



# Manningham Council Plan

2021-2025





# Contents

|   |           |   |           |
|---|-----------|---|-----------|
| The Council Plan                                  | 4         | <b>Liveable Places and Spaces</b>                                     | <b>31</b> |
| Council's message                                 | 5         | Goal: 2.1 Inviting Places and Spaces                                  | 36        |
| How to read this document                         | 6         | Goal: 2.2 Enhanced Parks, Open Space and Streetscapes                 | 38        |
| A snapshot of Manningham                          | 8         | Goal: 2.3 Well connected, safe and accessible travel                  | 40        |
| Our organisation                                  | 13        | Goal: 2.4 Well maintained and utilised Community Infrastructure       | 42        |
| Our vision and mission                            | 13        | <b>Resilient Environment</b>  | <b>45</b> |
| Bringing our values to life                       | 15        | Goal: 3.1 Protect and enhance our environment and biodiversity        | 50        |
| Community at the forefront of our decision making | 16        | Goal: 3.2 Reduce our environmental impact and adapt to climate change | 52        |
| How our Council Plan works                        | 17        | <b>Vibrant and Prosperous Economy</b>                                 | <b>55</b> |
| Council Plan themes                               | 18        | Goal: 4.1 Grow our local business, tourism and economy                | 60        |
| <b>Healthy Community</b>                          | <b>19</b> |   |           |
| Goal: 1.1 A Healthy, Resilient and Safe Community | 24        |   |           |
| Goal: 1.2 Connected and Inclusive Community       | 27        |   |           |



|  |           |
|--|-----------|
| <b>Well Governed Council</b>   | <b>63</b> |
| Goal: 5.1 A financially sustainable Council that manages resources effectively and efficiently | 67        |
| Goal 5.2 A Council that values customers and community in all that we do                       | 69        |
| Integrated Planning and Reporting Framework  | 71        |
| How we will deliver on our Council Plan  | 72        |
| Community Panel recommendations and Council actions  | 73        |

## **Acknowledgment of Country**

Manningham Council acknowledges the Wurundjeri Woi-wurrung people as the Traditional Owners of the land and waterways that is now known as Manningham.

Council pays respect to Elders both 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 People's as Traditional Owners of lands and waterways across Country, and encourages reconciliation between all.

# The Council Plan

Our Council Plan is Manningham Council's key strategic document. We developed this Plan following the election of our Council in October 2020. This Council Plan sets out how Council will act for the community's benefit and wellbeing across 2021 - 2025.

---

The Council Plan outlines our priorities and goals, why they are important and the actions we will take to deliver better outcomes for the community. The Council Plan will guide us to improve our core services, with emphasis on community wellbeing, particularly for younger and older people, our local environment and local businesses.

We are committed to making sure the voice of the community continues to shape the future of Manningham.

This Plan was informed by extensive consultation with over 2600 people over six months including a community survey, targeted conversations with key groups, four community engagement sessions with a deliberative Community Panel, Councillor workshops and staff consultation sessions.

The development of this Plan was also informed by:

- our 2040 Manningham Community Vision
- local, state and federal plans, strategies and policies from governments and other bodies
- data, research and trends
- Local Government Act 2020
- Victorian and Australian Government legislation.

We will report our progress on our Council Plan through the Manningham Quarterly Report and the Manningham Annual Report.



# Council's message

## Delivering on what you told us is important to you

We're proud to present our Council Plan 2021 – 2025. This key strategic document will guide our actions to benefit the Manningham community over our four-year term.

---

Over 2,600 people have shared feedback to help us develop this plan. We also engaged a Community Panel of over 40 local residents to deliberate on the feedback and share their experiences to further our understanding. The Panel presented us with a long-term Community Vision and 12 recommendations to make a positive difference under key themes of community, environment, places and spaces, local economy and well-governed.

Our Council Plan 2021-2025 captures our strong focus on:

- Transparency and accountability for all we do.
- Being a welcoming and inclusive City with opportunities and access to services for our diverse community and First Nations people.
- Serving our customers and community with empathy and consideration of individual needs.
- Delivering on our Climate Emergency Declaration through the implementation of a Climate Action Plan.
- Protecting our local environment, biodiversity and areas of historical significance.
- Supporting young people with their mental health through access to local services and employment.
- Maintaining and improving our core assets of roads, drains and parks.
- Maintaining our balance of city and country.
- Advocating and working together with partners to benefit the city, including community transport needs and improved bus services.

- Meeting the needs of our community, now and into the future with long-term planning to deliver high quality services and infrastructure.
- Timely engagement opportunities on our projects and improving communication to keep the community informed of our progress.
- Developing inviting places and spaces for our community to enjoy.
- Supporting adults to age well in our community.
- Improving access to community legal services.

We will continue to provide support through the COVID-19 pandemic by responding to the immediate challenges and guiding our community through recovery in the longer term.

Thanks to the local community and staff involved in developing this plan. We now look forward to working with you, local agencies, community groups, businesses and other levels of government to deliver the actions.

# How to read this document

Our Council Plan sets out five key areas that we will focus on over our elected Council's four-year term. We call these five areas our 'themes'. Within each theme are a set of specific goals that outline the things we will do in each focus area.

To achieve the best outcomes for our community, we look at each goal from the different perspectives of the community, environment, places and spaces, economy, and how we can support this with strong governance.

This Council Plan includes a section on each of our five themes that outlines:

- what our community has told us
- the guiding plans, strategies, policies and legislation that we have considered

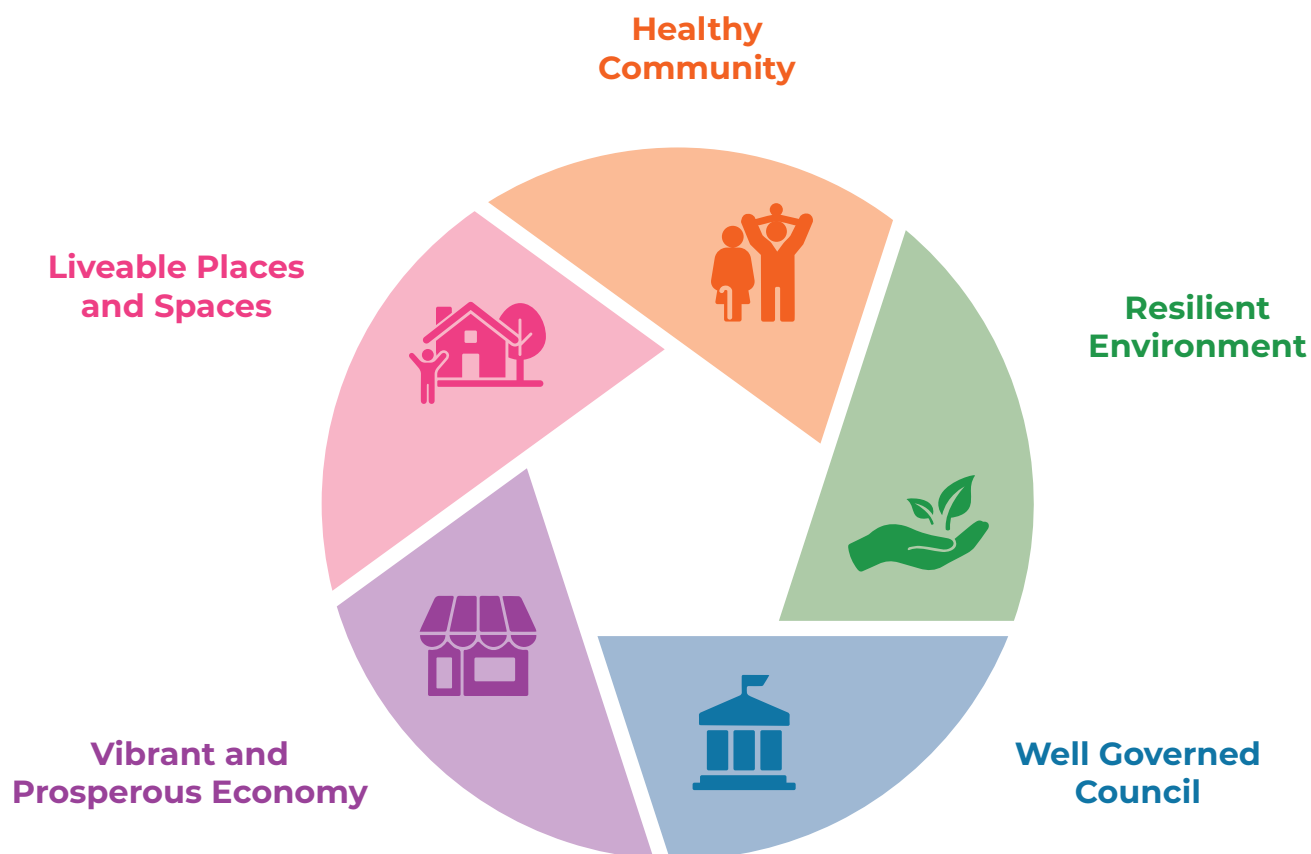
- what we are doing now
- what we will do over the next four years
- how we will measure our success.

As part of our extensive community engagement process Manningham engaged a community panel where residents came together to listen, learn, share and make recommendations on where to focus over the next four years.

At the end of the document we have included more information on the Community Panel recommendations and the major initiatives, initiatives and actions that we will take in response to their recommendations.



Figure 1: Our Council Plan's themes and goals for 2021 - 2025



| THEME   | GOAL   |
|---|--|
|  | <ul style="list-style-type: none"> <li>• A healthy, safe and resilient community</li> <li>• An inclusive and connected community</li> </ul>  |
|  | <ul style="list-style-type: none"> <li>• Protect and enhance our environment and biodiversity</li> <li>• Reduce our environmental impact and adapt to climate change</li> </ul>  |
|  | <ul style="list-style-type: none"> <li>• A financially sustainable Council that manages resources effectively and efficiently</li> <li>• A Council that values our customers and community in all that we do</li> </ul>                                      |
|  | <ul style="list-style-type: none"> <li>• Grow our local business, tourism and economy</li> </ul>   |
|  | <ul style="list-style-type: none"> <li>• Inviting places and spaces</li> <li>• Enhanced parks, open space and streetscapes</li> <li>• Well connected, safe and accessible travel</li> <li>• Well utilised and maintained community infrastructure</li> </ul> |

# A snapshot of Manningham

Manningham is located in Melbourne's eastern suburbs in Victoria, Australia.

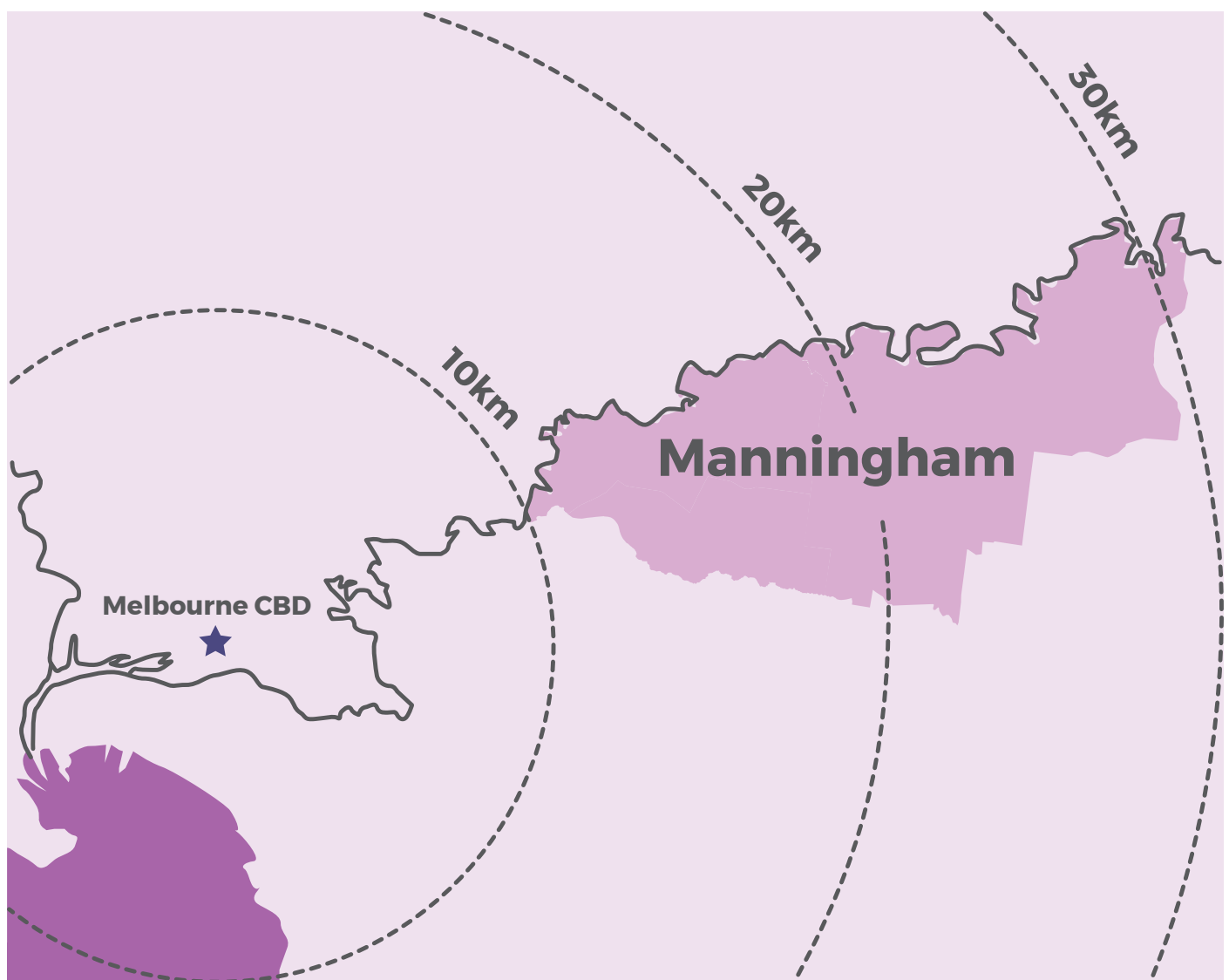
Our western boundary in Bulleen is 12 kilometres from the Melbourne Central Business District (CBD), and our municipality extends to Wonga Park in the east at 32km from the CBD at its furthest boundary.

Curving along the Yarra River, Manningham covers suburbs of Bulleen, Doncaster, Doncaster East, Donvale, Park Orchards, Templestowe, Templestowe Lower, Warrandyte, Warrandyte South and parts of Wonga Park, Nunawading and Ringwood North.

Manningham has a unique balance of city and country, extending from a major activity centre in Doncaster Hill, along a Green Wedge to horse trails in Warrandyte.

Manningham is situated entirely within Wurundjeri Woi-wurrung homelands and has a diverse and multicultural community that brings a wealth of languages, music, food and cultural traditions to the area.

Figure 2: Manningham's location





# Historical character of Manningham

The First Nations peoples of the Eastern Kulin Nation have lived in the area now known as Melbourne, for over 65,000 years harnessing the rich resources of the Yarra River and surrounding bush lands and ranges. Part of the Eastern Kulin Nations are the Wurundjeri Woi-wurrung people who spoke the Woi-wurrung language, the Traditional Owners of Manningham.

Wurundjeri Woi-wurrung people called the Yarra River “Birrarrung” – ‘river of mists and shadows’. The Birrarrung was central to the traditional Country. Throughout Manningham, Wurundjeri Woi-wurrung people lived near the Birrarrung and its tributaries, caring for the many culturally significant places in the area. The Yarra Flats in Manningham are associated with the accomplishments of creation ancestors and spiritual beings. Bolin Bolin Billabong in Bulleen was an important living and eel fishing area, a place which Wurundjeri Woi-wurrung people requested for their reserved use in 1840.

It remained an important living area and visiting place for Wurundjeri people returning from lyrebird hunting in the Yarra Ranges into the 1850s.

There are over 90 sites of Wurundjeri Woi-wurrung significance, considered to be part of the cultural landscape.

In the late 1830’s, the first European settlers began growing wheat, vegetables and grapes before later planting orchards of fruit to supply Melbourne food. The discovery of gold at Andersons Creek near Warrandyte in 1851 created a gold rush and a rapid expansion in the local population. Hundreds of prospectors came to fossick for gold. Manningham hosts a large number of heritage places, buildings, trees and landscapes that are reflective of the area’s occupation by our First Nations people, the early gold mining settlements and agricultural history, and from our early migration from Europe and Asia.

Now home to people from over 100 ancestries, Manningham is made up of distinct historical character across our regions including the River Flats of Templestowe beside the Yarra River, the Orchard heritage of Doncaster and the Goldfields artisan environs of Warrandyte.



# A snapshot of where we are



**2021**  
**128,929**

**2025**  
**138,440**

**POPULATION FORECAST**

## AGEING POPULATION



The largest 5 year age group in 2026 is 45 to 49 years, with a total of 9,202 people.

**2.8%** GREECE



**2.9%** MALAYSIA



**3.1%** ENGLAND



**3.2%** ITALY



**5.9%** CHINA

## TOP 5 OVERSEAS-BORN NATIONALITIES

**40%** Couples with children



**26%** Couples without children



### HOUSEHOLD TYPE

**2%** Group households



**18%** Singles



**9.5%** One parent families



### LANGUAGE SPOKEN AT HOME

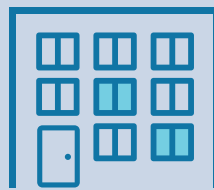
**42%** Do not use English as their first language



## HOUSING (IN 2016)



**76%** Single dwelling



**19%** Medium density



**5%** High density

# Our Council

Council's role is to provide good governance for the benefit and wellbeing of the Manningham Community. The community elected Councillors for a four-year term on October 31, 2020. The roles of Mayor and Deputy Mayor are nominated by the Council each year at the Annual General Meeting.



## Bolin Ward

---

Cr Geoff Gough

☎ 0412 345 081

✉ Geoffrey.Gough@  
manningham.vic.gov.au



## Manna Ward

---

Cr Tomas Lightbody

☎ 0437 829 635

✉ Tomas.Lightbody@  
manningham.vic.gov.au



## Schramm Ward

---

Cr Laura Mayne

☎ 0447 981 010

✉ Laura.Mayne@  
manningham.vic.gov.au



## Currawong Ward

---

Cr Andrew Conlon

☎ 0425 732 238

✉ Andrew.Conlon@  
manningham.vic.gov.au



## Ruffey Ward

---

Cr Stephen Mayne

☎ 0412 106 241

✉ Stephen.Mayne@  
manningham.vic.gov.au



## Tullamore Ward

---

Cr Deirdre Diamante

☎ 0413 584 047

✉ Deirdre.Diamante@  
manningham.vic.gov.au

# Our Council



## Waldau Ward

Cr Anna Chen

☎ 0429 470 051

✉ Anna.Chen@manningham.vic.gov.au



## Westerfolds Ward

Cr Michelle Kleinert

☎ 0400 902 822

✉ Michelle.Kleinert@manningham.vic.gov.au



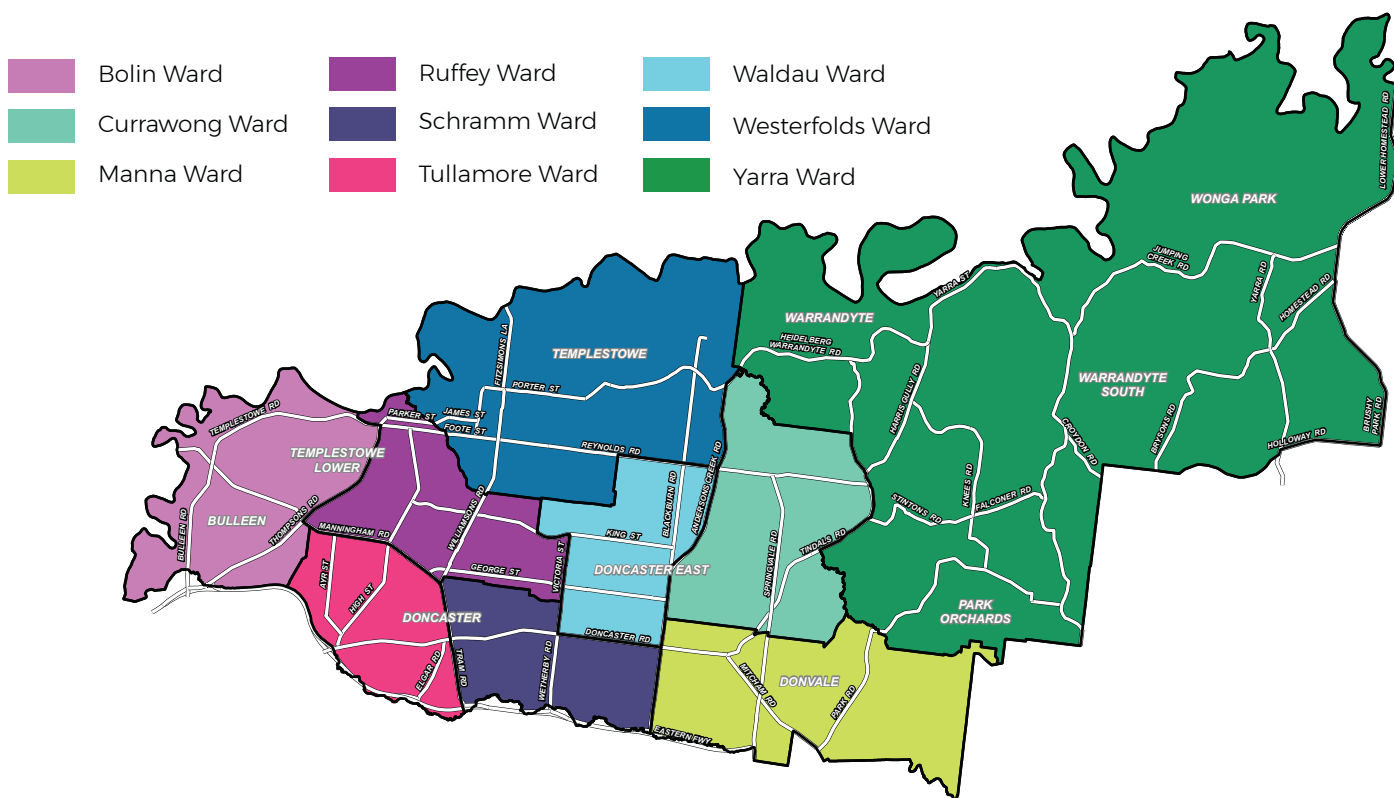
## Yarra Ward

Cr Carli Lange

☎ 0433 256 840

✉ Carli.Lange@manningham.vic.gov.au

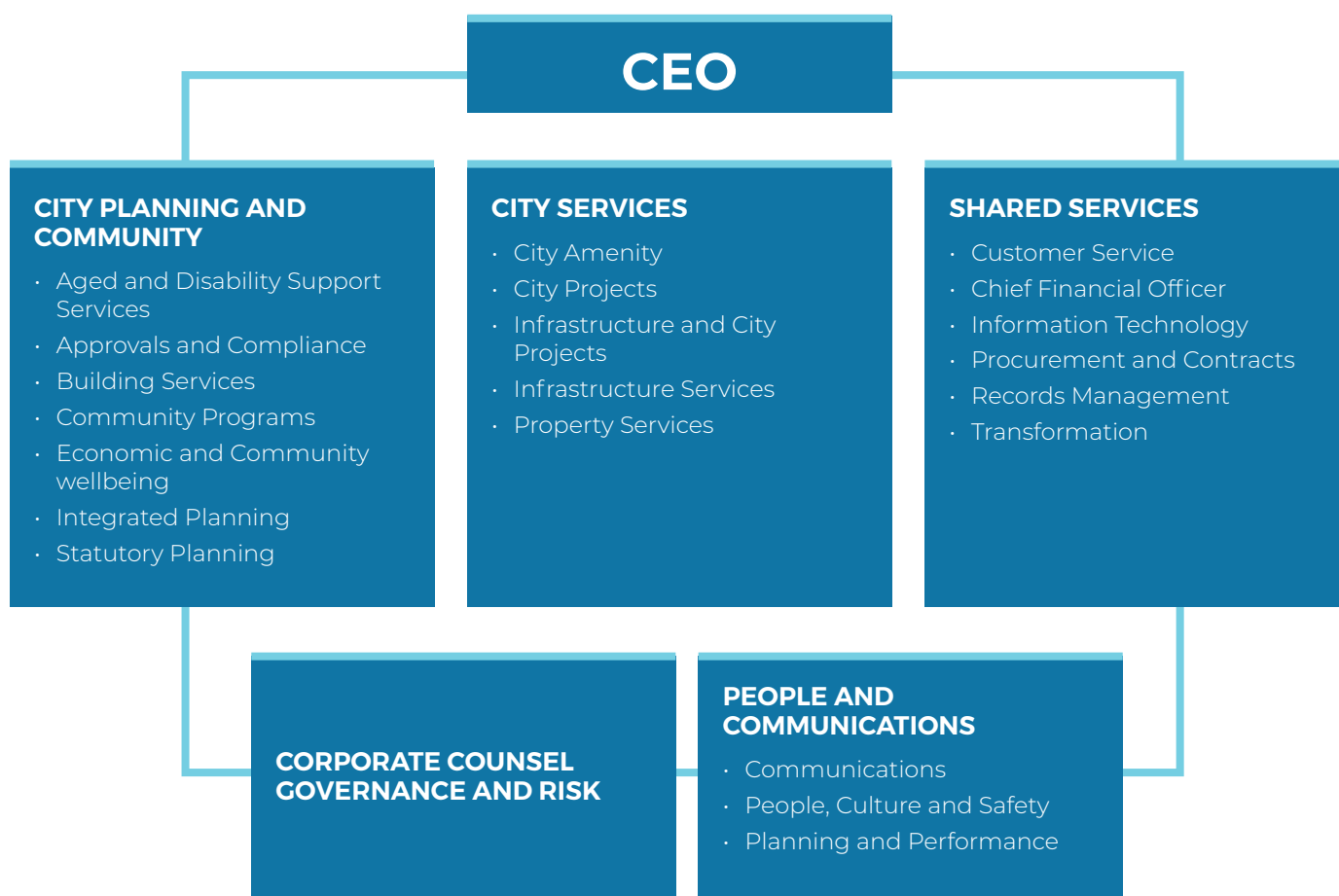
Figure 3: Our municipality



# Our organisation

Chief Executive Andrew Day leads our Executive Management Team and the organisation to maximise public benefit by delivering of over 100 Council services.

Figure 4: Our organisational directorates and service units



## Our vision and mission

### Manningham's 2040 community vision (as developed by the community panel)

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.

### Manningham Council's 2021-2025 mission

A financially sustainable Council that listens, consults and acts with integrity, value and transparency.

## Our vision for Reconciliation

Manningham's vision is for an inclusive and connected community, which proudly acknowledges the Wurundjeri Woi-wurrung people as the Traditional Custodians of the land and waterways and is respectful of the Victorian First Nations communities. It is an informed community that celebrates, and values the rich cultural heritages of First Nations peoples, their diversity, strengths and roles as knowledge holders, and their ongoing contributions to making Manningham what it is today.

We will achieve our vision by embedding the aspirations and commitments contained within the RAP throughout our core business and with all activities, programs and services in collaboration with the Manningham's community.

Namely, by

- developing meaningful relationships and strengthening our connections between First Nations and the broader Manningham community;
- fostering respect and understanding;
- valuing and protecting cultural heritage; and,
- supporting self-determination in which Wurundjeri Woi-wurrung and Aboriginal and First Nations cultures are visible, widely recognized and apparent across all public spaces and through civic engagement.

We will learn from the past, we will celebrate continuing cultures, and together we will build our shared future for reconciliation.

## Our commitment to people with a disability

We are committed to working in partnership with the community to enhance the health and wellbeing of people with disabilities. Activities targeting people with disabilities are integrated and reflected across the Council Plan, the Health and Wellbeing Strategy and associated action plans to address section 38(1) of the Victorian Government's Disability Act 2006.

## Our commitment to gender equality

We are committed to ensuring that all people in our community are treated with dignity, respect and fairness.

We will consider the gender, equality and diversity of all people in our community as we develop our plans, strategies and services.

We will uphold our requirements in the Victorian Government's Gender Equality Act 2020 and will continue to monitor and seek ways to improve all that we do to make Manningham a safe, respectful and inclusive community.



# Bringing our values to life

We embed our values into our key frameworks, policies, systems and processes. They are the cornerstone of our organisation, guiding our behaviours, decisions and culture.

Figure 5: We Are values



# Community at the forefront of our decision making

We thank our community for their contribution to this Council Plan. Over 2500 people helped shape this Plan which guides the direction of Council services, facilities and programs. We will work in partnership with our community, local businesses and partners to achieve the goals set out in this Plan.

Figure 6: How we developed our Council Plan





# How our Council Plan works

Our Council Plan describes our themes and goals, why they are important, and the actions that Council will take to benefit the Manningham community.

Our work addresses challenges and opportunities that impact our local community, places and spaces, environment and economy by adopting these as themes for the Plan.

Our Council Plan will guide our activity over the next four years by taking action towards our goals under each theme. We look at each goal to make sure we can positively impact our:

- community
- environment
- places and spaces
- economy

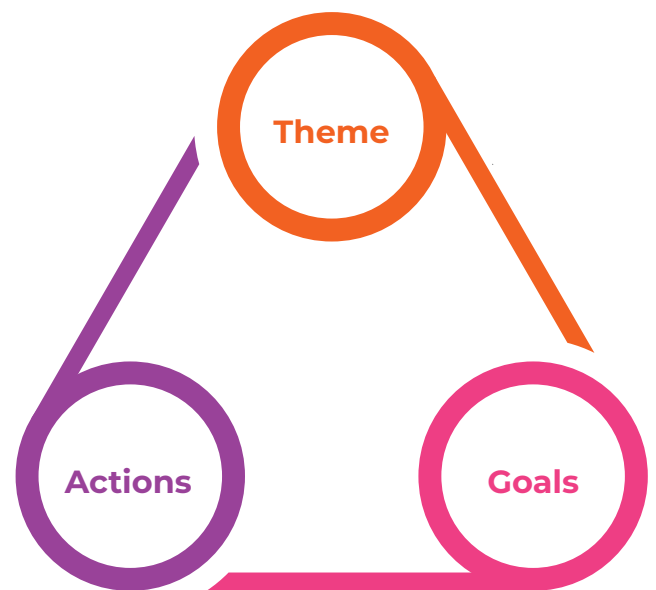
and is underpinned by good governance.

Our Council Plan 2021-2025 focuses on improving our core services, emphasising community wellbeing and support, particularly for younger and older people, our local environment and local businesses.

This Plan is guided by our new 2040 Community Vision and considers existing commitments, legislation, evidence, partnerships, and resources.

Our Council Plan identifies our major initiatives (seen in bold). Major initiatives are key pieces of work to progress each Council Plan goal. We report on our major initiatives in our Manningham Quarterly Report and Annual Report.

We will also report on how we deliver the actions and initiatives we set out in this Council Plan through the year and in our Annual Report.







# Healthy community

## GOAL 1: Healthy, Safe and Resilient Community

## GOAL 2: Connected and Inclusive Community

We understand our residents value feeling connected and included in a community that feels safe and resilient.

The consultation we undertook with our community and Councillors made it clear that social connection and a focus on mental health is critical to our community.

Our community also told us that recreation and fitness is a high priority. We support this by providing accessible and well-maintained parks and open spaces and opportunities to participate in organised sports at our sportsgrounds and facilities.

We are committed to working with our partners to support groups in our community that are at an increased risk of experiencing loneliness. These groups include young people, older adults, people from culturally diverse backgrounds, LGBTIQ+ people, and people living with disability and their carers.

From our research and conversations with our residents, we have committed to building, sustaining and enhancing a healthy community by working towards the following goals:

- Healthy safe and resilient community
- Connected and Inclusive community.





# A snapshot of where we are


## 213

Identify as Aboriginal and Torres Strait Islander

Median Age 34 (First Nations People)  
Median Age 43 (non-First Nation People)



### 106 Languages Spoken

44.3%  Born overseas

25 Religions



6.9% Increase in retirement age residents

5%

Have disabilities



## #1 OUR HEALTH AND SAFETY



1 in 2 say their health is very good to excellent

### FEELING SAFE

Considered safest community in the East



## 708

Family incidents (as recorded by police)



196% Increase in dementia expected by 2050

55%

Will walk alone at night

## OUR LIVES



Nearly half don't eat well or exercise enough



74%

Feel part of the community



39.8%

Live on <\$400/week



17.2%

Live alone

Growing need for health and support services



# Healthy community

## You told us to focus on

---

- mental, spiritual and physical wellbeing
- places, spaces and activities that are inclusive and accessible for all
- an active, safe and resilient community
- community connections and more opportunities to work with community leaders and local groups, and volunteer networks.

## Guiding plans, strategies and legislation

---

- **Gender Equality Act 2021** aims to ensure that all Victorians live in a safe and equal society, have access to equal power, resources and opportunities, and are treated with dignity, respect and fairness
- **Victorian Public Health and Wellbeing Plan** identifies the Victorian Government's priorities to improve the health and wellbeing of all Victorians
- **Victoria's 10-year Mental Health Plan** is supported locally through Eastern Regional Mental Health to drive better mental health outcomes
- **Equal Opportunity Act 2010** protects people from discrimination on the basis of their individual attributes in certain areas of public life and aims to eliminate discrimination, sexual harassment and victimisation
- **Disability Act 2006** ensures a person with a disability cannot be discriminated against or treated unfairly because of their disability
- **Resilient Melbourne Strategy** is a partnership with metropolitan Melbourne Councils to draw on the strengths of our diverse communities and geographies to pursue our shared interests, embrace our differences and be stronger together in the face of change
- **Active Victoria** is the Victorian Government's plan for more people to access the benefits of inclusive and safe sport and recreation. Council plays a key role to deliver the Plan in partnerships with sporting associations and community clubs
- **Victorian Aboriginal and Local Government Action Plan 2016** provides a framework to help Councils engage with Aboriginal communities and promote reconciliation, highlighting the essential role of Local Government in driving positive outcomes for Aboriginal communities [maggolee.org.au](http://maggolee.org.au)
- **Victorian Aboriginal Affairs Framework 2018-2023** The overarching whole-of-government framework for Victoria, representing bipartisan commitment to long-term generational change. Through foundations of self-determination, the VAAF provides oversight to a range of existing strategies in the areas of children, family and home, learning and skills, opportunity and prosperity, health and wellbeing, justice and safety and culture and country. This includes policies such as Korin Korin Balit-Djak: Aboriginal health, wellbeing and safety strategic plan 2017– 2027 (12); Balit Murrup: Aboriginal social and emotional wellbeing framework 2017-2027 (13); and Marrung, Aboriginal Education Plan 2016-2026



# Healthy community

- **Other legislation and plans** including: Prevention of Family Violence, State Disability Action Plan, National Safe Schools Framework, Draft National Drug Strategy 2016-2025, Australian National Action Plan on Women, National Strategy for Disaster Resilience- Council of Australian Governments 2011, Family Violence Protection Act 2008

## Our related documents

---

- Health and Wellbeing Strategy
- Municipal Emergency Management Plan
- Municipal Fire Management Plan
- Reconciliation Action Plan
- Affordable Housing Plan
- Community Local Law

## What we are doing now

---

We have legislative authority and responsibility to plan for local community health, wellbeing and development.

### Mental and physical wellbeing

- Running and facilitating the Parenting Seminar Series, Eastern Regional Councils' Health and Wellbeing Series, and Suicide ASIST Training for Manningham practitioners
- **Delivering the Manningham Youth Services** to support and develop young people.
- **Facilitating the Manningham Youth Providers Network** providing networks and pathways to improve young people's mental and physical wellbeing
- **Facilitating the Victorian Government funded School Focused Youth Services** program to support young people who are attending school, but are vulnerable to or showing signs of disengaging from school

- **Providing aged and disability services** to support our older Manningham residents to stay active, independent and living at home for as long as possible. Services include positive ageing events and activities, assisted transport, and home and personal care
- Supporting the community to **increase physical activity** through active living, active recreation and organised sport

### Inclusive, accessible and building social connections

- Pursuing **welcoming city** accreditation to advance communities where everyone can belong and participate in social, cultural, economic and civic life including new residents and migrants
- Participating in regular Cultural Consultations with the Wurundjeri Woiwurrung Aboriginal Cultural Heritage Aboriginal Corporation and learning from the Reconciliation Action Plan Working Group about how to implement the Reconciliation Action Plan



## Healthy community

- Creating a **Youth Advisory Committee** to strengthen the voice of youth to Council
  - Supporting **people from LGBTIQ+ communities** with East LGBTIQ+ Network and partners
  - Delivering **workplace training on safe, respectful and inclusive** workplace culture and practices
  - Conducting complete **accessibility audits** of Council-owned facilities
  - Resourcing **Wellbeing Support Card** to provide information on local support services
  - Providing services, events and activities, assisted transport, home and personal care **for older residents**
  - Providing information, events and support service for **people with a disability and carers**
- An active, safe and resilient community**
- Partnering with a range of agencies, organisations, local emergency services and the Eastern Metropolitan Councils Emergency Management Partnership to prepare our **community to be active, safe and resilient in the case of fire or emergency**
  - Facilitating the **Manningham Inclusive** eNewsletter and working with Manningham Youth Services (Rainbow lead program) to create a support group for young people from LGBTIQ+ communities
  - Providing **Community Grants** to service providers and community groups. Working with sporting associations and facilities to provide opportunities and facilities for inclusive and safe active recreation, organised sport and casual fitness across Manningham
  - Championing the 16 Days of Activism against **gender-based violence campaign**.
  - Partnering with the Inner Eastern Primary with alcohol misuse, preventing violence against women/gender equity as key priorities
  - Learning from **our Advisory Committees** covering a wide range of expertise including Youth, Culturally Diverse, Arts and Heritage, Disability and LGBTIQ+ communities
  - **Taking part in local initiatives** including Together for Equality and Respect (led by Women's Health East), Resilience Framework for Emergency Management, Eastern Region Mental Health Plan, Inner Eastern Primary Health Promotion Plan, Eastern Melbourne Primary Health Network Needs Assessments and Plans, Together for Equality and Respect – Eastern Region Family Violence Plan, Optimising the benefits for young people through Manningham Youth Services and signatory to the Regional Local Government Homelessness and Social Housing Charter.



# What we plan to do

## GOAL: 1.1 A healthy, resilient and safe community

### ACTION AREAS

#### Mental, spiritual and physical health

- Recreation and leisure programs and facilities
- Mental wellbeing services, particularly for younger and older people
- Education, volunteering and lifelong learning

#### Resilient and safe

- Education and services to support community safety inside and outside the home
- Prepared for and responsive to emergencies
- A community that values respectful relationships

### ACTIONS WE WILL TAKE OVER 2021-2025



Improve the range of accessible support and services available to young people within Manningham, exploring a youth hub, advocating for improved mental health resources and working collaboratively with youth agencies (major initiative).

Work with our partners and Advisory Groups to improve access to health and wellbeing services and programs for all people in our community.

Increase diversity of opportunities to participate in life-long arts and cultural learning for adults, youth and children.

Improve access to community legal services.

Provide opportunities to promote local arts and culture in the community.

Identify strategies to get people to be more active at all stages of life to increase participation by juniors, women, culturally diverse and other priority groups.

Investigate extended use of community facilities, including libraries through a delivery of the Community Infrastructure Plan (major initiative).





# What we plan to do

## GOAL: 1.1 A healthy, resilient and safe community



### PLACES AND SPACES

Review and Implement the new Community Local Law to protect the amenity and safety of Manningham.

Develop and activate Council's network of cultural venues and public art sites as community arts spaces through innovative public programs and engagement.

Improve access to active, leisure and recreation destinations across the municipality by embracing the 20-minute neighbourhood.



### ENVIRONMENT

Pursue strategies to reduce the impact of gambling on the community, considering areas such as poker machines and advertising on Council buildings (initiative).



### ECONOMY

Support effective preparation, response and recovery for emergency events.



### WELL GOVERNED

Investigate and implement improvements to reduce future climate and environmental impact to the community in Council buildings and facilities.

Develop an Economic Development Strategy to ensure Council plans for a diverse business community that supports local employment.

Work to connect service providers, community groups, local organisations and networks to improve and profile community outcomes through forums and connections (major initiative).





## What we plan to do

### GOAL: 1.1 A healthy, resilient and safe community

#### MONITORING OUR PROGRESS ACROSS 2021-2025

##### Output and outcome measures

- Satisfaction with access to mental health services
- Time taken to action animal management requests
- Time taken to action food complaints
- Improved local access to education and services to protect residents including legal, gambling, violence
- Utilisation of aquatic facilities
- People using library services and facilities
- Improved access to legal advice and services in Manningham
- Percentage of major or critical food notifications followed up within time
- Participation in Maternal and Child Health Service / Participation in the Maternal and Child Health Services by Aboriginal Children





# What we plan to do

## GOAL: 1.2 Connected and inclusive community

### ACTION AREAS

#### Connected

- Opportunities for everyone in Manningham to connect and engage in community life
- Access to services and programs for employment, education and culture.
- Activities and service to reduce social isolation

#### Inclusive

- Welcoming to people of all ages, abilities, religions, sexuality, gender and cultures
- Services and infrastructure that are equitable and accessible for all
- Celebrate and values the rich cultural heritages of First Nations, their diversity, strengths and roles as knowledge holders

### ACTIONS WE WILL TAKE OVER 2021-2025



#### COMMUNITY

Work with local leaders to build a better understanding of the needs for newly arrived and culturally diverse communities to better tailor access to programs and services to meet those needs.

Enhance and create meaningful, inclusive opportunities for older people to connect, participate and contribute to the community through partnerships, volunteering and activities.

Develop and deliver diverse community arts and public art programs that enable a celebration of local culture.

Develop meaningful relationships with the Wurundjeri Woi-wurrung people and Aboriginal and Torres Strait Islander community groups, organisations and local networks.

Deliver activities to support anti-ageism and share resources and stories with the community to raise awareness around stereotypes, prejudice and discrimination on the basis of age.

Recognise the contribution of our volunteers through Council's Civic Awards and Volunteers Recognition activities.



# What we plan to do

## GOAL: 1.2 Connected and inclusive community

|   |   |
|---|---|
|  <p><b>PLACES AND SPACES</b></p> | <p>Improve housing choice to meet community needs by reviewing the Affordable Housing Policy and Manningham Planning Scheme.</p> <p>Increase seating and amenities along our footpaths and trails to give people places to meet and rest.</p>   |
|  <p><b>ENVIRONMENT</b></p>       | <p>Deliver a 10-year Public Toilet Plan to ensure a network of safe, accessible, well maintained and sustainable toilet facilities.</p>   |
|  <p><b>ECONOMY</b></p>           | <p>Increase activities to improve community understanding and conservation of areas of significance.</p> <p>Improve energy efficient lighting in public places for community safety and activity.</p>   |
|  <p><b>WELL GOVERNED</b></p>   | <p>Support and promote local businesses through the Manningham Business Network.</p> <p>Work with Manningham Youth Services and other partners to support young people to engage in education, employment and in community life.</p> <p>Improve Council practice for inclusive communication and engagement.</p> <p>Support and educate to connect inclusive and healthy communities (inclusive of our First Nations and culturally diverse communities) through:</p> <ul style="list-style-type: none"> <li>• implementing recommendations in the Reconciliation Action Plan to enhance recognition of Aboriginal and Torres Strait Islander communities</li> <li>• resources and information that link our community to the understanding of and responses to family violence (major initiative)</li> </ul> |



## What we plan to do

### GOAL: 1.2 Connected and inclusive community

#### MONITORING OUR PROGRESS ACROSS 2021-2025

##### Output and outcome measures

- Self-rated improvement in services for young people in employment, support or opportunities to participate in community life
- Satisfaction of people participating in positive ageing programs and events.
- Self-rated sense of wellbeing
- Number of programs and services that support our culturally diverse community
- Number of Gender Impact Assessments on Councils services, policies and programs
- Reconciliation Action Plan recommendations implemented
- Participation in arts and cultural activities





FRESH  
100%  
EVERY DAY

LOCALLY  
SOURCED

APPROX

MEX

CLASSIC  
HOT

ALLOW

Food  
com.au

ALLI CON CARNE.  
TACHOS

TEXAS  
FR

ICE BOX



# 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**

Our community has told us that they generally love where they live and value our parks, trees, open spaces and the natural environment.

We know we can support our community with bike paths and linear trails that provide connections within neighbourhoods and to community facilities such as libraries.

Responsible housing and development is a key priority for our residents. We are committed to responsible planning to protect our environment, green open spaces, environmental sustainability and balance of city and country.

From our research and conversations with our residents, we have committed to work towards the following goals:

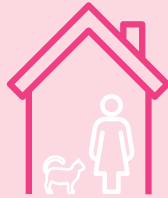
- inviting places and spaces
- enhanced parks, open space and streetscapes
- well connected, safe and accessible travel
- well utilised and maintained community infrastructure.





# A snapshot of where we are

**11,761**  
NEW DWELLINGS  
BY 2021



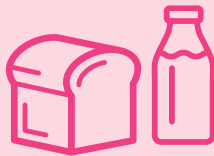
**20%**  
Of residents  
will live alone  
by 2021



Increased demand  
and importance on  
arts, community and  
sporting facilities



**97%**  
Live within  
**400M**  
of a bus stop



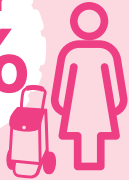
**47%**  
Of short trips  
are taken by  
private  
vehicle



**1800KM**

Roads,  
paths bike  
lanes and  
walking lanes  
maintained  
by council

ONLY  
**4%**



Of households do not  
have a private vehicle

**70%**



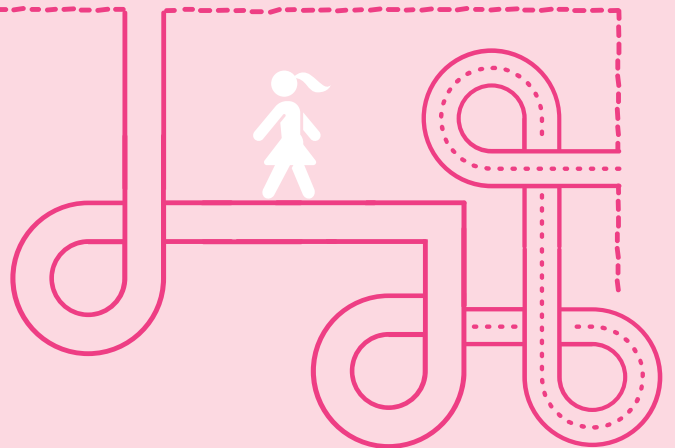
Travel by  
car to work



**20.13 sq km** Open space  
**302** Parks and reserves  
**151** Play spaces

## MANNINGHAM PROVIDES

**751KM** Roads  
**918KM** Footpaths  
**66KM** Off-road shared paths  
**118KM** Pedestrian paths in parks







# Liveable places and spaces

## You told us to focus on

---

- meeting demand and balancing city and country
- public spaces for people to meet and connect
- neighbourhood character and amenity that is welcoming and attractive
- valuing our parks and open space
- safe, easy and environmentally friendly travel
- community Infrastructure that is multi-purpose and well utilised.

## Guiding plans, strategies and legislation

---

- **Plan Melbourne 2017-2050** is a Victorian Government Plan to guide Melbourne's growth for the next 35 years. An integral part is the 20-minute neighbourhood "living locally", which gives people the ability to meet most of their everyday needs within a 20-minute walk, cycle or local public transport trip from their home.
  - **Cooling and Greening Melbourne** is a focus of Plan Melbourne. Victoria is the fastest-growing state in Australia. Combined with climate change, this presents complex challenges for all governments to work together to increase sustainability and resilience in our local area
- **Other Legislation and Plans** including Better Apartments Guidelines, Planning and Environment Act 1987, Road Management Act 2004, Road Safety Act 1986 and associated regulations, Road Safety Road Rules 2009, Transport Integration Act 2010,

Disability Act 2006, Resilient Melbourne – Metropolitan Urban Forest Strategy and Victoria's 30-year Infrastructure Plans, Victorian Aboriginal Heritage Act 2006 and Aboriginal Heritage Regulations 2018.

## Other influences

---

- **North East Link (NEL)** will connect the M80 Ring Road with the Eastern and South-Eastern suburbs. The NEL will connect the M80 with the Eastern Freeway (F19) via a tunnel with a link at Banksia Street before continuing underground along Bulleen Road to the Eastern Freeway
- The Victorian Government is encouraging **affordable housing** through local Councils by seeking a voluntary affordable housing contribution from developers as part of planning approval processes.

## Our related documents

---

- Asset Plans
- Manningham Planning Scheme
- Affordable Housing Policy and Action Plan
- Road Management Strategy
- Community Local Law
- Residential Strategy
- Transport Action Plan
- 2013-23 Victoria's Cycling Strategy
- Parking Management Policy and Strategy
- Principal Pedestrian Network Plan
- Parks and Reserve Management Plans
- Road Safety Strategy and Action Plan.



# Liveable places and spaces

## What we are doing now

### Meeting demand and balancing city and country

- Long term planning with our **Liveable City Strategy 2040**. This urban design framework was created to enhance Manningham's liveability by greening the area, creating vibrant activity centres, providing housing diversity, fostering social connections and sustainable transport options
- Guiding future use and development that responds to our community's current and future needs with the **Doncaster Hill Framework Plan**
- Reviewing our Manningham **Planning Scheme** to guide land use and development
- Creating our **Affordable Housing Policy and Action Plan** to increase the supply of social and affordable housing to support our diverse and inclusive community and a sustainable economy. This will be achieved by providing housing for people on very low, low and moderate incomes.

### Public spaces for people to meet and connect

- **Enhancing accessibility of developments** including communal open space, landscaping, and integration with the street, access, site services and private open space standards
- Examining how we deliver our services **and how we can best use technology** to make sure our assets are well maintained
- Making it **safe, easy and environmentally friendly for our community** to get around.
- Continuing to successfully advocate for **improvements to the bus services**

- **Advocating for the Suburban Rail Loop**, which identifies a rail station on Doncaster Hill in its route from Cheltenham to the Airport in Stage 2
- **Improving paths and trails** in our parks and open spaces to encourage walking and cycling for recreation and fitness
- **Improving roads for pedestrians to walk, wheel and cycle** to and from local employment, education, shops and services and connect to neighbourhood and community facilities.

### Neighbourhood character and amenity that is welcoming and attractive

- Using our Planning Scheme to locate higher density residential developments along major road corridors, such as Doncaster Road and Manningham Road, close or in proximity to shopping and activity centres and public transport routes
- Maintaining the 'greening' of Manningham by requiring landscaping and provision of open spaces with any development application
- Planning a **preferred neighbourhood character** to make sure our neighbourhoods are well designed as part of our Liveable City Strategy 2040
- Improving **access to active, leisure and recreation destinations** by embracing the 20- minute neighbourhood in alignment with Plan Melbourne.



## Liveable places and spaces

### Safe, easy and environmentally friendly travel

- Continuing to understand the needs of our community and work together to advocate for **improvements to bus** services that are fair and equitable
- Advocating for the **Suburban Rail Loop**, which identifies a rail station on Doncaster Hill in its route from Cheltenham to the Airport in Phase 2
- **Improving paths and trails** in our parks and open spaces to encourage walking and cycling for recreation and fitness
- **Improving roads for pedestrians** to walk and wheel to and from local employment, education, local shops and services.

### Valuing our parks and open spaces

- Delivering a **10-Year Parks Improvement Program** to make sure all parks receive upgrades and renewal to maintain their quality and condition
- Actively build upon, encourage and support new and existing **local community environmental groups** including Landcare, 'friends of', Waterwatch and sustainability stewardship groups
- **Renewing and upgrading our playspaces** including high profile regional sites, skate and BMX facilities, fitness and informal recreation facilities
- Pursuing regional partnerships to **increase the tree canopy** across all parks
- **Maintaining and improving** our streetscapes and 301 parks and reserves to make them more attractive and usable
- Recognise and promote **Aboriginal cultural heritage and Connection to Country**

- **Implementing our Open Space Strategy** and Master Plan actions to create and maintain accessible and well-connected areas for activity, recreation and relaxation
- Celebrating our heritage through our Heritage Grants
- Recognise and promote Aboriginal cultural heritage and Connection to Country. Investment into making our paths, trails, street furniture, facilities, cycling and walking tracks accessible for all to enjoy
- Using environmentally sustainable materials to build and renew our paths, trails, street furniture
- Greening our open spaces as part of the 2040 Liveable City Strategy.

### Community Infrastructure that is multi-purpose and well utilised

We currently **own and maintain more than 200 community facilities** including:

- Maternal and Child Health and Early Years services (39 playgroups and childcare services operating in Council-owned facilities)
- Manningham Youth Services (currently located at MC Square)
- Library facilities and services (run by the Whitehorse Manningham Regional Library Corporation – four locations across the municipality of which two are Council-owned, plus a mobile library servicing Park Orchards)
- Recreation facilities including Aquarena, Donvale Indoor Sports Centre (DISC), Mullum Mullum Stadium and eleven Level 1 Sports Pavilions
- Arts and Culture facilities and services including Art Gallery (MC Square), Art Studio (MC Square), Playhouse and Doncaster Theatre.



# What we plan to do

## GOAL: 2.1 Inviting places and spaces

### ACTION AREAS

- Plan for developments in a way that protects our environment and green open spaces
- Maintain a balance of city and country
- Neighbourhoods retain their distinct character and improved access to local services
- Recognise and promote Aboriginal cultural heritage and Connection to Country

- Developer investment that contributes to the amenity of the municipality
- Well maintained buildings, places and spaces
- Accessible and connected mixed-use places and streetscapes to recreate, gather and celebrate

### ACTIONS WE WILL TAKE OVER 2021-2025

|   |  |
|---|--|
|  <p><b>COMMUNITY</b></p>         | <p>Improve activation of places and neighbourhoods for people to recreate, gather and participate in community life.</p> <p>Increase activities to improve Manningham community understanding and conservation of areas of significance to Wurundjeri Woi-wurrung people and Aboriginal and Torres Strait Islander peoples.</p>  |
|  <p><b>PLACES AND SPACES</b></p> | <p>Improve access to active, leisure and recreation destinations across the municipality by embracing the 20-minute neighbourhood.</p> <p>Develop a preferred neighbourhood character to make sure our neighbourhoods are well designed as part of the Liveable City Strategy 2040.</p> <p>Improve our streetscapes with increased vegetation and water sensitive design to cool the landscape and bolster biodiversity.</p> |
|  <p><b>ENVIRONMENT</b></p>       | <p>Review our Streetscape Management Plan and Nature Strip Policy by 30 June 2022 to help guide our street planting and management of our streetscapes with consideration of urban design, character areas and our natural environment.</p>  |



# What we plan to do

## GOAL: 2.1 Inviting places and spaces



### ECONOMY

Commence long term plans to create a network of greenways to reduce our impact on the environment and improve the amenity of the city.

Implement the Doncaster Hill Strategy and Economic Development Strategy recommendations to encourage and support our night time economy, visitor economy and local employment opportunities.



### WELL GOVERNED

Strengthen our principles to guide responsible planning for new developments by:

- Adoption of key strategic documents including our Liveable City Strategy 2040 by December 2021 and our Environmental Strategy by 30 June 2022
- review the Manningham Planning Scheme by 30 June 2022
- Investigate enhanced planning controls to enhance the protection of our environment (major initiative)

## MONITORING OUR PROGRESS ACROSS 2021-2025

### Output and outcome measures

- |   |  |
|---|--|
| <ul style="list-style-type: none"> <li>• Satisfaction with our local area</li> <li>• Local Gross Domestic Product</li> <li>• Maintain the balance of city and country by limiting two-thirds of medium and high-density development to our growth corridor</li> </ul> | <ul style="list-style-type: none"> <li>• Planning decisions with a successful outcome</li> <li>• 90% of capital works programs delivered</li> <li>• Adoption of key strategic documents including Liveable City Strategy 2040 by December 2021 and the Environmental Strategy by 30 June 2022</li> <li>• Review of the Manningham Planning Scheme by 30 June 2022</li> </ul> |
|---|--|



# What we plan to do

## GOAL: 2.2 Enhanced parks, open space and streetscapes

### ACTION AREAS

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li>• Ways for people to connect with paths, trails, street furniture, facilities, cycling and walking tracks designed for all.</li> <li>• Protect and enhance the sustainability of parks and reserves using environmentally sustainable materials to build paths, trails, street furniture</li> </ul> | <ul style="list-style-type: none"> <li>• Maintain principles of protecting our environment, green and open spaces</li> <li>• Create accessible and well-connected areas that inspire activity, recreation and relaxation</li> <li>• Maintain our parks, reserves and streetscapes</li> <li>• Promote awareness of Manningham's culture, heritage and conservation in our parks, trails and open spaces</li> </ul> |
|--|---|

### ACTIONS WE WILL TAKE OVER 2021-2025

|   |   |
|---|---|
|  <p><b>COMMUNITY</b></p>         | <p>Make improvements to our open space facilities to increase safety and use of our parks and open spaces to facilitate activity, recreation and relaxation.</p>  |
|   | <p>Actively support new and existing local community environmental groups including Landcare, 'friends of', and other environment sustainability stewardship groups.</p>  |
|  <p><b>PLACES AND SPACES</b></p> | <p>Deliver upgrades to our parks and recreation facilities (as scheduled) including Petty's Reserve Sporting Development (Stage 2), Rieschiecks Reserve Pavilion Redevelopment, and Deep Creek Reserve (initiative)</p> |
|   | <p>Implement our Parks Improvement Program including creating a new open space on Hepburn Road, Ruffey Lake Landscape Masterplan, Waldau Precinct Plan and naming of Warrandyte riverside park (initiative)</p>         |
|  <p><b>ENVIRONMENT</b></p>       | <p>Protect and enhance the sustainability of parks and reserves using environmentally sustainable materials to build paths, trails, and more street furniture.</p>  |
|   | <p>Facilitate an increase in tree canopy across our parks as part of the Resilient Melbourne - Metropolitan Urban Forest Strategy.</p>  |



# What we plan to do

## GOAL: 2.2 Enhanced parks, open space and streetscapes



Deliver sustainability initiatives throughout the green wedge to preserve and protect our local environment.

Acquire and develop new or expanded parks, open spaces and pedestrian links to support our growing population.

Implement a responsive and customer-focused approach to the maintenance and management of streetscape matters including nature strips and trees reported by the community.

## MONITORING OUR PROGRESS ACROSS 2021-2025

### Output and outcome measures

- Community satisfaction with our parks and facilities (regional park survey)
- Number of trees planted in our streets reserves and parks each year
- Number of reported preventable injuries in parks or on streets
- Development of a Streetscape Strategy that considers urban design, character and our natural environment.





# What we plan to do



## GOAL: 2.3 Well connected, safe and accessible travel

### ACTION AREAS

- Education and infrastructure to support environmentally friendly transport and travel
- Well connected, safe and accessible public transport and active transport options
- Well planned and maintained roads, pathways and transport infrastructure

- Education to improve sustainable transport options to reduce congestion
- Advocacy for easier travel options to and within Manningham and surrounding areas
- Pursue a 20-minute neighbourhood (in line with Plan Melbourne)

### ACTIONS WE WILL TAKE OVER 2021-2025




|   |  |
|---|--|
|  <p><b>COMMUNITY</b></p>          | <p>Advocate for improved safety on public transport.</p> <p>Expand and upgrade our shared trail network to improve connectivity.</p> <p>Continue our work to maintain a high standard for our roads, footpaths and drains (major initiative).</p>  |
|  <p><b>PLACES AND SPACES</b></p> | <p>Deliver new footpaths to improve people's active transport options and ability to walk or wheel safely and easily to local shops, community facilities and schools, including:</p> <ul style="list-style-type: none"> <li>• Porter Street Templestowe to allow safer walking along a steep road</li> <li>• Eastern side of Smiths Road Templestowe to connect to Pettys Reserve and nearby bus stops</li> <li>• Western side of Springvale Road Donvale to connect bus stops, school, Mullum Mullum Stadium and Mullum Trail</li> <li>• Heidelberg - Warrandyte Road Templestowe to link to the Newmans Road Shops</li> </ul> <p>Deliver our Road Improvement Program including Jumping Creek Road, Tuckers Road, Knees Road and Templestowe Village connecting roads as scheduled.</p> |





# What we plan to do

## GOAL: 2.3 Well connected, safe and accessible travel

|   |   |
|---|---|
|  <p><b>ENVIRONMENT</b></p>     | <p>Review community needs for bus improvements:</p> <ul style="list-style-type: none"> <li>• Preparation of a Community Transport Future Directions Discussion Paper</li> <li>• Investigate options for an on-demand bus service (tele bus) as part of the Eastern Suburbs Bus Network Review</li> <li>• Advocate to the Victorian Government to improve bus stop facilities and passenger amenity, prioritising major bus stops</li> </ul> <p>Deliver activities to encourage people to use public and environmentally friendly transport.</p>   |
|  <p><b>ECONOMY</b></p>         | <p>Engage with private car and rideshare companies to encourage an establishment of a car share program in Doncaster Hill.</p>  |
|  <p><b>WELL GOVERNED</b></p> | <p>Investigate options for land for employment use to reduce Council's reliance on rate revenue.</p> <p>Provide ways for people to connect by:</p> <ul style="list-style-type: none"> <li>• Prioritising grant funding to support community inclusion and connections</li> <li>• deliver actions in our Transport Action Plan and Bus Network Review 2017 including contributing to the planning of the Suburban Rail Loop, Doncaster Busway, Bus Rapid Transits, bus network and service improvements</li> <li>• enhancing our walking and cycling network (major initiative)</li> </ul> |

## MONITORING OUR PROGRESS ACROSS 2021-2025

### Output and outcome measures

- |  |  |
|--|--|
| <ul style="list-style-type: none"> <li>• Percent decrease average of cars per household (ABS)</li> <li>• Community Satisfaction with sealed local roads</li> </ul> | <ul style="list-style-type: none"> <li>• Deliver the Footpath Program</li> <li>• Deliver 5km of footpath renewal</li> <li>• Number of Transport Advocacy Programs</li> <li>• Deliver two kilometres of sealed roads each year</li> </ul> |
|--|--|





# What we plan to do

## GOAL: 2.4 Well maintained and utilised community infrastructure

### ACTION AREAS

- |  |  |
|--|--|
| <ul style="list-style-type: none"> <li>• Expand and better utilise our current and future facilities to meet our community's needs</li> <li>• Explore the use of our community hubs to make sure they offer activities and events for all</li> </ul> | <ul style="list-style-type: none"> <li>• Leadership in environmentally sustainable design and use of materials to promote resilience to flood, bushfire and climate</li> <li>• Community infrastructure that is used efficiently and maintained to high standards</li> </ul> |
|--|--|

### ACTIONS WE WILL TAKE OVER 2021-2025

|   |   |
|---|---|
|  <p><b>COMMUNITY</b></p>         | <p>Identify the current and future capacity of our facilities and pavilions to make sure they meet community needs now and in the future.</p>   |
|   | <p>All works on our community facilities will be compliant with disability and accessibility standards.</p>   |
|   | <p>Consult with our community in the preparation of sporting grounds masterplans to take a strategic approach to provide for our community's current and future recreation needs in line with our Recreation Strategy priorities listing.</p> |
|   | <p>Explore partnerships to maximise the use of community facilities.</p>  |
|  <p><b>PLACES AND SPACES</b></p> | <p>Demonstrate leadership in environmentally responsive building materials and locations to promote resilience to flood, bushfire and climate.</p>  |
|   | <p>Proactively plan, upgrade and improve our recreations facilities to ensure they are maintained and accessible for a broad range of community uses.</p>   |



# What we plan to do

## GOAL: 2.4 Well maintained and utilised community infrastructure



### ENVIRONMENT

Deliver management and maintenance programs to manage the balance of bushfire prevention with the protection of biodiversity.

Explore the need for a broad heritage review and assessment to protect and promote the cultural and historical significance of Council's assets.

Improve water management with the development of an Integrated Water Management Strategy.



### WELL GOVERNED

Investigate the current use of our facilities and identify opportunities to develop or repurpose existing facilities and the use of Council land for multi-use purposes and to meet changing community needs through:

- Finalising the Community Infrastructure Plan by 31 December 2021 and implementing the 20 year Action Plan
- assessing and improving the way our stadiums are used in conjunction with Stadium Managers
- improving our community's access to sport and recreation facilities and spaces for broad community use and benefit (major initiative)

## MONITORING OUR PROGRESS ACROSS 2021-2025

### Outcome Measures

- Facilities maintenance completed in time
- Capital Works invested into maintenance, upgrades, and renewal of community infrastructure





# Resilient Environment

**GOAL 1: Protect and enhance our environment and biodiversity**

**GOAL 2: Reduce our environmental impact and adapt to climate change.**

We share our community's passion for environmental sustainability and growing concern for our environment, biodiversity and climate.

The connection between environmental sustainability and Manningham's liveability go hand in hand. We are committed to being proactive on conservation, waste and biodiversity to protect and enhance our natural environment.

We will demonstrate strong leadership and partner with our local community and the Victorian and Australian Governments to address the significant challenges and global

impacts facing our environment.

From our research and talking with our residents, we have committed to building, sustaining and enhancing a resilient environment by working towards the following goals:

- Protect and enhance our environment and biodiversity
- Reduce our environmental impact and adapt to climate change.





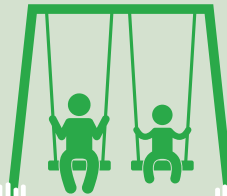
# A snapshot of where we are



Along **BIRRARUNG**  
(The Yarra River)



**351** PARKS AND RESERVES



**159 PLAY SPACES**  
Including destination parks and playgrounds



COUNCIL MOWS, MAINTAINS AND WATERS  
**714HA**



OF MANNINGHAM



RESIDENTIAL AND COMMERCIAL WATER USAGE is high at



Electricity consumption  
**6.2kWh/DAY**  
(EMR average is 5.4 kWh/day)





# Resilient Environment

## You told us to focus on

---

- act on climate change – advocacy, education to support the community
- providing leadership in sustainable practices for waste, water and energy
- protecting our natural environment, heritage and conservation
- allow for biodiversity and the environment.

## Guiding plans, strategies and legislation

---

- **Local Government Act 2020** contains an overarching governance principle that Councils promote the economic, social and environmental sustainability of their municipality. This includes work to mitigate and plan for climate change risks
- **National Climate Resilience and Adaptation Strategy** aims to build the resilience of Australian communities, the economy and the environment to adapt and mitigate a variable and changing climate
- **Planning and Environment Act 1987** guides planning for the use, development and protection of land in Victoria
- **Climate Change Act 2017** establishes a long-term emissions reduction target of net zero by 2050. The Act requires five-yearly interim targets to keep Victoria on track to meet the long-term target

- **Protecting Victoria's Environment - Biodiversity 2037** is the Victorian Government's ambitious plan to stop the decline of our biodiversity and achieve overall biodiversity improvement over the next 20 years
- **Other Legislation and Plans** including Environment Protection and Biodiversity Conservation Act 1999, Flora and Fauna Guarantee Act 1988, Native vegetation clearing regulations, Resilient Framework Emergency Management, Resilient Melbourne Strategy, Energy Upgrades Program, Renewable Energy Action Plan, Recycling Policy, Waste Act and Authority, Yarra River Protection (Wilip-gin Birrarung murrn) Act 2017, Victorian Aboriginal Heritage Act 2006, Aboriginal Heritage Regulations 2018.

## Our related documents

---

- Environmental Strategy and Climate Plan
- Open Space Strategy 2014 - 2024
- Bushland Management Strategy 2012
- Municipal Emergency Management Plan/ Heatwave Policy
- Domestic Wastewater Plan 2011.
- Municipal Drainage Strategy
- Parks and Reserve Management Plans
- Securing the Future Adaptation Plan
- Strategic Water Management Plan
- Carbon Abatement Plan
- Green Wedge Action Plan
- Yarra River Corridor Concept Plan.



# Resilient Environment

## What we are doing now

---

We have legislative authority and responsibility to protect our local environment and plan for climate change risks.

### Leadership and climate change and environmental sustainability

- Declared a climate emergency to take decisive action on climate change mitigation and adaptation. Our **Climate Emergency Declaration** made on 20 January 2020 states: Manningham Council acknowledges we are in a state of serious climate and environmental change and that this climate emergency requires urgent action by all levels of government, including local government
- Preparing our **Climate Emergency Response Plan**
- **Reduced Council greenhouse gas emissions by 25%**
- **Installing solar at** Council buildings
- Upgrading street lights to **energy efficient lights** including LEDs
- Switching Council's cars and trucks to hybrids or electric vehicles and installing charge points for our fleet
- Partnering with Darebin Council and **collaborating with almost 50 other Councils** to procure wind or solar grid electricity supply for almost 40% of Council's electricity accounts
- **Advocating to the Victorian and Australian Government** on climate and biodiversity

- Delivering **environmental community engagement programs** which include over 100 events attended by up to 4,000 people each year.

### Acting on sustainable living practices for waste, water and energy

- Exploring how we best **provide our food and garden waste** collections services
- **Running waste awareness education** programs to reduce bin contamination rates
- Running the **Compost Revolution Program** for households
- **Providing waste drop off and detox your home** programs for e-waste and chemical waste
- Building **stormwater capture and reuse systems** to reduce reliance on tap water for irrigation of open space, capture litter and pollution
- Installing **rainwater harvesting** for toilet and irrigation reuse at Council buildings.
- Planting **drought-tolerant grass on our sports grounds** to reduce water demand
- Monitoring our irrigation systems' **water use and delivering efficiency improvements**
- Facilitating **solar and energy saving** improvements across Manningham households and providing energy saving advice in partnership with the Australian Energy Foundation.





# Resilient Environment

## Protecting our natural environment

- As one of Melbourne's greenest municipalities, our Green Wedge, rivers, parks and open spaces are valued and preserved
- **Maintaining 40 Council-owned bushland reserves** and other green spaces including our Green Wedge with weed and pest animal control and revegetation
- Supporting landholders with **Local Environment Assistance Fund** grants and providing advice on revegetation and weed and pest animal control
- Supporting landholders with **woody weed removal and bushfire mitigation**
- Supporting landholders and environment groups **pest deer monitoring and control** program and **advocating for more Victorian Government leadership and support** for this growing problem
- **Providing environmental advice** on capital works projects including an upgrade of Jumping Creek Road and for Victorian Government projects such as North East Link
- **Providing environmental** advice on planning permit applications and vegetation removal compliance.





# What we plan to do

## GOAL: 3.1 Protect and enhance our environment and biodiversity

### ACTION AREAS

- |   |   |
|---|---|
| <ul style="list-style-type: none"> <li>• Climate ready organisation and community, improvements to waste and recycling to support the transition to a circular economy, sustainable transport options, renewable energy</li> <li>• Partnerships with community and others to learn, connect and protect natural spaces, parks, rivers and creeks</li> </ul> | <ul style="list-style-type: none"> <li>• Connection with Manningham’s culture, heritage and conservation</li> <li>• Support protection of the Green Wedge and natural spaces</li> <li>• Sustainable protection, monitoring and enhancement of the natural environment.</li> <li>• Advocacy to protect the environment and biodiversity</li> </ul> |
|---|---|

### ACTIONS WE WILL TAKE OVER 2021-2025

|   |   |
|---|---|
|  <p><b>COMMUNITY</b></p>         | Empower the community to protect biodiversity through education and incentives for private landholders.   |
|   | Empower the community with education, awareness and skill sharing programs and communications to support environmental sustainability.  |
|   | Collaborate with community environment groups and other public land managers to protect biodiversity.   |
|  <p><b>PLACES AND SPACES</b></p> | Increase tree and vegetation coverage to bolster biodiversity.  |
|   | Continue maintaining and improving to Council bushland areas.   |
|   | Reduce threats to biodiversity and wildlife habitat including pest management and reducing vegetation removal.  |
|  <p><b>ENVIRONMENT</b></p>       | Help grow the market for recycled and sustainable products and materials through sustainable procurement.   |
|   | Minimise the environmental impact of Council’s capital works through our Biodiversity Impact Assessment Committee and advocate to reduce the environmental impact of Victorian Government projects. |
|   | Deliver our drainage program (as scheduled) including the Melbourne Hill Road Drainage Upgrade.   |
|   | Explore with other Councils, garden and food waste processing and separated glass collection service to reduce waste to landfill.   |



# What we plan to do

## GOAL: 3.1 Protect and enhance our environment and biodiversity



**WELL GOVERNED**

Delivery of our Environmental Strategy to:

- Strengthen principles to protect the environment, biodiversity and wildlife
- Advocate to government and business on environmental issues
- Improve management practices of bushland maintenance, pest animal and environmental weed control and monitoring, evaluating and improvement mechanisms
- Explore biodiversity improvement or environmental community engagement programs for local public areas in collaboration with the Wurundjeri Woi-wurrung Cultural Heritage Aboriginal Corporation, Melbourne Water and Parks Victoria
- Explore protection measures in our Community Local Law by 30 June 2022 (major initiative)

### MONITORING OUR PROGRESS ACROSS 2021-2025

#### Output and outcome measures

- |  |  |
|--|--|
| <ul style="list-style-type: none"> <li>• Community satisfaction with waste management</li> <li>• Community satisfaction with environmental sustainability</li> <li>• Improved bushland management practises</li> </ul> | <ul style="list-style-type: none"> <li>• Strengthen principles to protect the environment, biodiversity and wildlife</li> <li>• Number of opportunities taken to advocate to government and business on environmental issues</li> <li>• Number of collaborations to explore biodiversity improvement or environmental community engagement programs</li> </ul> |
|--|--|






# What we plan to do

## GOAL: 3.2 Reduce our environmental impact and adapt to climate change

### ACTION AREAS

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li>• Education and awareness to support waste management, compost, climate changes and biodiversity</li> <li>• Sustainable and innovative environmental practices for Manningham businesses, homes and neighbourhoods to optimise energy, waste and water</li> </ul> | <ul style="list-style-type: none"> <li>• Act on climate change through advocacy, leadership and education</li> <li>• Manage natural spaces to remove threats and revegetate for sustainability and bushfire preparedness</li> <li>• Implement improvements to waste and recycling services to support the transition to a circular economy</li> </ul> |
|--|---|

### ACTIONS WE WILL TAKE OVER 2021-2025

|   |   |
|---|---|
| <br><b>COMMUNITY</b>          | Support and educate to connect inclusive and healthy communities (inclusive of our culturally diverse communities) through environmental education and waste programs (major initiative). |
|   | Encourage solar uptake in the community and explore other energy sustainability innovation.   |
| <br><b>PLACES AND SPACES</b> | Deliver sensors for parking, bins and drains and irrigation to use technology to better meet customer needs and improve service delivery in activity centre and waste management.         |
|   | Trial new recycled material on our roads to minimise the use of new materials and emissions to reduce our environmental impact.   |
| <br><b>ENVIRONMENT</b>       | Develop a Waste Wise Policy to eliminate the use of single-use plastics and soft plastics in council operations, functions and at events held on council land and in facilities.          |
|   | Investigate the provision of e-waste drop off hub(s) to collect small e-waste items.  |
|   | Reduce emissions with improved garden and food waste processing.  |
|   | Install more solar power on Council buildings, make environmental improvements to Council facilities and switch to wind and solar generated grid electricity supply.                      |



# What we plan to do

## GOAL: 3.2 Reduce our environmental impact and adapt to climate change



**WELL GOVERNED**

Engage the community, collaborate with other Councils and advocate for reduced greenhouse gas emissions at the local, state and federal levels.

Demonstrate stewardship in developing and implementing our Climate Emergency Plan actions.

Facilitate uptake of electric vehicles in our operations and support the implementation of community infrastructure to enable uptake of electric vehicles.

### MONITORING OUR PROGRESS ACROSS 2021-2025

#### Output and outcome measures

- Kerbside collection waste diverted from landfill. (percentage of garbage, recyclables and green organics collected from kerbside bins that is diverted from landfill)
- Participant satisfaction with waste and environmental educational programs
- Number of Council's environmental fleet
- Deliver the annual education and awareness program
- Reduction in Council's greenhouse emissions
- Deliver 5000 square meters of roads with recycled material





# Vibrant and prosperous economy

## GOAL 1: Grow our local business, tourism and economy

We know that supporting and promoting local businesses is critical to our vibrant and thriving economy.

Our community has told us that it is essential to create vibrant villages and inviting places that are attractive, welcoming and accessible for residents, visitors and businesses.

We are committed to continuing our work to build the capacity of our local businesses and find new ways to support local industries and employment.

From our research and conversations with our residents, we are committed to working to support the growth of our local businesses, tourism and economy.





# A snapshot of where we are

OVER  
**30,572**  
LOCAL JOBS



**52,819**

**RESIDENTS  
ARE EMPLOYED**

**3 in 5**

Are in the labour force



**1/3**

Working  
part time

**1200+**  
Jobs and  
**\$200M**  
Created  
a year

**\$4.7B**

Gross Regional Product

**30** Local Centres  
**10** Neighbourhood Activity Centres  
**1** Major Activity Centre

**80%**

Of all  
businesses  
are based  
at home



OVER  
**13,000**

Local businesses  
are registered



**LARGEST TRADES ARE**  
Retail  
Health care and social assistance  
Education and training





# Vibrant and prosperous economy

## You told us to focus on

---

- Supporting local businesses
- Providing places and spaces that are attractive and welcoming to residents, business and visitors
- Creating places and spaces that are vibrant and accessible for shopping, employment and community
- Fostering a sense of place and belonging
- Encouraging opportunities for youth employment.

## Guiding plans, strategies and legislation

---

- **Local Government Act 2020** contains an overarching governance principle that Councils promote the economic, social and environmental sustainability of their municipality. This includes work to mitigate and plan for climate change risks
- **Smart City Plan** - an Australian Government initiative that helps us use technology to better understand how the community uses specific locations in our municipality. This helps us provide services and solve problems through investment, policy and technology. This program helps transform cities, suburbs and regional areas to deliver a more sustainable, prosperous and inclusive future
- **Buy Local Campaign** to promote awareness and the benefits of supporting local Manningham businesses

- **Plan Melbourne** – encourages access to services and activities within 20 minutes from residents' homes
- **Other Legislation and Plans** including Creative State Creative Industries Strategy, Future Industries Strategy, Melbourne East Regional Plan, Resilient Melbourne Strategy and Melbourne East Metropolitan Partnership.

## Other considerations

---

- **North East Link** - will impact our community through the loss of industrial (employment) land and the disruption that will be caused during construction. We are exploring opportunities that will arise after the road is built including using available land and improved access to major economic hubs.

## Our related documents

---

- Economic Development Strategy
- Liveable City Strategy 2040
- Doncaster Hill Strategy
- Community Infrastructure Plan
- Transport Action Plan
- Activity Structure Plans
- Green Wedge Action Plan
- Local Laws – footpath trading, busking, signage.



# Vibrant and prosperous economy

## What we are doing now

We have legislative authority and responsibility to plan for the economic wellbeing.

### Supporting local businesses

- Managing our **Business Development Program** to offer initiatives to local businesses including workshops, seminars and coaching delivered online and in person
- Offering a wide range of **initiatives to support local businesses** including education and business development
- Delivering **targeted training and support programs** to help local business to help themselves at no or low cost. We do this by partnering with the Victorian and Australian Governments, local businesses, and networks and groups
- Promoting the **Buy Local Campaign** to build awareness of the benefits of supporting local businesses
- Supporting **marketing, promotion and networking opportunities** of local business through the Manningham Business Network

## Attracting and welcoming residents, business and visitors

- Working in partnership with key destinations to attract people to the unique character and offerings of Manningham including:
  - **Promoting our visitor destinations:** Manningham is a gateway to the Yarra Valley, with great tourist and visitor destinations including the Yarra River, Heide Museum of Modern Art, Manningham Art Gallery and Studios, and great parks including Ruffey Lake Park and Currawong Bush Park
  - **Promoting heritage, arts and culture** through our Gallery, Playhouse, walks and local learning
  - Improving local amenity and attractiveness by greening our local area with trees and open spaces, quality maintenance and looking at the diversity of experiences that Manningham can offer.





## Vibrant and prosperous economy

### Encouraging a sense of place and belonging

- Supporting communities and business to connect and recover from the COVID-19 pandemic by **activating local neighbourhood centres**
- Supporting **place-making initiatives such as outdoor dining and local activities** to increase our community's connection to 'place' and activate local neighbourhood centres
- Linking the location and physical space to meet their local community needs and desires
- Creating shared **community spaces to foster a sense of place** in key locations, looking at opportunities to co-design spaces with community, shared workspaces, and making Manningham's activity centres more attractive by expanding opportunities for outdoor dining and night-time activities.

### Active, attractive and accessible places for shopping, employment and community

- **Trialling Smart City technology** sensors to collect parking and environment data at Jackson Court in Doncaster East. We are using this data to better understand how the community uses the area and to help us make future improvements
- Exploring ways to use incentives and other schemes to encourage improvements to the infrastructure of privately-owned spaces
- Improving **public safety and accessibility** while maintaining amenity and improving the use of areas such as outdoor dining and greening our urban spaces
- **Talking with businesses from a variety of industries** to bring new opportunities to the local area.





# What we plan to do

## GOAL: 4.1 Grow our local business, tourism and economy

### ACTION AREAS

- Support local businesses.
- Celebrate and promote our arts and culture to support our local economy
- Attract jobs and career opportunities to the local area, particularly for young people

- Grow the visitor economy through partnerships and promotion of local attractions and cultural tourism
- Optimise access and accessibility in our local shops, activity centres and public spaces

### ACTIONS WE WILL TAKE OVER 2021-2025

|   |   |
|---|---|
|  <p><b>COMMUNITY</b></p>           | <p>Support the development of local creative industries.</p> <hr/> <p>Collaborate with our regional partners to foster the growth of the greater Melbourne East economy and create a mix of land to stimulate business diversity in the region.</p>   |
|  <p><b>PLACES AND SPACES</b></p> | <p>Develop a '10-Year Vibrant Villages Plan' to prioritise future upgrades or precinct master planning of all major and local neighbourhood activity centres.</p>   |
|  <p><b>ECONOMY</b></p>           | <p>Encourage and support tourism and employment opportunities by implementing recommendations in the Doncaster Hill Strategy and Economic Development Strategy.</p>   |
|  <p><b>WELL GOVERNED</b></p>     | <p><b>Support local businesses through:</b></p> <ul style="list-style-type: none"> <li>• demonstrating leadership to increase procurement with Social Enterprises, Aboriginal Enterprises and Australian Disability Enterprises (collectively known as Social Benefit Suppliers) and local businesses</li> <li>• capacity building and support through the Business Development Program</li> <li>• exploring local opportunities to support local businesses to collaborate via a hub or co-working space</li> <li>• implementing the recommendations in the Doncaster Hill Strategy and Economic Development Strategy to encourage and support tourism and employment opportunities. (major initiative)</li> </ul> |



# What we plan to do

## GOAL: 4.1 Grow our local business, tourism and economy

### MONITORING OUR PROGRESS ACROSS 2021-2025

#### Output and outcome measures

- Support participants' experience as professional artists
- Participant's satisfaction with the Business Development Program
- Customer satisfaction at community events
- Number of participants involved in business development programs
- Number of local jobs
- Number of programs delivered to educate and promote access and inclusion in employment
- Contracts awarded to the Social Benefit Suppliers
- Value of development invested in Manningham







# 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**

We understand our community places high importance on Council being transparent, accountable and providing value for money.

This includes making our communications and engagement inclusive and accessible for all and serving our community in a financially sustainable way.

The consultation we undertook made it clear that we need to measure and report on how our services meet the needs of our community.

Our residents also told us they want to be kept up to date with our services, initiatives, actions and programs.

From our conversations with our community we have committed to working towards the following goals:

- a financially sustainable Council that manages resources effectively and efficiently
- a Council that values our customers and community in all that we do.





# Well governed Council

## You told us to focus on

---

- improving communication and community engagement
- involving our community in decision making
- contributing value to our community in everything we do
- providing inclusive and responsive customer service and communications
- demonstrating transparency and accountability.

## Guiding plans, strategies and legislation

---

- All Acts, Plan and Strategies in this Plan
- **Local Government Act 2020** contains an overarching governance principle that Councils promote the economic, social and environmental sustainability of their municipality. This includes work to mitigate and plan for climate change risks
- **Our Community Vision 2040** outlines our community's aspirational vision for Manningham
- **Our Council Plan** which defines the vision, mission and priorities of Council over its four- year term
- **Our Annual Budget** details Council's financial position, resource allocation and initiatives for the year (with a four-year forecast)
- **Our Health and Wellbeing Strategy** which promotes the Health and Wellbeing of the Manningham community

- Manningham Planning Scheme
- **Other Legislation and Plans** including the Charter of Human Rights and Responsibilities Act 2006, Gender Equality Act 2020, Equal Opportunity Act 2010, Fair Work Act 2009, Planning and Reporting Regulations (2014), Occupational Health and Safety Act 2004 (and Regulations).

## Our related documents

---

- Community Engagement Policy
- Community Emergency Risk Assessment
- Community Engagement Policy
- Flood and Storm Plan
- Flood Management Plan
- Manningham Pandemic Plan
- Manningham Recovery Plan
- Manningham Relief Plan
- Municipal Emergency Management Plan
- Municipal Fire Management Plan
- Municipal Strategic Statement
- Risk Management Framework
- Youth Employment Action Plan.





# What we plan to do

## What we are doing now

---

We have legislative authority and responsibility to provide good governance for the benefit and wellbeing of the Manningham community.

### Well governed: transparent and accountable

- Making decisions and taking actions to meet relevant laws
- Making it a priority to achieve the best outcomes for the Manningham community, now and for future generations
- Promoting economic, social and environmental sustainability for Manningham, including mitigating and planning for climate change risks
- Engaging our community in strategic planning and decision making
- Pursuing innovation and continuous improvement
- Collaborating with other Councils, governments and statutory bodies
- Ensuring the ongoing financial viability of the Council
- Undertaking our strategic planning and decision making with regional, state and national plans and policies in mind
- Ensuring Council information, decisions and actions are transparent.

## Community engagement and involvement in decision making

- **We are committed to understanding the many different views**, experiences and expertise of our diverse community. Strengthening relationships and listening to our community helps us make better, more informed decisions and deliver value to the community in all aspects of our work
- Our **Community Engagement Policy** sets out how we engage with our community to better understand their needs, ideas and concerns. The Policy helps us to:
  - define the scope and purpose of the engagement
  - give participants objective, relevant and timely information
  - ensure we engage the people and groups affected by the issue at hand
  - provide reasonable support to enable meaningful and informed engagement
  - be clear about how the engagement process will inform our decision making.

## Inclusive, timely and responsive customer service and communications

- **Communicating with our community** through our Manningham Matters printed and digital newsletters, our websites (Manningham Council, Your Say Manningham and Business Manningham) and social media platforms (Facebook, Instagram and YouTube). Where possible, we encourage articles in local newspapers that help to inform our community



## What we plan to do

- **Living up to our Customer Promise**, which states:
  - We exist to serve our community and to work together
  - When we interact with our customers or colleagues, this is our promise to you
  - Make it easy - we strive to make the complex simple. And we make sure you know what to expect along the way
  - Celebrate choice - We value diversity of people. And we celebrate choice. We do our best to interact with you in a way that you prefer
  - Serve consistently - no matter who you speak to or how you contact us, we try to be consistent, helpful and friendly.
  - Respond proactively - We respect you and your needs. And when you interact with us, we are open, upfront and responsive. We exist to serve our community
- **Focusing on our customers' experience** helps us make the entire experience of doing business with us simple and seamless.









# What we plan to do

## GOAL: 5.1 A financially sustainable Council that manages resources effectively and efficiently

### ACTION AREAS

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li>• Model our organisation’s values of working together, excellence, accountability, respect and empowerment</li> <li>• Manages resources effectively and efficiently</li> <li>• Proactively seeking opportunities that support our financial sustainability and maximise the value we contribute to our community</li> </ul> | <ul style="list-style-type: none"> <li>• Transparency in decision making and demonstrating the success of our services, and achievement of social, environmental and economic outcomes for our community</li> <li>• Use evidence-based data on population growth, trends, and community input to guide responsible future planning and decision making</li> </ul> |
|--|---|

### ACTIONS WE WILL TAKE OVER 2021-2025

|   |   |
|---|---|
|  <p><b>COMMUNITY</b></p>          | <p>Maximise public value through the systematic planning and review of our services and effective, early and broad engagement on our projects (major initiative).</p>   |
|  <p><b>PLACES AND SPACES</b></p> | <p>Deliver our annual Capital Works Program to maintain, upgrade and develop Council assets to meet current and future needs.</p> <p>Ensure that future land use planning balances amenity and economic pressures.</p>  |
|  <p><b>ENVIRONMENT</b></p>       | <p>Demonstrate leadership in sustainable and innovative environmental practices e.g. installation of solar panels on Council buildings.</p>   |
|  <p><b>ECONOMY</b></p>           | <p>Identify initiatives that save money and deliver stronger return on investment in Council owned and managed places and spaces.</p> <p>Deliver initiatives to optimise the value we contribute to the community and return on Council owned land and building holdings.</p> <p>Advocate to government and work with our local and regional partners to secure financial support for existing and future projects to optimise Manningham’s potential.</p> <p>Explore ways to enhance performance reporting across social, environment and economic outcomes against community need (major initiative).</p> |



# What we plan to do

## GOAL: 5.1 A financially sustainable Council that manages resources effectively and efficiently



### WELL GOVERNED

Ensure our long term financial sustainability by preparing our Budget and 10-year Financial Plan incorporating key strategies to Council by 30 June 2022 (major initiative).

Take a proactive and motivated approach to be an open and transparent Council (initiative).

Collaborate with other Councils in the region to pursue grant funding for improvements to Council services and facilities.

## MONITORING OUR PROGRESS ACROSS 2021-2025

### Output and outcome measures

- Achieve community outcomes for Manningham through engagement with regional and state stakeholders
- Community satisfaction with Council Decisions: 5
- Council attendance at meetings: Target 95 (current 94.5%)
- Increase in Council installed solar system capacity from the 2021 level of 550 kilowatt
- Council's uptake of electric vehicles








# What we plan to do

## GOAL: 5.2 A Council that values customers and community in all that we do

### ACTION AREAS

- |  |  |
|--|--|
| <ul style="list-style-type: none"> <li>• Manningham as a peaceful, inclusive and harmonious community</li> <li>• Communication and engagement that is accessible and meets community needs</li> <li>• Serving our community with empathy and being welcoming of all genders, cultures and abilities</li> </ul> | <ul style="list-style-type: none"> <li>• Services and activities are delivered efficiently and effectively</li> <li>• Improve our customers' experience and our service delivery</li> <li>• Provide opportunities for all residents to be involved in decision making</li> <li>• Work and advocate for the benefit of the municipality and the region</li> </ul> |
|--|--|

### ACTIONS WE WILL TAKE OVER 2021-2025

|   |   |
|---|---|
|  <p><b>COMMUNITY</b></p>         | <p>Improve our customer experience to better understand and meet their specific needs (major initiative).</p>   |
|   | <p>Explore different ways to improve community satisfaction with our communications on local community issues, services and activities (major initiative).</p>  |
|   | <p>Deliver initiatives that advocate or demonstrate Council leadership to promote equality across gender, age, diversity, ability and culture.</p>  |
|   | <p>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.</p>                                 |
|  <p><b>PLACES AND SPACES</b></p> | <p>Commence gender equality impact assessments on significant Council policies, services and programs for equitable, inclusive and accessible improvements for prominent issues (major initiative).</p>   |
|                                  | <p>Continue to advocate, influence and respond to the North East Link Project (NELP) authority for improved mitigation measures and environmental outcomes, particularly around urban design outcomes and to reduce the construction impact of the project on the community (major initiative).</p> |



# What we plan to do

## GOAL: 5.2 A Council that values customers and community in all that we do



### ECONOMY

Empower the community with education, awareness and skill sharing programs to support waste management, water sustainability, climate change action, biodiversity protection and sustainable living.

Attract and support young people through jobs and career development opportunities, both at Council and within the community.



### WELL GOVERNED

Implement Manningham's Protective Data Security Plan initiatives.

Pursue transparency, innovation and efficiencies through the use and sharing of open data sources.

Engage in strategic partnerships that deliver benefits for our community and the Eastern Region.

Implement initiatives that demonstrate greater transparency and accountability in decision making.

## MONITORING OUR PROGRESS ACROSS 2021-2025

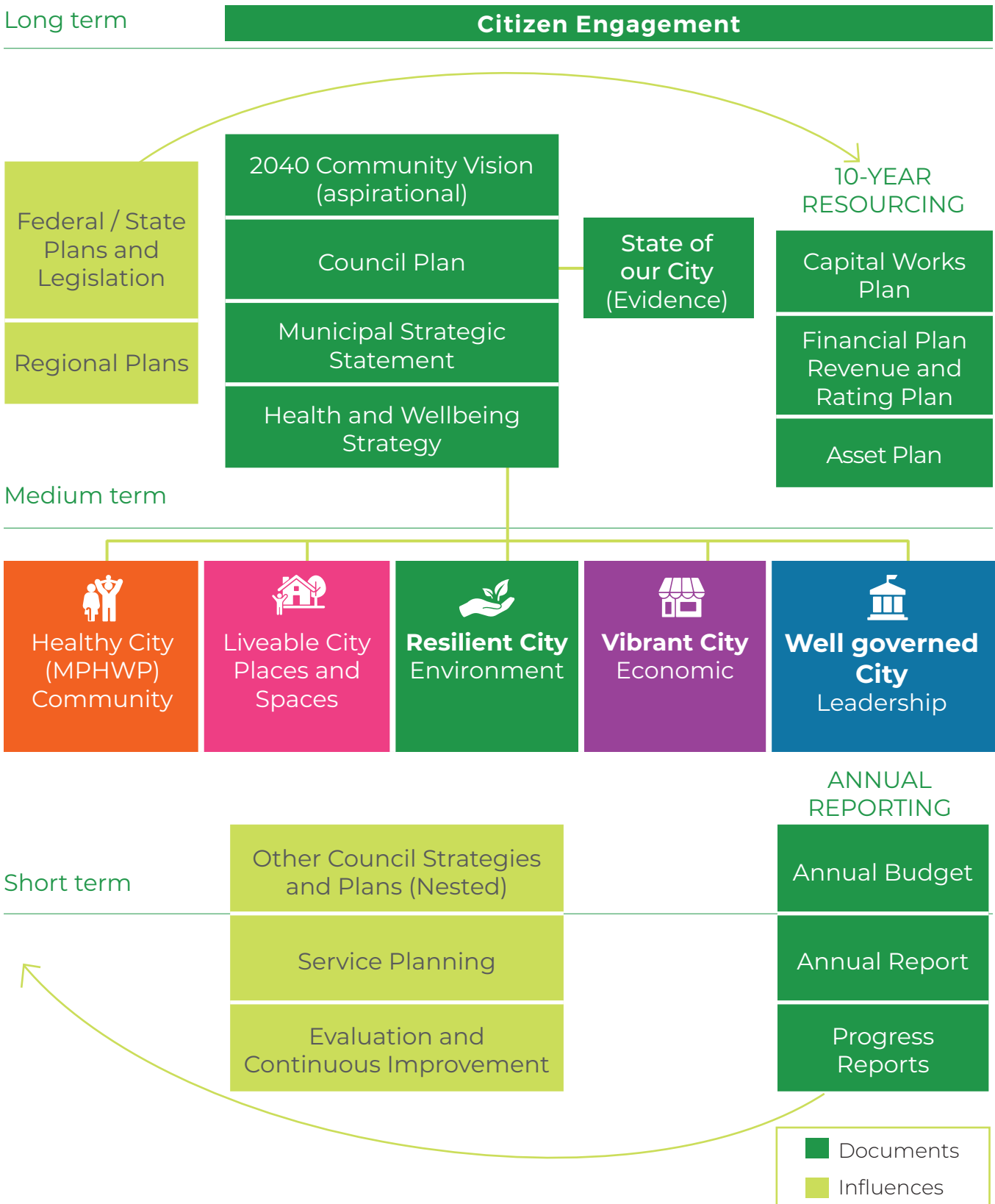
### Output and outcome measures

- Community Satisfaction with community consultation and engagement
- Community satisfaction with lobbying
- Overall performance in the annual Community Satisfaction Survey
- Investment in community groups and organisations
- Number of people engaged in gender impact assessments
- Initiatives to boost youth employment opportunities at Council

# Integrated Planning and Reporting Framework

Our Community Vision and Council Plan underpins our planning for the short, medium and long term. We support the commitments we make through resource plans and reporting on our progress in the Annual Report as illustrated below.

Figure 8: Our Integrated Planning and Reporting Framework



# How we will deliver on our Council Plan

Plans and Individual Work Plans to achieve through planning, monitoring and reporting of our goals.

Figure 9: How we will deliver on the Council Plan





# Community Panel recommendations and Council actions

As part of our community engagement process, a deliberative community panel of Manningham residents came together to listen, learn, share and make recommendations to Council on where to focus and what action to take over the next four years. The following tables detail the Community Panel recommendations and the major initiatives, initiatives and actions included in the Council Plan that we will take in response to the recommendations. We detail the outcome measures in the relevant themed areas throughout the Council Plan.

## OUR COMMUNITY

**Recommendation:** Plan for equitable and accessible services and infrastructure for prominent issues, such as mental health and social isolation.

**Major initiatives:** Undertake evidence-based planning for equitable, inclusive and accessible services and infrastructure improvements for prominent issues including:

- Commencing gender equality impact assessments on significant Council policies, services and programs
- Improving the range of accessible supports and services available to young people within Manningham, exploring a youth hub, advocating for improved mental health resources and working collaboratively with youth agencies
- Investigating extended use of community facilities, including libraries, to address social isolation
- Maximise public value through the systematic planning and review of Council's services and effective, early and broad engagement on projects

---

### Initiatives and actions:

- Developing a collaborative forum to engage with businesses, community leaders, community groups and residents from culturally diverse backgrounds
  - Pursue strategies to reduce the impact of gambling on the community, considering areas such as poker machines and advertising on Council buildings (initiative)
  - Improve access to community legal services
  - Work with our partners and Advisory Groups to improve access to health and wellbeing services and programs for all our community
  - Collaborate with other Councils in the region and pursue grant funding for improvements to Council services and facilities
-

**Recommendation:** Partner, support and develop relationships with the library service, community groups, neighbourhood houses and volunteer groups to deliver on outcomes.

**Major initiatives:**

- Work to connect service providers, community groups, local organisations and networks to improve and profile community outcomes through forums and connections
- Investigating extended use of community facilities, including libraries, to address social isolation

**Panel Recommendation:** Educational and awareness programs/ workshops/classes (environment, mental health, family violence, for our culturally diverse community, skills sharing) to support a connected and healthy community and waste management, compost, climate changes and biodiversity.

**Major initiatives:**

Educate and support connected, inclusive and healthy communities (inclusive of our culturally diverse communities) through:

- environmental education and waste programs
- implementing the Reconciliation Action Plan to enhance recognition of First Nations peoples and
- resources and information that link our community to the understanding of and responses to family violence

---

**Initiative and Actions:**

- Work with local leaders to build understanding of the particular needs for newly arrived and culturally diverse communities to better tailor access to programs and services to meet those needs
- Increase activities to improve community understanding and conservation of areas of significance

## OUR PLACES AND SPACES

**Recommendation:** Plan for new developments responsibly. Maintain principles of protecting our environment, green and open space, environmentally sustainable (through use of materials) and maintaining a balance of city and country

### Major initiative:

Strengthen our principles to guide responsible planning for new developments.

- Adoption of key strategic documents including Liveable City Strategy 2040 by December 2021 and the Environmental Strategy by June 2022 and review of the Manningham Planning Scheme by 30 June 2022
- Investigate enhanced planning controls to enhance protection of the environment

---

### Actions:

- Develop a preferred neighbourhood character to make sure each of our neighbourhoods are well designed as part of our Liveable City Strategy 2040
  - Improve streetscapes with increased vegetation and water sensitive design to cool the landscape and bolster biodiversity
  - Guide street planting and management of our streetscapes in consideration of urban design, character areas and the natural environment by reviewing our Streetscape Management Plan and Nature Strip Policy by 30 June 2022
  - Commence long term plans to create a network of greenways to reduce impacts on the environment and improve the amenity of our municipality
  - Improve housing choice to meet community needs by reviewing the Affordable Housing Policy and Manningham Planning Scheme
  - Investigate and implement improvements to Council buildings and facilities to reduce future climate and environmental impact on our community
  - Demonstrate leadership in environmentally responsive building materials and locations to promote resilience to flood, bushfire and climate
  - Facilitate an increase in tree canopy across parks as part of the Resilient Melbourne - Metropolitan Urban Forest Strategy
  - Deliver sustainability initiatives throughout the Green Wedge to preserve and protect local environmental value
-

**Recommendation:** Provide ways for people to connect:

- connections between and with young and older people
- in the physical/built environment and online, deliver events, festivals, markets and activities
- provide infrastructure (paths, trails, street furniture) and accessible transport options

**Major initiatives:**

Provide ways for people to connect by:

- Prioritising grant funding to support community inclusion and connections in a way that respond to community needs
- Deliver actions in the Transport Action Plan and Bus Network Review 2017 including contributing to planning of the Suburban Rail Loop, Doncaster Busway, Bus Rapid Transits, bus network and service improvements and enhancing the walking and cycling network
- Support and educate to connect inclusive and healthy communities (inclusive of our First Nations and culturally diverse communities) through:
  - i. environmental education and waste programs
  - ii. implementing recommendations contained in the Reconciliation Action Plan to enhance recognition of Aboriginal and Torres Strait Islander communities and
  - iii. resources and information that link our community to the understanding of and responses to family violence

---

**Actions:**

- Enhance and create meaningful, inclusive opportunities for older people to connect, participate and contribute to the community through partnerships, volunteering and activities
- Work with Manningham Youth Services and other partners to support young people to engage in education, employment and community life
- Develop and deliver diverse community arts and public art programs that enable a celebration of local culture
- Increase seating and amenities along our footpaths and trails to give people places to meet and rest
- Improve energy efficient lighting in public places for community safety and to increase activity
- Review community needs for bus improvements:
  - Preparation of a Community Transport Future Directions Discussion Paper
  - Investigate a community bus network as part of the Transport Action Plan
  - Investigate options for an on-demand bus service (tele bus) as part of the Eastern Suburbs Bus Network Review
  - Advocate to the Victorian Government to improve bus stop facilities and passenger amenity, prioritising major bus stops
- Deliver activities to encourage people to use public and environmentally friendly transport

**Recommendation:** Expand or better utilise our current facilities (e.g. stadiums) or spaces (e.g. reserves), or develop new facilities. These facilities to become community hubs, with activities and events for all.

**Major initiative:** Investigate and review the way our facilities are used and opportunities to develop or repurpose these. Investigate the use of Council land for multiple purposes to meet changing community needs through:

- Finalising our Community Infrastructure Plan by 31 December 2021 and implementing the 20 year Action Plan
- Strengthening the utilisation and performance of stadiums in conjunction with stadium managers
- Improving community access to sport and recreation facilities and spaces for broad community use and benefit

---

**Actions:**

- Identify the current and future capacity of facilities and pavilions to meet the current and projected needs of the sporting and broader community
  - All works on our community facilities to be compliant with disability and accessibility standards
  - Consult the community in the preparation of sporting grounds masterplans in a strategic approach to provide for current and future recreation needs of the community in line with the Recreation Strategy priorities listing
  - Explore partnerships to maximise the use of community facilities
  - Demonstrate leadership in use of environmentally responsive materials and locations to promote resilience to flood, bushfire and climate
  - Proactively plan, upgrade and improve our recreations facilities to ensure they are well-maintained and accessible for a broad range of community uses
  - Improve water management with the development of an Integrated Water Management Strategy
-

## OUR ENVIRONMENT

**Recommendation:** Consider core principles of biodiversity and protecting wildlife in all that we do.

**Major initiatives:** Deliver the Environmental Strategy to:

- Strengthen principles to protect the environment, biodiversity and wildlife
- Advocate to government and business on environmental issues
- Improve management practices of bushland maintenance, pest animal and environmental weed control and monitoring, evaluating and improvement mechanisms
- Explore biodiversity improvement or environmental community engagement programs for local public areas in collaboration with the Wurundjeri Woi-wurrung Cultural Heritage Aboriginal Corporation, Melbourne Water and Parks Victoria
- Explore protection measures in the new Community Local Law by 30 June 2022

---

### Actions:

- Empower the community to protect biodiversity through education and incentives for private landholders
  - Empower the community with education, awareness and skill sharing programs and communications to support environmental sustainability
  - Collaborate with community environment groups and other public land managers to protect biodiversity
  - Increase tree and vegetation coverage to bolster biodiversity
  - Minimise the environmental impact of our capital works through the Biodiversity Impact Assessment Committee and advocate to reduce the impact of Victorian Government projects
  - Collaborate with other Councils to explore garden and food waste processing and separated glass collection service to reduce waste to landfill
  - Help grow the market in recycled and sustainable products and materials through sustainable procurement
  - Reduce threats to biodiversity and wildlife habitat including pest management and reducing vegetation removal
  - Continue and explore improvements to Council bushland maintenance
  - Deliver management and maintenance programs to manage the balance between bushfire prevention and the protection of biodiversity
-

## OUR LOCAL ECONOMY, BUSINESS AND TOURISM

**Recommendation:** Support local businesses (particularly where they demonstrate alignment with our community values, provide services to the community, or are partnering with local community organisations and services).

**Major initiatives:** Support local businesses through:

- Demonstrating leadership to increase procurement with Social Enterprises, Aboriginal Enterprises and Australian Disability Enterprises (collectively known as Social Benefit Suppliers) and local businesses
- Build capacity and support through our Business Development Program
- Explore local opportunities to support local businesses to collaborate via a hub or co-working space
- Implement the Doncaster Hill Strategy and Economic Development Strategy recommendations to encourage and support tourism and employment opportunities

---

### Actions:

- Support the development of local creative industries
  - Collaborate with regional partners to foster the growth of the greater Melbourne East economy and create a mix of land to stimulate business diversity in the region
  - Develop a '10-Year Vibrant Villages Plan' to prioritise future upgrades or precinct master planning of all major and local neighbourhood activity centres
  - Encourage and support tourism and employment opportunities by implementing recommendations in the Doncaster Hill Strategy and Economic Development Strategy
  - Support and promote local businesses through the Manningham Business Network
  - Develop an Economic Development Strategy to ensure Council plans for a diverse business community that supports local employment
  - Support and promote local businesses through the Manningham Business Network
  - Work with Manningham Youth Services and other partners to support young people to engage in education, employment and community life
  - Encourage and support the night-time economy, the visitor economy and employment opportunities with the implementation of recommendations in the Doncaster Hill Strategy and Economic Development Strategy
-

## OUR GOVERNANCE

**Recommendation:** Communications/marketing/advertising to support awareness of initiatives/services /activities/programs (particularly local) to connect our community and on environment

**Major initiative:** Explore different ways to enhance community satisfaction with our communications on local community issues, services and activities

---

**Actions:**

- Improve our practices for inclusive communication and engagement
- Better understand and meet our customers' specific needs to improve their experience

**Recommendation:** Council to measure and demonstrate success of its services, and achievement of social, environmental and economic outcomes against community need. Set targets and report back on progress.

**Major initiative:** Explore ways to enhance performance reporting Customer Experience across social, environment and economic outcomes against community need

---

**Initiative:** Take a proactive and motivated approach to be an open and transparent Council

---



## Manningham Council

 Manningham Council, 699 Doncaster Road, Doncaster

 9840 9333

 [manningham@manningham.vic.gov.au](mailto:manningham@manningham.vic.gov.au)

 [manningham.vic.gov.au](http://manningham.vic.gov.au)

### CONNECT WITH US

 [twitter/@manninghamcc](https://twitter.com/manninghamcc)

 [facebook/manninghamcouncil](https://facebook.com/manninghamcouncil)

 [instagram/@CityofManningham](https://instagram/@CityofManningham)

 [manningham.vic.gov.au](http://manningham.vic.gov.au)



Interpreter service **9840 9355**

普通话 | 廣東話 | Ελληνικά | Italiano | عربي | فارسی