mind healthy.
- Would love to see the first outdoor squash court in Victoria here!
- Keep the green space and add more vegetation to maintain the peaceful beauty of the outside shade in summer is important otherwise we can't stay outside on hot days. Aquarena is an important meeting place for teenagers and young adults - adults can go to the gym or restaurants, kids can go to playgrounds, but there are few other places for teenagers to meet and hang out in a healthy, inexpensive way. Please ensure that teens are not crowded out by senior groups, adult exercise groups, children, and families, and that Aquarena is a welcoming environment for them. Maybe there could be dedicated 'loud' and 'quiet' zones for different user groups.
- more water play, slide is good
- Inclusive. My kid has mobility issues and getting down to the entry is quite hard. In addition, I'm middle-aged but need to exercise gently (like an older person) so I don't get injured. Green. My family loves Aquarena and we all value the beautiful green surrounds. Add new facilities, but please don't build it all up. This pool is special because of the outdoors, and I'd hate for it to be turned into a clone of the other big indoor-only centres.
- Updated cafe area designed to use in all weather. Actual indoor cafe area to small and noisy, air conditioning is ineffective. Extend outdoor area and cover from weather and cafe blinds to open and close depending on weather plus air conditioning in summer humidity when weather is inclement.
- Family friendly, fun outdoor space for people to enjoy in the summer as I did growing up.
- A friendly safe secure peaceful place to go for exercise and meet likeminded people
- Community gathering place

Aquarena Outdoor Space Master Plan

- make it cheaper
- Something less geared to the people 80 and above. It's like the gym, outdated, old person vibe.

**18. Is there anything else you would like Council to consider as part of the future planning for the outdoor spaces at Aquarena?**

- No
- The outdoor 50m pool has been surveyed many years ago and is not the correct length for competition. This has likely got worse since tiling. The pool is a great facility, and it would be great to be able to use this to support the local community in hosting competitions and show casing the centre. This is not possible if the pool is the incorrect length. maybe time to consider redeveloping that pool to fulfill these requirements. Maybe completely rebuild the outdoor pool, even put in a new 50m pool with a boom to allow 2 x 25m so that a competition can be run whilst the public still have access?? The pool is also very exposed and not sun smart- at minimum there should be more shade immediately adjacent to the pool for coaches, teachers, spectators, timekeepers, but many outdoor pools now have some sort of sun protection over the whole pool (some good examples up north eg Rockhampton, Cairns). With climate change this is likely to be needed be more in the future. The outdoor aquatic changing rooms are very inadequate. There are only two toilets and 3 changing rooms (plus a sort of family room). This area should at least be doubled. When schools come in for carnivals the general public who are vacating the outdoor space cannot even get full access to these facilities as there is always a queue of kids waiting to use the facilities as they cannot use the schools changing area inside when it is an outdoor event. Building some outdoor changing space for schools might be a good idea.
- Covered (weatherproof) outdoor area for the cafe
- Ensure pools are deep enough to have option for diving off blocks permanently.
- The current natural environment is very important, particularly the extensive and well-established tree canopy.
- The 50m pool tiles are always falling off and the recent rendering of the hob feels horrid on bathers and skin, very rough. Get rid of the hob and bring the 50m pool in to the 21st century, it's a beautiful pool. The outdoor toddler pool play equipment is useless, it gets too hot to play on over summer and that's the only time it's open. The toddler space brings back wonderful memories for me from my childhood please don't get rid of it, it's another magnificent space away from the busy 50m pool and teenagers over summer, a very safe space for young children. Thank you.
- No
- To not be loud, commercial, and over done
- Access to leave outdoor area where you don't need to go back through centre
- Tinting windows or placing awning over windows facing outdoor area. Very difficult to sit along that window wall in summer. Consider enclosing the current water play area so it can be opened in summer but roofed for shade and enclosed in winter so it can be used all year round
- Use indigenous plants.
- An outdoor walking track, utilising the hilly features would be good.

## Aquarena Outdoor Space Master Plan

- Please don't close the pool for too long!
- Keep as much space as possible. the open air is nice
- The change room facilities need attention, its very difficult for families with children of the opposite gender to shower and change with parental supervision. I do not want my primary school aged kids to enter the male bathroom without me, yet when i take them into the female or disability bathrooms, that doesn't seem suitable either. Please have a proper FAMILY change room with shower cubicles, toilets and change area - its useless having showers that do not have doors, it is not private at all. Also the buttons to turn on the showers are very hard to use and can be frustrating. Thank-you
- As per above answer
- The maintenance of the current facilities at Aquarena leaves a lot to be desired. How can we be sure that any new facilities are looked after properly?
- please don't change the grassy areas and waterslide, this is what we love about Aquarena!
- At least a few more bench seats and rain cover for swimmers in the outdoor pool. Items can get wet in the rain if there are a lot of attendees and overflow of belongings outside the existing shelter. More bench seats would make it easier for some people to avoid insects and to dress and to avoid sitting on the ground to put shoes on. More hanging hooks would be good too. Thank you.
- The outdoors change area is quite small and for groups do not provide adequate shelter from Melbourne's sometimes changeable weather
- Make improvements to the outdoor 50mt pool. It could be better utilised if it had a boom to make an option for 2 x 25m pools at different time slots and weekdays. Can have more groups utilising the pool at once. Fix up the filing in pool and outside properly. Most of the grass area is well utilised in summer with individuals and families who don't have access to the beach sunlounges as per Prahran or Harold holt would be lovely as the grass is full of ants and weeds. Most important for squads and the improvement of our future national swimmers would be to have competition size dive blocks set up permanently for immediate squad and school use. Purchase dive block covers that say Not in Use as per most other Victorian pools. It takes 20 mins to set up each block each session, then put away and requires 2 staff members which is most inefficient.
- No
- Just do it once, do it properly, do it environmentally sustainable manner.
- More seating outdoors
- Consider another lap swimming pool in the location of the outdoor toddler's pool on the hill which is rarely used. Install permanent dive blocks all other pools have them!
- Additional planting
- Extend cafe and outdoor area also cover deck area to make it weatherproof in all seasons, eg cafe blinds all around that are retractable and roof to be adjusted to suit the weather conditions.
- Improvements to 50m pool, better access from indoor areas to outdoor eg auto doors not heavy push doors
- Deep end of pool to utilise permanent starting blocks
- Fixing filing indoors and outdoors
- No

## Aquarena Outdoor Space Master Plan

- Disability access to outdoor areas, maybe taking the dive pool away and building an all functional outdoor 25 metre pool, ie dive, more slides. I'd love to see a wave pool
- Shelter for public when using the pools. Perhaps also including outdoor lockers for patrons to use!
- Nothing that is going to encourage reckless youths to drink/smoke where they shouldn't. Positive fitness activities only.
- Make it more accessible. It is currently not 100% accessible for people living with a disability. We want to see more people using the lap lanes and not just squad swimmers and people who can swim km's at a time.
- Bigger bin
- The outdoor lane ropes are old and hazardous, especially when large groups are training. I have had many incidents where my little finger has been caught in the lane rope. I am surprised that a better and safer option has not been found. This is one of the biggest obstacles to my joining the aquanauts, especially at busy times when many older men do not keep to the left.
- I would like to see more trees which could provide more natural shade
- Sheltered walking path for rainy days
- Increase the change areas. Six showers is inadequate fore the number of users, especially during school carnival time when there are only two toilets for up to 1000 students.
- Keep it simple, family and community friendly
- Better use of elevated grass area adjacent to waterslides.
- Advertise events more
- Ensuring adequate free parking
- All-gender facilities
- Climate change will make shelter and green space more important
- Clean it up and not have staff cleaning the pool while we swim
- BBQ facilities sound a bit random. You go to a park for that. Might cause a bit of chaos and mass gatherings which can be unpleasant and not really relaxing.
- Disability friendly and easy to get around.
- Make activity the centerpiece of the outdoor area
- Connect all exercise equipment to generators to make power for a battery pack. Cover the venue in solar. Stop buying coal power. Take the climate emergency seriously and act now!
- Maintain the open space and free Wifi.
- Does council need to spend yet more money on this edifice, when there are more important council facilities requiring upgrades
- Outdoor adult playground equipment would be good - especially if it had options for older adults for balance and activity (maybe from local aged care facilities, senior citizens clubs. And a minimum age to play on it - say >18 or even >40!
- Inflatables down the hill over summer - massive slip n slides.
- Make it a SWIMMING POOL COMPLEX not an activity center. And have the pool daily maintained ie clean, warm water in showers and dressing rooms maintained and repaired
- DISCOUNT FOR MANNINGHAM RESIDENTS AND FAMILIES AND SENIORS

## Aquarena Outdoor Space Master Plan

- Change the contract from Belgravia, whatever you put in place will be poorly managed with a cost / profit focus. Poor use of our community asset. Should look at Whitehorse's approach to managing these facilities
- Consider improving what you have currently instead of trying new things
- Consider that water play outdoors can really only be used (by children) in warmer months.
- Access to steep hill areas is limited.
- I would like the council to engage in direct consultation with staff and Aquarena employees to understand their needs and workplace-related issues regarding the outdoor space. Increased outdoor storage would also be appreciated.
- We travel to other council areas to access their all-year-around children-friendly water play facilities. Aquarena has the wonderful space and facilities there, but indoor toddlers' pools are too cold and un-welcoming.
- We are members for a couple of years now and it is a shame that my family were never able to enjoy the outdoor toddler's pool. The area looks pretty good with plenty of space, but it is always closed. We addressed our thoughts to the management a few times, but they were never able to tell us when or if that area would be open to the public.
- No thanks.

**22. In which suburb do you live?**

- Greensborough
- Lower Plenty
- Eltham
- kangaroo ground
- Greensborough
- Briar Hill
- Rosanna
- Lilydale
- Eltham
- Camberwell
- Viewbank
- Eltham
- Eltham
- Greensborough
- Eltham
- Mitcham & Vermont South
- Box hill
- Montmorency

**24. What language other than English do you speak at home? (Select all that apply)**

- Portuguese
- Spanish
- Hakka
- French
- German
- French
- Spanish

Aquarena Outdoor Space Master Plan

- Farsi
- Portuguese

**26. Please specify the type of disability?**

- 2 minor physical disabilities
- Hypermobility (me and one of my kids)

Aquarena Outdoor Space Master Plan

## Appendix 2: Pre-Draft Masterplan Release Community Pol.is Survey



Aquarena Outdoor Space Master Plan

### Pol.is Survey

In addition to the consultation undertaken to inform the Draft Masterplan Council's Marketing and Communications area undertook a Pol.is survey focused on the Aquarena outdoor area. The consulting team was not involved with this process, and the survey was conducted independently of the project methodology. The questions in the survey were not based on a response to the Outdoor Masterplan and therefore were not informed by the rationale for the improvements identified in the Masterplan.

Over four hundred people participated in the survey in February 2023, and some of the key themes identified through the survey were:

- There is a need for more sunshades
- There is a need for improved water play and some support to relocate the waterplay to a more central area and closer to the café. However, there was also support for the toddler pool to remain in its current location
- There is a desire for more outdoor seating
- The café and decking are suitably located
- Additional toilets and showers should be provided for the outdoor area

There was also a small number of participants (approximately 10%) that supported the retaining of the dive pool.

Please click on the link below to view the summary report

<https://pol.is/report/r4vntvaskarhuw2wvannf>

Community Feedback on Aquarena Draft Master Plan

| # | Feedback on Draft Masterplan  | Source              | Area                        | Responded to Feedback | Outcome                       | Details from Response and Further Information - For Cr and Stakeholder Feedback  |
|---|---|---------------------|-----------------------------|-----------------------|-------------------------------|--|
| 1 | Most of it looks good and will improve the pool experience. Just wondering if there is going to be a toddlers pool outside? If not the rationale for not including. Also is the water play area for children going to be retained and if not what is the rationale for not including it.  | Your Say Manningham | Toddler Pool Outdoor        | 5/04/2023             | No change to MP required      | The proposed larger water play area will provide a greater range of zero depth play areas for toddlers as well as young children. Zero depth conditions are a lot safer for toddlers to play in and are easier for parents to supervise. This will replace the need for a stand alone outdoor toddler pool.  |
| 2 | I have read the proposed draft master plan and have applied to join a focus group. I notice it is proposed to remove the diving pool which surprises me. In about 2010 the State Government funded the diving boards. I think it is a bit of insult to now remove it.   | Your Say Manningham | Dive Pool                   | 6/04/2023             | No change to MP required      | Unfortunately the date is not correct as the diving boards were in place long before this. SRV has supported the Victorian Aquatic Industry pertaining to water safety issues with the casual use of deep diving pools. This has resulted in funding being provided for the development of specific venues for the sport of diving. A follow up email from the community member confirmed that the 2010 event was in fact a media promotion for other Aquarena developments with the photo of the Mayor being taken on one of the diving boards. |
| 3 | I am pleased to see that the focus is predominately on aquatic facility upgrades. I do not believe enough has been done to enhance outdoor changing facilities nor is the current outdoor change facilities adequate I'm disappointed that no shade is proposed for the outdoor 50m pool. Whilst it was acknowledged as a separate project a number of suggestions for improvements to the 50m pool were also made.                 | Your Say Manningham | Facilities i.e. Changerooms | 11/04/2023            | Detailed Design consideration | Specific fit out plans for the proposed new and refinements to the existing outdoor change spaces will be developed as part of the next detailed design project phase. The separate 50m pool redevelopment comments are consistent with the draft concept plan to date.  |
| 4 | We need more showers and toilets and the existing outdoor change area expanded. Also please shut the outdoor pool for as little time as possible as its very important to people's health and for club and squad swimming.  | Your Say Manningham | Facilities i.e. Changerooms | 11/04/2023            | Detailed Design consideration | More showers and toilets are planned for the new communal outdoor change space along with improvements to the existing outdoor change facilities. It is the intention to minimise the period of closure of the outdoor area, including the time required to redevelop the 50m pool. Consideration will be given to staging the works so as to minimise the interruption to the business and the community.   |
| 5 | No details on the 50m pool. It is not up to competition standard, the current heating system cannot cope and is often breaking down. There is no shelter from the weather for coaches, teachers or lifeguards.  | Your Say Manningham | Facilities i.e. Changerooms | 11/04/2023            | No change to MP required      | The communication sent out on the release of the draft masterplan highlighted that the redevelopment of the 50m pool was a separate project and therefore not included in the Outdoor Master plan. The response to the writer verified this and included a summary of the key draft features for the new 50m pool. The writer in a series of follow up emails sent examples of features he had seen in visiting other aquatic facilities.  |
| 6 | I think you have made some wonderful, exciting additions that will assist the community. My concern is that if the current outdoor communal change area is to stay they will need upgrading. In particular number of toilets, showers so as to better cater for school carnivals and members. Members would appreciate an undercover walkway to access the pool. The other changes look amazing and I look forward to the new café. | Your Say Manningham | Facilities i.e. Changerooms | 11/04/2023            | Detailed Design consideration | The proposed additional outdoor change space will help disperse the demand and traffic flow on the existing outdoor change area. Additional weather protection for the 50m pool/concourse is included in the preliminary concept plan so this may mitigate the need for a separate access walkway.   |

Community Feedback on Aquarena Draft Master Plan

|    |   |                     |                             |                             |                               |  |
|----|---|---------------------|-----------------------------|-----------------------------|-------------------------------|--|
| 7  | There is no play area for young children at Aquarena. There needs to be an indoor water play area so it can be used all year round, I recommend weather protection for the outdoor change spaces and café seating.  | Your Say Manningham | General                     | 11/04/2023                  | No change to MP required      | This Masterplan only focuses on the outdoor area. Improvements to the indoor toddlers pool will be factored into the future planning of this indoor space. Weather protection for the outdoor café seating and change space areas is a consideration that will be factored into the detailed design phase.   |
| 8  | Love the ideas for the upgraded café with more seating and also better change spaces outside. Please keep in mind that any upgrades to the tiered seating on the hill aren't lost when the 50m pool is redeveloped.   | Your Say Manningham | Café                        | 11/04/2023                  | No change to MP required      | It is envisaged that no works on the approved outdoor masterplan will commence prior to the redevelopment of the 50m pool. The undertaking of the works at the same or subsequent staging will be considered in the detailed design phase.   |
| 9  | It's good to see the inclusion of more change spaces, please maximise the number of showers. There is also the need for shelter for coaches.  | Your Say Manningham | Facilities i.e. Changerooms | 12/04/2023                  | No change to MP required      | The layout and maximising amenities within the outdoor change spaces is a high priority that will be considered in the detailed design phase. Consideration has also been given in the separate 50m pool redevelopment project to weather protection over the shallow end of the 50m and adjacent concourse for coaches, school carnivals and summer patrons   |
| 10 | One of the proposed water play areas should be attached to the main building and designed for all year round use.   | Your Say Manningham | General                     | 13/04/2023                  | Detailed Design consideration | Whilst this can be considered, the focus has been on improving the outdoor area amenities Indoor water play facilities are by design very noisy and require careful location planning so as not to interfere with other key indoor programming such as learn to swim classes.  |
| 11 | I do not think you need to move the café or water play areas just expand it where they are currently. Just restore the diving pool, if it was opened more people would use it. Love the idea of stadium style seating and the warm water pool.                      | Your Say Manningham | General                     | No contact details provided | No change to MP required      | The current water play space will not accommodate the proposed enhanced water play area. The café kitchen, indoor seating and outdoor decking/seating require further expansion to cater for community needs There would be a significant increase in capital cost to rebuild a dive pool facility. The facility would still remain a seasonal space and no additional features (towers etc) can be added for safety reasons. Usage would remain as per past trends which has seen a steady decline. Operational costs are high in both maintaining the pool as well providing dedicated lifeguards. The proposed use of this area including the new change space, event and squad coaching/marshalling will see the area utilised by a larger and more diverse number of patrons and members. |
| 12 | Generally supportive, think this good enhancement to an already great local asset. Please ensure pedestrian access from the North/Balsalm Street is maintained as this allows Templestowe Lower residents to walk rather than drive.                                | Your Say Manningham | General                     | 26/04/2023                  | No change to MP required      | There is no proposed change to pedestrian access from the North/Balsalm street.  |
| 13 | I like what is proposed, much of which is needed (quiet program pool, seating, foliage/canopy, café upgrade etc) So very positive. I assume needs of seniors is considered in terms of accessibility to facilities. An enormous scope to be a leader in this space. | Your Say Manningham | General                     | 27/04/2023                  | No change to MP required      | Accessibility to all proposed components for older adults and people with disability is a major driver of the master plan. This will be complemented with ramp access into the newly redeveloped 50m pool.   |
| 14 | Female 40-55 participant - supported the master plan pre and post survey, no additional comments.   | Focus Groups        |                             | 7/05/2023                   | No change to MP required      |  |

Community Feedback on Aquarena Draft Master Plan

|    |   |              |                             |           |                               |   |
|----|---|--------------|-----------------------------|-----------|-------------------------------|---|
| 15 | Female 40-55 participant - supported the master plan pre and post survey, consider cover over quiet pool.   | Focus Groups | Facilities i.e. Changerooms | 7/05/2023 | Detailed Design consideration | Weather protection over or to the side of the quiet pool will be considered in the detailed design phase.                 |
| 16 | Male 55+ participant - supported the master plan pre and post survey, no additional comments.   | Focus Groups |                             | 7/05/2023 | No change to MP required      |   |
| 17 | Female 40-55 participant - supported the master plan overall pre and post survey, did not agree to the tiered seating.  | Focus Groups | General                     | 7/05/2023 | No change to MP required      | This was the only feedback that didn't like the tiered seating component.   |
| 18 | Female 55+ participant - supported the master plan pre and post survey, need for more rubbish bins.   | Focus Groups | Facilities i.e. Changerooms | 7/05/2023 | No change to MP required      | Additional bins will be factored once the masterplan is complete.   |
| 19 | Female 55+ participant - supported the master plan pre and post survey, more info on tree species/landscaping.  | Focus Groups | Open Space                  | 7/05/2023 | Detailed Design consideration | Final approved detailed design plans will be displayed with supportive information on tree species & landscape selection. |
| 20 | Male 55+ participant - supported the master plan pre and post survey, keen to see café/indoor pool interface.   | Focus Groups | Café                        | 7/05/2023 | Detailed Design consideration | The detailed design stage will flash this out in more detail.   |
| 21 | Female 40-55 participant - supported the master plan overall pre and post survey, no additional comments.   | Focus Groups |                             | 7/05/2023 | No change to MP required      |   |
| 22 | Female 55+ participant - supported the master plan pre and post survey, changed view of dive pool after benefits were discussed, suggested windbreaks at the quiet pool & maximise change space facilities. | Focus Groups | Dive Pool                   | 8/05/2023 | Detailed Design consideration | Consideration will be given to increasing weather protection at the quiet pool.   |
| 23 | Female 55+ participant - supported the master plan pre and post survey, initially unsure about the quiet pool Maximise change space in the new area over the old dive pool site.                            | Focus Groups | Facilities i.e. Changerooms | 8/05/2023 | Detailed Design consideration | Maximizing the change room space and fit out will be undertaken in the detailed design phase.                             |
| 24 | Male 25 did not support the master plan pre or post survey. He liked the tiered seating and removal of the dive pool but didn't agree with the quiet pool, water play or café relocation.                   | Focus Groups | General                     | 8/05/2023 | No change to MP required      | As the % of the overall no support comment was very low, the team felt that no changes to the master plan were required.  |
| 25 | Female 55+ participant - supported the master plan pre and post survey, suggested more lockers/bag racks be installed around the different components.  | Focus Groups | Facilities i.e. Changerooms | 8/05/2023 | Detailed Design consideration | A safe and practical outdoor system will be considered in the detailed design phase.                                      |
| 26 | Female 40-55 participant - supported the master plan pre and post survey, really supportive of spaces & seating.  | Focus Groups | Facilities i.e. Changerooms | 8/05/2023 | No change to MP required      |   |
| 27 | Female 40-55 participant - supported the master plan pre and post survey, reconsider path to quiet pool.  | Focus Groups | Open Space                  | 8/05/2023 | Detailed Design consideration | Variations that meet DDA requirements will be considered.   |

Community Feedback on Aquarena Draft Master Plan

|    |  |                |                             |            |                               |  |
|----|--|----------------|-----------------------------|------------|-------------------------------|--|
| 28 | Male 55+ participant - supported the master plan pre and post survey, good articulation of the issues & very clear.  | Focus Groups   |                             | 8/05/2023  | No change to MP required      |  |
| 29 | Female 40-55 participant - supported the master plan pre and post survey, consider wind breaks over the quiet pool maximise change facilities.   | Focus Groups   | Open Space                  | 8/05/2023  | Detailed Design consideration | Consideration will be given to increasing weather protection at the quiet pool.  |
| 30 | Female 55+ participant - supported the master plan pre and post survey, maximise change spaces /near the quiet pool.   | Focus Groups   | Facilities i.e. Changerooms | 8/05/2023  | Detailed Design consideration | Maximizing the change room space and fit out will be undertaken in the detailed design phase.                            |
| 31 | Male committee member - supported the master plan pre and post survey, quiet pool great idea for inclusion, expand shelter over the tiered seating and over the proposed decking over the balance tank in front of change space. | Rec & Sport AC | General                     | 15/05/2023 | Detailed Design consideration | Maximizing shelters will be considered.  |
| 32 | Male committee member - supported the master plan pre and post survey, unsure of tiered seating & dive pool removal, questioned if the new change space is in the best location.   | Rec & Sport AC | Facilities i.e. Changerooms | 15/05/2023 | Detailed Design consideration | Will check the best location for the additional outdoor change space.  |
| 33 | Female committee member - supported the master plan pre and post survey, generally looks good.   | Rec & Sport AC |                             | 15/05/2023 | No change to MP required      |  |
| 34 | Female committee member - supported the master plan pre and post survey, the splash pad needs to be inside.  | Rec & Sport AC | Indoor Pools                | 15/05/2023 | No change to MP required      | Future indoor pool planning will consider waterplay features being added to the indoor toddler pool.                     |
| 35 | Female committee member - supported the master plan pre and post survey, no additional comments.   | Rec & Sport AC |                             | 15/05/2023 | No change to MP required      |  |
| 36 | Male committee member - did not support the master plan pre or post survey but supported the removal of the dive pool - did not add any additional comments.   | Rec & Sport AC | Dive Pool                   | 15/05/2023 | No change to MP required      | As the % of the overall no support comment was very low, the team felt that no changes to the master plan were required. |
| 37 | Female committee member - supported the master plan pre and post survey, maximise shade, consider change amenities near quiet pool.  | Rec & Sport AC | Facilities i.e. Changerooms | 15/05/2023 | Detailed Design consideration | Change spaces to be examined and maximised.  |
| 38 | Female committee member - supported the master plan pre and post survey, maximise toilets and change spaces.   | Rec & Sport AC | Facilities i.e. Changerooms | 15/05/2023 | Detailed Design consideration | Change spaces to be examined and maximised.  |
| 39 | Male committee member - supported the master plan pre and post survey, unsure pre survey re dive pool removal but supported its removal post survey, would like to open storage/lockers in different locations.                  | Rec & Sport AC | Dive Pool                   | 15/05/2023 | Detailed Design consideration | Storage for bags/lockers around the outdoor area to be examined.   |

Community Feedback on Aquarena Draft Master Plan

|    |   |                  |   |            |                               |  |
|----|---|------------------|---|------------|-------------------------------|--|
| 40 | Male committee member - supported the master plan pre and post survey, unsure pre survey re café relocation but supported its relocation post survey. Remained unsure about the removal of the dive pool. | Rec & Sport AC   | Café  | 15/05/2023 | No change to MP required      |  |
| 41 | Female committee member - supported the master plan pre and post survey, tactical markers & colour scheme care for visibly impaired people.   | Disability AC    | Facilities i.e. Changerooms                         | 15/05/2023 | Detailed Design consideration | Tactile markers, signage and colour schemes to be considered/incorporated.                 |
| 42 | Female committee member - supported the master plan pre and post survey, more disabled parking.   | Disability AC    | Facilities i.e. Changerooms                         | 15/05/2023 | Detailed Design consideration | Will be reviewed and expanded according to engineers recommendations.                      |
| 43 | Female committee member - supported the master plan pre and post survey, change amenities at quiet pool.  | Disability AC    | Facilities i.e. Changerooms                         | 15/05/2023 | Detailed Design consideration | Change spaces to be examined and maximised.  |
| 44 | Female committee member - supported the master plan pre and post survey, rails in quiet pool, space for wheel chairs in spectator/tiered seating area.  | Disability AC    | Facilities i.e. Changerooms                         | 15/05/2023 | Detailed Design consideration | Support rails and space allocation for wheelchairs in the spectator area will be examined. |
| 45 | Male committee member - did support the master plan pre or post survey, tactile markers & amenities near quiet pool.  | Disability AC    | Facilities i.e. Changerooms, toilets, accessibility | 15/05/2023 | Detailed Design consideration | Change spaces to be examined and maximised.  |
| 46 | 3 x female committee members (online) supported the various components but wanted to see more details regarding the change spaces.  | Disability AC    | Facilities i.e. Changerooms, toilets, accessibility | 15/05/2023 | Detailed Design consideration | Opportunity to share draft detailed design of changes spaces with the Disability AC.       |
| 47 | <i>Note this committee provided general feedback in one group of six members</i>  | Gender Equity AC |   | 11/05/2023 | No change to MP required      |  |
| 48 | General support for the master plan and the components.   | Gender Equity AC |   | 11/05/2023 | No change to MP required      |  |
| 49 | All gender change rooms are particularly important.   | Gender Equity AC | Facilities i.e. Changerooms, toilets, accessibility | 11/05/2023 | No change to MP required      |  |
| 50 | Consideration for planning for women's only and queer night.  | Gender Equity AC | General   | 11/05/2023 | No change to MP required      |  |
| 51 | Fencing/wind breaks between 50m pool and quiet pool.  | Gender Equity AC | Open Space  | 11/05/2023 | No change to MP required      |  |

### 11.3 Healthy Ageing in Manningham

|                       |  |
|-----------------------|--|
| File Number:          | IN23/508   |
| Responsible Director: | Director Connected Communities   |
| Attachments:          | 1 Draft Healthy Ageing Advisory Committee Terms of Reference July 2023 <a href="#">↓</a> |
|                       | 2 Manningham Consultation Report July 2023 <a href="#">↓</a>                             |

#### PURPOSE OF REPORT

*This report seeks Council endorsement for two aspects of the future directions for healthy ageing within Manningham. A new Healthy Ageing Advisory Committee is proposed, and the Terms of Reference require endorsement. To support healthy ageing, two new grants streams are presented for Council endorsement.*

*This report also provides the results of community consultation, sets out the guiding principles for future activities through the Age Friendly Framework, and notes the new structure for a Healthy Ageing unit.*

#### EXECUTIVE SUMMARY

*Following the withdrawal from in-home aged care services, Council has the opportunity to support older residents through a range of Healthy Ageing initiatives.*

*This report provides information about:*

- The Age Friendly Cities Framework which is an international set of guidelines to support healthy older adult populations;*
- Consultation outcomes from recent engagement about community preferences for ways that Council can support healthy ageing;*
- A proposed new grants stream as part of Council's Community Grants program to support grass roots initiatives and Seniors Clubs with funding for group-based activities to connect and support older adults;*
- A proposal for a new Healthy Ageing Advisory Committee to provide community and service provider perspectives to guide Council initiatives and support for our older community, and*
- The proposed way forward to support Manningham residents for improved social cohesion and connection.*

*A new Healthy Ageing Unit within the organisation as part of the Connected Communities Directorate will be formed with two streams:*

- Navigation and Community Information: this new team will respond directly to resident enquiries about 'navigating' the aged care system, advocating for quality services as well as supporting older adults to understand the options for support that are available to them through the Commonwealth system.*

- *Healthy Ageing Participation: this new team will work within the Age Friendly Cities Framework by developing partnerships, initiatives, and advocacy activities. The focus would be on encouraging partners to develop new initiatives, overseeing existing successful activities such as the Community Transport contract as well as existing Council activities such as the Seniors Morning Tea (in Seniors Week) and liaison with Seniors Clubs.*

*The proposed initiatives will support Council Plan and Health and Wellbeing Plan actions as well as addressing needs as identified in the recent community consultation.*

## 1. RECOMMENDATION

**That Council:**

- A. Note the directions outlined in this report;**
- B. Endorse the Terms of Reference for the Healthy Ageing Advisory Committee;**
- C. Endorse two new Community Grants streams: a) Seniors Clubs funding and b) Healthy Ageing Support Grants;**
- D. Note the establishment of a Healthy Ageing Unit and the focus on achieving accreditation as an Age Friendly City; and**
- E. Note the community consultation and engagement results and that these will be used to guide future activities of Council in Healthy Ageing.**

## 2. BACKGROUND

2.1 Manningham Council has historically supported older residents through a combination of Commonwealth funded in-home care services and Council funded activities. Following the Council decision of 26 April 2023 to not participate in the revised aged care system via Commonwealth funded services, Council has an opportunity to reshape the way that older residents are engaged in initiatives to support healthy and active ageing.

### Age Friendly Cities Frameworks

- 2.2 The World Health Organisation (WHO) has developed an Age Friendly Framework which steps out eight key elements that assist communities to be supported as they age. This framework is being used all around the world to guide planning and delivery of initiatives to promote an effective community response for healthy ageing.
- 2.3 Framework is a holistic model for government that brings together elements of urban land use planning, transport planning and social initiatives to collectively form an Age Friendly City. This WHO Framework has been used to guide the direction is this report.



- 2.4 The eight elements of the Framework are:
- Community and Health care
  - Transportation
  - Housing
  - Social participation
  - Outdoor spaces and buildings
  - Respect and inclusion
  - Civic participation and employment and
  - Communication and information.
- 2.5 The Framework moves beyond direct service delivery to create a whole-of-community perspective to support healthy ageing.  
<https://extranet.who.int/agefriendlyworld/age-friendly-cities-framework/>
- 2.6 Officers will work towards meeting the accreditation standards for Age Friendly Cities with the WHO by June 2025.
- 2.7 Manningham is already an acknowledged Dementia Friendly organisation. The Age Friendly City accreditation would complement this and provide a more integrated view of ways that Council can positively influence the lives of the 27,000+ Manningham residents aged over 65 years.
- 2.8 Manningham plays a wide range of roles to support healthy ageing. In addition to being a service provider, Manningham has a range of venues that support healthy ageing, including community halls and leisure centres where a variety of older adults activities occur, through to being landowner of the site where Mannacare operates as an aged care facility providing quality residential care, rehabilitation and ancillary support programs for the Manningham community.

### 3. DISCUSSION / ISSUE

- 3.1 A new Healthy Ageing Unit will guide Council's involvement in supporting older adults. The unit will have two teams:
- **Navigation and Community Information:** This team will have both permanent and temporary resources to respond directly to resident enquiries about how to 'navigate' the aged care system. Initially, there will be work required to assist in the successful transition from Council-run in-home aged care services to the new model where other service providers will provide care in residents homes. Over time, this team will continue to provide advice and support to residents who need to know how to enter the aged care system via My Aged Care – the Commonwealth's portal to access services. Additionally, this team will support other enquiries and concerns related to service provision.

- **Healthy Ageing Participation:** the roles in this team will oversee the Age Friendly Cities Framework as well as developing partnerships and initiatives to support healthy ageing. There will be a focus on liaison with other service units (such as City Projects for issues like footpaths, safe access to buildings, pathways design etc), some delivery of initiatives like the continuation of Seniors week activities, support of our Community Transport contract and work with partners to deliver-on-the-ground activities. The team will oversee advocacy activities (for example the regional collaboration on addressing ageism) and will resource the proposed Healthy Ageing Advisory Committee. Additionally, there will be a requirement to continue relevant actions to support Manningham's accreditation as a Dementia Friendly Organisation.
- 3.2 This unit will be in place prior to the cessation of Council's in-home aged care service on 31 October 2023, to assist in a smooth transfer of information to clients.

### Consultation

- 3.3 Officers have engaged with a wide variety of residents to gather views about service gaps and ways that Council may assist in developing increased social connections, reduce isolation and contribute to a healthier experience of ageing. This consultation will inform the specific priorities of work for the new Healthy Ageing Unit.
- 3.4 During the period of engagement, which lasted from May until mid-June 2023, several activities were conducted including:
- Pop-up stalls at external locations such as The Pines Shopping Centre, Westfield Doncaster, MC Square/Doncaster Library and Applewood Retirement Village.
  - Community surveys were conducted, with specific feedback from older adults, carers, and service providers. The surveys were distributed via various platforms including Manningham Matters and Facebook, which directed residents to Your Say Manningham. Additionally, surveys were distributed in person via the four pop-up stalls, two Community Information Sessions on the Aged Care Reform, Customer Service Desk, and were also hand-delivered to several retirement villages around Manningham.
  - Community groups and service providers, including Manningham's five neighbourhood houses, were engaged in telephone interviews.
  - A comprehensive workshop involving Manningham's Positive Ageing Alliance Group (MPAAG) and Manningham Local Dementia Alliance Group (MLDAG) was conducted.
  - An Officer Workshop was completed, bringing together internal stakeholders from diverse departments including Aged & Disability Support Services, Arts & Culture, Business, Events & Grants, Community Venues, Customer Service, Engaged Communities, Environment, Human Resources, Parks and Open Spaces, and Social Planning & Community Strengthening.

- Manningham staff were also asked to complete an online survey to share their insights as either an officer or a resident (where applicable).
  - Two focus groups met with the aim of further exploring the emerging themes that were identified during the initial engagement.
- 3.5 Through participation in these activities, we were able to accumulate more than 200 responses to the surveys, as well as an additional 170 touchpoints through pop-ups, interviews, and workshop activities. The Engagement Report is Attachment 2.
- 3.6 According to the key findings of the initial engagement activities, the following issues were identified as factors influencing social isolation among older adults in Manningham:

**TABLE 1-FACTORS INFLUENCING SOCIAL ISOLATION AMONG OLDER ADULTS**

|    |   |
|----|---|
| 1. | Ceasing driving their own car   |
| 2. | Having restricted mobility or movement (injury, arthritis, balance, etc.) |
| 3. | Family/friends living too far away  |
| 4. | Experiencing sight or hearing loss  |

**TABLE 2- ACTIVITIES RESIDENTS WANT OR NEED**

Responses received indicated that the residents and caregivers want/need certain activities in the following order of priority:

|    |  |
|----|--|
| 1. | Affordable activities and services   |
| 2. | Conveniently located services  |
| 3. | Activities/services that suit their timetable  |
| 4. | Places to rest – seating   |
| 5. | Transport (community bus, pick-up by another person in own car, better public transport) |
| 6. | Having the right support and equipment to help them stay independent                     |
| 7. | Public toilets - more of them, cleaner   |

- 3.7 With the assistance of this collected data, the work of the Healthy Ageing Unit will consider these themes, and how they intersect with the Age Friendly Framework. Most of the priorities identified correlate with work already being undertaken within Council and some are reflected in the Council Plan (community transport, public toilet improvements, suitable places and spaces), Health and Wellbeing Strategy (celebrations and events, lifelong learning, volunteering) and other strategic documents such as the Transport Strategy, Liveable City Strategy, Public Toilet Strategy and Active for Life Strategy.

- 3.8 The consultation has been valuable in identifying local priorities and shows that Council is listening to the views of our older community.

Proposal for new Healthy Ageing Advisory Committee

- 3.9 Council has two groups that currently consider issues related to older adults. The Manningham Local Dementia Alliance Group (MLDAG) has been meeting since 2016 and Manningham Positive Ageing Alliance Group (MPAAG) since 2019. These groups have been meeting regularly (bi-monthly and quarterly) since formation. They are not formal advisory committees of Council.
- 3.10 **Manningham Local Dementia Alliance Group:** The purpose of the MLDAG has been to work towards creating a dementia friendly community and to foster the inclusion of people living with dementia and their carers. The MLDAG aims to increase community awareness of dementia with actions such as providing information, recognition of dementia awareness week and development of a dementia information card. The MLDAG has helped Council to be acknowledged by Dementia Australia as a Dementia Friendly organisation.
- 3.11 **Manningham Positive Ageing Alliance Group:** The aim of the MPAAG has been to build an age friendly community. The MPAAG participated in the development of the inaugural Manningham Positive Ageing Action Plan 2019-2021 and members have worked within their communities of interest to raise awareness of ageism and to highlight the negative impacts of age-based discrimination.
- 3.12 Membership for both the MLDA and MPAAG was through an open expression of interest process and includes older residents who come from diverse backgrounds, local service providers and representatives from local seniors' organisations/clubs and carers and people with lived experience of dementia.
- 3.13 While the alliance groups were not established as formal advisory committees to Council, they have been involved in and contributed to various Council consultations. Members have made valuable contributions to Council planning in many areas over this period including the Council Plan, Healthy City Strategy and North-East Link.
- 3.14 In 2022, the MLDAG and MPAAG together participated in two workshops to discuss future directions.
- 3.15 There was discussion about the formal structure of a Council Advisory Committee and what this would mean. Participants from both alliance groups agreed that the idea of an advisory group for older people would have a stronger voice to Council in the future.
- 3.16 The proposal is to sunset the MLDAG and MPAAG and establish a Healthy Ageing Advisory Committee (HAAC) for Manningham. There are many examples of Victorian Councils who have adopted a similar approach in the creation of an advisory group to provide advice, advocacy and feedback on all issues that affect the health and wellbeing of their older residents including the City of Port Phillip, Maribyrnong City Council, City of Greater Dandenong and Mornington Peninsula Shire.

- 3.17 The role of the Manningham HAAC would be to provide a direct link between Council and people who have expertise, skills and/or lived experience relevant to ageing well and knowledge of the needs and aspirations of older residents. The HAAC would be:
- chaired by a Councillor;
  - supported by senior Council Officers; and
  - represented by older people from a diversity of backgrounds and experiences who would be selected through an open Expression of Interest process. Some current members of the MLDAG and MPAAG may wish to be part of the new Advisory Committee.
- 3.18 The work of the HAAC would support Council in the delivery of actions already committed in the Council Plan 2021-2025 and Health and Wellbeing Strategy 2021-2025 including how we foster a dementia friendly community and work towards an Age Friendly City to improve outcomes for older people who may experience social isolation or loneliness.
- 3.19 A draft Terms of Reference is attached. (Attachment 1). Time frames for progressing the Healthy Ageing Advisory Committee are:

| DATE                          | ACTIVITY  |
|-------------------------------|---|
| <b>22 August 2023</b>         | <ul style="list-style-type: none"> <li>• Council endorsement of HAAC Terms of Reference</li> </ul>  |
| <b>September 2023</b>         | <ul style="list-style-type: none"> <li>• Formal advice to be provided to MLDAG and MPAAG following Council' s approval to proceed with the formation of the HAAC</li> <li>• Expressions of Interest for members to be released</li> </ul> |
| <b>November-December 2023</b> | <ul style="list-style-type: none"> <li>• Councillor nominated to be committee chair as part of the annual statutory meeting</li> <li>• Selection of committee members and Council endorsement</li> </ul>                                  |
| <b>February 2024</b>          | <ul style="list-style-type: none"> <li>• First Committee meeting</li> </ul>   |
| <b>2024</b>                   | <ul style="list-style-type: none"> <li>• Quarterly meetings proceed</li> <li>• Annual Report presented to Council</li> <li>• Review TOR after four years</li> </ul>   |

#### Healthy Ageing Community Grants

- 3.20 In order to support Council's direction for older adults, it is proposed to introduce two new grants streams for 2024 and ongoing.
- 3.21 **Seniors Clubs Support:** Under the current contract and funding arrangements with the Commonwealth, Manningham has been able to use Commonwealth Home Support Program (CHSP) funding to provide a meals subsidy to registered and incorporated Seniors Clubs to assist with providing catering and meals for their members.

- 3.22 This currently equates to approx. \$60,000 per year and is based on a unit price of \$3.30 per member for those seniors club members who reside in Manningham.
- 3.23 The purpose of the meals subsidy was to ensure that seniors had access to a meal (often a culturally specific meal) during the relevant club meeting day enjoyed with peers in a pleasant setting, recognising that this supports good mental health and sense of connection. This subsidy has been in place for more than ten years.
- 3.24 In the forthcoming changes to the aged care system, there will be no further Commonwealth funding provided to Council or to any provider for this type of club support. The clubs therefore will lose a valuable source of support for their activities.
- 3.25 It is proposed to support senior's clubs activities through a Council grants program with a budget of \$70,000 per year from 2024. The focus of this grants stream is to support the viability of senior's clubs and would not necessarily be linked to meals. The grants stream can be incorporated in the annual Community Grants Program. The process would use a simple application process and would be an easy-to-understand way of applying for a club support grant. Seniors Clubs that are incorporated would be eligible to apply.
- 3.26 **Healthy Ageing Support Grants:** Additionally, it is proposed to introduce a new grants stream for organisations, clubs and groups to apply for funding to support healthy ageing initiatives for the Manningham community.
- 3.27 The results of the community consultation will inform priorities for activities that can be delivered in partnership with other organisations such as Neighbourhood Houses, Community Health Services, leisure providers, learning organisations and other incorporated groups. By working in partnership, this will leverage the skills and connections that these organisations have in reaching a wide range of our older community.
- 3.28 A budget of \$80,000 is proposed and will be included in the 2024-25 budget.
- 3.29 The Policy and Guidelines for Community Grants will come to Council for minor changes prior to the next round of funding in 2024, and both of these new grant streams would be included as additions to the grants program. As Council has an established process for considering and awarding grants, this is an efficient way to support grass roots initiatives to support health ageing.

#### 4. COUNCIL PLAN / STRATEGY

- 4.1 The establishment of Healthy Ageing initiatives align with the Manningham Council Plan 2021-2025 theme, Healthy Community, and the two goals that sit under this, which are:
- 4.1.1 A healthy, safe, and resilient community; and
- 4.1.2 A connected and inclusive community.

**5. IMPACTS AND IMPLICATIONS**

5.1 Finance / Resource Implications

5.1.1 The formation of the Healthy Ageing Unit has been factored into the 2023-24 budget.

5.1.2 The development of two grant streams to support community activity in this area equate to \$150,000 which will be listed for the 2024 -25 budget.

**6. IMPLEMENTATION**

6.1 Communication and Engagement

|   |  |
|---|--|
| Stakeholder Groups                      | <ol style="list-style-type: none"> <li>1. Older adults in Manningham</li> <li>2. Families and carers</li> <li>3. Service providers</li> <li>4. Community members with an interest in healthy ageing, dementia and social connection</li> </ol> |
| Is engagement required?                 | Consultation has been completed  |
| Where does it sit on the IAP2 spectrum? | Inform<br>Consult  |
| Approach                                | Communication material - letter drops, website info, signs, social medial posts<br>Survey/Poll<br>Individual interviews<br>Submissions<br>Focus Groups   |

6.2 Timelines

6.2.1 Following endorsement of the Terms of Reference for the Advisory Committee, the Expression of Interest process for members will commence immediately.

6.2.2 The Healthy Ageing Unit will be formed from August 2023, with several of the Navigation and Community Information roles to be brought forward to assist with client liaison for the transfer of in-home CHSP funded services to new providers. Other roles would be introduced prior to October 2023.

**7. DECLARATIONS OF CONFLICT OF INTEREST**


No officers involved in the preparation of this report have any general or material conflict of interest in this matter.

## Healthy Ageing Advisory Committee Terms of Reference July 2023

|  |  |
|--|--|
| <b>What is the Healthy Ageing Advisory Committee (HAAC)?</b> | The Manningham Healthy Ageing Advisory Committee (HAAC) provides strategic advice to Council regarding the needs of older people. The HAAC will strengthen the voice of older residents to engage with Council and support the community to be inclusive for all Manningham residents.   |
| <b>1. Purpose</b>  | The HAAC provides a formal way for Council to seek input and guidance from the community. This guidance is used to support quality decision making and help Council to achieve its goals and objectives under the Council Plan. The HAAC will act in an advisory capacity only and has no delegated authority to make decisions on behalf of Council.  |
| <b>2. Role and Objectives</b>                                | <p>The role of the HAAC is to provide a direct link between Council and people who have expertise, skills and/or lived experience relevant to healthy ageing and knowledge of the needs and aspirations of older residents.</p> <p>Advisory Committee members will:</p> <ul style="list-style-type: none"> <li>• Provide a representative sample of expert, independent and authentic voices of older people with an ability to advise on current and emerging trends in the community or relevant sector.</li> <li>• Contribute constructively to support the delivery of key Council strategies, policies and plans, including Manningham's Council Plan 2021-2025 and Health and Wellbeing Strategy 2021-2025. This includes: <ul style="list-style-type: none"> <li>○ Ongoing actions to foster a dementia-friendly community and an Age Friendly City;</li> <li>○ Harnessing the wealth of knowledge and experience held by our older residents for the betterment of our community; and</li> <li>○ Better understanding regarding how we can improve outcomes for older people who feel isolated or lonely.</li> </ul> </li> <li>• Provide strategic advice and direction on the development and review of key Council strategies, policies and plans.</li> <li>• Contribute to the work of other Advisory Committees where relevant as subject matter experts.</li> <li>• Report to Council via an annual report regarding the Advisory Committee's activities, advice and achievements.</li> </ul> |
| <b>3. Delegated authority and decision making</b>            | <ul style="list-style-type: none"> <li>• Advisory Committees provide advice to Council and officers to assist their decision making.</li> <li>• In accordance with Section 124 of the <i>Local Government Act 2020</i>, it is an offence for a councillor to direct or seek to direct a member of Council staff in the performance of specific types of tasks and specifies a maximum penalty level.</li> </ul>  |





|                                      |   |
|--------------------------------------|---|
| <p><b>4. Chairperson</b></p>         | <ul style="list-style-type: none"> <li>• Meetings will be chaired by a Manningham Councillor, nominated by Council on an annual basis. If the Chairperson is absent, they are able to nominate another person to chair.</li> <li>• Meetings will be chaired in a way that promotes respectful discussion of the issues, to arrive at an agreed view that fairly reflects the sense and will of the meeting.</li> <li>• The Councillor Chairperson is responsible for reporting to Council any matters of interest that arise as part of meeting procedures.</li> </ul>   |
| <p><b>5. Membership</b></p>          | <ul style="list-style-type: none"> <li>• At least one councillor appointed annually who acts as Chairperson.</li> <li>• A range of volunteer Committee members (up to 10) appointed by Council through an expression of interest, selection and endorsement process to provide an even mix of:             <ul style="list-style-type: none"> <li>○ Local community organisations and/or service providers (up to 3) who can add value through their knowledge and practice; and</li> <li>○ Community members with relevant skills and experience.</li> </ul> </li> <li>• Up to three (3) officers comprising:             <ul style="list-style-type: none"> <li>○ A senior Council Officer, either Director or Manager;</li> <li>○ Secretariat; and</li> <li>○ Subject matter leader.</li> </ul> </li> </ul>  |
| <p><b>6. Co-opted Membership</b></p> | <ul style="list-style-type: none"> <li>• Representatives from peak bodies, service providers and council may be invited to attend Advisory Committee meetings to provide specific advice on an as-needed basis, and do not contribute to the Advisory Committee's quorum.</li> </ul>  |
| <p><b>7. Quorum</b></p>              | <p>50% plus one comprising:</p> <ul style="list-style-type: none"> <li>• One councillor or delegated representative;</li> <li>• Six community or service provider representatives; and</li> <li>• One officer.</li> </ul>   |
| <p><b>8. Membership Criteria</b></p> | <p>Applications will be assessed on the following criteria:</p> <ul style="list-style-type: none"> <li>• Have lived experience and/or possess knowledge and understanding of the needs and issues addressed by the HAAC.</li> <li>• Older people aged over 65 years who live, work or study in Manningham.</li> <li>• Represent diversity including age, gender, sexuality, ability, cultural background, intersectionality and geographic location.</li> <li>• Bring a variety of experiences, capabilities and backgrounds.</li> <li>• Have an interest in civic participation, community involvement or advocacy.</li> <li>• Willingness and ability to engage in open and respectful discussions that add value to the HAAC.</li> <li>• Availability to attend 80% of the meetings scheduled throughout the year.</li> <li>• Willingness to sign a Code of Conduct for Committee members and abide by the terms of appointment (see Section 10 below).</li> </ul> |



|   |   |
|---|---|
| <p><b>9. Membership Appointment</b></p> | <ul style="list-style-type: none"> <li>• Expressions of interest for Advisory Committee membership will be sought in the local media, on Council's website or by invitation to relevant local or peak agencies or community organisations:</li> <li>• <ul style="list-style-type: none"> <li>○ Nominations shall be submitted via the Council form (available on Council's website) within the advertised nomination period;</li> <li>○ Inclusive techniques will be used to ensure access for the broadest reach possible;</li> <li>○ Applicants will be supported to access, complete and submit the form in the way that best suits them;</li> <li>○ Applications will be assessed by Officers and recommendations will be presented at a Council meeting for formal approval;</li> <li>○ Advisory Committee membership appointments will be made by Council and formally endorsed, based on appropriate membership mix responsive to the criteria above.</li> </ul> </li> <li>• Casual vacancies that occur due to a representative resigning or membership lapsing may be filled by co-opting suitable candidates identified from the most recent selection process for the remainder of the previous incumbent's term: <ul style="list-style-type: none"> <li>○ Officers, in consultation with the chairperson, will make a recommendation to the Chief Executive Officer to appoint a suitable candidate to join the Advisory Committee for the remainder of the previous incumbent's term;</li> <li>○ Where there are no suitable candidates identified, a formal expression of interest and formal Council endorsement is required (as outlined earlier in Section 9); and</li> <li>○ Where a vacancy occurs within six (6) months of the current membership term expiring, and providing that a quorum is maintained, there is no requirement to fill the vacancy for the remainder of the term.</li> </ul> </li> </ul> |
|---|---|

|   |   |
|---|---|
| <p><b>10. Membership Responsibilities</b></p> | <ul style="list-style-type: none"> <li>• Councillors are bound by the Councillor Code of Conduct.</li> <li>•</li> <li>• Council officers are bound by the Employee Code of Conduct.</li> <li>•</li> <li>• Committee members are bound by an Advisory Committee member Code of Conduct, which includes the following:             <ul style="list-style-type: none"> <li>•                 <ul style="list-style-type: none"> <li>○ Act with integrity;</li> <li>○ Act with impartiality and exercise responsibility in the interests of the local community;</li> <li>○ Not seek to confer an advantage or disadvantage on any person, including one's self;</li> <li>○ Disclose any actual or perceived conflict of interest;</li> <li>○ Undertake Council values, WE ARE Manningham:                     <ul style="list-style-type: none"> <li>▪ Working Together;</li> <li>▪ Excellence;</li> <li>▪ Accountable;</li> <li>▪ Respectful; and</li> <li>▪ Empowered.</li> <li>▪</li> </ul> </li> <li>○ Take reasonable care of one's own health and safety and that of others;</li> <li>○ Commit to regular attendance at meetings, a minimum of 80%; Members should provide an apology, preferably in writing to the Chair and relevant Officer as soon as they are aware that they cannot attend a meeting;</li> <li>○ Commit to active contribution to the work of the Committee;</li> <li>○ Committee members must defer any media enquiries to the Chairperson in the first instance and should not to respond as a representative of the Committee;</li> <li>○ Committee members are also bound by Council's Social Media Policy and must not respond to any media enquiries, but refer same to the Chairperson or Secretariat; and</li> <li>○ Online behaviour should be consistent with the behaviours outlined above. Committee members must not engage in any conduct online that would not be acceptable in their workplace or that is unlawful. For example, do not make derogatory remarks, bully, intimidate, harass other users, use insults or post content that is hateful, slanderous, threatening, or discriminating.</li> </ul> </li> </ul> </li> <li>• A breach of the Code of Conduct may result in Committee membership terminating.</li> </ul> |
|---|---|



4 | Manningham Council Advisory Committees – Terms of Reference Template  
 Approved by Council: Review Date:

|  |   |
|--|---|
| <p><b>11. Appointment Terms</b></p>        | <ul style="list-style-type: none"> <li>• Councillor representatives are appointed annually by Council.</li> <li>• Volunteer community representatives are appointed for the full four (4) year period:</li> <li>• A member of the Committee may resign at any time. Notice of resignation or change of service provider/organisation representation can be made at any time in writing to the Chairperson and the Secretariat;</li> <li>• Service providers and community organisations are able to appoint and/or substitute a representative at their discretion; and</li> <li>• If a Committee member fails to attend three (3) consecutive meetings without giving prior notice, membership is deemed to have lapsed.</li> </ul>  |
| <p><b>12. Committee Administration</b></p> | <ul style="list-style-type: none"> <li>• The Secretariat will be responsible for preparation of meeting agendas, minutes, reports and other administrative functions for the HAAC:             <ul style="list-style-type: none"> <li>○ Each agenda must commence with an Acknowledgement of Country; and</li> <li>○ An agenda, prepared in consultation with the chairperson, will be circulated to Committee members a minimum of seven (7) days prior to the meeting.</li> </ul> </li> <li>• Secretariats will be experienced in minuting Advisory Committees and the public distribution of minutes; and/or provided with appropriate training.</li> <li>• Committee members should familiarise themselves with the agenda material prior to the meeting and come to meetings prepared and informed.</li> <li>• Draft minutes of the Committee meeting will be circulated to Committee members within two weeks of the meeting.</li> <li>• The HAAC will submit a written report and/or presentation to Council by November each year; summarising the Committee's activities and achievements for the preceding 12 months and ensuring continued alignment with Council's strategic objectives.</li> </ul> |



|                                      |  |
|--------------------------------------|--|
| <p><b>13. Meeting Procedures</b></p> | <ul style="list-style-type: none"> <li>Quarterly meetings will be pre-scheduled, at a time and place determined by the Chairperson in consultation with the Advisory Committee.</li> <li>Additional meetings will be subject to approval by both the Chairperson and the relevant senior Council Officer.</li> <li>With the exception of co-opted members, meetings are closed to the general public.</li> <li>Any councillor may attend any Advisory Committee meetings to observe.</li> <li>Committee members provide advice, as far as practicable, on a consensus basis.</li> <li>Committee members are supported by Council to participate in meetings remotely if unable to physically attend.</li> <li>Committee members must not disclose information that they know, or should reasonably have known is confidential information.</li> <li>Committee members have an obligation to not disclose any materials or information that is not publicly available unless approved by the Chairperson or a representative of Council.</li> <li>Any actual or perceived conflicts of interests should be declared by councillors, Committee members, or officers prior to the agenda item discussion, with the relevant Committee member leaving the room, with the declaration and absence recorded in the meeting minutes.</li> </ul> |
| <p><b>14. Review</b></p>             | <ul style="list-style-type: none"> <li>The HAAC Terms of Reference, membership and productivity will be reviewed at least once every four years to ensure currency and effectiveness.</li> <li>The Councillor Chairperson is responsible for reporting to Council on the Committee's progress and achievements on behalf of the Committee.</li> <li>The Terms of Reference may be revoked at any time by Council.</li> <li>The HAAC will sunset four years from the date of adoption.</li> </ul>   |

|                                       |                           |   |
|---------------------------------------|---------------------------|---|
| <p><b>Definition of Key Terms</b></p> | <p>Advisory Committee</p> | <p>Manningham Council's <i>Advisory Committee Policy 2019 - 2023</i> defines the main function of an Advisory Committee as enabling stakeholder engagement that provides input and guidance to support quality decision making and in turn, the achievements of Council's goals and objectives under the Council Plan.</p> <p>Advisory Committees facilitate access to independent advice from external stakeholders and collaboration with the community on a range of matters. Advisory Committees generally have a lifespan beyond one year and are aligned with a Council plan or strategy.</p> |
|                                       | <p>Chairperson</p>        | <p>The person appointed to facilitate an Advisory Committee meeting, in this case, a councillor.</p>  |



6 Manningham Council Advisory Committees – Terms of Reference Template  
 Approved by Council: Review Date:

|                            |  |
|----------------------------|--|
| Co-opted membership        | Appointment to membership of an Advisory Committee by invitation of the existing members.  |
| Council                    | The councillor group participating in decision making at a formally constituted Council meeting.   |
| Councillor                 | Elected representatives of Manningham City Council.  |
| Intersectionality          | The combination of various characteristics such as age, gender, cultural background, sexuality and ability that contribute to a person's lived experience, and in some cases may lead to discrimination or disadvantage. |
| Officer or Council Officer | An employee of Manningham City Council.  |
| Peak body                  | A non-government organisation that consists of individuals or smaller organisations that are united by a shared purpose.   |
| Quorum                     | The minimum number of Committee members required for a Committee meeting to proceed.   |
| Secretariat                | The senior Officer appointed to administer the Advisory Committee, such as the service area Coordinator.   |
| Strategic                  | Relating to the goals and objectives contained within documents such as the Council Plan, and how to achieve them.   |



# Manningham Healthy Ageing Manningham City Council

Engagement Summary Report  
July 2023

Prepared by  
Conversation Co.

*Conversation Co.*



Conversation Co. respectfully acknowledges the people of the Wurundjeri Woi-wurrung Nations as the Traditional Custodians of the land and waterways in the area also known as Manningham City. We pay our respects to their Elders past, present and emerging, as well as to all First Nations communities who significantly contribute to the life of the area.



# 1. Executive Summary

## Project overview

Manningham Council will be establishing a new Healthy Ageing Unit which will support older adults in Manningham in ways that are not direct service delivery-focused. To inform this future direction, the Council decided to engage with older adults aged 65 years and over to understand any gaps contributing to poor community connection, social isolation and loneliness. An external engagement company Conversation Co. were responsible for the planning and delivery of the engagement program. Implementation of the engagement activities was conducted from 10 May to 29 June 2023.

The intended outcomes from this engagement program were:

- Understand the needs and aspirations of older residents aged 65+ for Council to determine what services, programs or infrastructure older residents need.
- Inform the priorities for Council activities, funding or support to be part of the remit of a new Healthy Ageing Unit.
- Understand how Council can move towards an Age Friendly Cities framework in Manningham.

## Engagement methodology

The engagement activities were developed to best suit the project timeline and budget. Stage 1 engagement, from 10 May to 12 June 2023, involved an online and hard copy survey, a Council Officers survey, telephone/online interviews, an in-person consultation with the Manningham's Positive Ageing Alliance Group (MPAAG) and Manningham Local Dementia Alliance Group (MLDAG), community-based pop-ups and a Council Officers Workshop. Stage 2 engagement involved two focus groups with community members.

## Participation

A total of 295 participants were involved in this engagement. The *Your Say* online/hard copy survey attracted the most participants (165 participants, 55.9%). About two-thirds of the participants were older residents of Manningham (67.5%), 22.0% were service providers and 10.5% were carers of a person aged 65 years or older. Engagement participants mostly resided in the suburbs of Doncaster, Doncaster East, Templestowe Lower and Donvale.

A range of service providers participated in the engagement including health care, residential aged care, seniors community groups/day activity centre, community centres/neighbourhood houses, not-for-profit community organisations and local government.

## Key findings

Engagement participants commonly saw their family members once a week or a few times a month, a similar pattern to their friendship group. Contact with neighbours was slightly more frequent, with higher daily contact. In terms of current social activities, the most common activities were meeting friends at local shops/cafes/homes, family gatherings, exercise groups/recreation activities and volunteer work. However, there was a sub-group of Manningham residents that did not have regular social contact with family, friends or neighbours. If these findings are representative of the overall Manningham population of people aged 65+ years, this could mean approximately 4,000-5,000 people are only seeing family, friends or neighbours one or twice a year or not at all.

One of the key engagement questions was to determine which factors or issues are contributing the most to the levels of social isolation and loneliness in Manningham. Older residents and carers reported that restricted mobility or movement, ceasing driving their own car, family/friends living too far away, feeling unwell/in poor health and experiencing sight or hearing loss were the key factors. Service providers nominated similar issues (and adding mental health) but in a different priority order - ceasing driving their own car, family/friends living too far away, being anxious and/or depressed, having restricted mobility or movement and experiencing sight or hearing loss.

Focusing on the types of activities that would counter social isolation, older people and carers nominated recreation and leisure activities, group-based activities and opportunities to learn new skills and further their education. Factors that could enable social connection were, not surprisingly, affordability and convenience in terms of location. Transport was the third enabler - either via a community bus, personal pickup or improved public transport.

The priority issues arising from both Stage 1 and 2 engagement were:

1. Expanded and enhanced community and personal transport programs to support social participation.
2. Information and communications about services and events in hard copy formats, supported by a comprehensive distribution strategy.
3. Providing hands-on assistance to older persons to connect digitally to essential systems - MyGov, Centrelink, My Aged Care.
4. Fast-tracking capital works to improve physical access to Council buildings - ramps and other modifications to assist those with mobility problems.
5. Expand communications and culturally specific services for older residents from a non-English speaking background.
6. Provision of information sessions on key life stages decisions - retirement, financial management (superannuation), Centrelink benefits, downsizing own home/moving to retirement village, wills and financial entitlements.
7. Recognition of the mental health stresses of carers and providing appropriate support and information.



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## 2. Introduction

Manningham Council will no longer provide in-home aged care services from 1 November 2023. This change is in response to Commonwealth Government changes to the sector.

Manningham Council will be establishing a new Healthy Ageing Unit which will support older adults in Manningham in ways that are not direct service delivery-focused. To inform this future direction, Council decided to engage with older adults aged 65 years and over, and their carers and families to understand any gaps contributing to poor community connections, social isolation and loneliness. There are approximately 27,000 residents aged 65 years and over in Manningham.

## 3. Engagement Methodology

An external engagement company Conversation Co. were responsible for the planning and delivery of the engagement program. An engagement plan was developed outlining:

- Project timelines and scope.
- Challenges and opportunities associated with engaging students.
- Level of stakeholder influence, including negotiables and non-negotiables for input.
- Outline of engagement activities planned.
- Measures of success for the project.

A mixed-method community engagement program consisting of online and face-to-face activities was used to reach participants from a range of different levels of interest in the project. The engagement activities were based on the IAP2 Public Participation Spectrum of 'Inform' and 'Consult'.

### 3.1 Engagement Objectives

The objectives of this engagement project were to:

- Understand any gaps that contribute to loneliness and social isolation, amongst older people, in particular any services or programs that could be provided from 2024 onwards.
- Understand the supports needed to combat loneliness and improve social connection for older people.
- Obtain a service provider perspective on reducing loneliness and social isolation of older people in Manningham.
- Identify areas for Council support and involvement on its potential path to becoming an Age Friendly City.

### 3.2 Engagement Activities

The engagement activities are listed in Table 1 and were developed to best suit the project timeline and budget. Community engagement was conducted from 10 May to 29 June 2023. All activities from the 10

May to 12 June 2023 were considered as Stage 1 engagement. The two focus groups in late June were Stage 2 of the engagement.

**Table 1. Engagement activities**

| Activity   | Rationale  | Stakeholders   | Engagement   |
|--|--|--|--|
| Online and hard copy survey  | Provided opportunity for participants to provide confidential information at their convenience, without having to attend face-to-face engagement.  | Community service providers;<br>Carers;<br>Older residents (65+) | 10 May - 12 June 2023  |
| Council Officers survey  | Provided opportunity for the staff to communicate their understanding of priorities. and to provide confidential information about local family/friends                                    | Council Staff  | 10 May - 12 June 2023  |
| Telephone/<br>online interviews<br>(11 interviews of 30 mins duration each)  | Provided opportunity for participants to provide confidential information at their convenience, without having to attend face-to-face engagement.<br>Ability to probe and clarify answers. | Community service providers (list provided by Council)           | 10 May - 12 June 2023  |
| One in-person consultation with Manningham Positive Ageing Alliance Group and Manningham Local Dementia Alliance Group |  | Community service providers, consumers and carers                | 24 May 2023<br>Manningham Council offices  |
| Community based pop-ups (4 locations of 2 hours duration each)   | Captured participants whilst out using community services and programs. Participants will be invited to provide feedback in a variety of ways.   | Carers;<br>Older residents (65+)                                 | 18 May - 26 May 2023<br>Westfield Shopping Centre, MC Square, Applewood Retirement Village - Doncaster<br>The Pines Shopping Centre - Doncaster East |
| Council Officers Workshop (90 minutes duration, online)  | Provides opportunity for the project team to understand what is already being delivered across Council, their understanding of priorities.   | Council Staff  | 8 June 2023  |
| Focus groups (2 sessions of 2 hours duration each)   | Focus groups will provide an opportunity to explore Stage 1 feedback in more detail.   | Carers and older residents (65+) through Expression of Interest  | 29 June 2023   |



### 3.3 Project Promotion

The project was promoted to community members using a variety of Council communication channels and tools. Three different 'audiences' were identified - older adults who are chronically ill/socially isolated (and not digitally connected/online), healthy and active older adults and those who have received an early diagnosis of an illness or health condition.

Project information and the available opportunities to participate in the engagement were provided to the community using the following channels:

- Printed postcards distributed during the pop-up sessions, and in libraries and community buildings, with QR code linked to the *Your Say* project page.
- Social media – organic and paid advertisements.
- Manningham e-news – June issue.
- Manningham Matters - June issue with Mayor's Message with link to *Your Say*.
- Paid advertisement in local media (regular column).
- Promotional poster and postcards for distribution at retirement villages.

Selected service providers were contacted for a personal interview and also encouraged to promote the engagement project to their own client or membership list. Text describing the engagement project and a social media 'tile' was provided to these stakeholders to use in their own newsletters.

When asked in the online survey, most participants heard about the Healthy Ageing in Manningham project via social media or the Council e-newsletter.



## 4. Who Participated?

### 4.1 Participation by engagement activity

Table 2 shows a summary of the engagement activities which involved a total of 295 participants. It should be noted that participants were able to participate in more than one engagement activity.

**Table 2. Participation by engagement activity**

| Engagement Activity   | No.        | %           |
|---|------------|-------------|
| Your Say online/hard copy survey  | 165        | 55.9%       |
| Council Staff survey  | 22         | 7.5%        |
| Community pop-ups   | 52         | 17.6%       |
| Interviews with stakeholders  | 11         | 3.7%        |
| Manningham Positive Ageing Alliance Group and Manningham Local Dementia Alliance Group Workshop | 6          | 2.0%        |
| Council Staff Workshop  | 24         | 8.1%        |
| Community focus groups  | 15         | 5.1%        |
| <b>TOTAL</b>  | <b>295</b> | <b>100%</b> |

Note: Registration numbers were higher for the community focus groups but attendance on the day was reduced due to illness or unexpected caring responsibilities.

### 4.2 Participation by interest in project

About two-thirds of the participants were older residents of Manningham (67.5%), 22.0% were service providers and 10.5% were carers of a person aged 65 years or older.

**Table 3. Participation by interest in project**

| Interest in project                       | No.        | %          |
|---|------------|------------|
| Older adults aged 65+ years               | 199        | 67.5       |
| Carers of a person aged 65+ years         | 31         | 10.5       |
| Service Providers including Council staff | 65         | 22.0       |
| <b>TOTAL participants</b>                 | <b>295</b> | <b>100</b> |

Of the 22 carers who completed the online survey, 19 carers provided information about their relationship to the older adult in question - 17 were family members, and 2 were spouses.

The following types of service providers participated in the engagement:

- Health care (2)
- Residential aged care (1)
- Seniors community group/day activity centre (3)
- Community centre/neighbourhood house (5)
- Not-for-profit community organisation (2)
- Local government (Manningham Council staff)
- Manningham Positive Ageing Alliance Group and Manningham Local Dementia Alliance Group (2).

#### **4.3 Characteristics of participants**

The characteristics of the survey and pop-up participants are shown in Table 4. Carers were asked to provide some demographic details of the person they cared for. In summary the engagement participants were more likely to be:

- Aged 75-79 years
- English-only speakers at home
- Living in their own home
- Living with a spouse/partner
- Not reliant on others to assist them with daily tasks.

Looking at the population of persons aged 65 years and over in Manningham, the engagement participants were fairly representative however participation did drop of people aged in their eighties, understandable given these residents are less mobile and less likely to participate in online engagement.



**Table 4. Characteristics of Participants**

| Selected characteristics              | Total No. | Total % | 2021 Census* % |
|---------------------------------------|-----------|---------|----------------|
| <b>Age Group</b>                      |           |         |                |
| 59-64 years (not in target group)     | 6         | 3.0     | n/a            |
| 65-69 years                           | 45        | 22.8    | 24.0           |
| 70-74 years                           | 46        | 23.4    | 23.0           |
| 75-79 years                           | 57        | 28.9    | 19.8           |
| 80-84 years                           | 24        | 12.2    | 16.7           |
| 85-89 years                           | 13        | 6.6     | 10.1           |
| 90+ years                             | 6         | 3.0     | 6.3            |
| Prefer not to say                     | 0         | -       | -              |
| <b>Language spoken at home</b>        |           |         |                |
| English only                          | 148       | 75.5    | 50.7           |
| Mandarin                              | 2         | 1.0     | 13.9           |
| Cantonese                             | 8         | 4.1     | 8.5            |
| Greek                                 | 7         | 3.6     | 5.5            |
| Italian                               | 9         | 4.6     | 3.1            |
| Persian                               | -         | -       | 2.7            |
| Arabic                                | -         | -       | 1.9            |
| Korean                                | -         | -       | 0.9            |
| Hindi                                 | 1         | <1.0    | 0.8            |
| Macedonian                            | -         | -       | 0.4            |
| Other language/s                      | 17        | 8.7     | 8.7            |
| <b>Housing type</b>                   |           |         | n/a            |
| Own home                              | 137       | 89.5    |                |
| Retirement village/independent living | 11        | 7.2     |                |
| Residential aged care                 | 0         | -       |                |
| Other group housing                   | 5         | 3.3     |                |



| Selected characteristics                    | Total No. | Total % | 2021 Census* % |
|---|-----------|---------|----------------|
| <b>Living situation</b>                     |           |         | n/a            |
| Lives with spouse/partner                   | 111       | 63.4    |                |
| Lives alone                                 | 46        | 26.3    |                |
| Lives with child/ren or other family member | 12        | 6.9     |                |
| Lives in aged care/people of same age       | 0         | -       |                |
| Other living arrangement                    | 2         | 1.1     |                |
| Prefer not to say                           | 4         | 2.3     |                |
| <b>Needs assistance with daily tasks</b>    |           |         | n/a            |
| Yes, and has someone helping them           | 3         | 2.3     |                |
| Yes, and doesn't have anyone helping        | 3         | 2.3     |                |
| No, not required                            | 121       | 93.1    |                |
| Prefer not to say                           | 3         | 2.3     |                |

Data sources: Online survey - older adults and carers, pop-ups participants where provided. Data source for 2021 Census data is General Community Profile for Manningham (LGA24210).

\*Percentages for age groups expressed as % of the 27,781 persons aged 65+ years. Language data is for all age groups.

#### 4.5 Participant location

Engagement participants mostly resided in the suburbs of Doncaster, Doncaster East, Templestowe Lower and Donvale. A heat map of participation by suburb is shown in [Appendix 1 - Map of participants' residential locations](#).



Table 5. Participant suburb location

| Suburb location           | Total No.  | Total %     |
|---------------------------|------------|-------------|
| <b>City of Manningham</b> | <b>192</b> | <b>96.5</b> |
| Bulleen                   | 12         | 6.0         |
| Doncaster                 | 59         | 29.6        |
| Doncaster East            | 43         | 21.6        |
| Donvale                   | 25         | 12.6        |
| Nunawading                | 0          | -           |
| Park Orchards             | 2          | 1.0         |
| Ringwood North            | 0          | -           |
| Templestowe               | 15         | 7.5         |
| Templestowe Lower         | 26         | 13.1        |
| Warrandyte                | 9          | 4.5         |
| Warrandyte South          | 0          | -           |
| Wonga Park                | 1          | <1.0        |
| Other suburbs             | 7          | 3.5         |
| Not stated                | 0          | -           |
| <b>TOTAL participants</b> | <b>199</b> | <b>100%</b> |

Data sources: Online survey - older adults and carers, pop-ups participants.

## 5. Key Findings from Stage 1

Engagement participants were asked about their current level of social connection and the social activities they currently experience.

### 5.1 Current social connections of older adults

Engagement participants commonly saw their family members once a week or a few times a month, a similar pattern to their friendship group. Contact with neighbours was slightly more frequent, with higher daily contact.

However smaller percentages of Manningham residents did not have regular social contact:

- 12.6% only had family contact a few times a year or once a year.
- 11.1% only had contact with their friends a few times a year or once a year.
- 18.1% only had contact with neighbours a few times a year or once a year.
- 9.7% only had contact with other 'locals' a few times a year or once a year and 21.2% never had contact with other local people in their community.

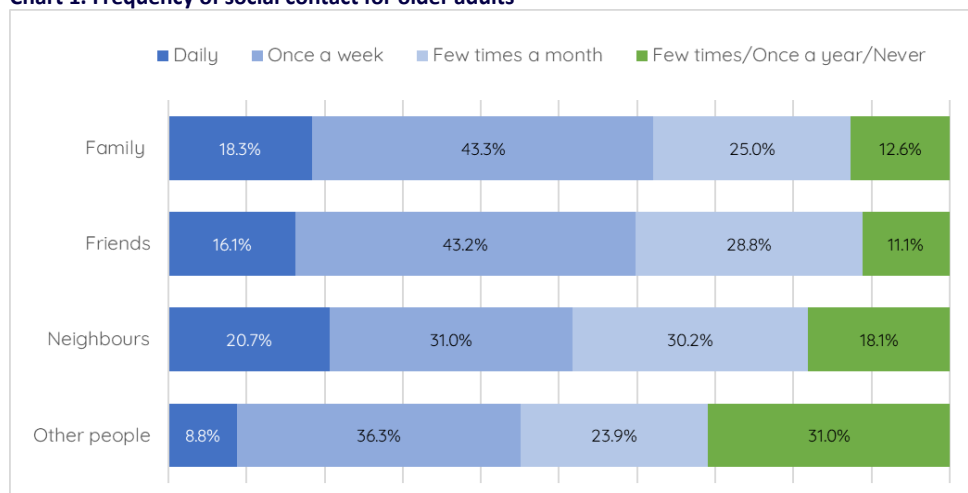
If these findings are representative of the overall Manningham population of people aged 65+ years, this could mean approximately 4,000-5,000 people are experiencing this lack of social contact.

**Table 6. Frequency of social contact**

| Frequency of social contact | Family members % | Friends %   | Neighbours % | Other locals % |
|-----------------------------|------------------|-------------|--------------|----------------|
| Daily                       | 18.3             | 16.1        | 20.7         | 8.8            |
| Once a week                 | 43.3             | 43.2        | 31.0         | 36.3           |
| Few times a month           | 25.0             | 28.8        | 30.2         | 23.9           |
| Few times a year            | 10.8             | 11.0        | 6.9          | 8.8            |
| Once a year                 | 1.7              | <1.0        | 2.6          | <1.0           |
| Never                       | <1.0             | 0           | 8.6          | 21.2           |
| <b>TOTAL</b>                | <b>100%</b>      | <b>100%</b> | <b>100%</b>  | <b>100%</b>    |

Data source: Online survey - older adults only.

**Chart 1. Frequency of social contact for older adults**



At the community pop-ups participants were invited to self-assess their level of social connection by completing the ball activity shown in the Image 1. below. Most participants felt very connected (38.2%) or somewhat connected (33.8%) with 11.8% being “unsure” and 16.2% feeling “not connected”.

**Image 1. Social connection balls activity – community pop-ups**



In terms of current social activities, the most common activities were meeting friends at local shops/cafes/homes, family gatherings, exercise groups/recreation activities and volunteer work.

**Table 7. Current activities and groups attended**

| Current activities and groups attended                    | Total No. | Total % |
|---|-----------|---------|
| Meet friends at local shops, cafe or our houses           | 59        | 20.7    |
| Family gatherings   | 56        | 19.6    |
| Exercise group or recreation (swimming, bowls, tennis)    | 53        | 18.6    |
| Volunteer work  | 33        | 11.6    |
| U3A/university/adult education group or class             | 23        | 8.1     |
| Other activities - service clubs, church, art/craft, work | 20        | 7.0     |
| Community centre/neighbourhood house group or class       | 13        | 4.6     |
| Book club or class at the library                         | 13        | 4.6     |
| Seniors group or day activity centre                      | 10        | 3.5     |
| Special events like Seniors Festival, Open Gardens        | 4         | 1.4     |
| Support group   | 1         | <1.0    |

| Current activities and groups attended | Total No.  | Total %     |
|--|------------|-------------|
| <b>TOTAL responses</b>                 | <b>285</b> | <b>100%</b> |

Data source: Online survey - older adults only. Multi-response question, percentages calculated from total number of responses.

### 5.2 Life situations contributing to social isolation/loneliness

One of the key engagement questions was to determine which factors or issues are contributing the most to the levels of social isolation and loneliness in Manningham. Whilst on an individual basis there will be a unique combination of factors - across the community, there may be two or three that are more significant than others.

Participants were asked this question using different wording appropriate to their situation:

- Older residents were asked “Which of these situations make older people feel more lonely?” and were encouraged to select five from a list of 14.
- Carers were asked “Have any of the following situations affected the person you care for?” and were encouraged to select five from the same list of 14.
- Service providers were asked “Please indicate which of these are significant factors leading to social isolation or loneliness” and were asked to note if each of the 14 was a contributing factor, a significant factor or they could not comment.

To identify areas for Council support and involvement on its potential path to becoming an Age Friendly City, the eight domains [Appendix 3 - WHO Global Age-Friendly Cities domains](#) are noted in the left-hand column of Table 8a. Table 8a. shows the responses provided by older residents and carers, and Table 8b. shows the responses provided by service providers.

**Table 8a. Life situations contributing to social isolation/loneliness**

| Age-Friendly Cities Framework domains | Life situations   | Total No. | Total % |
|---------------------------------------|---|-----------|---------|
| Community Support & Health Services   | Having restricted mobility or movement (injury, arthritis, balance) | 110       | 14.3%   |
| Transportation                        | Ceasing driving their own car                                       | 88        | 11.4%   |
| Social Participation                  | Family/friends living too far away                                  | 74        | 9.6%    |
| Community Support & Health Services   | Feeling unwell/in poor health                                       | 71        | 9.2%    |
| Community Support & Health Services   | Experiencing sight or hearing loss                                  | 71        | 9.2%    |
| Community Support & Health Services   | May be anxious and/or depressed                                     | 67        | 8.7%    |



| Age-Friendly Cities Framework domains | Life situations   | Total No.  | Total %     |
|---------------------------------------|---|------------|-------------|
| Civic Participation & Employment      | Can't participate in group activities like they used to (multi-factorial)             | 62         | 8.0%        |
| Communication & Information,          | Experiencing memory loss, poor cognition  | 58         | 7.5%        |
| Outdoor Spaces & Buildings            | Feeling uneasy out in public - noise, traffic, congested paths, trouble understanding | 41         | 5.3%        |
| Outdoor Spaces & Buildings, Housing   | Had a fall or accident in their home or in public                                     | 39         | 5.1%        |
| Social Participation                  | Relationship breakdown in family/ with former friends or neighbours                   | 37         | 4.8%        |
| Respect & Social Inclusion            | Personal finances are being managed by someone else                                   | 24         | 3.1%        |
| Community Support & Health Services   | Reliant on prescription medications or alcohol that affects behaviour                 | 12         | 1.6%        |
| Respect & Social Inclusion            | In possible harm from a carer or family member (elder abuse)                          | 4          | 0.5%        |
|                                       | Other situations or issues  | 13         | 1.7%        |
|                                       | <b>TOTAL responses</b>  | <b>771</b> | <b>100%</b> |

Data sources: Online survey - older adults and carers, pop-ups participants. Multi-response question, percentages calculated from total number of responses.

Other unprompted situations or issues mentioned by participants were:

- Language barriers.
- Concerns about COVID or flu infection from the community.
- Concerns about personal safety (crime, scams, telephone marketing).
- Friends moving out of the area.
- Low disposable income.
- Loss of independence (low confidence, grief).



**Table 8b. Life situations contributing to social isolation/loneliness - service providers**

| Life situations   | SIGNIFICANT factor | Contributing factor | Council Staff Workshop/C AG | Total No. |
|---|--------------------|---------------------|-----------------------------|-----------|
| Ceasing driving their own car   | 9                  | 4                   | 6                           | 19        |
| Family/friends living too far away  | 6                  | 6                   | 5<br>("too busy")           | 17        |
| May be anxious and/or depressed   | 7                  | 4                   | 3                           | 14        |
| Having restricted mobility or movement                                    | 10                 | 2                   | 1                           | 13        |
| Experiencing sight or hearing loss  | 2                  | 10                  | 1                           | 13        |
| Experiencing memory loss, poor cognition                                  | 6                  | 5                   | 2                           | 13        |
| Feeling unwell/in poor health   | 5                  | 5                   | 0                           | 10        |
| Feeling uneasy out in public  | 6                  | 4                   | 1                           | 11        |
| Had a fall or accident in their home or in public                         | 6                  | 5                   | 0                           | 11        |
| Can't participate in group activities like they used to (multi-factorial) | 6                  | 4                   | 0                           | 10        |
| In possible harm from a carer or family member (elder abuse)              | 2                  | 6                   | 0                           | 8         |
| Relationship breakdown in family/ with former friends or neighbours       | 2                  | 4                   | 1                           | 7         |
| Personal finances are being managed by someone else                       | 2                  | 3                   | 1                           | 6         |
| Reliant on prescription medications or alcohol that affects behaviour     | 1                  | 3                   | 0                           | 4         |

Data sources: Council Staff Workshop, online survey - service providers, personal interviews - service providers, Manningham Positive Ageing Alliance Group and Manningham Local Dementia Alliance Group Workshop.

Other unprompted situations or issues mentioned by service providers were:

- Difficulties in navigating service systems and referrals particularly those who do not speak/read English.
- Fear or no knowledge of digital technology - cannot book into services online, family cannot help.
- Friends moving away, dying - need support to meet new people.
- People disconnected within their neighbourhood - people moving into apartments, lacking neighbour contact, retirement, changing physical mobility.





- COVID “recovery” is slow, fear of getting sick, fear of others driven by media reports.
- Don't access night-time activities due to fear of driving in dark, or traffic.
- Cost of activities.
- For people with mobility scooters, local topography and infrastructure can be limiting, no or poor access to buildings.
- Men uncomfortable joining new social groups.

**Interviews with stakeholders**

In the eleven interviews with local organisations, the group representative was asked to comment on the life situations of the people that attend their organisation or group, with regards to social isolation. These comments help to ‘flesh out’ some of the scenarios mentioned in the previous section.

When asked at the interview, “Are there any particular characteristics of these community members (you suspect) are socially isolated?”, the eleven service providers mentioned similar scenarios to those in Table 8b:

- People whose first language is not English.
- Cultural norms - grandparents no longer required to do childcare, shame in loss of role.
- Lack of personal transport (if a volunteer cannot pick them up then they can't attend).
- Single and widowed women (live longer than their partners).
- Financial barriers/cost of living/need to save on utility costs/using Foodbanks.
- Men who are uncomfortable joining groups but still want to be around other people.
- Lost social connections due to COVID or ageing - are less confident, have no work links.
- People who’ve had to leave their former community in order to downsize housing.
- People with dementia symptoms (cannot get dressed or leave house).
- Women in caring roles.
- People living on big properties who can't afford to downsize because of the zoning here.
- Lack of digital literacy.
- Scheduling of events at night does not suit older women.

**Table 9. Context provided by stakeholders interviewed - social isolation**

| Type of organisation                 | Description of their older clients/participants/members  |
|--------------------------------------|--|
| Neighbourhood house/community centre | <ul style="list-style-type: none"> <li>➤ New users coming in post-pandemic</li> <li>➤ People who opted out of digital contact during COVID are now totally isolated</li> <li>➤ Older people had to lockdown for longer and had more fear of infection/death</li> <li>➤ Need to provide transport alternatives as public transport is poor (Park Orchards)</li> </ul> |
| Regional welfare organisation        | <ul style="list-style-type: none"> <li>➤ People are hesitant to come back into the community post-pandemic - worried about social distancing</li> <li>➤ Most isolated are the ones who are physically unable to get out</li> <li>➤ Volunteer numbers have dropped, impacts client access</li> </ul>  |
| Regional health organisation         | <ul style="list-style-type: none"> <li>➤ People have to travel outside area for major health services, but public transport is limited and no walkability</li> </ul>   |



|                             |   |
|-----------------------------|---|
|                             | <ul style="list-style-type: none"> <li>➤ Some clients have been abandoned by family</li> <li>➤ Culturally - hidden disadvantage</li> <li>➤ Widows/single females at much greater risk of isolation</li> </ul>   |
| Education/lifelong learning | <ul style="list-style-type: none"> <li>➤ Many have had their partner die, see family at weekends but not during the week</li> <li>➤ Increasing numbers of single person households, friends are dead or have dropped away</li> <li>➤ Some partnered people have their partner living in aged care</li> <li>➤ Seeing more library borrowing about mental health issues e.g., depression</li> </ul> |
| Support groups              | <ul style="list-style-type: none"> <li>➤ Transport is a barrier; women feel unsafe travelling alone on public transport</li> <li>➤ Cost of events is a barrier</li> </ul>   |

Data source: Personal interviews with stakeholders

### 5.3 Future activities of interest

Again, to identify areas for Council support relevant to becoming an Age Friendly City, the eight domains are noted in the left-hand column of Table 9a. Table 9a. shows the responses provided by older residents, carers and any Council staff who had a family member or friend aged 65 years or over living in Manningham. Activities that interested more older people and carers were recreation and leisure activities, group-based activities and opportunities to learn new skills and further their education.

**Table 9a. Future activities for healthy ageing**

| Age-Friendly Cities Framework domains            | Future activities for healthy ageing   | Total No. | Total % |
|--|--|-----------|---------|
| Community Support & Health Services              | Recreation and leisure activities (walking, pools, gym classes, gentle exercise)                     | 104       | 18.3    |
| Social Participation                             | Opportunities to do activities in a group (cards, bowls, craft, book clubs)                          | 93        | 16.4    |
| Civic Participation & Employment                 | Opportunities to learn new skills and further education (U3A, library courses, neighbourhood houses) | 81        | 14.3    |
| Outdoor Spaces & Buildings                       | Going to age-friendly outdoor spaces (parks, flat paths, seating, shade)                             | 75        | 13.2    |
| Civic Participation & Employment                 | Volunteering or part-time work   | 68        | 12.0    |
| Social Participation, Respect & Social Inclusion | Community events/celebrations for seniors (seniors festival, volunteer days, cultural celebrations)  | 64        | 11.3    |
| Communication & Information                      | Help with using technology (My Aged Care, Centrelink, emails, using internet)                        | 49        | 8.6     |



| Age-Friendly Cities Framework domains | Future activities for healthy ageing | Total No.  | Total %     |
|---------------------------------------|--------------------------------------|------------|-------------|
|                                       | Other ideas                          | 33         | 5.8         |
|                                       | <b>TOTAL responses</b>               | <b>567</b> | <b>100%</b> |

Data sources: Online survey - older adults and carers, pop-ups participants, CAG participants, Council staff survey. Multi-response question, percentages calculated from total number of responses.

Other activity suggestions made by participants were:

- “Local laughter exercise group” - practice living skills, balance, dealing with the difficulties of ageing.
- Activities where carers can attend and potentially participate, allows for respite and the care recipient is safe.
- Information session - finding reliable contractors/tradesmen for house maintenance.
- Bus trips to events or lunch destination (where too far away, difficult to find parking).
- Exercise machines in parks/fitness stations suitable for older people.
- Group volunteering to help charitable organisations.
- Gardening class/community gardens.
- Improved, safe and open walking areas/walking groups.
- Education groups on healthy eating, lifestyle followed by social connections.
- Join service clubs
- More “Momentum style” classes for older adults at Aquarena or elsewhere.
- More U3A activities (long way to the Pines).

Table 9b. provides further details as recorded at the community pop-ups and the Manningham Positive Ageing Alliance Group and Manningham Local Dementia Alliance Group Workshop. These themes are not presented in priority order however the number of mentions in brackets should be noted.



**Table 9b. Future activities for healthy ageing**

| <b>Engagement Themes (pop-up cards)</b>                    | <b>Specific priorities or actions</b> (number of mentions in brackets, only factors mentioned more than once are listed)   |
|--|--|
| Age friendly outdoor spaces                                | Walking trails to be maintained and separated from cyclists (4)<br>Seating (3), parking spots for older people (2)   |
| Community events or celebrations                           | Cultural celebrations (2)  |
| Education and learning new skills                          | Educational seminars-retirement, loss and grief, money management (2), U3A (2), English classes (2), learn and also teach others (2), library services (2)   |
| Feeling safe out in public                                 | Daytime activities - not at night (2), ramps and smooth pavements (2), CCTV and lighting (2), single use paths,  |
| Group activities   | Arts/crafts/hobbies (11), social groups and outings (6), educational e.g., books (4), dancing (3), entertainment (3)   |
| Help using technology                                      | Need assistance/low confidence (5), Using smartphone/being forced to have one (4), ability to book services and programs online (2), need low cost training/access to equipment and transport to class (2) |
| Recreation and Leisure                                     | Difficulty accessing - waiting list, high cost, transport (7), walking groups (2), multi-age/multi-gender (2)  |
| Support and equipment to help me stay independent          | Services available through CHSP/My Aged Care packages (4)  |
| Transport or support to get to activities and appointments | Individual drivers provide service (7), improved public transport (5), community transport services (4)  |
| Volunteering and work                                      | Promotion of opportunities/reduce red tape (4), age-appropriate opportunities (3)  |
| Something else   | Activities/respite for carers (2)  |

Data sources: Pop-ups participants, Alliance Groups Workshop participants

### 5.4 Enablers for improved social connection

Factors that could enable social connection were, not surprisingly, affordability and convenience in terms of location. Transport was the third enabler - either via a community bus, personal pick up or improved public transport. Transport was discussed in greater detail in the Stage 2 engagement activities, outlined later in this report.

**Table 10. Enablers for improved social connection**

| Age-Friendly Cities Framework domains | Enablers for improved social connection  | Total No.  | Total %     |
|---------------------------------------|--|------------|-------------|
| Community Support & Health Services   | Affordable activities and services   | 79         | 14.5        |
| Community Support & Health Services   | Conveniently located services  | 65         | 12.0        |
| Transportation                        | Transport (community bus, pick-up by another person in own car, better public transport) | 62         | 11.4        |
| Community Support & Health Services   | Activities/services that suit their timetable  | 58         | 10.7        |
| Community Support & Health Services   | Having the right support and equipment to help them stay independent                     | 51         | 9.4         |
| Outdoor Spaces & Buildings            | Places to rest - seating   | 50         | 9.2         |
| Outdoor Spaces & Buildings            | Feeling safe out in public   | 42         | 7.7         |
| Outdoor Spaces & Buildings            | Public toilets - more of them, cleaner   | 40         | 7.4         |
| Social Participation                  | Someone to accompany them to their appointments and events                               | 30         | 5.5         |
| Transportation                        | Disability parking spaces  | 19         | 3.5         |
| Outdoor Spaces & Buildings            | More room on paths and in public places, to walk or use scooter safely                   | 19         | 3.5         |
|                                       | Other enablers   | 28         | 5.2         |
|                                       | <b>TOTAL responses</b>   | <b>543</b> | <b>100%</b> |

Data sources: Online survey - older adults and carers, pop-ups participants, Alliance Groups Workshop participants, Council staff survey. Multi-response question, percentages calculated from total number of responses.

Other enablers mentioned by participants were:

- Easy parking spaces/Seniors Parking in shopping centres.
- Disability accessible public buses (no steps), more frequent buses with no steps.
- Activities that give a sense of community belonging.
- Culturally appropriate activities/other language activities.
- Changing the conversation from people staying at home to transitioning to a retirement village/supported living.
- Use libraries to help in transitioning back into community life post-COVID.
- Emotional support for carers/respite.
- “Levelling down of prices” of services, make it more accessible.



- Newsletter delivered to older residents - libraries, bowling clubs, retirement villages, cafes and churches.

**5.5 Preferred information sources**

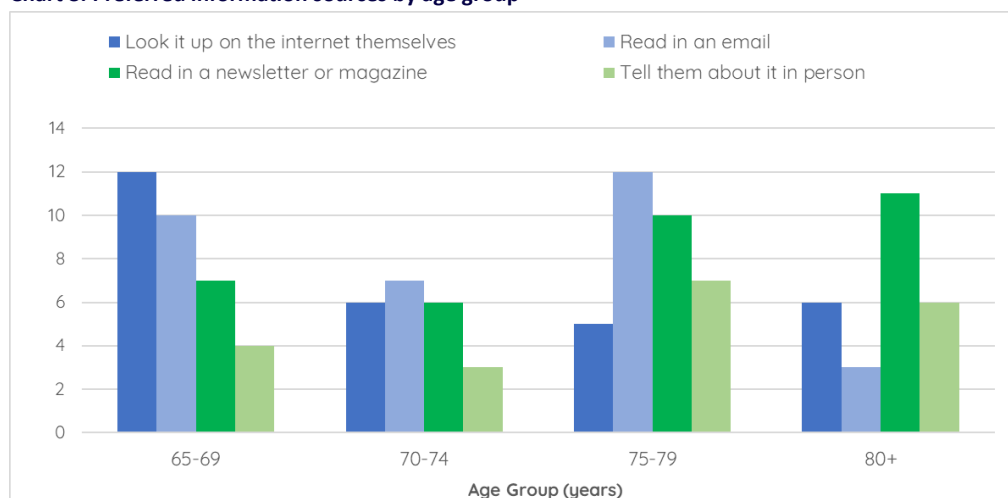
Typical for this age cohort there was still a strong preference for hard copy communications as well as email. Chart 3 shows the expected relationship by age group with older residents aged 80 years and over having a stronger preference for hard copy information.

**Table 11. Preferred information sources**

| Preferred information sources                                      | Total No.  | Total %     |
|--|------------|-------------|
| Read in a newsletter or magazine (hard copy)                       | 35         | 29.9        |
| Read in an email   | 33         | 28.2        |
| Look it up on the internet (Council website, social media, Google) | 29         | 24.8        |
| Have someone tell them in person                                   | 20         | 17.1        |
| <b>TOTAL participants</b>  | <b>117</b> | <b>100%</b> |

Data source: Online survey - older adults and carers.

**Chart 3. Preferred information sources by age group**



Data sources: Online survey - older adults and carers.

**5.6 Support for carers**

In the online survey, carers were asked “Is there anything that would help you, in your role as a carer?”



Sixteen carers responded, with the following ideas (in descending order of frequency):

- Provide training or information/tips on available services and supports - council services and non-council services, entitlements available, social opportunities.
- Provide daytime support groups/meeting opportunities for carers.
- Provide some of the Commonwealth Home Support Programme (CHSP) services - gardening, cleaning, shopping.
- Organised events/activities for older adults that enables them to connect with one another in the community.
- Classes held in non-English languages.

### 5.7 Engagement with service providers

#### Priority actions to address social isolation

Participants were asked this question using different wording as appropriate:

- Service providers interviewed were asked “What would be the most effective actions that [your organisation/group] or Council could do, to reduce social isolation and loneliness in the community?”.
- Pop-up participants and Manningham Positive Ageing Alliance Group and Manningham Local Dementia Alliance Group members provided their ideas on themed topic cards (see Table 9b).
- Council staff were asked two questions in their survey - “From your perspective as a Council officer what would be the most effective actions that Council could do, to reduce social isolation and loneliness for older adults in Manningham?” and “Are there any services or programs that other agencies (outside Council) should be providing to reduce social isolation?”.
- Council staff who attended the Staff Workshop were asked “How do we deliver the programs and services required?”.

**Table 12. Priorities and suggested actions to address social isolation**

| Emerging Themes<br>(number of mentions) | Priorities and suggested actions   |
|---|--|
| Types of group activities<br>(n=50)     | Providing group activities still seen as a key solution however recognise the challenges of creating awareness and willingness to join. Facilitation initially mentioned as important to encourage interaction. Outreach programming. Ideas for groups (not in priority order): environmental land care, garden clubs, seniors modified sports, traditional neighbourhood house offerings, bus outings and lunches, dance, arts, cooking club. |
| Transport<br>(n=44)                     | Clear need expressed for a community and personal transport service/program - expand existing community transport and reduce cost, volunteer program to drive people to medical appointments, shopping or group activities. Taxi vouchers are another option.  |
| Providing information and education     | Topics mentioned: <ul style="list-style-type: none"> <li>➤ Financial advice (downsizing housing, concessions, retirement).</li> <li>➤ What is needed to stay independent at home.</li> </ul>   |



|  |   |
|--|---|
| (n=37)   | <ul style="list-style-type: none"> <li>➤ 1:1 peer support with technology skills (devices, apps, accessing programs, reducing anxiety about scams).</li> <li>➤ Loss and grief.</li> <li>➤ Healthy lifestyles.</li> </ul> <p>Sharing information on programs suitable for those with impairments or dementia<br/>U3A recognised as a key service provider.</p>   |
| Making personal connections (n=33)             | <p>Isolated people will not attend events/groups alone, need a companion/buddy.<br/>Share coffee/chat/lunch activity.<br/>Need to provide follow-up support after training/intervention.<br/>Program to monitor people living alone (welfare checks).<br/>Intergenerational programs that match up participants.<br/>Neighbourhood-based outreach activities.</p>   |
| Council-specific actions (n=32)                | <p>Improve library buildings to enable more group activities and provide compliant all-abilities access.<br/>Use Gallery spaces to deliver events/programs; outreach in renovated Council buildings.<br/>Advisory Committee/voice in decision-making e.g. age-friendly urban design.<br/>Dementia training for front-line staff.<br/>Advocacy to reduce barriers in service system.<br/>Support local groups to continue/expand service delivery e.g. Neighbourhood Watch, work in partnership with neighbourhood houses by promoting all activities.<br/>Volunteer coordination (or funding of).</p> |
| Reset on volunteering (n=26)                   | <p>Re-launch volunteer programs post-COVID - recruitment and placement.</p>   |
| Improving safety (n=18)                        | <p>Education and information on actual vs perceived risks.<br/>Involve local Police for advice and information.<br/>Safe pathways/tracks (not shared) and adequate lighting of public spaces.</p>   |
| Supporting dementia/disability (n=13)          | <p>Adaptation of existing programs to accommodate participants with sight or hearing loss or dementia, currently excluded.</p>  |
| Support at home (n=11)                         | <p>Home maintenance and repairs, check appliance safety, setup of technology/devices.</p>   |
| Affordability (n=11)                           | <p>Low or no cost activities.</p>   |
| Residents from non-English speaking background | <p>Support cultural-specific groups and community events.<br/>English language classes/conversational English, reading English.<br/>Multilingual health helpline.</p>   |





|                         |  |
|-------------------------|--|
| (n=8)                   |  |
| Supporting carers (n=7) | Provide information on available support.<br>Considers carers as also socially isolated. |
| Respect (n=6)           | Value and respect the opinions and preferences of older people.                          |

Data sources: Service provider interviews, pop-up participants, Alliance Groups Workshop participants, Council Staff Workshop and survey.



**Image 2. Examples of successful social connection initiatives in Manningham**



Data source: Personal interviews with service providers



### 5.8 Council Staff Workshop

A 90-minute online workshop was held on 8 June 2023 for Council staff from a range of relevant departments. Participants undertook a facilitated workshop to discuss the interim findings of the engagement program and identify areas for action and potential partnerships to support healthy ageing in the municipality in future.

The purpose of the workshop was to:

- Test findings from the broader community engagement are consistent with staff observations and experience of social isolation in the aged community.
- Identify priorities for servicing older adults and supporting social connection in line with WHO Age-Friendly Cities Framework.
- Identify potential actions to deliver programs or supports for key priorities.
- Understand potential partnerships for delivering support.

There was a total of 26 participants in this exercise, from which data was collected via an interactive, online product *GroupMap*. The *GroupMap* was left open for further input by participants for one week, closing on 16 June 2023.

Participants were asked the following key questions for each priority area:

- Is there anything you can do as business as usual?
- Is there anything you can fast-track?
- Is there anything that you could deliver with extra resources?

After discussing potential actions, participants were prompted to consider partnerships for the delivery of actions identified, with the questions:

- Who might our external partners be?
- Who do we need to talk to?
- What potential crossovers or partnerships can you see?
- Is there a department or work area we need to work with?

Participants were able to enter their comments into the *GroupMap* board. Table 13 below presents a summary of the potential actions and partnerships identified by Council staff for each theme.



**Table 13. Potential actions and partnerships from the Council Staff Workshop**

| Engagement Themes                 | Potential Actions   | Potential Partnerships   |
|-----------------------------------|---|--|
| Age friendly outdoor spaces       | <ul style="list-style-type: none"> <li>Community garden: raised garden beds.</li> <li>Improved urban design with artistic elements and co-design potential.</li> <li>Considerations of supporting older people using walking trails and dog parks.</li> </ul>   | -  |
| Community events or celebrations  | <ul style="list-style-type: none"> <li>Performing arts programs</li> <li>Programming events at venues and outdoor sites for older residents.</li> <li>Support private businesses or organisations to program age friendly events via grants or other support.</li> <li>Providing transport for locals to Warrandyte Festival.</li> <li>Small and local events to support confidence.</li> </ul>                   | Event management businesses, private business i.e. cafes, pubs.  |
| Education and learning new skills | <ul style="list-style-type: none"> <li>Targeted and additional arts programs and workshops for older residents.</li> <li>Programs available in a variety of formats, locations and styles.</li> <li>Women’s and men’s health promotion for healthy ageing.</li> <li>Environmental programs: nature walks, talks, skills sessions.</li> <li>Create packs of learning materials, subsidies and supports.</li> </ul> | Libraries: venues, programs, safe spaces. Neighbourhood Houses.  |
| Feeling safe out in public        | <ul style="list-style-type: none"> <li>Promote positive messaging of people in public spaces: case studies, signage, information surrounding safe and successful movement around the city to address negative perceptions of safety.</li> <li>Feeling safe in your own home.</li> <li>Accessible car parking- space to move walkers.</li> </ul>   | Local police, Neighbourhood Watch.   |
| Group activities                  | <ul style="list-style-type: none"> <li>Specific support groups or group activities for carers of older community members.</li> <li>Connecting across generations: primary school visits.</li> <li>Planned and unplanned activities: dog parks, walking trails, cafes.</li> <li>Soup kitchen activity for vulnerable older residents (food visits).</li> <li>Outings beyond the municipality.</li> </ul>           | Aged care facilities, schools. Identify local groups already doing this well. Outdoor Spaces team, local business. Art centres, other Councils Multicultural groups, cultural leaders. |
| Help using technology             | <ul style="list-style-type: none"> <li>Encouraging local businesses to consider older people when changing technology.</li> <li>Peer-led training to reduce stigma surrounding learning technology</li> <li>Available resources from previous programs to teach technology skills.</li> </ul>   | Advocate to banks to support residents to learn the basics like using debit/credit cards.  |



|  |  |  |
|--|--|--|
|  | <ul style="list-style-type: none"> <li>● Formal training, ongoing and ad hoc technology support for older residents.</li> <li>● Subsidise or use bulk purchasing power to provide technology access at reduced cost.</li> <li>● Principle training with inclusion and respect.</li> </ul>  | Use well-known or trusted groups of similar demographics to deliver.   |
| Recreation & Leisure                                       | <ul style="list-style-type: none"> <li>● Functional strength, balance and flexibility classes to be built into existing programming.</li> <li>● Promoting exercise programs with health terminology i.e. 'bone health'.</li> <li>● Taking programming into the community with satellite classes and casual opportunities.</li> <li>● Deliver modified versions of sports.</li> </ul>   | Council leisure centres and recreation venues. Contractors. Work with Aligned Leisure centres, Outdoor Spaces team, aged care facilities. Sporting clubs, sport and recreation facilities. |
| Support and equipment to help me stay independent          | <ul style="list-style-type: none"> <li>● Dementia-friendly design.</li> </ul>  |  |
| Transport or support to get to activities and appointments | <ul style="list-style-type: none"> <li>● Create/extend the community bus network.</li> <li>● Training for drivers for safe and accessible drop off points, handling of trolleys, walkers.</li> <li>● Create a 'package' to maximise transport resources. Have a Council officer meet and greet and act as a central contact.</li> <li>● Provide transport to visit care facilities.</li> <li>● Education and support to help residents prepare for when they are unable to drive.</li> </ul> | Volunteers, Neighbourhood Houses, Public Transport Victoria: offer education and assist with infrastructure design.  |
| Volunteering & work  | <ul style="list-style-type: none"> <li>● Engage older people to train and share skills with others.</li> <li>● Environmental: Landcare, citizen science, community garden activities.</li> <li>● Linking older residents with existing volunteer opportunities.</li> <li>● Partnering volunteer seniors with early years programs.</li> </ul>  | Volunteer resources to link with other departments Eastern Volunteers, Neighbourhood Houses, Church groups.  |
| Something else   | <ul style="list-style-type: none"> <li>● Ensure older adults have a voice in decision-making across the organisation e.g. urban design process.</li> <li>● Work with local neighbourhoods to support residents to help one another.</li> </ul>   | Older residents' advisory committee/ groups Community Development team.  |

Data source: Manningham staff workshop via GroupMap <<http://bit.ly/44aCDsd>>



## 6. Key Findings from Stage 2

Participants who attended the community pop-ups or completed the online survey were invited to attend one of two focus groups to discuss healthy ageing and social isolation, in more detail. Overall, thirty-two people expressed interest and of those, fifteen people attended the two sessions. Four additional registrations were received however they had to withdraw due to illness or caring responsibilities.

Based on some of the online survey responses, the characteristics of those who attended were:

- Three were carers and seven were residents.
- Three were aged in their sixties and four were aged in their seventies.
- Six lived with their spouse/partner and one lived alone.
- They lived in Templestowe, Templestowe Lower, Doncaster, Bulleen and Donvale.

To commence the in-depth discussions, participants were given a brief overview of the Stage 1 engagement findings and asked to reflect on whether they resonated with their personal experience, or if any known issues were not mentioned. Participants generally confirmed the veracity of the Stage 1 engagement findings.

**Table 14. Reflections on the Stage 1 engagement findings**

| Issue or topic                               | Additional information provided by participants  |
|--|--|
| <b>Information provision to older people</b> | <ul style="list-style-type: none"> <li>• Happy to use digital comms channels like Facebook but need to know what to search for – can’t search for groups/activities if they don’t know they exist e.g. want to do volunteering but don’t know where to find the local services; want to offer own skills and expertise but don’t know how/where to offer it.</li> <li>• Want a specific newsletter for older people, maybe part of a ‘kit’ to know what’s available to older adults, via letter drop. People don’t know what’s available. Hard copy brochures or booklets would help.</li> <li>• Loss of local newspaper means promotion of local services is gone. Need letterboxing/advertising support for community orgs.</li> <li>• Manningham website is not user-friendly/difficulties using EventBrite.</li> </ul> |
| <b>Being a carer</b>                         | <ul style="list-style-type: none"> <li>• Volunteer driver program is essential to get elderly parents ‘out and about’.</li> <li>• Parents do not speak/read English so need their daughter to translate and complete administrative tasks for them.</li> <li>• Carers can also be working full-time hours-need to expand the program of activities for the recipient so not always talking to one carer every day – need other opinions. Day-time activities may not be suitable.</li> </ul>   |
| <b>Recognising different needs by age</b>    | <ul style="list-style-type: none"> <li>• The age profile of any group makes a difference e.g. if aged in their 60s, joining a group of older people in their 70s and 80s doesn’t quite work.</li> </ul>  |
| <b>Cultural differences</b>                  | <ul style="list-style-type: none"> <li>• Many Chinese people do not have English skills, so they don’t get any incidental social contact (e.g. at shops, library etc). Asian community have a different attitude to ageing and care.</li> </ul>  |



|                                |  |
|--------------------------------|--|
| <b>Shame</b>                   | <ul style="list-style-type: none"> <li>Adult children are busy, getting their lives organised. Elderly parents do not want to be a hindrance/a burden. Do nothing on weekdays if adult children are busy.</li> </ul> |
| <b>Proactive life planning</b> | <ul style="list-style-type: none"> <li>Pleased if they had made early decisions to downsize or move homes. Need to prepare for retirement.</li> </ul>  |

In the second activity, participants were asked to discuss (in small groups or pairs) eight dilemmas or ‘wicked problems’ arising from the Stage 1 engagement findings. These dilemmas were:

- Encouraging digital literacy and technology.
- Moving around independently.
- Returning to community life post-pandemic.
- Ageing in different cultures and backgrounds.
- Feeling healthy, fit and happy.
- Feeling socially connected and supported.
- Caring for carers.
- Meaningful work, learning and teaching.

The notes from these discussions are shown in Table 15 below. Across all of these eight topics, there were two consistent enablers mentioned:

1. Community/volunteer transport to services and groups,
2. Hard copy information to be provided by community groups and Council.

For hard copy publications and information, a comprehensive distribution strategy was recommended via letterbox drops, at Libraries and at retirement villages and aged care centres. Whilst the printed Council magazine was known about, older people wanted a more frequent and more detailed list of events and services provided e.g. What's On. The use of traditional communications channels such as television and radio were also mentioned to promote available services and activities.

**Table 15. Progressing common dilemmas or ‘wicked problems’**

| Dilemmas   | Summary of discussions   |
|--|--|
| <b>Encouraging digital literacy and technology</b> | <ul style="list-style-type: none"> <li>➤ Clear need for guided assistance (small group classes or one-to-one) in registering and using MyGov, Centrelink, Medicare and My Aged Care websites.</li> <li>➤ More hands-on assistance provided in non-English community languages.</li> <li>➤ Formal classes plus drop-in support sessions.</li> <li>➤ Continue/expand existing classes on use of devices.</li> <li>➤ Library to provide tablets designed for older people to borrow and take home, to build confidence and independence.</li> </ul> |
| <b>Moving around independently</b>                 | <ul style="list-style-type: none"> <li>➤ Improved public transport in Donvale (topography).</li> <li>➤ Expanding and enhancing the Volunteer Driver service - free transport to social events and medical appointments.</li> <li>➤ More community buses and drivers.</li> </ul>  |



| Dilemmas   | Summary of discussions  |
|--|---|
|  | <ul style="list-style-type: none"> <li>➤ More disability and senior’s car park spaces; larger sizes.</li> <li>➤ More mobility aid-accessible buses.</li> <li>➤ Council investment to improve all public buildings - ramps instead of stairs, other modifications.</li> <li>➤ More bus stops close to public places e.g. Mullum Mullum Stadium and isolated locations.</li> <li>➤ Check footpaths and trails every 6 months for safety.</li> <li>➤ Assist older people to report inaccessible areas with simpler ‘snap and send’ app.</li> </ul>   |
| <p><b>Returning to community life post-pandemic</b></p>    | <ul style="list-style-type: none"> <li>➤ Resuming volunteering - central place to get information.</li> </ul>   |
| <p><b>Ageing in different cultures and backgrounds</b></p> | <ul style="list-style-type: none"> <li>➤ Liaise with local culturally diverse community leaders to help organise activities</li> <li>➤ Recognise and support different cultures through culture-specific events and celebrations.</li> </ul>  |
| <p><b>Feeling healthy, fit and happy</b></p>               | <ul style="list-style-type: none"> <li>➤ Promoting healthy activities through other centres e.g. Library</li> <li>➤ Council to organise activities and promote on Council website.</li> <li>➤ Help people to put those thoughts into action/assistance to make the first move.</li> </ul>   |
| <p><b>Feeling socially connected and supported</b></p>     | <ul style="list-style-type: none"> <li>➤ Increase promotion of existing groups and social opportunities using traditional communications channels - printed publications, noticeboards and stands, Library or shopping centre displays.</li> <li>➤ Involve users in planning and organising events.</li> <li>➤ Free spaces in Council buildings to book for celebrations.</li> <li>➤ Proactively identifying households needing support (homes in poor condition, people living alone, known to neighbours).</li> <li>➤ Provide info sheets to existing clients who attend activities to be able to provide to neighbours.</li> <li>➤ Casual, drop-in or ‘hang out’ opportunities.</li> <li>➤ Volunteer buddy system e.g. someone to attend new activities or appointments with.</li> <li>➤ Promote and enable street parties to get to know neighbours.</li> </ul> |
| <p><b>Caring for carers</b></p>                            | <ul style="list-style-type: none"> <li>➤ More information about respite options to alleviate anxiety/concerns from both parties (carer and older person).</li> <li>➤ Mental health assistance is a priority.</li> <li>➤ Centralised information resource - one webpage/printed document on available entitlements.</li> <li>➤ Make sure carers support or information groups are held at varying times of day.</li> </ul>   |





| Dilemmas   | Summary of discussions   |
|--|--|
| <p><b>Meaningful work, learning and teaching</b></p> | <ul style="list-style-type: none"> <li>➤ Promotion of U3A and the opportunity for new members to teach and share their skills (career or interests).</li> <li>➤ More frequent information sessions about life skills - financial management, applying for assistance, legal advice.</li> <li>➤ Providing this information to women whose husbands have always managed money and made significant decisions.</li> </ul> |

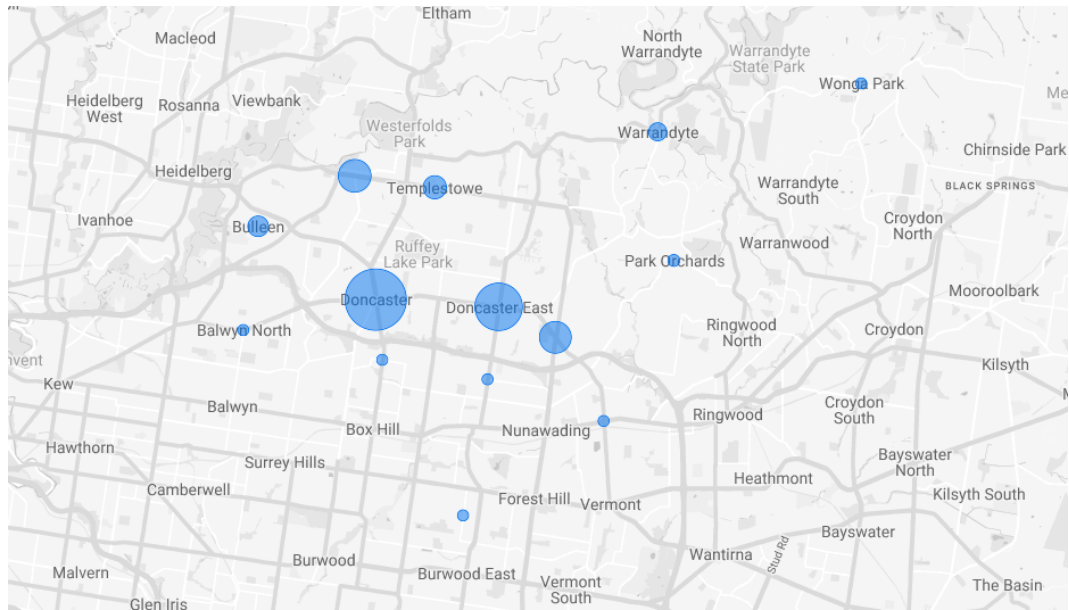
Data source: Community focus groups.



## 7. Appendices



**Appendix 1 - Heat map of participants' residential locations**



**Appendix 2 - Engagement tools and photographs (supplied separately)**



**Appendix 3 - WHO Global Age-Friendly Cities domains**

8 interconnected domains of urban life



Source: <https://extranet.who.int/agefriendlyworld/age-friendly-cities-framework/>



## 11.4 Advisory Committees Annual Report

File Number: IN23/490  
Responsible Director: Director Connected Communities  
Attachments: 1 Council Advisory Committees Standard Terms of Reference Template [↓](#)

### PURPOSE OF REPORT

The purpose of this report, is to inform Council of the activities and achievements of the advisory committees for the preceding 12 months, and to seek Council's endorsement of proposed amendments to the standard Advisory Committee Terms of Reference template.

### EXECUTIVE SUMMARY

*Advisory committees provide a formal way for Council to seek input and guidance from the community. This guidance is used to support quality decision making and help Council to achieve its goals and objectives under the Council Plan.*

*Each advisory committee reports to Council annually summarising the committee's activities and achievements for the preceding 12 months and ensuring continued alignment with Council's strategic objectives.*

*The Connected Communities Directorate currently supports the following advisory committees:*

- *Disability Advisory Committee;*
- *Gender Equality and LGBTQIA+ Advisory Committee;*
- *Health and Wellbeing Advisory Committee;*
- *Multicultural Communities Advisory Committee; and*
- *Youth Advisory Committee.*

*The Recreation and Sport Advisory Committee has been meeting for six months and is therefore not included in this annual summary.*

*This report provides a summary of the preceding 12 months and how the above five advisory committees have constructively contributed to supporting the delivery of key Council strategies, policies and plans.*

*A review of the Terms of Reference template has identified one item for consideration. The Terms of Reference require meeting minutes to be tabled at the next Council Meeting. In practice, given there may be only four advisory committee meetings throughout the year in some cases, lead times are not conducive to the timely tabling of the minutes, and it requires the committee to approve the minutes at the next meeting. This can be difficult, particularly if there is no quorum at a given meeting. Officers recommend utilising the Councillor Hub to keep Councillors informed and publishing an annual summary for each Committee on Council's website and amending the Terms of Reference template accordingly.*

**1. RECOMMENDATION**

**That Council:**

- A. Notes the activities and achievements of the following advisory committees for the preceding 12 months:**
- **Disability Advisory Committee;**
  - **Gender Equality and LGBTQIA+ Advisory Committee;**
  - **Health and Wellbeing Advisory Committee;**
  - **Multicultural Communities Advisory Committee; and**
  - **Youth Advisory Committee.**
- B. Endorses the Advisory Committee Terms of Reference template in relation to the reporting of meeting minutes via the Councillor Hub and an annual summary on Council's website.**

**2. BACKGROUND**

- 2.1 Advisory committees provide a formal way for Council to seek input and guidance from the community. This guidance is used to support quality decision making and help Council to achieve its goals and objectives under the Council Plan. The Committees act in an advisory capacity only and have no delegated authority to make decisions on behalf of Council.
- 2.2 Meetings are chaired by a councillor, nominated by Council on an annual basis. Each advisory committee is comprised of up to ten volunteer members, endorsed by Council following an expression of interest process, providing an even mix of local community organisations, service providers and community members with relevant skills and experience.
- 2.3 Advisory committees meet quarterly, and cover matters which contribute to supporting the delivery of key Council strategies, policies and plans. It also provides an opportunity for members to raise current and emerging trends in the community.

**3. DISCUSSION / ISSUE**

- 3.1 The following summarises the activities and achievements of each of the advisory committees over the preceding 12 months:

Disability Advisory Committee

The Committee focused on:

- 3.2 Providing guidance on the proposed changes to the Disability Act and the role of local government.
- 3.3 Providing direction on the *Inclusive Connections Expo* celebrating International Day of People with Disability on 2 December 2022. The Expo linked local people with disability to opportunities in the Manningham area. These opportunities included support provision, social inclusion, arts, sport, recreational, accommodation, educational and employment opportunities.
- 3.4 Participating in workshops on the establishment of the *Inclusive Language Guide* and the piloting of Easy English documents.

Gender Equality and LGBTQIA+ Advisory Committee

The Committee focused on:

- 3.5 Strong partnerships formed through the Committee which have assisted Council in providing safe and inclusive events during a time when many other local governments cancelled or went online in response to extreme community behaviour.
- 3.6 Providing guidance on Councils approach and content for Pride March, Walk Against Family Violence, IDAHOBIT and International Women's Day.
- 3.7 Monitoring the implementation of the Gender Equality Action Plan.

Health and Wellbeing Advisory Committee

The Committee focused on:

- 3.8 Monitoring the implementation of the Health and Wellbeing Strategy and Action Plan.
- 3.9 Supporting the implementation of the VicHealth Local Government Partnership.
- 3.10 Participating in a workshop on the Manningham Gambling policy review.

Multicultural Communities Advisory Committee

The Committee focused on:

- 3.11 Supporting the implementation of the *Welcoming Cities Standard*.
- 3.12 Participating in workshops on the establishment of the *Inclusive Language Guide* and the piloting of Easy English documents.
- 3.13 Participating in the consultation for the draft Arts Action Plan, Active Manningham and Mental Health services which support multicultural communities.

Youth Advisory Committee

The Committee focused on:

- 3.14 Supporting the Youth Mental Health Advocacy for a *headspace* in Manningham.
- 3.15 Participating in the consultation for the draft Climate Emergency Action Plan, Skate Park project, ideas for youth projects and Councils' budget priorities.
- 3.16 Co-hosting the inaugural Principals' Breakfast. Members participated in the discussion with Manningham school leaders and other key community members to identify areas of concern in relation to young people.

Membership

- 3.17 Membership of the committees remained stable over the preceding 12 months. There were resignations from the Disability and the Youth Advisory Committees which were filled through a call for expressions of interest (Disability) and co-opting suitable candidates identified from the most recent expression of interest process (Youth).
- 3.18 Committee members bring expertise, knowledge, skills and/or lived experience and have expressed the desire for the meeting structure to provide adequate time for members to provide advice on each item. This has been addressed by reducing the number of projects to be discussed and ensuring presenting Officers are fully briefed on maximising the value of their time spent with the Advisory Committees.



- 3.19 The standard Advisory Committee Terms of Reference template currently states “Confirmed Committee meeting minutes will be tabled at the next Ordinary Meeting of Council and published on Council’s website”.
- 3.20 In practice, given there are only four advisory committee meetings throughout the year, the lead times are not conducive to the timely tabling of the minutes, particularly if there is no quorum at a given meeting. However, meeting attendance and agendas are reported to Council using the *Informal Meetings of Councillors* register.
- 3.21 In order to provide the Council group with timely access to all meeting minutes, officers recommend the meeting minutes be referred to the Councillor Hub, with the annual report of the committees’ activities and achievements being published on Council’s website. The Advisory Committee Terms of Reference template will be modified to this effect. The draft amended Terms of Reference template is attached.
- 3.22 The draft amended Terms of Reference template are presented to Council for consideration and endorsement.

#### 4. COUNCIL PLAN / STRATEGY

- 4.1 Goal 1.1: A healthy, resilient and safe community
- Work with our partners and Advisory Groups to improve access to health and wellbeing services and programs for all people in our community.
- 4.2 Goal 1.2: Connected and inclusive community
- Improve Council practice for inclusive communication and engagement.
- 4.3 Goal 5.2: A Council that values customers and community in all that we do
- Work with our partners and advisory networks to advocate and raise awareness of inclusive practices for key priority areas - considering people from First Nations, LGBTIQ+ communities, youth, culturally diverse communities and people with a disability.
  - Deliver initiatives that advocate or demonstrate Council leadership to promote equality across gender, age, diversity, ability and culture.

#### 5. IMPACTS AND IMPLICATIONS

- 5.1 Advisory committees provide a formal way for Council to seek input and guidance from the community which supports quality decision making and helps Council to achieve its goals and objectives under the Council Plan.
- 5.2 Officers recommend that the standard Advisory Committee Terms of Reference template be modified to have confirmed Committee meeting minutes placed on the Councillor hub. This amendment will be changed in the Committee Administration section of the standard Terms of Reference.
- 5.3 Finance / Resource Implications  
The administration of advisory committees is resourced through the operational budgets of the respective service areas.

**6. IMPLEMENTATION**

6.1 Communication and Engagement

|   |   |
|---|---|
| Stakeholder Groups                      | <ol style="list-style-type: none"> <li>1. Disability Advisory Committee;</li> <li>2. Gender Equality and LGBTQIA+ Advisory Committee;</li> <li>3. Health and Wellbeing Advisory Committee;</li> <li>4. Multicultural Communities Advisory Committee; and</li> <li>5. Youth Advisory Committee.</li> </ol> |
| Is engagement required?                 | No  |
| Where does it sit on the IAP2 spectrum? | Inform  |
| Approach                                | The advisory committees will continue to submit an annual report by November each year, summarising the committee’s activities and achievements for the preceding 12 months, and ensuring continued alignment with Council’s strategic objectives.  |

6.2 Timelines

6.2.1 The advisory committees will continue to convene quarterly meetings, at a time and place determined by the respective committee chairs in consultation with the relevant advisory committee memberships.

**7. DECLARATIONS OF CONFLICT OF INTEREST**

No officers involved in the preparation of this report have any general or material conflict of interest in this matter.

## XX Advisory Committee

### Terms of Reference

\*Amendment is highlighted in pink

|   |  |
|---|--|
| <p><b>What is the XX Advisory Committee?</b></p> <p><i>Officer to add high-level statement about the focus of the Advisory Committee</i></p>  |  |
| <p><b>1. Purpose</b></p> <p><i>Officer to add Advisory Committee name</i></p>   | <p>The XX Advisory Committee provides a formal way for Council to seek input and guidance from the community. This guidance is used to support quality decision making and help Council to achieve its goals and objectives under the Council Plan. The XX Advisory Committee will act in an <b>advisory capacity only</b>, and has no delegated authority to make decisions on behalf of Council.</p>   |
| <p><b>2. Role and Objectives</b></p> <p><i>Officer to insert subject matter relevant to the specific Advisory Committee</i></p> <p><i>Officer to add relevant strategic documents, actions plans or policies</i></p> <p><i>Officer to add specific Council Plan actions</i></p> | <p>The role of the Advisory Committee is to provide a direct link between Council and people who have expertise, knowledge, skills and/or lived experience in <b>[XX subject matter]</b>.</p> <p>Advisory Committee members will:</p> <ul style="list-style-type: none"> <li>• Provide a representative sample of expert, independent and authentic voices of people from <b>[XX subject matter]</b>, with an ability to advise on current and emerging trends in the community or relevant sector.</li> <li>• Contribute constructively to support the delivery of key Council strategies, policies and plans, including Manningham's Council Plan 2021-2025, Health and Wellbeing Strategy 2021-2025 and <b>XX Strategy/Policy (e.g. Liveable City Strategy)</b>.</li> <li>• Provide strategic advice and direction on the development and review of key Council strategies, policies and plans.</li> <li>• Contribute to the work of other Advisory Committees where relevant as subject matter experts.</li> </ul> |
| <p><b>3. Delegated authority and decision making</b></p>  | <ul style="list-style-type: none"> <li>• Advisory Committees provide advice to Council and officers to assist their decision making.</li> <li>• In accordance with Section 124 of the <i>Local Government Act 2020</i>, it is an offence for a councillor to direct or seek to direct a member of Council staff in the performance of specific types of tasks and specifies a maximum penalty level.</li> </ul>  |
| <p><b>4. Chairperson</b></p>  | <ul style="list-style-type: none"> <li>• Meetings will be chaired by a Manningham Councillor, nominated by Council on an annual basis. If the Chairperson is absent, they are able to nominate another person to chair.</li> <li>• Meetings will be chaired in a way that promotes respectful discussion of the issues, to arrive at an agreed view that fairly reflects the sense and will of the meeting.</li> <li>• The Councillor Chairperson is responsible for reporting to Council any matters of interest that arise as part of meeting procedures.</li> </ul>   |



|  |  |
|--|--|
| <p><b>5. Membership</b></p> <p><i>Officer to add number of Committee members</i></p> <p><i>Officer to insert membership ratios if appropriate e.g. 70% community members, 30% organisations or service providers</i></p>                       | <ul style="list-style-type: none"> <li>• At least one councillor appointed annually who acts as Chairperson.</li> <li>• A range of volunteer Committee members <b>(between 5 and 15, depending on the type of Committee)</b> appointed by Council through an expression of interest, selection and endorsement process to provide an even mix of:                         <ul style="list-style-type: none"> <li>○ Local community organisations and/or service providers, if relevant; and/or <b>(insert membership ratios if appropriate)</b></li> <li>○ Community members with relevant skills and experience <b>(insert membership ratios if appropriate).</b></li> </ul> </li> <li>• Up to three (3) officers comprising:                         <ul style="list-style-type: none"> <li>○ A senior Council Officer, either Director, Group Manager or Manager;</li> <li>○ Secretariat; and</li> <li>○ Subject matter leader.</li> </ul> </li> </ul>  |
| <p><b>6. Co-opted Membership</b></p>   | <ul style="list-style-type: none"> <li>• Representatives from peak bodies, service providers and council may be invited to attend Advisory Committee meetings to provide specific advice on an as-need basis, and do not contribute to the Advisory Committee’s quorum.</li> </ul>   |
| <p><b>7. Quorum</b></p> <p><i>Officer to insert number of representatives required to meet a quorum, based on total number of Committee members</i></p>  | <p>50% plus one comprising:</p> <ul style="list-style-type: none"> <li>• One councillor or delegated representative;</li> <li>• <b>[XX]</b> community or service provider representatives; and</li> <li>• One officer.</li> </ul>  |
| <p><b>8. Membership Criteria</b></p> <p><i>This section is to be tailored to suit the specialist skills and expertise required for individual Advisory Committees. Officer to articulate and insert specific range of skills required.</i></p> | <p>Applications will be assessed against the specific criteria as follows:</p> <ul style="list-style-type: none"> <li>• <b>[Insert Committee-specific criteria here]</b></li> <li>• Represent diversity including age, gender, sexuality, ability, cultural background, intersectionality and geographic location.</li> <li>• Provide direct links to and active participation in their local community and/or relevant organisations by living, working or studying in Manningham.</li> <li>• Possess knowledge and understanding of the needs and issues addressed by the relevant Advisory Committee.</li> <li>• Demonstrate commitment to actively and constructively contributing to the Advisory Committee with or without support (e.g. interpreting service).</li> <li>• Willingness and ability to engage in open and respectful discussions that add value to the Advisory Committee.</li> <li>• Availability to attend 80% of the meetings scheduled throughout the year.</li> <li>• Willingness to sign a Code of Conduct for Committee members and abide by the terms of appointment (see Section 10 below).</li> </ul> |
| <p><b>9. Membership Appointment</b></p>  | <ul style="list-style-type: none"> <li>• Expressions of interest for the full Advisory Committee membership will be sought in the local media, on Council’s website or by invitation to relevant local or peak agencies or community organisations:                         <ul style="list-style-type: none"> <li>○ Nominations shall be submitted via the Council form (available on Council’s website) within the advertised nomination period;</li> <li>○ Inclusive techniques will be used to ensure access for the broadest reach possible;</li> <li>○ Applicants will be supported to access, complete and submit the form in the way that best suits them;</li> <li>○ Applications will be assessed by Officers and recommendations will be presented at a Council meeting for formal approval; and</li> </ul> </li> </ul>   |



|   |   |
|---|---|
|   | <ul style="list-style-type: none"> <li>○ Advisory Committee membership appointments will be made by Council and formally endorsed, based on appropriate membership mix responsive to the criteria above.</li> <li>● Casual vacancies that occur due to a representative resigning or membership lapsing may be filled by co-opting suitable candidates identified from the most recent selection process for the remainder of the previous incumbent's term:             <ul style="list-style-type: none"> <li>○ Officers, in consultation with the chairperson, will make a recommendation to the Chief Executive Officer to appoint a suitable candidate to join the Advisory Committee for the remainder of the previous incumbent's term;</li> <li>○ Where there are no suitable candidates identified, a formal expression of interest and formal Council endorsement is required (as outlined earlier in Section 9); and</li> <li>○ Where a vacancy occurs within six (6) months of the current membership term expiring, and providing that a quorum is maintained, there is no requirement to fill the vacancy for the remainder of the term.</li> </ul> </li> </ul>   |
| <p><b>10. Membership Responsibilities</b></p> | <ul style="list-style-type: none"> <li>● Councillors are bound by the Councillor Code of Conduct.</li> <li>● Council officers are bound by the Employee Code of Conduct.</li> <li>● Committee members are bound by an Advisory Committee member Code of Conduct, which includes the following:             <ul style="list-style-type: none"> <li>○ Act with integrity;</li> <li>○ Act with impartiality and exercise responsibility in the interests of the local community;</li> <li>○ Not seek to confer an advantage or disadvantage on any person, including one's self;</li> <li>○ Disclose any actual or perceived conflict of interest;</li> <li>○ Undertake Council values, WE ARE Manningham:                 <ul style="list-style-type: none"> <li>▪ Working Together;</li> <li>▪ Excellence;</li> <li>▪ Accountable;</li> <li>▪ Respectful; and</li> <li>▪ Empowered.</li> </ul> </li> <li>○ Take reasonable care of one's own health and safety and that of others;</li> <li>○ Commit to regular attendance at meetings, a minimum of 80%; Members should provide an apology, preferably in writing to the Chair and relevant Officer as soon as they are aware that they cannot attend a meeting;</li> <li>○ Commit to active contribution to the work of the Committee;</li> <li>○ Committee members must defer any media enquiries to the Chairperson in the first instance and should not to respond as a representative of the Committee;</li> <li>○ Committee members are also bound by Council's Social Media Policy and must not respond to any media enquiries, but refer same to the Chairperson or Secretariat; and</li> <li>○ Online behaviour should be consistent with the behaviours outlined above. Committee members must not engage in any conduct online that would not be acceptable in their workplace or that is unlawful. For example, do not make derogatory remarks, bully, intimidate, harass other users, use insults or post content that is hateful, slanderous, threatening, or discriminating.</li> </ul> </li> <li>● A breach of the Code of Conduct may result in Committee membership terminating.</li> </ul> |



|  |  |
|--|--|
| <p><b>11. Appointment Terms</b></p>  | <ul style="list-style-type: none"> <li>• Councillor representatives are appointed annually by Council.</li> <li>• Volunteer community representatives are appointed for the full four (4) year period:</li> <li>• A member of the Committee may resign at any time. Notice of resignation or change of service provider/organisation representation can be made at any time in writing to the Chairperson and the Secretariat;</li> <li>• Service providers and community organisations are able to appoint and/or substitute a representative at their discretion; and</li> <li>• If a Committee member fails to attend three (3) consecutive meetings without giving prior notice, membership is deemed to have lapsed.</li> </ul>   |
| <p><b>12. Committee Administration</b></p> <p><i>Officer to insert Advisory Committee name</i></p> | <ul style="list-style-type: none"> <li>• The Secretariat will be responsible for preparation of meeting agendas, minutes, reports and other administrative functions:             <ul style="list-style-type: none"> <li>◦ Each agenda must commence with an Acknowledgement of Country; and</li> <li>◦ An agenda, prepared in consultation with the chairperson, will be circulated to Committee members a minimum of seven (7) days prior to the meeting.</li> </ul> </li> <li>• Secretariats will be experienced in minuting Advisory Committees and the public distribution of minutes; and/or provided with appropriate training.</li> <li>• Committee members should familiarise themselves with the agenda material prior to the meeting and come to meetings prepared and informed.</li> <li>• Draft minutes of the Committee meeting will be circulated to Committee members within two weeks of the meeting.</li> <li>• Confirmed Committee meeting minutes will be placed on the Councillor Hub.</li> <li>• The <b>XX Advisory Committee</b> will submit a written report and/or presentation to Council by November each year; summarising the Committee's activities and achievements for the preceding 12 months, and ensuring continued alignment with Council's strategic objectives.</li> <li>• The report on the Committees activities and achievements for the preceding 12 months will be published on the Council website.</li> </ul> |
| <p><b>13. Meeting Procedures</b></p> <p><i>Officer to insert meeting frequency</i></p>             | <ul style="list-style-type: none"> <li>• <b>[Quarterly/monthly/bi-monthly]</b> meetings will be pre-scheduled, at a time and place determined by the Chairperson in consultation with the Advisory Committee.</li> <li>• Additional meetings will be subject to approval by both the Chairperson and the relevant senior Council Officer.</li> <li>• With the exception of co-opted members, meetings are closed to the general public.</li> <li>• Any councillor may attend any Advisory Committee meetings to observe.</li> <li>• Committee members provide advice, as far as practicable, on a consensus basis.</li> <li>• Committee members are supported by Council to participate in meetings remotely if unable to physically attend.</li> <li>• Committee members must not disclose information that they know, or should reasonably have known is confidential information.</li> <li>• Committee members have an obligation to not disclose any materials or information that is not publicly available unless approved by the Chairperson or a representative of Council.</li> <li>• Any actual or perceived conflicts of interests should be declared by councillors, Committee members, or officers prior to the agenda item discussion, with the relevant Committee member leaving the room, with the declaration and absence recorded in the meeting minutes.</li> </ul>   |



|  |  |
|--|--|
| <p><b>14. Review</b></p> <p><i>Officer to insert Advisory Committee name</i></p> | <ul style="list-style-type: none"> <li>• The Committee’s terms of reference, membership, and productivity will be reviewed at least once every four years to ensure currency and effectiveness.</li> <li>• The Councillor Chairperson is responsible for reporting to Council on the Committee’s progress and achievements on behalf of the Committee.</li> <li>• The terms of reference may be revoked at any time by Council.</li> <li>• The <b>XX Advisory Committee</b> will sunset four years from the date of adoption.</li> </ul> |
|--|--|

|                                       |                            |   |
|---------------------------------------|----------------------------|---|
| <p><b>Definition of Key Terms</b></p> | Advisory Committee         | <p>Manningham Council’s <i>Advisory Committee Policy 2019 - 2023</i> defines the main function of an Advisory Committee as enabling stakeholder engagement that provides input and guidance to support quality decision making and in turn, the achievements of Council’s goals and objectives under the Council Plan.</p> <p>Advisory Committees facilitate access to independent advice from external stakeholders and collaboration with the community on a range of matters. Advisory Committees generally have a lifespan beyond one year and are aligned with a Council plan or strategy.</p> |
|                                       | Chairperson                | The person appointed to facilitate an Advisory Committee meeting, in this case, a councillor.   |
|                                       | Co-opted membership        | Appointment to membership of an Advisory Committee by invitation of the existing members.   |
|                                       | Council                    | The councillor group participating in decision making at a formally constituted Council meeting.  |
|                                       | Councillor                 | Elected representatives of Manningham City Council.   |
|                                       | Intersectionality          | The combination of various characteristics such as age, gender, cultural background, sexuality and ability that contribute to a person’s lived experience, and in some cases may lead to discrimination or disadvantage.  |
|                                       | Officer or Council Officer | An employee of Manningham City Council.   |
|                                       | Peak body                  | A non-government organisation that consists of individuals or smaller organisations that are united by a shared purpose.  |
|                                       | Quorum                     | The minimum number of Committee members required for a Committee meeting to proceed.  |
|                                       | Secretariat                | The officer appointed to administer the Advisory Committee. This could be a senior Council Officer, either Director, Group Manager or Manager.  |
|                                       | Strategic                  | Relating to the goals and objectives contained within documents such as the Council Plan, and how to achieve them.  |



5 | Manningham Council Advisory Committees – Terms of Reference Template  
 Approved by Council: \_\_\_\_\_ Review Date: \_\_\_\_\_

## 12 CITY SERVICES

### 12.1 Nature Strip Guide

File Number: IN23/498  
Responsible Director: Acting Director City Services  
Attachments: 1 Manningham Council Nature Strip Guide [↓](#)

#### PURPOSE OF REPORT

The purpose of this report is to outline the review and updates made to the Nature Strip Policy (2015) and to seek formal endorsement of the newly developed Nature Strip Guide (sunsetting the pre-existing Nature Strip Policy 2015).

#### EXECUTIVE SUMMARY

Manningham Council's Nature Strip Guide specifies requirements in relation to the maintenance and use of nature strips within Manningham to ensure the provision of safe and attractive streetscapes.

The intent of the new guide is to provide the community clear guidelines on the maintenance of nature strips, and to clarify what services our organisation provides.

The Parks and Natural Environment department administer the Nature Strip Guide in consultation with other impacted departments.

The existing document that outlines these requirements, is the Nature Strip Policy dated 2015. The attached Guide incorporates the review and updating of the existing Policy as to ensure its currency and application.

#### 1. RECOMMENDATION

**That Council endorse the Nature Strip Guide and sunset the existing Nature Strip Policy.**

#### 2. BACKGROUND

- 2.1 Manningham Council's Nature Strip Policy was last updated in 2015. Due to the age of the policy, it has been reviewed by the Parks and Natural Environment department to determine if it is meeting current standards and the needs of the community.
- 2.2 The review involved research into other councils' position on the management of their nature strips and an extensive consultation with other relevant Manningham Council units to get an understanding of any new requirements or improvement that could be added to the existing policy.
- 2.3 On review of the policy, it was decided to develop the policy into a guide that recommends the standard practice for the maintenance of nature strips throughout Manningham.



**3. DISCUSSION / ISSUE**

- 3.1 This new guide provides the community with clear guidance surrounding the maintenance of nature strips, what services we provide and relays the established community expectation that property owners or residents will continue to maintain their nature strip by undertaking lawn mowing, weeding, litter collection, general leveling and any requirements to maintain an attractive and safe nature strip.
- 3.2 A nature strip can be defined as an area between a road (except a road related area) and adjacent land but does not include the shoulder of a road or bicycle path, footpath, or shared path and is set aside to provide space for purposes such as:
- a) Infrastructure services, such as water, sewer, gas, telecommunications, drainage, street lighting, bus stops, street signage and above and below ground power lines.
  - b) Vehicle crossovers and footpaths for the safe movement of pedestrians, prams, and mobility aids.
  - c) The placement of kerbside bins.
  - d) People to safely get into and out of motor vehicles.
  - e) The planting and establishment of street trees by Council.
  - f) Ensure there is a clear line of sight for the safe movement of pedestrians, cyclists, and vehicle traffic along and across the road corridor, including at driveways, corners, and intersections.
- 3.3 Benchmarking with other councils was undertaken to explore current best practice and community expectation in relation to nature strips and how they are utilised by the community. This investigation supported the need for the review and updating of the existing policy.

**4. COUNCIL PLAN / STRATEGY**

- 4.1 This guide aligns with other Council plans and policies including:
- a) Manningham Street Tree Planting Guide 2023
  - b) Manningham Community Local Law 2023
  - c) Manningham Tree Management Plan
  - d) Manningham Electric Line Clearance Management Plan
  - e) Manningham Parking Management Policy 2014
  - f) Manningham Road Management Plan, November 2021
  - g) Roadside Environmental Management Strategy, June 2004
  - h) Roadside Environmental Management Strategy Guidelines, June 2004

- i) Roadside Strategy East Mullum Mullum Map, January 2004
- j) Roadside Strategy West Mullum Mullum Map, January 2004
- k) Green Wedge Infrastructure Guide 2013

**5. IMPACTS AND IMPLICATIONS**

5.1 One significant change from the previous policy includes the ability for property owners to plant low growing ground covers and plants on their nature strip. This is displayed in section 6.3 of the guide ‘Planting with ground covers’. This aligns with Councils commitment to increase city greening and provide increased biodiversity values especially throughout suburbs in the more built-up areas of Manningham.

5.2 Finance / Resource Implications

5.2.1 Resourcing and financing of the work associated with the Communications and Engagement approach outlined below can be delivered within existing resource and budgetary allocations for the 23/24 financial year.

**6. IMPLEMENTATION**

6.1 Communication and Engagement

All feedback from stakeholders (detailed in 6.1) that was received was considered and incorporated into the draft guide; apart from the ability to use stakes and tape to create the exclusion zone, as this was considered by Manningham’s Risk team as a safety concern as there was a likelihood that footpath users could trip and possibly fall onto the stakes. For this reason, the ‘Establishment Period’ section of the guide was removed.

|   |   |
|---|---|
| Stakeholder Groups                      | <ol style="list-style-type: none"> <li>1. City Safety, City Infrastructure, City Design, Risk &amp; Assurance and Economic and Community Wellbeing.<br/><br/><i>All feedback from the above stakeholders was reviewed and the guide was adjusted accordingly. The final draft was provided for final review.</i></li> <li>2. A briefing was held for interested councillors. The Councillors in attendance at the briefing provided feedback they had been receiving from interested residents.</li> <li>3. The Guide was presented to a Strategic Briefing Session for further discussion and input from Council.</li> </ol> |
| Is engagement required?                 | Yes   |
| Where does it sit on the IAP2 spectrum? | Inform  |

|          |  |
|----------|--|
| Approach | <ol style="list-style-type: none"><li>1. The guide will be uploaded onto the Manningham Council website on the Parks and Natural Environment page.</li><li>2. A Councillor Bulletin will be provided informing all councillors of the location of the new publication on the website.</li><li>3. Social media announcements will be published to inform the Manningham community about the new guide and where it is available on the website.</li></ol> |
|----------|--|

6.2 Timelines

6.2.1 August 2023 – seeking endorsement by Council.

6.2.2 October to December 2023 – finalisation of guide and implementation of communication and engagement plan.

**7. DECLARATIONS OF CONFLICT OF INTEREST**

No officers involved in the preparation of this report have any general or material conflict of interest in this matter.



# Manningham Council Nature Strip Guide



Interpreter service  
**9840 9355**

普通话 | 廣東話 | Ελληνικά  
Italiano | عربي | فارسی



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## REGISTER

| Nature Strip Guide       |                             |
|--------------------------|-----------------------------|
| Classification           |                             |
| Document Number          | D23/66122                   |
| Status                   | Draft                       |
| Responsible Service Unit | Parks & Natural Environment |
| Authorised by            | TBA                         |
| Date Adopted             | TBA                         |
| Next Review Date         | TBA                         |

*This Guide is part of a suite of guides and policies adopted by Council or the Executive Management Team (EMT).*

*New or replacement guides and policies can be created and developed within service units but can only be added to Council's Policy Register by Governance Services following the approval of the policy by Manningham Council or the EMT.*

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## 1 INTRODUCTION

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### **Nature strips play an important role within Manningham.**

Nature strips provide a critical space for services such as water, gas, and power. They play a vital role in providing green space which contributes to the overall amenity of the municipality providing an opportunity for planting of trees and other vegetation with significant benefits from an urban forest perspective. Also, nature strips planted with low growing indigenous and native plants can provide opportunities to support and enhance local biodiversity. This is particularly relevant in streets which form connections to natural bushland areas and local waterways.

Manningham Council is required to provide a safe environment to all, and minimise potential risks associated with landscaping nature strips. Council is, however, willing to work with residents and property owners who are considering alternative treatments to traditional grassed nature strips.

## 2 PURPOSE

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To specify Manningham Council's requirements in relation to the maintenance and use of nature strips within Manningham and ensure the provision of safe and attractive streetscapes.

## 3 DEFINITION

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The nature strip can be defined as an area between a road (except a road related area) and adjacent land but does not include the shoulder of a road or bicycle path, footpath, or shared path.

### **The land is set aside for several purposes including providing space for:**

- Infrastructure services, such as water, sewer, gas, telecommunications, drainage, street lighting, bus stops, street signage and above and below ground power lines.
- Vehicle crossovers and footpaths for the safe movement of pedestrians, prams, and mobility aids.
- The placement of kerbside bins.
- People to safely get into and out of motor vehicles.
- The planting and establishment of street trees by Council.
- Nature strips also need to ensure there is a clear line of sight for the safe movement of pedestrians, cyclists, and vehicle traffic along and across the road corridor, including at driveways, corners and intersections.

## 4 GUIDE STATEMENT

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### Who is responsible for maintenance of nature strips?

#### 4.1 Manningham Council

Whilst Manningham Council is the responsible authority, it does not undertake any renovation or proactive maintenance of nature strips throughout Manningham, however, Council does reserve the right to install infrastructure such as footpaths within the road reserve.

Manningham Council will undertake the planting of nature strip trees and is responsible for the maintenance of street trees in nature strips for the life of the tree.

#### 4.2 Residents/Property Owners

Manningham Council relies on the established community expectation that property owners or residents that inhabit properties with nature strips, maintain the nature strip by undertaking lawn mowing, weeding, litter collection, general leveling and any requirements to maintain an attractive and safe nature strip.

Where a property owner fails to maintain a nature strip adjoining the property, Manningham Council may arrange in exceptional circumstances for appropriate maintenance, however, only if the condition of the nature strip is considered to be a traffic or safety hazard or considered to impact unfavourably and significantly on local amenity.

#### 4.3 Utility and Public Transport Providers

Service providers such as Yarra Valley Water, Melbourne Water, electricity, gas, telecommunication, distribution networks and public transport providers may also require access to the nature strip to inspect, repair or replace services and or infrastructure. This could include the provider removing all vegetation and spoil to access/maintain their asset.

On completion of works, providers are responsible for the reinstatement of the nature strip to its previous condition.

## 5 STREET TREES

---

Manningham Council owns and is responsible for the maintenance and management of all trees within nature strips, which necessitates the prohibition of tree planting by adjoining property owners or members of the public.

#### 5.1 Street Tree Planting

Manningham Council has an extensive street and park tree planting program that occurs between May and October each year, although the period can vary to take advantage of optimal planting conditions. Planting is carried out in accordance with the 'Manningham Street Tree Planting Guide 2023' which outlines suitable species for each street throughout Manningham. Community



consultation and engagement about the planting program is provided as part of this strategy. Calling cards are usually dropped in the letter box of residential properties where nature strip plantings have occurred with information about care and maintenance.

To request a tree be planted on a nature strip, please contact Manningham Council's customer service team on (03) 9840 9333 or request online via <https://www.manningham.vic.gov.au/tree-management>. Following a review by Manningham's Proactive Tree Management team, approved nature strip tree plantings will be actioned for the following years planting season wherever possible.

Residents are encouraged to water street trees to encourage the establishment of newly planted trees, especially during the warmer months.



## 5.2 Resident Planted Trees

Residents or property owners are not permitted to plant trees in their nature strip as planted trees may not follow Council considerations and the planted tree stock is often not to the high quality we require and obtain from nurseries. Low quality tree stock can lead to pest and disease complications, poorly developed roots can result in reduced establishment and result in complete tree failure once trees become larger in size. This risk is unacceptable in the public domain.

Where newly planted resident trees are encountered, these will generally be removed. If possible, the resident supplied tree will be put into a pot and left on the resident's property for the resident to plant on their property if they wish. This service may not be possible on all occasions.

## 5.3 Street Tree Management

Manningham Council is responsible for the ongoing inspection and maintenance program relating to all street trees located on Council land including nature strips. Council undertakes cyclic block pruning of trees within the nature strip as per the Manningham Council's 'Tree Management Plan' and 'Electrical Line Clearance Management Plan'.

## 6 WHAT'S ALLOWED?

Residents and property owners can undertake minor landscaping works to achieve the following:

### 6.1 Grassed Nature Strip

Grassed nature strips are the most common form of nature strip treatment throughout the municipality. The use of drought tolerant warm season grasses, such as Kikuyu, Couch and Soft Leaf Buffalo varieties, provide a low maintenance treatment once established, requiring little to no watering while remaining in good health and condition.

### 6.2 Native Grass Nature Strip

The use of native grasses can provide a lawn like appearance, are drought tolerant and low maintenance and only require periodic weeding and mowing. The species recommended for planting in the list below are indigenous to the area and play an important role in maintaining and enhancing local biodiversity. Information on Manningham local plant species can be found on the Council website at [Protecting plants and ecology | Manningham City Council](https://www.manningham.vic.gov.au/protecting-plants-and-ecology) including a gardening guide to local plants [native splendour - second edition.pdf \(manningham.vic.gov.au\)](https://www.manningham.vic.gov.au/native-splendour-second-edition).



*Bulbine bulbosa*



*Einadia nutans*



*Microlena stipoides*



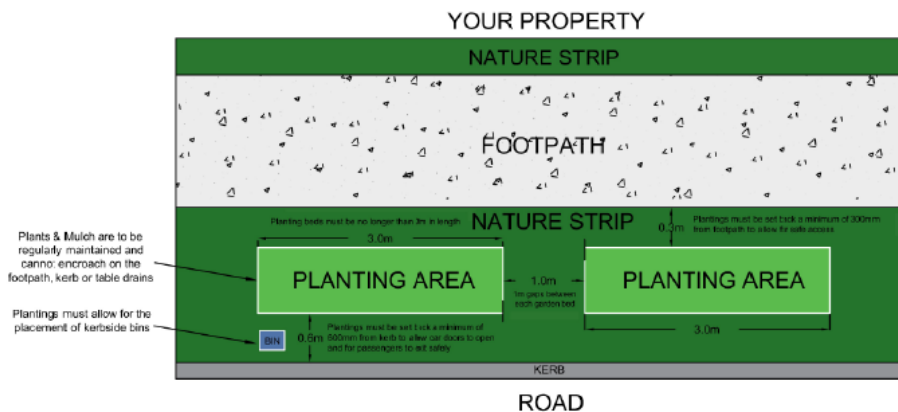
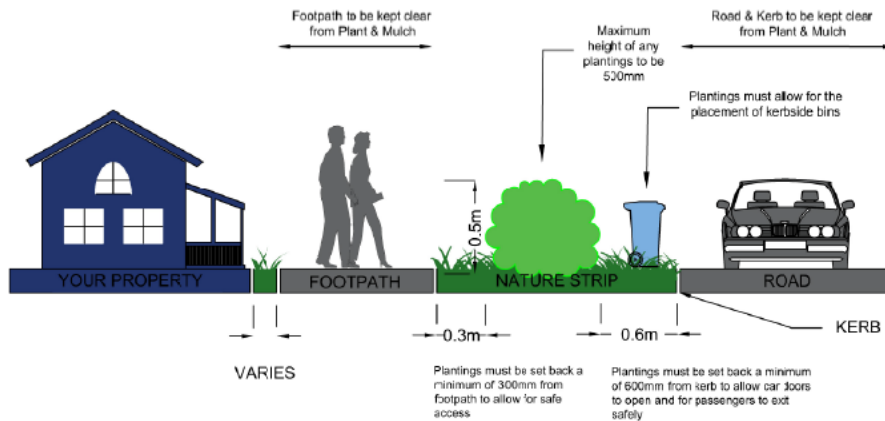
*Rytidosperma racemosum*

### 6.3 Planting With Ground Covers

The use of native ground covers, wildflowers, low growing shrubs, and grasses in a mulched nature strip can provide an aesthetically pleasing alternative to grass when regularly maintained. Planting nature strips with native and indigenous plants can increase biodiversity by providing essential habitat for native birds, insects and lizards. When planting nature strips with low growing ground covers the following requirements must be met:

- Plants must be maintained and never exceed 500mm in height or obscure safe traffic sightlines.
- Plantings must be set back and maintained minimum of 600mm from the kerb to allow car doors to open and passengers to safely step out of a car.
- Plantings must be set back and maintained 300mm from the footpath to allow safe access along the footpath.
- Planting beds must be no longer than 3m in length with 1m gaps maintained between each garden bed.
- Garden edging is NOT allowed unless it's a spade dug edge. No hard edging such as sleepers, steel, plastic or wooded, e.g., jarrah edging.
- Set back areas must be landscaped with grass to allow a flat surface for safe access of pedestrians including wheelchairs, strollers, and any other pedestrian transport.
- Nature strips on corner properties are restricted to low growing ground cover plantings only to a maximum height of 300mm.
- Plants and mulch are to be regularly maintained and cannot encroach on the footpath, kerb, or table drains.
- Plantings must allow for the placement of kerbside bins.
- Fire hydrants, plugs and service pits must be kept clear and accessible for relevant authorities.

Should the nature strip planting not meet the above requirements, Council will request that the resident/property owner remove or make the appropriate adjustments to meet the above requirements. Council also reserves the right to undertake works to ensure compliance including the removal of vegetation as decided by the relevant Council delegated officer.



## 7 BEFORE UNDERTAKING WORKS

Underground services are to be located prior to any work commencing. Call ' **Before You Dig Australia (BYDA)** ' on 1100 to identify service locations.

Locating services prior to commencing work is essential. Failure to locate services can result in serious injury or death and can cause major disruption. The costs of repairs to damaged underground services as a result of nature strip landscaping will be borne by the resident.

Residents and/or property owners can only undertake landscaping works on the nature strip directly in front of their property. Safe public access is required to be maintained (e.g. to enable car doors to be easily opened) taking into consideration disabled access. Waste and recycle bins must be able to be easily placed on and removed from the nature strip.

Street trees play an important role in providing habitat and shade and reducing daytime surface temperatures. Landscaping must not negatively impact the health and vigour of the street tree. Soil disturbance should be minimised by using hand tools to avoid damaging the root system. The

mounding of mulch and ground cover plantings up around the base of street trees should also be avoided.

## 8 WHAT'S NOT ALLOWED?

Except in special circumstances (see following section) specified and agreed by Council, hard landscaping elements are prohibited within a nature strip, including (but not limited to):

- a. Rocks or pebbles
- b. Crushed rock (scoria/toppings) except on approved vehicle crossings
- c. Bollards
- d. Hard surfaces, such as bricks, pavers, concrete, asphalt, retaining walls, etc.
- e. Bluestone pitchers
- f. Sleepers
- g. Planter boxes
- h. Gate entry pillars and feature entry walls
- i. Fences
- j. Start pickets
- k. Wooden stakes (apart from establishment period outlined in 7.1.4)
- l. Private power and lighting
- m. Concrete and steel edging around trees or garden beds
- n. Letterboxes
- o. Sporting equipment
- p. Ornamental statues
- q. Irrigation
- r. Synthetic turf/grass
- s. Vegetable gardens
- t. Establishment of weed species such as agapanthus (suggestion only for consideration)
- u. Alterations to allow for car parking on nature strips
- v. Any other material which could pose a traffic or safety hazard
- w. Garden edging

Council may require a property owner to remove any prohibited landscaping or other works undertaken within the nature strip.

## 9 SPECIAL CIRCUMSTANCES

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In exceptional circumstances, Manningham Council will consider hard landscaping of nature strips or alternative measures to the 'What's allowed?' section of this guide. An example of this may be a steep incline on the nature strip requiring retaining. Should a resident feel they have an exceptional circumstance, a permit is required from Manningham Council to undertake these works. Permits for special circumstances are issued by Manningham Council's City Infrastructure department.

**Any application for a permit will be assessed on a case-by-case basis having regard to:**

- a. provision of minimum widths for clear, safe and unobstructed pedestrian zones and kerbside zones, as well as consideration for a future footpath if non-existent;
- b. provision of clear, safe and unobstructed sightlines for cyclists, drivers and other road users;
- c. prohibited and recommended plant species; and
- d. maximum height of plants.

**Any property owner granted a permit is responsible for the following:**

- a. the property owner may be required to obtain public liability insurance with the value determined by the significance of the works and evidence of cover provided to Manningham Council on request.
- b. The property owner may be liable for any damage to Manningham Council, third party, or service provider infrastructure including utilities located on, or in, the nature strip, caused by works carried out by them, or on their behalf.
- c. Manningham Council will not provide any financial support for the establishment, and maintenance of any permitted planting is to be met by the property owner.
- d. Manningham Council may require a property owner to remove any planting which has been undertaken without a permit, or which does not comply with the permit conditions, including planting, which is poorly maintained, and to reinstate the nature strip to its previous condition, at the cost of the owner/resident.
- e. Manningham Council and service authorities reserve the right to access existing and future infrastructure assets within a nature strip. The affected area will be reinstated with topsoil and grass seed. Any reinstatement of permitted modified nature strips is the responsibility of the property owner.

## 10 EXISTING LANDSCAPED NATURE STRIPS

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Changes may be required to nature strips that have already been landscaped. This is required to ensure they meet the requirements of these guidelines. In discussions with Manningham Council, any changes to existing landscaped nature strips will be undertaken by the resident or property owner.

In nature strips containing existing indigenous vegetation, the planting or removal of vegetation is prohibited. This is especially likely in the peri-urban areas throughout Manningham, however, exist throughout the entire municipality.

If you are unable to determine if this is the case and want to landscape your nature strip, please contact Manningham Council and an officer will assess the existing vegetation to determine if it is indigenous.

## 11 MANAGING RISK & SAFETY

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Manningham Council is required to provide a safe environment and minimise potential risks associated with landscaping on nature strips. Therefore, Manningham Council will respond to public safety issues to minimise the risk to the community. Manningham Council will work with the relevant resident or property owner to address safety issues due to nature strip landscaping. This includes allowing adequate space for safe access to and from vehicles taking into consideration disability access.

Manningham Council may request the resident/property owner to remove any landscaping feature identified as an immediate public risk. This includes pedestrian trip or fall hazards, obstructions or other hazards which do not adhere to these guidelines.

If the resident or a property owner (including previous occupant or owner) is known by Manningham Council to have undertaken works on the nature strip and does not address non-compliant landscaping, Manningham Council may issue a "Notice to Comply". This notice will request the specific problem be fixed by an allocated date. Failure to act following a "Notice to Comply" can result in an on-the-spot fine (in the form of an infringement notice). It is also possible that Manningham Council will act in the Magistrates Court by prosecuting the resident or property owner.

It must also be noted that if a safety issue requires immediate action, Manningham Council may undertake removal/rectification works at the expense of the landowner without notice.

## 12 SCOPE OF THIS GUIDE

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This guide relates to all nature strips in Manningham, with the exception of nature strips associated with Department of Transport and Planning (DTP) Declared Roads.

This guide must be read in conjunction with the requirements relating to the protection of Council land and assets in *Manningham's Community Local Law 2023*.

## 13 FURTHER INFORMATION

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For further information on this guide or to ask any questions relating to the guide, please contact [manningham@manningham.vic.gov.au](mailto:manningham@manningham.vic.gov.au) or call (03)9840 9333.

## 14 RESPONSIBILITY

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- CEO
- Director City Planning
- Director City Services
- Manager City Safety
- Manager Sustainable Futures

## 15 RELATED POLICIES & STRATEGIES

- Manningham Street Tree Planting Guide 2023
- Manningham Community Local Law 2023
- Manningham Tree Management Plan
- Manningham Electric Line Clearance Management Plan
- Manningham Parking Management Policy 2014
- Manningham Road Management Plan November 2021
- Manningham Infrastructure Green Wedge Design Guide 2013
- Roadside Environmental Management Strategy June 2004
- Roadside Environmental Management Strategy Guidelines June 2004
- Roadside Strategy East Mullum Mullum Map January 2004
- Roadside Strategy West Mullum Mullum Map January 2004

## 16 RELATED LEGISLATION

- Local Government Act 2020
- Road Management Act 2004
- Road Safety Act 1986
- Electrical Safety Act 1998

## 17 DOCUMENT HISTORY

|                               |                                       |
|-------------------------------|---------------------------------------|
| Policy Title:                 | Manningham Council Nature Strip Guide |
| Responsible Officer:          |                                       |
| Responsible Officer Position: |                                       |
| Next Review Date:             |                                       |
| To be included on website?    | YES                                   |

| Last Updated | Meeting type? - Council or EMT | Meeting Date | Item Number |
|--------------|--------------------------------|--------------|-------------|
|              |                                |              |             |
|              |                                |              |             |
|              |                                |              |             |







## Manningham Council

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**W:** [manningham.vic.gov.au](http://manningham.vic.gov.au)



## 12.2 End of 2022/23 Financial Year Capital Works Report

File Number: IN23/500  
Responsible Director: Acting Director City Services  
Attachments: 1 FY2022/23 Capital Works EOFY Status Report [↓](#)

### PURPOSE OF REPORT

*The purpose of this report is to provide the end of financial year outcomes in the delivery for the 2022/23 Capital Works Program.*

### EXECUTIVE SUMMARY

*The total capital expenditure for the FY22/23 financial year was \$45.9 million or 84% of the forecast budget of \$54.8 million. Of the 184 projects listed in the program, 158 were finalised, 16 are ongoing, and 10 were closed and removed from the program, equating to a completion rate of 86%.*

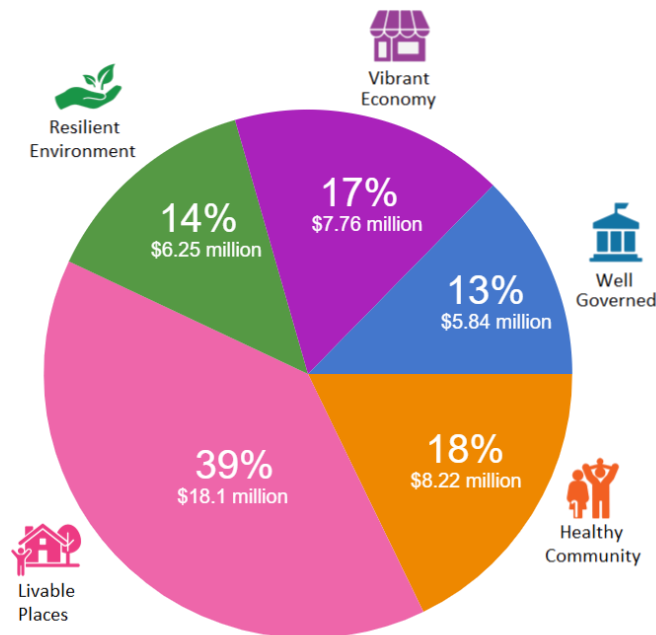
*The end of year result is outstanding given the current market constraints. The success of the program has been the result of good planning, early identification of risks, and implementation of a mitigation strategy.*

### 1. RECOMMENDATION

**That Council notes the contents of the 2022/23 Financial Year Capital Works Report.**

### 2. BACKGROUND

- 2.1 The purpose of this report is to provide the EOFY outcomes in the delivery for the 2022/23 financial year Capital Works Program.
- 2.2 This report details how well the organisation performed in the delivery of the capital program and expenditure outcomes. The report also summarises the key projects delivered, asset expenditure and expenditure in relation to the Council plan.
- 2.3 The 2022/23 capital works program represented our largest capital works program in recent years. We were significantly better prepared for delivery than previous financial years, with a higher degree of consultation, approvals and procurement of projects completed.
- 2.4 In delivering the capital program, the aim is to deliver projects which achieve the key objectives of the Council Plan. The chart below allocates estimated expenditure against each of the Council Themes listed in the Council Plan.



2022-23 Capital Expenditure by Council Theme

Note: Excludes expenditure on property acquisition.

2.5 The deliverability of the projects over the financial year was impacted by market conditions and the lingering impacts of the Covid 19 pandemic. This led to long delays in the sourcing of goods and material, as well as labour shortages. These megatrends are evident across all sectors in the economy, with the construction industry suffering significant impacts. Over the course of the financial year, we implemented a mitigation strategy to manage the program to meet the performance KPIs.

2.6 To deliver successful projects we have increased the level of planning and community engagement in line with Manningham community engagement policy. This has led to projects being slowed down in the initial phases to allow for a more thorough and in-depth engagement process to be followed. The benefits are then realised during the construction and handover phases of the projects.

### 3. DISCUSSION / ISSUE

3.1 The total capital expenditure for the 2022/23 financial year was \$45.9 million or 84% of the forecast budget of \$54.8 million.

3.2 As detailed in the attachment, the adopted capital works budget by Council for 2022/23 financial year was \$65.2 million.

3.3 The capital budget was subsequently adjusted:

3.3.1 In August 2022, revised carry forwards from 2021/22 financial year.

3.3.2 In August 2022, FOGO was reclassified as operational in nature and moved to operating.

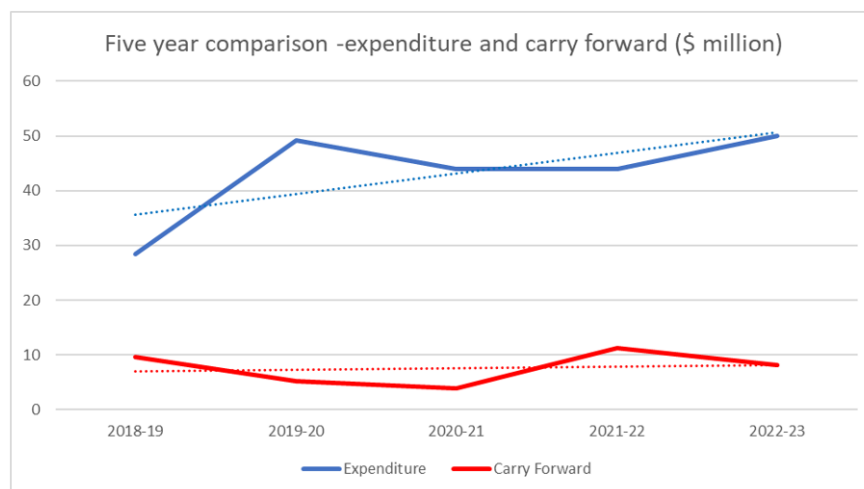
3.3.3 In October 2022, as per previous financial years the property acquisition projects were reported separately as they are opportunistic by nature.

3.3.4 In March 2023, a further adjustment was made due to a change in grant income.

3.4 Of the 184 projects listed in the program, 158 were finalised, 16 are ongoing, and 10 were closed and removed from the program, equating to a completion rate of 86%.

3.5 \$8.15 million worth of projects from the 2022/23 financial year budget will be completed part of the FY 2023/24 financial year (Carry forwards). These projects are committed which for the majority have contracts in place and works have commenced.

3.6 We continue to perform well in the delivery of the Capital Works Program with total capital expenditure growing steadily from 2018/19 levels.



3.7 **52.4%** of capital expenditure on non-property acquisition projects in 2022/23 was renewal in nature, which is better than the 50% target.

#### 4. COUNCIL PLAN / STRATEGY

4.1 The capital works performance discussed in this report are consistent with Council's strategic objectives as listed in the Council Plan. The delivery of capital works projects within the program is essential for the provision of:

4.1.1 inviting places and spaces;

4.1.2 enhanced parks and open space and streetscapes; and

4.1.3 well connected safe and accessible travel options.

#### 5. IMPACTS AND IMPLICATIONS

5.1 The delivery of a large portion of the Capital Works Program provides significant tangible benefits to the community.

5.2 The successful delivery of many projects, on time and to budget is in line with Council financial plan.

- 5.3 The deliverability of the projects within the financial year was significantly impeded by market conditions. We were faced by the following significant issues:
  - 5.3.1 Sourcing contractors from the market with several projects having to be re-tendered.
  - 5.3.2 Securing material to undertake the works and long times for materials. For example, the current industry wait time for drainage pipes is 6 months.
  - 5.3.3 Contractors having significant longer construction programs than previous years due to labour shortages.
  - 5.3.4 Limited pool of available contractors with long lead times before they can commence on projects.
  - 5.3.5 Significant delays in consultancy work and external approvals due to labour shortages.
- 5.4 We have brought forward projects from future years within the program to offset the underspend in areas.

**6. IMPLEMENTATION**

6.1 Communication and Engagement

|   |  |
|---|--|
| Stakeholder Groups                      | 1. Council<br>2. Project Advocates<br>3. Project Managers  |
| Is engagement required?                 | Yes  |
| Where does it sit on the IAP2 spectrum? | Involve  |
| Approach                                | The development of the capital program forms part of Councils annual budget consultation with the public.<br>Quarterly reports on the progress on the capital work program are presented to Council. |

6.2 Timelines

- 6.2.1 Quarterly status reports will be provided to Councillors to provide information on the progression of the delivery of the program.

**7. DECLARATIONS OF CONFLICT OF INTEREST**

No officers involved in the preparation of this report have any general or material conflict of interest in this matter.

# Capital Works Program 2022-23 End of Financial Year Status Report



Interpreter service

**9840 9355**

普通话 | 廣東話 | Ελληνικά

Italiano | عربي | فارسی

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## 1. Executive Summary

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### 1.1. 2022-23 Adopted Program Overview

The adopted program included Capital Projects, FOGO-Operating, and Property Acquisition. The final position of the adopted program is shown in Table 1, 2 and 3.

**Table 1 – Expenditure of Adopted Program:**

| (Million)            | Expenditure Forecast | Actual Expenditure | % Expenditure |
|----------------------|----------------------|--------------------|---------------|
| Capital Projects     | \$54.8               | \$45.9*            | 84%           |
| Property Acquisition | \$7.6                | \$4.1              | 54%           |
| FOGO - Operating     | \$1.2                | \$0.8              | 66%           |
| Adopted Program      | \$63.5               | \$50.8             | 80%           |

**Table 2 – Delivery of Adopted Program:**

| Number of Projects   | Completed | Work in Progress | Closed | % Completed |
|----------------------|-----------|------------------|--------|-------------|
| Capital Program      | 158       | 16               | 10     | 86%         |
| Property Acquisition | 1         | 0                | 0      | 100%        |
| FOGO - Operating     | 1         | 4                | 1      | 17%         |
| Adopted Program      | 160       | 20               | 11     | 84%         |

*\*Total 2022-23 capital expenditure is subject to compliance-oriented non-capital true-up adjustment used for Annual Report purpose.*



## 1.2. 2022-23 Capital Program Overview

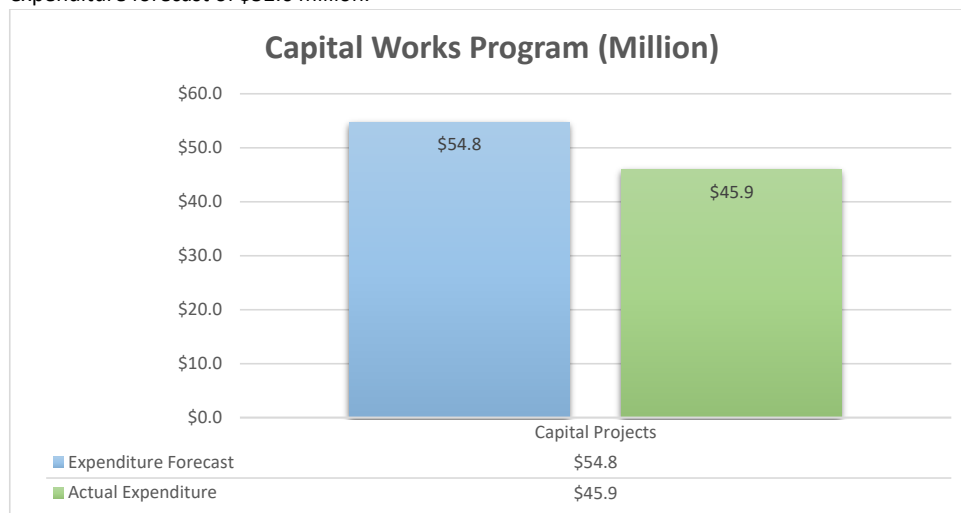
The financial snapshot of the capital expenditure program is shown in Table 4.

**Table 4 – Capital Expenditure Program Financial Snapshot:**

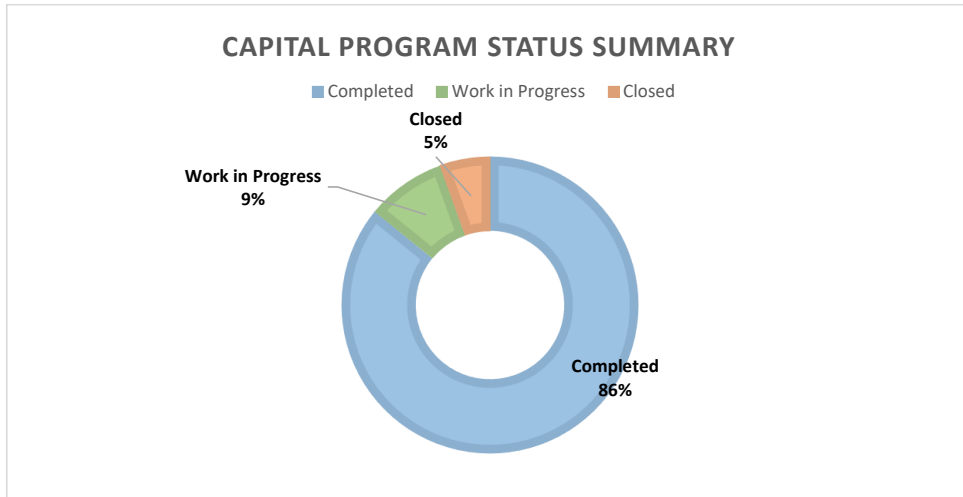
| Budget source   | Million      |
|---|--------------|
| <b>Published FY22-23 Capital Budget</b>                     | <b>65.2</b>  |
| Carry Forward from 2021-22 true-up at end of financial year | -0.8         |
| FOGO adjustment (Moved to Operating)                        | -2.5         |
| <b>Capital Works Program budget at 1 July 2022</b>          | <b>61.9</b>  |
| Mid-year Grant funding adjustments                          | 0.5          |
| Property Acquisition Subtracted                             | -7.6         |
| <b>Capital Works Program Forecast for 20212-23</b>          | <b>54.8</b>  |
| <b>Capital Works Program Expenditure for 2022-23</b>        | <b>45.9*</b> |
| Final carry forward to 2023-24                              | 6.1          |
| Savings at end of 2022-23                                   | 2.8          |

### Actual Expenditure and Program Status

The total capital expenditure for 2022-23 was \$45.9\* million which equates to 84% of the capital expenditure forecast of \$52.6 million.



Of the 184 projects listed in capital program, 158 were completed according to FY22-23 milestones, 16 are ongoing, and 10 were closed. This equates to a completion rate of 86%.



*\*Total 2022-23 capital expenditure is subject to compliance-oriented non-capital true-up adjustment used for Annual Report purpose.*

### 1.3. 2022-23 Carry Forward into 2023-24

Table 6 details the carry forward by projects. Carry Forward into 2023-24 has increased by \$0.6 million from the interim approved in the latest version of 10-year capital works program. The total carry forward amount finalised at \$8.15 million.

| Project ID | Project  | FY22/23 Carry Forward Published | FY22/23 Carry Forward Finalisation |
|------------|--|---------------------------------|------------------------------------|
|            | <b>Total</b>   | <b>7,527,500</b>                | <b>8,149,702</b>                   |
| PRJ-01235  | (SPP) 300 Blackburn Road, Doncaster East - Remediation works                 | 100,000                         | 100,000                            |
| PRJ-01183  | (SPP) Manningham Property Acquisition Project                                | 1,960,000                       | 1,937,000                          |
| PRJ-00795  | MC2 Exterior   | -                               | 368,166                            |
| PRJ-00627  | Schramm's Cottage Museum Complex Visitor Centre                              | 197,000                         | 323,593                            |
| PRJ-00402  | Tennis Court Strategy (Donvale Tennis)                                       | 313,500                         | 393,631                            |
| PRJ-01298  | Public Tennis Court Improvement Works ( Koonung Park)                        | 230,000                         | 328,805                            |
| PRJ-01203  | Templestowe Park Tennis Club Upgrade of courts 6 and 7 and new floodlighting | -                               | 406,282                            |
| PRJ-00282  | Tram / Merlin Traffic Signals  | 480,000                         | 278,650                            |
| PRJ-01297  | Donvale Reserve Cricket Nets   | -                               | 189,575                            |
| PRJ-00146  | Miscellaneous General Leisure (Rieschiecks Reserve Perimeter Fencing)        | -                               | 137,000                            |
| PRJ-00827  | Commissioning of public art  | 75,000                          | 115,000                            |
| PRJ-00152  | Plant Replacement Project  | 450,000                         | 450,000                            |
| PRJ-00626  | Ruffey Lake Park Playground Upgrade - Victoria Street (Waldau)               | 825,000                         | 825,000                            |
| PRJ-00479  | Hepburn Reserve  | 2,040,000                       | 2,040,000                          |
| PRJ-00945  | Cat Jump Park Playspace Renewal  | 257,000                         | 257,000                            |
| PRJ-00559  | Everard Drive Drainage Upgrade   | 600,000                         | -                                  |

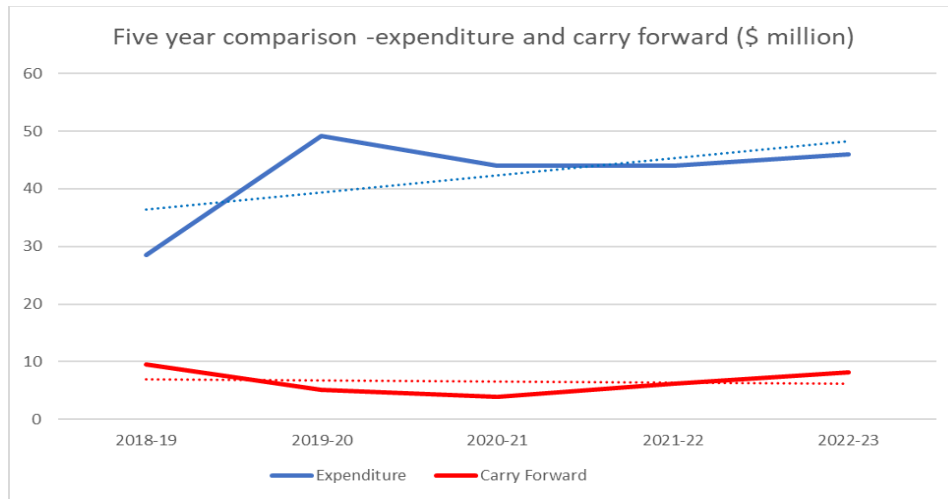
### 1.4. 2022-23 Closed Projects

Table 7 details FY22-23 closed projects.

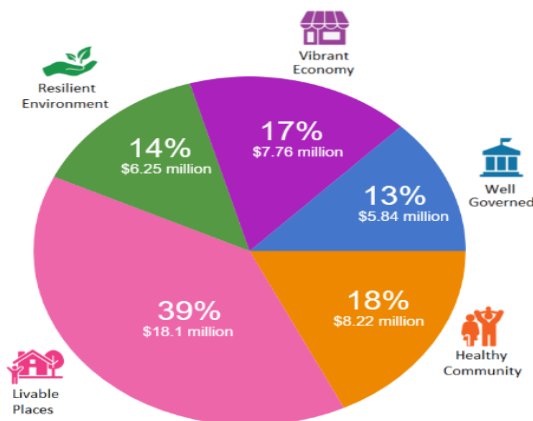
| Project   | Service Unit          | Commentary  |
|---|-----------------------|---|
| Payments and customer refund automation                                   | Business Enablement   | Not proceeding in 22/23 program as further scoping, definition and resourcing is required. According to the result of KPMG Consulting, program is to be leaner to improve quality. The financial impact of AM phase 2 has been mitigated by funding |
| Hard/Garden Waste Automation and CRM Roadmap                              | Business Enablement   |   |
| Smart City Bins and Drains Asset Monitoring                               | Business Enablement   |   |
| MC2 HVAC Preservation   | City Assets           | Not proceeding in 22/23 program as being contingent on MC2 cladding progress.   |
| Macedon Square  | City Planning         | Not proceeding in 22/23 program due to scope changes. The financial impact has been mitigated by funding transfers to live projects and misc renewal (resurfacing, paving and landscaping) work underway.   |
| Waldau Cafe   | City Planning         | Not proceeding in 22/23 program as further scoping, definition and resourcing is required.  |
| Wonga Park Tennis Club Court 1 Resurface and fencing                      | City Projects         | This project has been deferred whilst Officers explore alternate management options for the court. A future upgrade will be scheduled following this work.  |
| Park Orchards Community House   | Connected Communities | Project deferred pending confirmation of other funding sources from State Government. The \$100k financial impact on 22/23 program has been mitigated by work committed for Bulleen and Doncaster library layout changes.                           |
| Manningham Toy Library relocation   | Connected Communities | Project deferred while alternative sites are explored. Project will recommence once a suitable site is confirmed.   |
| Health Services Hub   | Connected Communities | Health Services Hub is not required as alternative options have been actioned.  |
| (SPP) 895 Doncaster Road, Doncaster East - Concept Design and Feasibility | Property              | Not proceeding in 22/23 program in re-prioritisation process.   |

### 1.5. Five-year comparison – expenditure and carry forward

The 2022-23 capital program was an ambitious program for the Council to deliver. Given the hardships and challenges experienced throughout the year, teams have achieved significant success as the program of works delivered is the largest recorded. Below figure shows positive indicators as teams are adapting and positioning themselves to deliver more works/projects while stabilising carry forward at a reasonably low level.



### 1.6. 2022-23 Expenditure by Council Theme



2022-23 Capital Expenditure by Council Theme  
Note: Excludes expenditure on property acquisition

## 1.7. 2022-23 Expenditure by Program and Asset

### Expenditure Type

52.4% of capital expenditure on non-property acquisition projects in 2022/23 was renewal in nature, which is better than the 50% target.

| Program                            | Renewal             | Upgrade            | Expansion          | New                 | Total               |
|------------------------------------|---------------------|--------------------|--------------------|---------------------|---------------------|
| Artworks Program                   | \$5,645             | \$0                | \$0                | \$254,160           | \$259,805           |
| Bicycle Network Program            | \$28,487            | \$18,991           | \$9,496            | \$700,442           | \$757,415           |
| Buildings Program                  | \$6,240,904         | \$2,557,177        | \$582,460          | \$1,042,330         | \$10,422,871        |
| Bus Shelter Program                | \$43,226            | \$27,473           | \$0                | \$76,920            | \$147,618           |
| Children Services Program          | \$43,327            | \$0                | \$0                | \$43,327            | \$86,653            |
| Circular Economy Program           | \$320,354           | \$844,608          | \$0                | \$347,466           | \$1,512,429         |
| Community Facilities Program       | \$127,683           | \$106,268          | \$0                | \$212,566           | \$446,517           |
| Drainage Program                   | \$1,569,271         | \$1,189,611        | \$0                | \$1,023,455         | \$3,782,337         |
| Footpath Program                   | \$860,507           | \$0                | \$0                | \$1,368,925         | \$2,229,432         |
| Open Space Program                 | \$1,538,174         | \$432,031          | \$23,038           | \$1,694,028         | \$3,687,271         |
| Parks Program                      | \$803,869           | \$0                | \$0                | \$0                 | \$803,869           |
| Plant & Equipment Program          | \$1,131,382         | \$125,709          | \$0                | \$0                 | \$1,257,091         |
| Property Acquisition Program       | \$0                 | \$0                | \$0                | \$3,801,987         | \$3,801,987         |
| Recreation & Leisure Program       | \$1,885,035         | \$1,517,201        | \$24,219           | \$954,469           | \$4,380,925         |
| Roads Program                      | \$8,634,399         | \$1,648,686        | \$530,437          | \$317,914           | \$11,131,437        |
| Sportsground Redevelopment Program | \$210,433           | \$0                | \$0                | \$0                 | \$210,433           |
| Streetscapes Program               | \$98,246            | \$24,119           | \$17,423           | \$183,266           | \$947,520           |
| Technology Program                 | \$198,924           | \$16,101           | \$0                | \$478,639           | \$2,059,614         |
| Waste Management Program           | \$0                 | \$0                | \$0                | \$356,309           | \$356,309           |
| <b>TOTAL</b>                       | <b>\$24,176,510</b> | <b>\$8,560,642</b> | <b>\$1,227,056</b> | <b>\$14,001,149</b> | <b>\$49,955,772</b> |

### 1.8. 2022-23 Program Highlights

Playspaces (Aranga Reserve, Brendan Reserve, Crawford Reserve, Grover Reserve, Jenkins Park, Pettys Reserve)



Public Toilet (Jenkins Park)



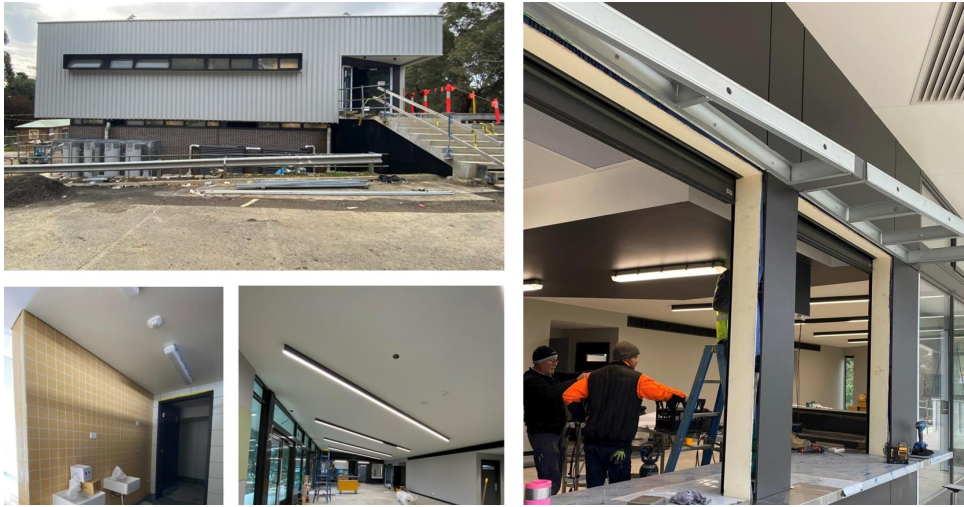
Ruffey Lake Park – New Ninja Park Warrior Station



Tunstall Square Kindergarten



Deep Creek Reserve Pavilion



Tolsoy new path completed.

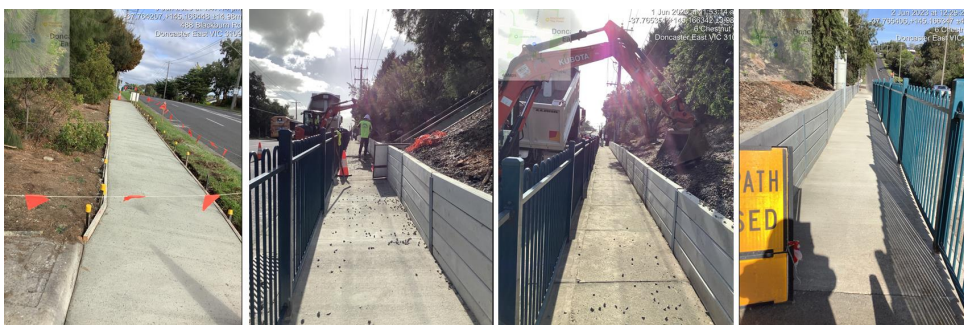




Everard Dr drainage



Blackburn Rd Footpath



Donvale Cricket Nets



**13 EXPERIENCE AND CAPABILITY**

There are no Experience and Capability reports.

## 14 CHIEF EXECUTIVE OFFICER

### 14.1 Audit and Risk Committee Charter draft 2023 and Independent Member Remuneration Review

File Number: IN23/492  
Responsible Director: Chief Executive Officer  
Attachments: 1 Audit and Risk Committee Charter Draft 2023 [↓](#)

#### PURPOSE OF REPORT

*To seek Council endorsement of the revised Audit and Risk Committee Charter which outlines the functions and responsibilities of the Committee. and agree to changes to the independent committee member's remuneration.*

#### EXECUTIVE SUMMARY

*The Audit and Risk Committee Charter (the Charter) outlines the functions and responsibilities of the Audit and Risk Committee in assisting Manningham City Council (the Council) fulfil its oversight and corporate governance responsibilities. The Charter documents the structure and operation of the Committee.*

*In accordance with the Local Government Act 2020 (the Act) Section 54, Council must prepare and approve an Audit and Risk Committee Charter.*

*The current charter has been reviewed, updated and endorsed by the Audit and Risk Committee on 21 July 2023 to better align it with the specific statutory responsibilities of the Act and has referenced best practice examples reviewed by the Victorian Local Government Inspectorate.*

*A recommendation to uplift the remuneration of the Independent Committee members following a benchmarking exercise is also made.*

#### 1. RECOMMENDATION

**That Council:**

- A. Adopt the revised 2023 Audit and Risk Committee Charter with effect from 23 August 2023.**
- B. increase the Audit and Risk Committee Chairperson's fee from \$10,500 to \$10,900 per annum (\$2,180 per meeting).**
- C. increase the Audit and Risk Committee independent general member fee from \$7,250 to \$8,000 per annum (\$1,600 per meeting).**
- D. with effect from 1 July 2024, annually adjust the Audit and Risk Committee independent member fees by the preceding 'Consumer Price Index Melbourne All Groups' rate for the previous 12 month period to the end of June each year.**

## 2. BACKGROUND

- 2.1 The Audit and Risk Committee have been operating under the Charter adopted by Council in September 2020, in response to the establishment of the Committee as set out in sections 53 & 54 of the Local Government Act 2020.
- 2.2 The Charter provides the framework for the conduct and function of the Audit of Risk Committee. It sets out its purpose, objectives, authority, membership, terms of appointment, election of Chairperson, code of conduct, oversight responsibilities and reporting.
- 2.3 Review of the Charter was conducted over two meetings of the Audit and Risk Committee with the final draft version endorsed by the Committee on 21 July 2023, with the inclusion of a minor change on the length of Councillor appointments.
- 2.4 The version presented to Councillors only contains minor changes to headings and introduces an indexation clause for member remuneration (discussed below).
- 2.5 The Charter maintains important access arrangements and reporting obligations between the Committee/Committee Chair and Council and public reporting, as set out in the Charter under Reporting Responsibilities (clause 7.7).
- 2.6 Independent members are to be remunerated in accordance with a Council resolution pursuant to section 53(6) of the Act. Remuneration fees for the independent members of the Audit and Risk Committee was last reviewed by Council in July 2019. Council's resolution was to maintain the Chair's fee of \$10,500 and increase the general member's fee from \$7,000 to \$7,250.
- 2.7 The membership of the Committee remains unchanged with the update of the Charter. The members of the Audit and Risk Committee are:-

Chairperson – Mr Andrew Dix

Independent Member – Ms Evy Papadopoulos

Independent Member – Mr Jonathan Kyvelidis

Councillor Member – Cr Laura Mayne

Councillor Member – Cr Stephen Mayne

### 3. DISCUSSION / ISSUE

#### **Audit and Risk Committee Charter**

3.1 The key changes to the Charter include:

- Explicit alignment of the Charter with the corresponding clauses of the Local Government Act to provide clarity and transparency.
- Update of the Charter in accordance with the best practice models published by the Victorian Local Government Inspectorate.
- The terms of appointment for independent members to now require the position to be advertised following two consecutive periods, to test the market and ensure a vibrant and high performing committee is maintained. Independent members can still serve a maximum of nine year terms, if the incumbent is successfully appointed after the advertising and recruitment process after their second term.
- The term of appointment for Councillor members is formally recommended to be a minimum of two years and does not have a maximum period.
- Expansion of the code of conduct of the Committee in regard to Confidential Information, Misuse of Position and application of Manningham's Values.

3.2 The Audit and Risk Committee Chair will continue reporting to Council twice per year on the activities of the Committee and include its findings and recommendations (section 54(5)(a) & (5)(b)). The next reporting date is scheduled to follow the end of financial year external auditing of the financial statements and performance report meeting on 1 September 2023.

#### **Independent Member Remuneration**

- 3.3 As per clause 5.3 Remuneration of independent members of the Charter, the appointment and work undertaken by the expert independent members is remunerated by a fee paid by Council.
- 3.4 The Committee Chairperson undertakes additional duties beyond the ordinary independent members. These include agenda planning with management, review of the Committee minutes, presentation of performance reports to Councillors twice per year and general leadership duties of a committee chairperson.
- 3.5 Historically, there is no fixed cycle for this review but rather an ad hoc approach involving the periodic benchmarking of fees to maintain parity with the local government sector. The last benchmarking submission to Council was four years ago in July 2019.
- 3.6 Based on a 2022 benchmark review of seven metropolitan Victorian Council Audit and Risk Committee independent member remuneration levels, Manningham's rates are under the per meeting rate average. Details of the benchmarking exercise are detailed below.
- 3.7 We propose that Council's fees be adjusted by Council resolution to \$2,180 per meeting for the independent Committee Chair, and \$1,600 per meeting for the ordinary independent members.



**6. IMPLEMENTATION**

6.1 Communication and Engagement

|   |  |
|---|--|
| Stakeholder Groups                      | The Public   |
| Is engagement required?                 | Yes  |
| Where does it sit on the IAP2 spectrum? | Inform   |
| Approach                                | Committee Members will be advised that the Charter has been updated and provided with a Copy. The revised Charter will be made available on Council’s website. Independent Committee Members will be updated on the changed remuneration arrangements for this role. |

6.2 Timelines

The Council resolution will be effective from the 23 August 2023.

**7. DECLARATIONS OF CONFLICT OF INTEREST**

No officers involved in the preparation of this report have any general or material conflict of interest in this matter.

**MANNINGHAM COUNCIL  
AUDIT AND RISK COMMITTEE CHARTER**



Audit and Risk Committee Charter



# MANNINGHAM COUNCIL AUDIT AND RISK COMMITTEE CHARTER



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# MANNINGHAM COUNCIL AUDIT AND RISK COMMITTEE CHARTER



|   |   |
|---|---|
| <i>POLICY NO:</i>                                   | POL/  |
| <i>VERSION:</i>                                     | 2   |
| <i>SHORT DESCRIPTION:</i>                           | This Charter outlines the functions and responsibilities of the Audit and Risk Committee  |
| <i>RELEVANT TO:</i>                                 | Audit and Risk Committee members (independent and Council appointed). Some aspects of the Charter will impact the internal and external auditors and relevant Council officers. |
| <i>RESPONSIBLE OFFICER:</i>                         | Chief Legal and Governance Officer  |
| <i>RESPONSIBLE OFFICE:</i>                          | Chief Executive Office  |
| <i>AUDIT &amp; RISK COMMITTEE ENDORSEMENT DATE:</i> | 21 July 2023  |
| <i>APPROVED BY:</i>                                 | Council   |
| <i>DATE PUBLISHED:</i>                              |   |
| <i>NEXT SCHEDULED REVIEW DATE:</i>                  | July 2026   |

## 1. CHARTER PURPOSE

---

The Audit and Risk Committee Charter (the Charter) outlines the functions and responsibilities of the Audit and Risk Committee (the Committee) in assisting Manningham City Council (the Council) fulfil its oversight and corporate governance responsibilities. The Charter provides for the structure and operation of the Committee.

The Committee is an independent advisory committee to the Council established under section 53(1) and (2) of the Local Government Act 2020 (the Act). The Committee does not have any delegated powers, including executive powers, management functions or delegated responsibility.

The Committee's role is to monitor, review and advise Council on the standard of its financial control, risk management and corporate governance.

## 2. SCOPE

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This policy applies to all Audit and Risk Committee members (independent and Council appointed). Some aspects of the Charter will impact the internal and external auditors and relevant Council officers.



### **3. CONTEXT**

---

The Committee has been established pursuant to section 53 of the Local Government Act 2020. The Council is required, under section 54 of the Act, to adopt a Charter that specifies the functions and responsibilities of the Committee as including:

- a. Monitoring compliance of Council policies and procedures with the overarching governance principles, the Act and regulations and any Ministerial directions.
- b. Monitoring Council financial and performance reporting.
- c. Monitoring and providing advice on risk management and fraud prevention systems and controls.
- d. Overseeing internal and external audit functions.

### **4. CHARTER STATEMENT**

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#### **4.1 Authority**

The Committee is directly responsible to Council for discharging its responsibilities as set out in this Charter. The Committee is an advisory committee and does not have delegated powers.

The Committee has authority to:

- 4.1.1 Endorse key documents and reports that must be approved by Council, including annual financial reports, annual performance statements, new or revised policies and other documents that assist in maintaining a strong internal control environment.
- 4.1.2 Approve internal and external audit plans, including internal audit plans with an outlook of greater than one year.
- 4.1.3 Provide advice and make recommendations to Council on matters within its areas of responsibility.
- 4.1.4 Retain counsel of relevant independent experts where it considers that is necessary in order to execute its responsibilities, subject to prior agreement with the Chief Executive Officer.
- 4.1.5 Make enquiry of Council officers in the context of the Committee's responsibilities and functions.
- 4.1.6 Resolve any disagreements between management and the internal and external auditors on audit recommendations.
- 4.1.7 Meet with Council Officers, internal and external auditors and other parties as required to discharge its responsibilities.



#### 4.2 Objectives

The Audit and Risk Committee's primary role is to provide oversight, advice and guidance on Council's frameworks and systems of controls relating to:

- a. Legislative and good governance compliance.
- b. Financial and performance reporting.
- c. Risk management with a focus on material risks.
- d. Internal and external audit.

### 5. MEMBERSHIP

---

The Committee will comprise five members, three of whom must be independent members and two Councillor members. In accordance with the Act, the members of the Committee must:

- 5.1.1 Include members who are Councillors at the Council (section 53(3)(a)).
- 5.1.2 Consist of a majority of members who are not Councillors of the Council and who collectively have.
- 5.1.3 Expertise in finance management and risk (section 53(3)(b)(i)).
- 5.1.4 Experience in public sector management (section 53(3)(b)(ii)).
- 5.1.5 Not be a member of Council staff (section 53(3)(c)).
- 5.1.6 Independent external members will be sought by way of public advertisement seeking expressions of interest. A recruitment panel will evaluate candidates on the basis of their expertise, experience and their ability to apply appropriate analytical and strategic management skills, as well as the 'fit' of their skills within the overall skillset of the Committee.
- 5.1.7 The Audit and Risk Committee will annually appoint the Chairperson (Chair) of the Committee, who in accordance with section 53 of the Act:
  - must not be a Councillor (section 53(4)); and
  - must not be a member of Council staff (section 53(3)(c)).
- 5.1.8 In the absence of the Chair, the Committee will elect a temporary Chair from the remaining independent members.

#### 5.2 Term of Appointment

- 5.2.1 The independent members will be appointed by Council for a three year term; however, members may re-apply at the end of their term and may be



re-appointed for a further term up to a maximum of two (2) consecutive terms of three years. The position must be advertised after an independent member has completed two consecutive terms. The independent member may apply as part of the competitive process and if successful, they can only serve for a further three year term, totalling a maximum nine (9) years of Audit and Risk Committee service to Council.

- 5.2.2 Terms of appointment will be arranged to ensure an orderly rotation and continuity of membership and committee operation.
- 5.2.3 In the event of a vacancy of an independent member before the expiry of their term, Council shall publicly advertise the position to be filled for the remainder of the current term.
- 5.2.4 If Council proposes to remove an independent member of the Committee, Council must give written notice to the member and provide that member the opportunity to be heard by Councillors on the proposed removal, prior to any decision by Council. The Mayor or delegate will chair the discussion.
- 5.2.5 The Councillor members of the Committee will be appointed annually by Council and are encouraged to serve a minimum two year term for continuity.

### **5.3 Remuneration of independent members**

Independent members are to be remunerated in accordance with a Council resolution, pursuant to section 53(6) of the Act. The fee paid to independent members will be annually adjusted by the preceding 'Consumer Price Index Melbourne All Groups' rate for the previous 12 month period to the end of June each year.

## **6. ADMINISTRATIVE ARRANGEMENTS**

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### **6.1 Meetings**

- 6.1.1 The Committee will meet at least five times a year with one of these meetings to be dedicated to financial and performance audit reporting as close as practicable to preparation of the end of year Council financial statement.
- 6.1.2 All Committee members are expected to attend most meetings in-person, unless there are significant intervening circumstances in which the Chief Executive Officer provides approval for alternative arrangements.
- 6.1.3 The Chief Executive Officer, members of the Executive Team, Senior Managers or other management representatives may attend meetings as advisors or observers but will not be members of the Committee.



6.1.4 A representative(s) of VAGO and the appointed internal audit contractor will be invited to attend meetings of the Committee. Such a representative will be required to act in accordance with the obligations of confidentiality (section 125) and conflict of interest (part 6, division 2) as outlined in the Act.

6.1.5 The Committee reserves the right to meet at any time without non-members or with invited non-members only.

## 6.2 Quorum

6.2.1 A quorum for the Committee will be three members comprising at least two independent members and one Councillor member.

6.2.2 Any Committee member may place an item for discussion on the agenda.

## 6.3 Secretariat

The Chief Executive Officer must ensure the preparation and maintenance of agendas, minutes and reports of the Audit and Risk Committee and table reports and annual assessments of the Audit and Risk Committee at Council meetings when required by this act and when requested by the chairperson of the Committee (section 54(a) & (b)).

Council will provide Council officer resources to provide secretariat support to the Committee. The Secretariat will:

6.3.1 Facilitate an agenda planning meeting with the Chair and the CEO.

6.3.2 Ensure that the agenda and supporting papers will be circulated seven (7) days prior to the meeting date.

6.3.3 Ensure that the minutes of the meetings are prepared and circulated to the Chair for review and approval within one week of the meeting.

6.3.4 Ensure that the approved draft meeting minutes are circulated to the Committee promptly following this process.

6.3.5 Arrange for a copy of the meeting minutes to be made available to all Councillors.

## 6.4 Conflict of Interests

Committee recommendations must be transparent and accountable, to protect the public interest, maintain the integrity of the Committee and Council and enable the public to be confident that the Committee is performing its duties properly.

In accordance with Section 127 of the Act (general conflict of interest) and 128 of the Act (material conflict of interest), members of the Committee must be fully



aware of their responsibilities and will be required to disclose all conflicts of interest.

At the beginning of each meeting, members/invitees are required to declare any material personal interest that may apply to specific matters in the meeting agenda. When required by the Chair, the member will be excused from the meeting or from the Committee's consideration of the relevant agenda item(s). The Chair is also responsible for deciding if he/she should excuse themselves from the meeting or from the Committee's consideration for the relevant agenda item(s). Details of material personal interests declared by the Chair and other members, and actions taken, will be appropriately recorded in the minutes.

### 6.5 Confidential Information

Section 125 of the Act Confidential Information applies to the activities of the Committee. Members of the Committee must not intentionally or recklessly disclose information that the member knows, or should reasonably know, is confidential information. The meeting agenda and papers, minutes and presentations are deemed confidential, unless Council have determined that the information is not confidential and decided that it should be publicly available.

Members are to self-manage suitable security controls of Committee papers (digital or paper) and destroy copies of Committee documents on a cyclical basis and/or at the conclusion of their term.

### 6.6 Misuse of Position

The Independent Member must not intentionally misuse their position - to gain or attempt to gain, directly or indirectly, an advantage for themselves or for any other person; or to cause, or attempt to cause, detriment to the Council or another person.

### 6.7 Values

The Committee will conduct itself in accordance with Council's organisational values:

**Working Together** – working collaboratively, sharing knowledge, developing ideas and solutions. Demonstrating inclusive behaviour to create a safe environment.

**Excellence** – do our best, responding positively to challenges and opportunities to seek better ways to create improvements.

**Accountability** – taking ownership of our commitments, behaviour and actions, working with honesty and integrity.

**Respectful** – treating others in a consistent and equitable way and considerate of other people's needs, priorities and points of view.



**Empowered** – using initiative to seek out new and interesting ways to work, supporting and trusting others. Applying judgement to create better ways of doing things.

## **7. RESPONSIBILITIES**

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In accordance with section 54(2) of the Act, the functions and responsibilities of the Committee include:

### **7.1 Monitor policies and procedure (Section 54(2)(a))**

7.1.1 Monitor the compliance of Council policies and procedures with the overarching governance principles, the local Government Act 2020 and the regulations and any ministerial directions through external audit, internal audit, assurance activities, policy drafting and management reports. This may include:-

Community engagement  
Public transparency  
Strategic planning  
Financial management

7.1.2 Receive reports from the Chief Executive Officer and other Council officers relevant to Council's compliance with relevant legislation, policies and procedures and if appropriate, make recommendations for Council's consideration.

7.1.3 Formally enquire, through a series of standard questions, with the External Auditor, Internal Auditor and the CEO of any breaches of legislation that need to be brought to the attention of the Committee.

7.1.4 Consider the findings and recommendations of relevant audits undertaken by the Victorian Auditor-General, Victorian Ombudsman, IBAC and Local Government Inspectorate and monitor the Council's implementation of relevant recommendations.

### **7.2 Monitor Council's financial and performance reporting (Section 54(2)(b))**

7.2.1 Review significant accounting and reporting issues, including complex or unusual transactions and highly judgemental areas, recent accounting, professional and regulatory pronouncements and legislative changes and understand their effect on the financial report.

7.2.2 Review Council's financial position, via receipt of quarterly reports and where remedial action is required, to recommend this to Council.

7.2.3 Review with management and the external auditors the results of the financial and performance audit including any difficulties encountered and how they were resolved.





- 7.2.4 Review the annual financial and performance statements prior to their approval by Council and determine whether they are complete and consistent with the information known to the Committee members, assess whether the financial statements reflect appropriate accounting policies and comply with all relevant standards and regulatory requirements and make appropriate recommendations where remedial action is needed.
- 7.2.5 Review the external auditor's proposed audit scope and approach including any reliance on internal audit activity.
- 7.2.6 Provide an opportunity for the Audit and Risk Committee to meet with the external auditors to discuss any matters that the Committee or the external auditors believe should be discussed in the absence of management.
- 7.2.7 Review the performance of the external auditors.

### **7.3 Monitor risk management and fraud (Section 54(2)(c))**

- 7.3.1 Monitor and provide advice on risk management and fraud prevention systems and controls via the Council's risk management policy, framework and register to ensure strategic and material risks to Council are dealt with appropriately.
- 7.3.2 Monitor the process of review of the Council's risk profile every six months.
- 7.3.3 Consider the adequacy of actions taken to ensure that material business risks have been dealt with in a timely manner to mitigate exposures to Council.
- 7.3.4 Keep informed of the findings of any examinations by regulatory agencies, and any auditor (internal or external) observations and monitor management's response to these findings.
- 7.3.5 Monitor the effectiveness of the integrity framework, including policies to prevent and detect fraud and corruption at least every two years.
- 7.3.6 Receive reports from management about actual or suspected instances of fraud or corruption including analysis of the underlying control failures and action taken to address each event.
- 7.3.7 Review reports by management about the actions taken by Council to report such matters to the appropriate integrity bodies.

### **7.4 Oversee internal audit function (section 54(2)(d))**

- 7.4.1 Review with management and the internal auditor, activities, staffing, resourcing and organisational structure of the internal audit function for Council.



- 7.4.2 Review the three-year Strategic Internal Audit Plan and Annual Plan on an annual rolling basis, to ensure alignment with Council's risk profile.
- 7.4.3 Review and approve each proposed scope for each internal audit to ensure that the audit objectives and scope are fit for purpose.
- 7.4.4 Receive the full report of the Internal Auditor together with management's responses.
- 7.4.5 Monitor management's implementation of internal audit recommendations.
- 7.4.6 Monitor completion of the Annual Audit Plan including any major variances from the Internal Audit work program.
- 7.4.7 Monitor processes and practices to ensure that the independence of the audit function is maintained.
- 7.4.8 Review the effectiveness of the internal audit function every 3-5 years.
- 7.4.9 Meet with the internal auditor to discuss any matters that the Committee or internal auditor believes should be discussed privately.
- 7.4.10 Management to advise the Audit and Risk Committee when the Internal Auditor undertakes any specific projects or investigations deemed necessary by the Chief Executive Officer, Executive Officers and/or the Council. The Committee is to receive reports of any such projects or investigations undertaken by the internal auditor.

#### **7.5 Adopt an annual work program (section 54(3))**

- 7.5.1 The annual work plan will include all listed responsibilities in the Audit and Risk Committee Charter and will form part of the agenda papers at each meeting.

#### **7.6 Conduct an annual assessment of performance (section 54(4)(a) & (b))**

- 7.6.1 Undertake an annual assessment of its performance against the Audit and Risk Committee Charter and provide a copy of the annual assessment to the Chief Executive Officer for tabling at the next Council meeting.
- 7.6.2 The annual assessment of the Committee's performance against the Audit and Risk Committee Charter and reporting will be scheduled into the work plan.

#### **7.7 Reporting**

- 7.7.1 Prepare a biannual audit and risk report that describes the activities of the Committee and includes its findings and recommendations; and provide a copy of the biannual audit and risk report to the Chief Executive Officer for tabling at the next Council meeting (section 54(5)(a) & (5)(b)).



- 7.7.2 One of these reports will be prepared after the meeting at which the annual financial report and annual performance statement have been considered and recommended to Council for adoption.
- 7.7.3 The Committee Chairperson may request to brief Council on a significant issue on the recommendation of the Committee and otherwise as requested by Council.
- 7.7.4 Copies of Committee minutes will be provided to Councillors upon issue of the draft minutes to the Committee.
- 7.7.5 Monitor that open communication between the internal auditor, the external auditor, and the Council occurs.
- 7.7.6 Report annually to the community through the Chief Executive Officer, describing the Committee's composition, responsibilities and how they were discharged, and any other information required by regulation.

#### **7.8 Other Responsibilities**

- 7.8.1 Pursue other activities related to this charter as requested by Council pursuant to the role of the Committee under sections 53 and 54 of the Act.
- 7.8.2 Recommend that investigations be undertaken where considered required by the Committee. Reports on the progress and results of such investigations are to be received by the Committee.

#### **Review of the Charter**

The Committee shall review and assess the adequacy of the Charter every three years or earlier if necessary and submit requests to Council through the Chief Executive Officer for revisions and improvements for approval.

# MANNINGHAM COUNCIL AUDIT AND RISK COMMITTEE CHARTER



## RELATED POLICIES

Conflict of Interests  
Manningham Values  
Fraud and Corruption  
Risk Management

## RELATED LEGISLATION

*Local Government Act 2020*

## SUPPORTING RESEARCH AND ANALYSIS

Victorian Local Government Inspectorate sample policies  
Victorian Auditor General's report 'Audit Committee Governance' of August 2016

## ADMINISTRATIVE UPDATES

From time to time, circumstances may change leading to the need for minor administrative changes to this policy. Where an update does not materially alter this policy, such a change may be made administratively. Examples of minor administrative changes include changes to names of Manningham Council departments or a minor amendment to legislation that does not have material impact. Where any change or update may materially change the intent of this policy, it must be considered by Council.

## DOCUMENT HISTORY

|                                   |                                    |
|-----------------------------------|------------------------------------|
| <b>Document Title:</b>            | Audit and Risk Committee Charter   |
| <b>Resp. Officer Position:</b>    | Chief Legal and Governance Officer |
| <b>Next Review Date:</b>          | July 2026                          |
| <b>To be included on website?</b> | Yes                                |

| Last Updated | Meeting type? - Council or EMT | Meeting Date | Item N° |
|--------------|--------------------------------|--------------|---------|
| 1 Sep 2020   | Council                        | 25 Aug 2020  | 13.2    |
| July 2023    |                                |              |         |
|              |                                |              |         |

## 14.2 Informal Meetings of Councillors

|                       |   |
|-----------------------|---|
| File Number:          | IN23/494  |
| Responsible Director: | Chief Executive Officer   |
| Attachments:          | <ol style="list-style-type: none"><li>1 Major Applications Briefing - 19 July 2023 <a href="#">↓</a></li><li>2 Audit and Risk Committee - 21 July 2023 <a href="#">↓</a></li><li>3 Councillor and CEO Only Time - 25 July 2023 <a href="#">↓</a></li><li>4 Manningham Youth Advisory Committee - 26 July 2023 <a href="#">↓</a></li><li>5 Strategic Briefing Session - 1 August 2023 <a href="#">↓</a></li><li>6 Councillor Development Session - 7 August 2023 <a href="#">↓</a></li><li>7 Strategic Briefing Session - 8 August 2023 <a href="#">↓</a></li><li>8 Templestowe Route Project Update - 9 August 2023 <a href="#">↓</a></li></ol> |

### PURPOSE OF REPORT

*The purpose of this report is to promote transparency in Council's business by providing a record of informal meetings attended by Councillors.*

### EXECUTIVE SUMMARY

*Chapter 6, sub rule 1 of Manningham's Governance Rules requires a record of each meeting that constitutes an Informal Meeting of Councillors to be reported to Council and those records to be incorporated into the minutes of the Council Meeting.*

## 1. RECOMMENDATION

**That Council note the Informal Meetings of Councillors for the following meetings:**

- **Major Applications Briefing - 19 July 2023**
- **Audit and Risk Committee - 21 July 2023**
- **Councillor and CEO Only Time - 25 July 2023**
- **Manningham Youth Advisory Committee - 26 July 2023**
- **Strategic Briefing Session - 1 August 2023**
- **Councillor Development Session - 7 August 2023**
- **Strategic Briefing Session - 8 August 2023**
- **Templestowe Route Project Update - 9 August 2023**

## 2. BACKGROUND

- 2.1 Section 60 of the *Local Government Act 2020*, requires a Council to develop, adopt and keep in force Governance Rules (the Rules).
- 2.2 Chapter 6, sub rule 1 of Manningham's Governance Rules requires the Chief Executive Officer to ensure a summary of matters discussed at an informal meeting is tabled at the next convenient Council meeting and recorded in the minutes of that meeting.

2.3 An Informal Meeting of Councillors is a meeting that:

- is a scheduled or planned meeting of all Councillors (irrespective of how many Councillors attend) with the Chief Executive Officer for the purpose of discussing the business of Council or briefing Councillors; or
- is a scheduled or planned meeting of all Councillors (irrespective of how many Councillors attend) with the Executive Management Team for the purpose of discussing the business of Council or briefing Councillors; or
- is a scheduled or planned advisory committee meeting attended by at least one Councillor and one member of Council staff; and
- is not a Council meeting, Delegated Committee meeting or Community Asset Committee meeting.

**3. DISCUSSION / ISSUE**

Summaries of the following informal meetings are attached to this report:

- Major Applications Briefing - 19 July 2023
- Audit and Risk Committee - 21 July 2023
- Councillor and CEO Only Time - 25 July 2023
- Manningham Youth Advisory Committee - 26 July 2023
- Strategic Briefing Session - 1 August 2023
- Councillor Development Session - 7 August 2023
- Strategic Briefing Session - 8 August 2023
- Templestowe Route Project Update - 9 August 2023

**4. IMPLEMENTATION**

4.1 Communication and Engagement

|   |   |
|---|---|
| Stakeholder Groups                      | Councillors, Officers and members of Manningham’s Advisory Committees     |
| Is engagement required?                 | No. This information is provided in the interests of public transparency. |
| Where does it sit on the IAP2 spectrum? | N/A   |
| Approach                                | N/A   |

**5. DECLARATIONS OF CONFLICT OF INTEREST**

No officers involved in the preparation of this report have any general or material conflict of interest in this matter.

# Informal Meeting of Councillors

Chapter 6, Sub rule 1 of the Governance Rules 2020



| MEETING DETAILS  |   |                     |        |                     |        |
|--|---|---------------------|--------|---------------------|--------|
| <b>Meeting Name:</b>   | Major Applications Briefing   |                     |        |                     |        |
| <b>Date:</b>   | Wednesday, 19 July 2023   |                     |        |                     |        |
|  | <table border="1"> <tr> <td><b>Time Opened:</b></td> <td>6:00pm</td> </tr> <tr> <td><b>Time Closed:</b></td> <td>7:30pm</td> </tr> </table> | <b>Time Opened:</b> | 6:00pm | <b>Time Closed:</b> | 7:30pm |
| <b>Time Opened:</b>  | 6:00pm  |                     |        |                     |        |
| <b>Time Closed:</b>  | 7:30pm  |                     |        |                     |        |
| <b>Location:</b>   | Online via Teams  |                     |        |                     |        |
| <b>Councillors Present:</b>  | Cr Diamante (Mayor), Cr Lightbody (Deputy Mayor), Cr Gough, Cr Conlon, Cr Chen, Cr Kleinert, Cr Lange, Cr S Mayne                           |                     |        |                     |        |
| <b>Officers Present:</b>   | Duncan Turner, Fiona Troise, Jonathan Caruso, Wilson Ma, Jan Marzic   |                     |        |                     |        |
| <b>Apologies:</b>  | Cr L Mayne  |                     |        |                     |        |
| <b>Items discussed:</b>  | PLN23/0153 35 - 41 Taunton Street, Doncaster East<br>PLA23/0020 659-671 Doncaster Road, Doncaster   |                     |        |                     |        |
| CONFLICT OF INTEREST DISCLOSURES                                       |   |                     |        |                     |        |
| <b>Were there any conflict of interest disclosures by Councillors?</b> | No  |                     |        |                     |        |

# Informal Meeting of Councillors

Chapter 6, Sub rule 1 of the Governance Rules 2020



| MEETING DETAILS  |   |                     |        |                     |         |
|--|---|---------------------|--------|---------------------|---------|
| <b>Meeting Name:</b>   | Audit and Risk Committee  |                     |        |                     |         |
| <b>Date:</b>   | Friday, 21 July 2023  |                     |        |                     |         |
|  | <table border="1"> <tr> <td><b>Time Opened:</b></td> <td>9:00am</td> </tr> <tr> <td><b>Time Closed:</b></td> <td>11:30am</td> </tr> </table>  | <b>Time Opened:</b> | 9:00am | <b>Time Closed:</b> | 11:30am |
| <b>Time Opened:</b>  | 9:00am  |                     |        |                     |         |
| <b>Time Closed:</b>  | 11:30am   |                     |        |                     |         |
| <b>Location:</b>   | Council Chambers  |                     |        |                     |         |
| <b>Councillors Present:</b>  | Cr Stephen Mayne  |                     |        |                     |         |
| <b>Officers Present:</b>   | Andrew Day (CEO), Andrew McMaster, Jon Gorst, Vicki Miller, Liz Hammond, Kerry Paterson, Lawrie McLaughlin, David Bellchambers, Molley Qi, Duncan Turner, Niall Sheehy, Travis Fitch  |                     |        |                     |         |
| <b>Apologies:</b>  | Cr Laura Mayne  |                     |        |                     |         |
| <b>Items discussed:</b>  | <ul style="list-style-type: none"> <li>• Minutes of the previous meeting</li> <li>• CEO Overview</li> <li>• Audit and Risk Committee standard questions</li> <li>• Matters Arising from previous meetings</li> <li>• Management Register – Outstanding Actions Internal Audit</li> <li>• Financial reporting</li> <li>• End of Financial Year 2022/23 Process and Audit Update</li> <li>• Internal Audit Matters</li> <li>• Internal Audit Status Report July 2023</li> <li>• Draft Three Year Internal Audit Plan 2022-23</li> <li>• Procurement Analysis Final Report</li> <li>• Complaints and Customer Management Final Report</li> <li>• Risk Management and Compliance</li> <li>• Update on KPMG Review of Corporate Systems and Technology Program</li> <li>• Internal Control</li> <li>• VAGO Regulating Food Safety Performance Audit Report June 2023</li> <li>• Reporting responsibilities</li> <li>• Audit and Risk Committee Charter Review Draft</li> <li>• Items for Noting</li> <li>• Executive Risk Committee Meeting Minutes 6 July 2023 Draft</li> <li>• Insurance Claim 2022-23 and Insurance Renewal Overview 2023-24</li> <li>• Business Continuity Management Crisis Management Exercise Report</li> <li>• Audit and Risk Committee Workplan July 2023</li> <li>• In Camera Meeting of Audit and Risk Committee</li> </ul> |                     |        |                     |         |
| CONFLICT OF INTEREST DISCLOSURES                                       |   |                     |        |                     |         |
| <b>Were there any conflict of interest disclosures by Councillors?</b> | <b>No</b>   |                     |        |                     |         |



# Informal Meeting of Councillors

Chapter 6, Sub rule 1 of the Governance Rules 2020



| MEETING DETAILS  |   |                     |        |                     |        |
|--|---|---------------------|--------|---------------------|--------|
| <b>Meeting Name:</b>   | Councillor and CEO Only Time  |                     |        |                     |        |
| <b>Date:</b>   | Tuesday, 25 July 2023   |                     |        |                     |        |
|  | <table border="1"> <tr> <td><b>Time Opened:</b></td> <td>5:30pm</td> </tr> <tr> <td><b>Time Closed:</b></td> <td>6:15pm</td> </tr> </table>   | <b>Time Opened:</b> | 5:30pm | <b>Time Closed:</b> | 6:15pm |
| <b>Time Opened:</b>  | 5:30pm  |                     |        |                     |        |
| <b>Time Closed:</b>  | 6:15pm  |                     |        |                     |        |
| <b>Location:</b>   | Koonung Room  |                     |        |                     |        |
| <b>Councillors Present:</b>  | Cr Diamante (Mayor), Cr Lightbody (Deputy Mayor), Cr Chen, Cr Conlon, Cr Gough, Cr Kleinert, Cr Lange, Cr S Mayne   |                     |        |                     |        |
| <b>Officers Present:</b>   | Andrew Day (CEO), Kerryn Paterson   |                     |        |                     |        |
| <b>Apologies:</b>  | Cr L Mayne  |                     |        |                     |        |
| <b>Items discussed:</b>  | <ol style="list-style-type: none"> <li>1. Warrandyte by-election (Note: Cr Lightbody joined the meeting after this item was concluded.)</li> <li>2. North East Link Project</li> <li>3. Maroondah MAV motion</li> </ol> |                     |        |                     |        |
| CONFLICT OF INTEREST DISCLOSURES                                       |   |                     |        |                     |        |
| <b>Were there any conflict of interest disclosures by Councillors?</b> | No  |                     |        |                     |        |

# Informal Meeting of Councillors

Chapter 6, Sub rule 1 of the Governance Rules 2020



| MEETING DETAILS  |  |
|--|--|
| <b>Meeting Name:</b>   | Manningham Youth Advisory Committee  |
| <b>Date:</b>   | Wednesday, 26 July 2023  |
|  | <b>Time Opened:</b> 6:00pm   |
|  | <b>Time Closed:</b> 7:30pm   |
| <b>Location:</b>   | Koonung Room, Manningham Civic Centre  |
| <b>Councillors Present:</b>  | Cr Anna Chen, Cr Geoff Gough   |
| <b>Officers Present:</b>   | Michelle Zemancheff, Pamela Dewhurst   |
| <b>Apologies:</b>  | Cr Laura Mayne   |
| <b>Items Discussed:</b>  | <ol style="list-style-type: none"> <li>1. Confirmation of Minutes 21 June 2023</li> <li>2. Business arising</li> <li>3. Presentation by Felicity Raper</li> <li>4. Manningham Youth Services Update</li> </ol> |
| CONFLICT OF INTEREST DISCLOSURES                                       |  |
| <b>Were there any conflict of interest disclosures by Councillors?</b> | No   |

# Informal Meeting of Councillors

Chapter 6, Sub rule 1 of the Governance Rules 2020



| MEETING DETAILS  |   |
|--|---|
| <b>Meeting Name:</b>   | Strategic Briefing Session  |
| <b>Date:</b>   | Tuesday, 1 August 2023  |
|  | <b>Time Opened:</b> 6:30pm  |
|  | <b>Time Closed:</b> 9:19pm  |
| <b>Location:</b>   | Council Chambers  |
| <b>Councillors Present:</b>  | Cr Deirdre Diamante (Mayor), Cr Anna Chen, Cr Andrew Conlon, Cr Michelle Kleinert, Cr Carli Lange and Cr Stephen Mayne  |
| <b>Officers Present:</b>   | <p><b>Executive Officers Present</b></p> <p>Rachelle Quattrocchi, Acting Chief Executive Officer<br/>           Jon Gorst, Chief Financial Officer<br/>           Andrew McMaster, Chief Legal and Governance Officer<br/>           Kerryn Paterson, Director Experience and Capability<br/>           Lee Robson, Director Connected Communities<br/>           Duncan Turner, Director City Planning<br/>           Molley Qi, Acting Director City Services</p> <p><b>Other Officers in Attendance</b></p> <p>Kim Tran, Governance Officer<br/>           Helen Napier, Manager Sustainable Futures<br/>           Vanessa Bove, Special Projects Lead<br/>           Mark Gladman, Senior Leisure Facilities Officer<br/>           Jen Martin, Interim Manager Recreation</p> |
| <b>Apologies:</b>  | Cr Geoff Gough, Cr Laura Mayne and Cr Tomas Lightbody   |
| <b>Items discussed:</b>  | <ol style="list-style-type: none"> <li>1. Nature Strip Guide</li> <li>2. Healthy Ageing in Manningham</li> <li>3. Aquarena Outdoor Master Plan</li> </ol>   |
| CONFLICT OF INTEREST DISCLOSURES                                       |   |
| <b>Were there any conflict of interest disclosures by Councillors?</b> | No  |

# Informal Meeting of Councillors

Chapter 6, Sub rule 1 of the Governance Rules 2020



| MEETING DETAILS  |  |                     |        |                     |        |
|--|--|---------------------|--------|---------------------|--------|
| <b>Meeting Name:</b>   | Councillor Development Session   |                     |        |                     |        |
| <b>Date:</b>   | Monday, 7 August 2023  |                     |        |                     |        |
|  | <table border="1"> <tr> <td><b>Time Opened:</b></td> <td>6:00pm</td> </tr> <tr> <td><b>Time Closed:</b></td> <td>8:30pm</td> </tr> </table>  | <b>Time Opened:</b> | 6:00pm | <b>Time Closed:</b> | 8:30pm |
| <b>Time Opened:</b>  | 6:00pm   |                     |        |                     |        |
| <b>Time Closed:</b>  | 8:30pm   |                     |        |                     |        |
| <b>Location:</b>   | Council Chambers   |                     |        |                     |        |
| <b>Councillors Present:</b>  | Cr Diamante (Mayor), Cr Lange, Cr Chen, Cr Conlon, Cr Kleinert, Cr S Mayne   |                     |        |                     |        |
| <b>Officers Present:</b>   | Rachelle Quattrocchi (Acting CEO), Lee Robson, Krishen Soobrayen   |                     |        |                     |        |
| <b>Apologies:</b>  | Cr Tomas Lightbody (Deputy Mayor), Cr Gough, Cr L Mayne, Andrew McMaster, Carrie Bruce   |                     |        |                     |        |
| <b>Items discussed:</b>  | Councillors were briefed on the key learnings/issues from recent regulator reports. The session covered the Moira Council Commission of Inquiry, lessons from the Darebin City Council Monitor Report, and an update on recent Councillor Code of Conduct cases. |                     |        |                     |        |
| CONFLICT OF INTEREST DISCLOSURES                                       |  |                     |        |                     |        |
| <b>Were there any conflict of interest disclosures by Councillors?</b> | No   |                     |        |                     |        |

# Informal Meeting of Councillors

Chapter 6, Sub rule 1 of the Governance Rules 2020



| MEETING DETAILS  |   |                     |        |                     |        |
|--|---|---------------------|--------|---------------------|--------|
| <b>Meeting Name:</b>   | Strategic Briefing Session  |                     |        |                     |        |
| <b>Date:</b>   | Tuesday, 8 August 2023  |                     |        |                     |        |
|  | <table border="1"> <tr> <td><b>Time Opened:</b></td> <td>6:30pm</td> </tr> <tr> <td><b>Time Closed:</b></td> <td>8:31pm</td> </tr> </table>   | <b>Time Opened:</b> | 6:30pm | <b>Time Closed:</b> | 8:31pm |
| <b>Time Opened:</b>  | 6:30pm  |                     |        |                     |        |
| <b>Time Closed:</b>  | 8:31pm  |                     |        |                     |        |
| <b>Location:</b>   | Council Chambers  |                     |        |                     |        |
| <b>Councillors Present:</b>  | Cr Deirdre Diamante (Mayor), Cr Anna Chen, Cr Andrew Conlon, Cr Michelle Kleinert, Cr Carli Lange and Cr Stephen Mayne  |                     |        |                     |        |
| <b>Officers Present:</b>   | <p><b>Executive Officers Present</b><br/>           Rachele Quattrocchi, Acting Chief Executive Officer<br/>           Jon Gorst, Chief Financial Officer<br/>           Lee Robson, Director Connected Communities<br/>           Duncan Turner, Director City Planning<br/>           Krishen Soobrayen, Acting Director City Services</p> <p><b>Other Officers in Attendance</b><br/>           Kim Tran, Governance Officer<br/>           Lisa Di Censo, Community Projects Lead</p> |                     |        |                     |        |
| <b>Apologies:</b>  | Cr Lightbody (Deputy Mayor), Cr Geoff Gough and Cr Laura Mayne  |                     |        |                     |        |
| <b>Items discussed:</b>  | <ol style="list-style-type: none"> <li>1. Draft Community Infrastructure Plan</li> <li>2. End of 2022/23 Financial Year Capital Works Report</li> <li>3. Advisory Committees Annual Reports</li> <li>4. Audit and Risk Committee Charter draft 2023 and Independent Member Remuneration review</li> </ol>   |                     |        |                     |        |
| CONFLICT OF INTEREST DISCLOSURES                                       |   |                     |        |                     |        |
| <b>Were there any conflict of interest disclosures by Councillors?</b> | No  |                     |        |                     |        |

# Informal Meeting of Councillors

Chapter 6, Sub rule 1 of the Governance Rules 2020



| MEETING DETAILS  |   |
|--|---|
| <b>Meeting Name:</b>   | Templestowe Route Project Update  |
| <b>Date:</b>   | Wednesday, 9 August 2023  |
|  | <b>Time Opened:</b> 6:00pm  |
|  | <b>Time Closed:</b> 7:00pm  |
| <b>Location:</b>   | Microsoft Teams (virtual attendance)  |
| <b>Councillors Present:</b>  | Cr Diamante (Mayor), Cr S Mayne, Cr Chen, Cr Kleinert, Cr Conlon, Cr Lange  |
| <b>Officers Present:</b>   | Rachelle Quattrocchi (Acting CEO), Krishen Soobrayen, Kasra Bahrami   |
| <b>Apologies:</b>  | Cr Gough, Cr Lightbody (Deputy Mayor), Cr L Mayne   |
| <b>Items discussed:</b>  | Presentation on the engagement outcome following the recent community engagement session. Discussed design changes and the next steps for community engagement. |
| CONFLICT OF INTEREST DISCLOSURES                                       |   |
| <b>Were there any conflict of interest disclosures by Councillors?</b> | No  |

### 14.3 Documents for Sealing

File Number: IN23/493  
 Responsible Director: Chief Executive Officer  
 Attachments: Nil

#### PURPOSE OF REPORT

*The purpose of this report is to seek Council's authority to sign and seal the documents outlined in the recommendation.*

#### EXECUTIVE SUMMARY

*The following documents are submitted for signing and sealing by Council.*

#### 1. RECOMMENDATION

**That the following documents be signed and sealed:**

**Consent to Build Over an Easement  
 Agreement under Section 173 of the Planning and Environment Act 1987  
 Council and Ehab Faltas  
 Premises: 10 Sunray Court, Donvale**

**Council Licence  
 Council and PM Capan and SK Vorpasso  
 Licenced Area: Part 120A James Street, Templestowe**

#### 2. BACKGROUND

The Council's common seal must only be used on the authority of the Council or the Chief Executive Officer under delegation from the Council. An authorising Council resolution is required in relation to the documents listed in the recommendation section of this report.

#### 3. IMPLEMENTATION

##### 3.1 Communication and Engagement

|   |   |
|---|---|
| Stakeholder Groups                      | The other parties to the agreements                                       |
| Is engagement required?                 | No. This information is provided in the interests of public transparency. |
| Where does it sit on the IAP2 spectrum? | N/A   |
| Approach                                | N/A   |

**4. DECLARATIONS OF CONFLICT OF INTEREST**

No officers involved in the preparation of this report have any general or material conflict of interest in this matter.



**15 URGENT BUSINESS**

**16 COUNCILLOR REPORTS AND QUESTION TIME**

**17 CONFIDENTIAL REPORTS**

There are no confidential reports.