



Manningham Council Plan
Progress Report
2021-25

Councillor message

We are proud to report on the first two years of our Council Plan 2021 – 2025.

Over 2500 people helped shape our Council Plan to guide the direction of Council services, facilities and programs.

This document reports on the progress of our work over the last two years and our plans to benefit the Manningham community over the next two years.

Our Council Plan and the work we undertake every day are guided by our 2040 Community Vision, which was developed for the community by the community.

We thank our local community, businesses, partners and staff for helping us implement the actions in our Council Plan. We look forward to your continued collaboration to help us make Manningham a great place to live, work and play.

Introduction

Acknowledgement 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 past, present and emerging, and values the ongoing contribution to enrich and appreciate the cultural heritage of Manningham.

Council acknowledges and respects Australia's First Peoples as Traditional Owners of lands and waterways across Country and encourages reconciliation between all.

Our diverse community

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

Our commitment to gender equality

We are committed to ensuring that everyone in our community is treated with dignity, respect and fairness. We 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 seek ways to improve all that we do to make Manningham a safe, respectful and inclusive community.

Our commitment to people with disability

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

How to read this document

This document reports on the progress of our work in the first two years of the 2021 – 25 Council Plan.

On the following pages, you will find information about what our community told us to prioritise, what we have achieved in the last two years and what we are working on.

For more information please review our Council Plan, Annual Reports and Quarterly Reports.

Advocacy

Five-ways intersection

We seek \$5 million from the Victorian Government for early assessment and works and to then fully fund a safer solution at the 'Five-ways' intersection in Warrandyte South.

Jumping Creek Road

We request \$7 million from the Victorian Government towards an estimated \$21 million upgrade of Jumping Creek Road. The 5.23km road in a bushfire zone already carries more cars than it was designed for, and we expect traffic along the road to almost double by 2035.

Wonga Park Reserve netball facilities

We seek a \$1 million contribution from the Victorian Government to help us improve netball facilities at Wonga Park to support participation in netball. The current facilities are in poor condition and are not compliant with netball guidelines.

Andersons Park

We seek \$2 million from the Victorian Government towards an estimated \$3 million project to upgrade soccer facilities at Andersons Park in Doncaster. The work will improve pitches, drainage, irrigation and lighting.

FlexiRide Bus routes

We have requested that the Victorian Government permanently roll out FlexiRide buses on routes 280 and 282 and undertake trials of FlexiRide buses on other routes in Manningham. The FlexiRide service offers on-demand bus services that patrons can book as needed.

Templestowe Road duplication

We have called on the Victorian Government to act on their 2021 commitment to undertake the business case for the duplication of Templestowe Road to improve safety. The current road was built to a rural standard and now experiences increased traffic associated with NEL construction and new sporting facilities.

Our Council Plan

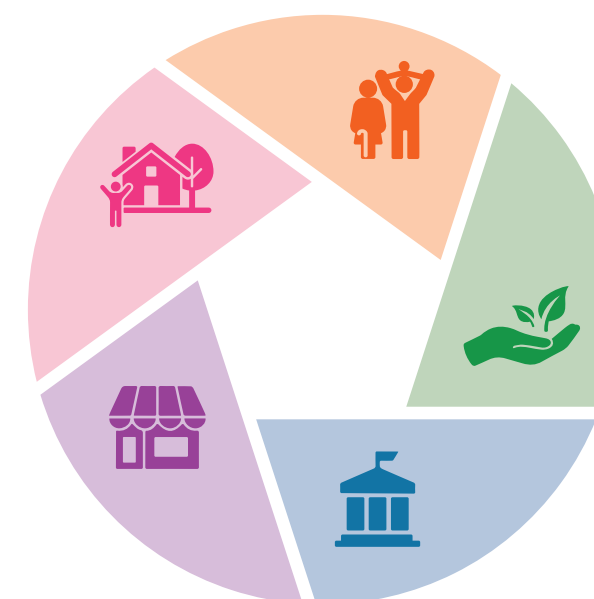
Overview of our Council Plan

We deliver over 100 services to our community and manage over \$2.5 billion in community assets.

Our 2021 – 2025 Council Plan outlines where we will direct our time, resources, and efforts. You can find our Council Plan at manningham.vic.gov.au/council-plan

The Plan was developed in consultation with our community and outlines five key themes we focus our work on.

Our Council Plan themes



- **Healthy Community**
- **Liveable Places and Spaces**
- **Resilient Environment**
- **Vibrant and Prosperous Economy**
- **Well Governed Council**

Our values

Our values guide how we behave, act and communicate with the community and each other every day



- **Working together**
- ★ **Excellence**
- **Accountable**
- **Respectful**
- **Empowered**



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

Social connection and a focus on mental health is critical to our community. Our community has told us that recreation and fitness are high priorities.

We provide accessible and well-maintained parks and open spaces for organised and passive recreation, as well as 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.

From our research and conversations with our residents, we have committed

to building, sustaining and enhancing a healthy community by working towards several goals, including:

- healthy, safe and resilient community
- connected and inclusive community.

What you told us to focus on

Our community asked us to prioritise:

- 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 local groups, and volunteer networks.



18,295

Maternal Health
Key Age and Stage
consultations held



\$2.28

million in community
grants awarded



150,191

hours of care given including
domestic, personal and
respite support services



A SNAPSHOT OF OUR ACHIEVEMENTS

How we engaged with you

Over the past two years, we have:

- received recognition from Dementia Australia for our commitment to becoming dementia-friendly
- established the Manningham Youth Advisory Committee
- transitioned to a new *Food Act 1984* classification scheme
- awarded \$2.18 million in community grants
- partnered with VicHealth to amplify health and wellbeing outcomes for children and young people
- endorsed the Manningham Reconciliation Action Plan 2023-25
- established Gender Equality & LGBTQIA+, Disability, Multicultural Communities, Recreation, Youth, Health & Wellbeing advisory groups
- ran the Manningham Supported Transport trial
- advocated for youth mental health support in Manningham
- endorsed and began implementing our Health & Wellbeing Action Plan.

What we are working on

In the next two years we will:

- improve the range of accessible supports and services available to young people
- investigate extended use of community facilities
- work to connect service providers, community groups, local organisations and networks
- implement recommendations in the Reconciliation Action Plan
- provide resources and information on family violence.



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

We support our community with shared paths and linear trails that provide connections within neighbourhoods and community facilities such as libraries.

Responsible housing and development are key priorities 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 working towards several goals, including:

- inviting places and spaces
- enhanced parks, open space and streetscapes
- well connected, safe and accessible travel

- well utilised and maintained community infrastructure.

What you told us to focus on

Our community asked us to prioritise:

- 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 spaces
- safe, easy and environmentally friendly travel
- community infrastructure that is multi-purpose and well utilised
- community facilities that are responsive to changing community, education and sporting needs.



18,000km
roads, paths and bike lanes
maintained by Council



\$85.54
million spent on
capital works



Managed
151
playspaces.



A SNAPSHOT OF OUR ACHIEVEMENTS

How we engaged with you

Over the past two years, we have:

- consulted with our community on our Draft Aquarena Outdoor Masterplan
- adopted our new Community Local Law 2023
- prepared our draft Manningham Affordable Housing Policy
- adopted our Manningham Planning Scheme Review
- supported our community through North East Link Program impacts
- facilitated the gazetting of our Manningham Planning Policy Framework Translation
- adopted our Integrated Water Management Strategy and Implementation Plan
- endorsed stage 2 of our Sports Facility Development Plan
- finalised our Liveable City Strategy 2040
- adopted our Transport Action Plan 2021
- adopted the Ruffey Lake Park Landscape and Wonga Park Reserve Masterplans
- adopted a new Domestic Animal Management Plan
- adopted our Asset Plan and 10-Year Capital Works Program

- adopted our Road Management Plan
- transitioned to a new Manningham Leisure Services contract.

What we are working on

In the next two years we will:

- investigate planning controls to enhance the protection of our environment
- prioritise grant funding to support community inclusion and connections
- improve transport options
- enhance our walking and cycling network
- finalise the Community Infrastructure Plan and start implementing the 20-year Action Plan
- strengthen utilisation and performance of our stadiums
- improve community access to sport and recreation facilities and spaces.



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

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

We 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 several goals, including:

- protect and enhance our environment and biodiversity
- reduce our environmental impact and adapt to climate change.

What told us to focus on

Our community asked us to prioritise:

- 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.



20,000

tonnes of food waste to be diverted from landfill each year with the introduction of FOGO



Council has committed its public lighting and Council buildings to be powered by **100%** renewable energy by the end of 2023.



Emissions targets:
Council operations: 0 by 2028
Community: 0 by 2035.



A SNAPSHOT OF OUR ACHIEVEMENTS

How we engaged with you

Over the past two years, we have:

- endorsed our Climate Emergency Action Plan, which sets out a plan to achieve net zero emissions for our operations by 2028 and the community by 2035
- delivered an Environmentally Sustainable Design (ESD) program
- continued our transition to low and zero-emissions vehicle fleet
- prepared our community for a transition to Food Organics and Green Organic (FOGO)
- implemented TreePlotter to record and manage Manningham's trees
- investigated the feasibility of car-sharing
- formed a Biodiversity Impact Assessment Committee
- developed a Sustainable Procurement Strategy to drive sustainable outcomes
- reduced biodiversity threats through LEAF grants, bushland maintenance, weed and pest control, tree planting and penalties for illegal vegetation removal.

What we are working on

In the next two years we will:

- support and educate our community through environmental education and waste programs
- strengthen our 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
- explore biodiversity improvement and community engagement programs in collaboration with the Wurundjeri Woi Wurrung Cultural Heritage Aboriginal Corporation, Melbourne Water and Parks Victoria.



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

Our community has told us 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, employment, tourism and the economy.

What you told us to focus on

Our community asked us to prioritise:

- supporting local businesses
- providing places and spaces that are attractive and welcoming to residents, businesses 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.



\$4.7B

Gross Regional Product



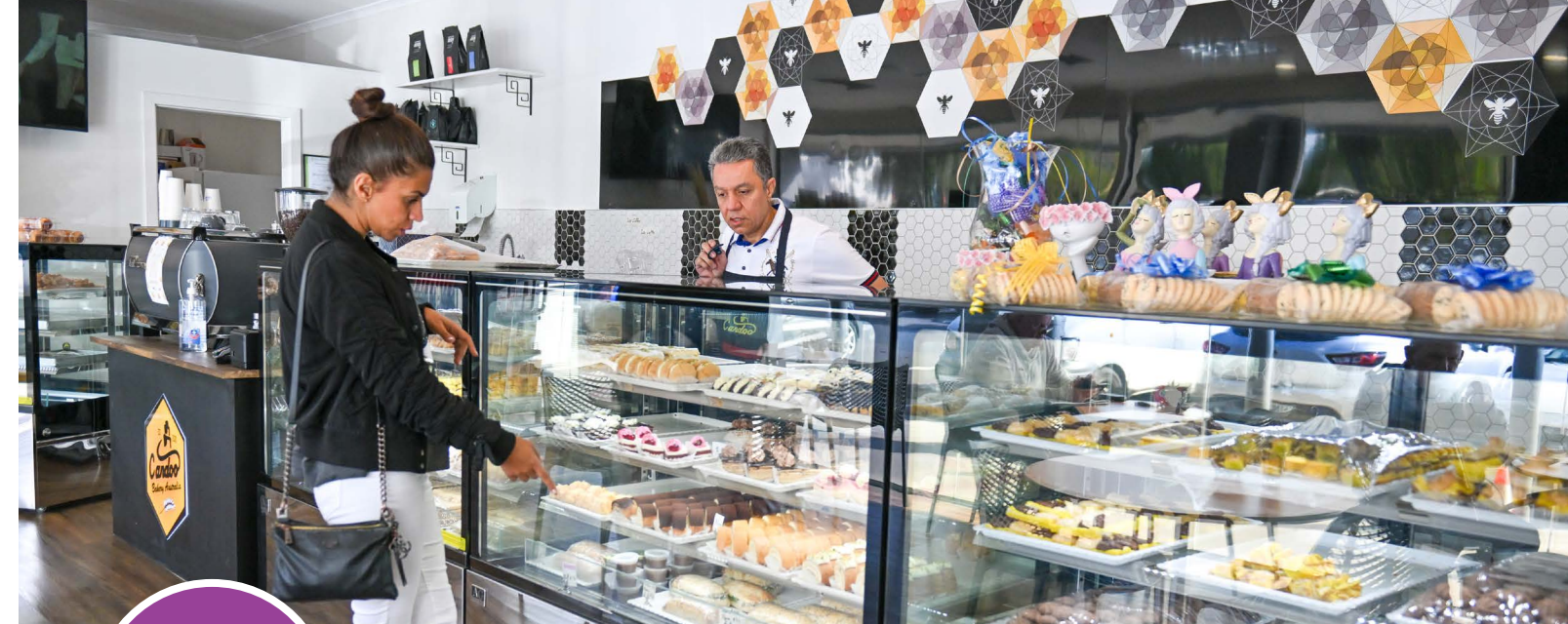
Over
30,572

local jobs



Over
80%

of all businesses are
home-based



A SNAPSHOT OF OUR ACHIEVEMENTS

How we engaged with you

Over the past two years, we have:

- adopted a Public Art Action Plan
- completed our Draft Economic Development Strategy
- launched the Find Your Local campaign
- transitioned to the Victorian Government's new FoodTrader portal
- grown engagement at Manningham Art Studios
- attracted visitors, tourists and employment to the Doncaster Hill Activity Centre
- launched the Speed X Event to connect local secondary students with professionals
- appointed three Business Liaison Officers to support businesses during the COVID-19 pandemic
- researched the feasibility of a business hub and co-working space
- participated in the regional Boosting Co-working program
- conducted education programs for local businesses.

What we are working on

In the next two years we will:

- undertake further research on possible co-working locations and evaluate different delivery models
- increase procurement with organisations that produce economic, environmental and social outcomes
- build capacity and support through business development activities
- encourage and support tourism and employment opportunities.



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.

We understand we need to measure and report on how our services meet the needs of our community.

Our residents have 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 several goals, including:

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

What you told us to focus on

Our community asked us to prioritise:

- 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.



71,230

visits to

yoursaymanningham.vic.gov.au



192,564

calls to our contact
centre



2,773

building permits
processed



A SNAPSHOT OF OUR ACHIEVEMENTS

How we engaged with you

Over the past two years, we have:

- transitioned to a new contract management system
- transitioned to a new knowledge-base system and translator-interpreter service
- adopted a new Fraud and Corruption Policy and Control System Procedure
- ran Enterprise Risk Management and Business Continuity Management training
- introduced a new Customer Relationship Management interface
- supported our Aged and Disability Support Services team following Council's decision to exit in-home aged care services
- made sure we comply with the *Local Government Act 2020*
- commenced the development of ISO 31000 risk management framework for inclusion in Council's Domestic Wastewater Management Plan
- advocated to the Victorian and Australian Governments on key community issues
- launched a new corporate website with improved content and live chat
- developed a Workplace Gender Audit and Gender Equality Action Plan.

What we are working on

In the next two years we will:

- plan and review our services to make sure they provide the best value
- explore different ways to improve community satisfaction our communications
- undertake early and broad engagement on our projects
- improve our customers' experience
- take a proactive approach to be open and transparent.



Capital works program

We maintain over \$2.5 billion in community assets. This includes roads, drains, parks, playgrounds, sporting facilities and Council buildings.

Our capital works program allows us to maintain and improve our community assets to provide opportunities for the community to learn, exercise, move around and come together.

In the first two years of our Council Plan, we invested \$94 million towards our capital works program.

While the work we do on our major projects can be easily seen, we are also busy working every day to maintain our many roads, footpaths, drains, parks and sporting facilities.

A snapshot of our capital works achievements over the past two years:

1 Deep Creek Reserve Pavilion, Doncaster East

We upgraded change rooms and amenities, a new social space, kiosk, storage and new umpire change rooms to cater for the current and future growth of baseball.

2 Pettys Reserve, Templestowe

We built full size floodlit synthetic soccer pitches, a new pavilion including spectator area and asphalt car park. This project was undertaken in partnership with the Victorian Government.

3 Rieschiecks Athletic Track, Doncaster East

We built a new accessible sporting pavilion to meet the current and future needs of the community.

4 Wonguim wilam playspace, Warrandyte

We upgraded play equipment, water playspace, picnic shelter and seating. This project was undertaken in partnership with the Victorian Government and Warrandyte Lions Club.

5 Jumping Creek Road, Wonga Park

We completed a Jumping Creek Road Development Framework and started works to improve safety. Works will be undertaken in stages over the next 10 years.

6 Solar panel Installation

We developed a Solar and Environmentally Sustainable Design (ESD) program to guide improvements to over 20 Council-owned buildings over the next five years.

Other capital works improvements:

7 Road and footpath reconstruction on Tuckers Road

8 Safety improvements to Knees Road

9 New public toilet built at Jenkins Park

10 Expansion of JW Thomason Reserve with a path to Roseville Avenue

11 New furniture, paving and tree planting at Koonung Park.



GET INVOLVED

Thank you for reading Manningham Council's Progress Report. We hope this report has given you a good understanding of our achievements and performance. We value your feedback, and you can provide this by contacting us.

We want to hear your ideas and feedback on issues and projects that matter to you.

READ RELATED DOCUMENTS

2040 Community Vision

manningham.vic.gov.au/community-vision

Council Plan

manningham.vic.gov.au/council-plan

Annual Reports

manningham.vic.gov.au/annual-report

Quarterly Reports

manningham.vic.gov.au/our-performance

Simplified Chinese/简体中文

本文件报告了我们在过去两年的工作进展，以及在未来两年为Manningham社区谋福利的计划。如果您想用自己的语言与我们沟通，请致电9840 9355。口译员将为您与市议会之间的交流提供翻译服务。

Traditional Chinese/繁體中文

本文件紀錄了我們在過去兩年的工作進展，以及在未來兩年為Manningham社區謀福利的計劃。如果您想用自己的語言與我們溝通，請致電9840 9355。口譯員將為您與市議會之間的交流提供翻譯服務。

Italian/Italiano

Questo documento presenta i progressi del nostro lavoro negli ultimi due anni e i nostri piani a favore della comunità di Manningham per i prossimi due anni. Per parlare con qualcuno nella vostra lingua di preferenza, siete pregati di chiamare il numero 9840 9355. Svolgeranno il ruolo di traduttore diretto tra la persona che chiama e il Consiglio.

Greek/Ελληνικά

Το παρόν έγγραφο αναφέρει την πρόοδο του έργου μας κατά τα τελευταία δύο χρόνια και τα σχέδιά μας προς όφελος της κοινότητας του Manningham για τα επόμενα δύο χρόνια. Για να μιλήσετε με κάποιον στη γλώσσα προτίμησής σας, τηλεφωνήστε στο 9840 9355. Θα αναλάβουν το ρόλο του άμεσου μεταφραστή μεταξύ του ατόμου που τηλεφωνεί και του Δήμου.

Arabic/عربي

تتناول هذه الوثيقة التقدم الذي أحرزناه في عملنا على مدار العامين الماضيين، وخططنا لإفادة مجتمع مانينغهام خلال العامين المقبلين. للتحدث إلى شخص ما بلغتكم المفضلة، يرجى الاتصال على الرقم 9840 9355. وسيترجم أحدهم مباشرة بين المتصل والمجلس.

Persian (Farsi)/فارسی

این سند، گزارشی از پیشرفت کارهای ما در دو سال گذشته و طرح‌های ما برای بهرهمند شدن جامعه مانینگهام در طی دو سال آینده است. برای اینکه بتوانید به زبان مورد ترجیح خودتان با شخصی صحبت کنید، لطفاً با شماره 9840 9355 تماس بگیرید. این شخص به‌عنوان مترجم مستقیم بین تماس گیرنده و شورا عمل خواهد کرد.



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[yoursaymanningham.com.au](https://www.yoursaymanningham.com.au)

CONTACT US



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Interpreter service **9840 9355**

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