



City of
Casey

Quarterly Community Report January - March 2019



Introduction

Each year, Council develops an Action Plan that includes the key projects and activities which will get us one step closer to our vision of 'Creating Australia's most liveable city'.

The Quarterly Community Report provides a detailed statement of Council's performance against the Council Plan 2017-21. It details the progress of delivering the Council Action Plan 2018/19, financial performance for the quarter and other important organisational performance updates.

The Quarterly Community Report also provides the Community with updates on Capital Works performance and projects, Community Engagement and Customer Service. Each section provides a detailed update of performance and achievements for the quarter.



Mayors Message

I am pleased to present the City of Casey's Quarterly Community Report for January - March 2019.

The delivery of the Council Action Plan 2018/19 continued to track well, with only one action that will be unable to be delivered by 30 June 2019 as planned.

One highlight for the quarter was the NDIS service provider exposition, which was held at Bunjil Place in March 2019. The exposition provided an opportunity for residents to ask questions about the NDIS and meet service providers, and was well received by attendees.

Council strives to engage with the community to inform the delivery of services, infrastructure and facilities. During March 2019, Council spoke to the Casey community about what matters most to them to inform the development of the Council Action Plan 2019/20. Council went to local markets, plant sales, festivals, libraries and community centres and spoke to 955 people during the engagement, with a further 250 people engaging through the online survey. The community's feedback was used to develop the Council Action Plan for 2019/20.

I would like to thank all members of the community who took the time to participate in our recent community engagement activities to help us shape a better future for the City. I am also aware of the voluntary time given by staff and members of the community and wish to thank them for their commitment to Casey.

My fellow Councillors and I look forward to delivering many exciting new projects and quality services that contribute to bringing our vision – to create Australia's most liveable city – to life.

Cr Amanda Stapledon
Mayor, City of Casey

Action Plan 2018/19 Performance Summary

This section provides a detailed update on Council's progress in delivering the Annual Action Plan 2018/19, for the January-March 2019 period.

There are 41 actions planned for delivery in 2018/19. As at 31 March 2019, 7 actions have been

completed, and 33 actions are progressing well and expected to be completed on time.

There is one action which will not be completed by 30 June 2019.

Action Status Overview

Strategic Objective 1: A leader in applying technology and innovation



Strategic Objective 2: An inclusive, safe and connected community



Strategic Objective 3: A Council whose services and facilities are driven by community needs



Strategic Objective 4: The destination for arts, culture, sport and leisure that attracts visitors and bring communities together



Strategic Objective 5: A city that sustainably plans and manages growth while protecting its diverse landscape



Strategic Objective 6: A thriving economy with local jobs, investment, and new industries



Strategic Objective 7: A city with an accessible and well-connected transport network



Strategic Objective 8: An efficient and effective customer focused council with sufficient resources to meet priorities



Legend

■ Met: Action was completed by the target date

■ In Progress: Action is underway and tracking against target

■ At Risk: Action is tracking more than 10% behind target but will be met by the target date

■ Not Met: Action was not completed, or will not be completed, by the target date

■ Not Started: Work is not due to be commenced on the action

Strategic Objective 1: A Leader in Applying Technology and Innovation

Council will leverage off the technology available in Casey, take opportunities to be innovative in their service delivery and operations, and empower community members to utilise technology.

Strategy 1.1 We use data to inform a Smart City that enables a stronger economy, cleaner environment and healthy community

Action: Deliver new or emerging technologies and build capabilities across key Smart City demonstration projects.

Status: In Progress ■

Due date: 30 June 2019

Comment: Delivery of a Casey-wide data communications (LoRaWAN) network is almost complete, which enables growth of smart device usage and sensing across Casey. This will support the local community, business and academia by providing a simpler path for piloting and experimenting with these technologies. Physical infrastructure was procured, site surveys completed and installation in key locations in Casey also completed.

A Smart Connected Seat at the Aboriginal Gathering Place was also delivered including extension of Public WiFi into the park. Support was provided to the Minta Farm Innovation Precinct Project, as well as contributing to the project to Enhance Customer Service through Artificial Intelligence.

Action: Host a hack event that provides the community with the opportunity to use open data to create innovative solutions to everyday problems.

Status: Met ■

Due date: 30 September 2018

Comment: This action was completed and reported on in the July - September 2018 Quarterly Community Report.

Strategy 1.2 We implement enterprise architecture that ensures that the City of Casey can deliver services that meets the changing needs of our community

Action: Complete the scoping and roadmaps for each of the priority initiatives within the Business Transformation Program.

Status: In Progress ■

Due date: 30 June 2019

A review of organisational improvement in two core programs, Customer Centric Casey and Technology Improvement Initiatives occurred.

The focus for Council is on the customer and will better enable services through new and improved technologies and processes. The detail behind these programs will be presented to Council in June 2019.



Above: Smart connected street furniture installed at the Aboriginal Gathering Place

Strategic Objective 2: An Inclusive, Safe and Connected Community

All services and facilities that Council provides, funds and coordinates will be safe and inclusive for all Casey community members.

Strategy 2.1 We connect our residents to services and each other

Action: Provide information, advice and referrals to people and their carers in response to the introduction of the National Disability Insurance Scheme (NDIS).

Status: In Progress ■

Due date: 30 June 2019

Comment: Council continued to provide information and support to 149 Community Care clients who have NDIS plans in place. A further 85 clients have tested their NDIS eligibility and have received notification that they have met the eligibility requirements.

An NDIS service provider exposition was held at Bunjil Place on 27 March 2019. The exposition provided an opportunity for people to ask questions about the NDIS and meet service providers.

Action: Actively promote locally based family violence services.

Status: In Progress ■

Due date: 30 June 2019

Comment: Council promoted locally based services during the quarter by:

- Commencing a mentoring program in partnership with Women's Health In The South East (WHISE) and Bayside Council
- Advocating to the Minister for Family Violence for an Orange Door service in Casey.
- Networking with Southern Migrant and Refugee Centre and South East Community Links to develop a grant funding proposal for an arts project.
- Attending a workshop on the development of a service hub in Narre Warren.

Action: Scope the Mayor's Walk for Disability for consideration in the 2019/20 Civic Functions Program.

Status: In Progress ■

Due date: 30 June 2019

Comment: Scoping meetings were held during the quarter with the City of Casey Mayor and staff. The dates for the walk were confirmed as 14-21 September 2019, with a final itinerary to be confirmed on 27 June 2019.

Strategy 2.2 We provide facilities and public spaces that meet community safety and accessibility needs

Action: Undertake community engagement and implement revitalisation projects to improve safety in areas of concern in and around local shopping strips.

Status: In Progress ■

Due date: 30 June 2019

Comment: The Camms Road shopping strip revitalisation project, including street furniture, landscaping and car parking improvements, is nearing completion. Evaluation and reporting documents are being initiated.

Action: Develop a business case to consider the establishment of integrated community service hubs in the North and South of the municipality to bring together a range of community service organisations.

Status: In Progress ■

Due date: 30 June 2019

Comment: Development of the draft business cases commenced during the quarter, with the scope of works in Cranbourne to be defined next quarter. The review of the Property Strategy will further inform this work.

Strategy 2.3 We provide services and programs to our vulnerable residents in a way that is safe, inclusive and accessible

Action: Improve community understanding of mental health through hosting a Community Mental Health Summit.

Status: Met ■

Due date: 31 October 2018

Comment: This action was completed and reported on in the October to December 2018 Report.

Action: Host a community forum to identify key priorities to create a safe and inclusive Casey.

Status: Met ■

Comment: This action was completed and reported on in the October to December 2018 Report.



Strategic Objective 3: A Council Whose Services and Facilities are Driven by Community Needs

As the community continues to grow, it is important that Council has a robust understanding of community needs through research and ongoing dialogue. This will ensure that services and facilities are delivered and maintained appropriately and equitably.

Strategy 3.1 Our community informs decisions and monitors delivery of our services and facilities

Action: Provide community engagement opportunities to influence the delivery of services and facilities.

Status: In Progress ■

Due date: 30 June 2019

Comment: The first Community Taskforce for 2019 was held, with 22 residents, monitoring the implementation of the Vision and Council Plan 2017-21. An engagement program was also delivered to inform the development of Council's 2019/20 Action Plan.

Strategy 3.2 We use data, research and community input to design and improve our services

Action: Develop and implement a plan to measure utilisation of priority Council facilities and services.

Status: Met ■

Due date: 30 June 2019

Comment: This action was completed and reported on in the October - December 2018 Report.

Action: Develop a business case to consider Council's role in relation to the Cranbourne Racecourse Function Centre.

Status: In progress ■

Due date: 30 June 2019

Comment: Feedback was received from the Cranbourne Racecourse, a meeting is planned for

April 2019 to consider the business case in line with budget development for 2019/20.

Action: Draw from existing research to define liveability in Casey.

Status: In progress ■

Due date: 30 June 2019

Comment: Existing research was reviewed and community engagement undertaken during the quarter, to inform how liveability is defined and measured in Casey.

Strategy 3.3 We make our decisions regarding service delivery clear and transparent to the community

Action: Deliver the Service Review Program to measure satisfaction and ensure services are meeting community needs.

Status: In progress ■

Due date: 30 June 2019

Comment: Five service reviews are included in the 2018/19 program. These progressed well, with working groups in place and the initial information collection complete. Community engagement plans are now under development, as well as progressing the data analysis and arranging individual consultation sessions.

Action: Develop a prioritised list of services to enable strategic repositioning or alternative service delivery models.

Status: In progress ■

Due date: 30 June 2019

Comment: A list of 6 services were identified for review in 2019/20. Service review scope documents will be developed and presented to the Executive Leadership Team in June 2019.

Strategic Objective 4: The Destination for Arts, Culture, Sport and Leisure that Attract Visitors and Bring Communities Together

The City of Casey is already a destination, particularly for sports and leisure, with many high-quality facilities that are loved by residents and visitors to Casey. Council will continue to focus on enhancing and growing these facilities and opportunities, as well as facilitating and supporting events and programs that bring communities together.

Strategy 4.1 We deliver opportunities for visitors and residents to come together by hosting significant sporting events

Action: Develop an Events Strategy for Casey (Action amended as part of the 2018/19 Mid-Year Review. This was endorsed at the 18 December 2018 Council meeting).

Status: Met ■

Due date: 30 June 2019

Comment: Council endorsed the implementation of an Events Attraction Strategy and referred \$100,000 to the 2019/20 budget to fund 5-10 major sporting events.

Strategy 4.2 Bunjil Place is seen as a destination of regional and state significance for the arts that brings visitors and residents together

Action: Deliver a full and diverse program of arts and community events at Bunjil Place.

Status: In Progress ■

Due date: 30 June 2019

Comment: During the quarter Bunjil Place delivered four Theatre audience engagement programs and 14 Gallery audience engagement programs.

Action: Use a mix of digital communications channels to maximise the reach of Bunjil Place event information. (Action amended as part of the 2018/19 Mid-Year Review. This was endorsed at the 18 December 2018 Council meeting).

Status: In Progress ■

Due date: 30 June 2019

Comment: Bunjil Place Facebook 'likes' and followers increased by 7% compared to the last quarter. The highest reaching post of the quarter reached 20.2k people, with all posts reaching 1.1M people in total.

A similar trend occurred with Instagram with a 15% increase in followers from last quarter. Furthermore, Casey's e-mailing list grew by 6.5% to over 14.1k subscribers.

Strategy 4.3 Our community has strong participation in arts, cultural events, sports and leisure programs and events across the municipality

Action: Improve physical activity and sports participation of women and girls by delivering the "We Are, We Can, We Will" initiative.

Status: In Progress ■

Due date: 30 June 2019

Comment: Four physical activity programs were provided to the community during the quarter, in a range of locations and in partnership with community organisations and leisure providers.

Action: Finalise the business case for the Regional Equestrian Facility.

Status: In Progress ■

Due date: 30 June 2019

Comment: A report of potential options was completed and presented to the Project Control Group. The finalised business case is expected to be completed by the end of April 2019.

Action: Develop a business case to establish the viability for an extension to The Factory Performing Arts Rehearsal Centre.

Status: In Progress ■

Due date: 30 June 2019

Comment: A Project Working Group was formed and a scope of work was defined, with Arts Pathway mapping commencing.



Strategic Objective 5: A City that Sustainably Plans and Manages Growth while Protecting its Diverse Landscape

Casey's 'city living, country feel' is important to community members. As Casey rapidly grows and changes it is important that its green and natural spaces are protected and enhanced, and that all environments, natural, urban, industrial or commercial, are clean and healthy.

Strategy 5.1 We advocate to the State and Federal Governments for decisions that balance the environment, the economy and population growth to deliver the best outcomes for Casey

Action: Support and participate in the state government's study into regional employment land (Action amended as part of the 2018/19 Mid-Year Review. This was endorsed at the 18 December 2018 Council meeting).

Status: In Progress ■

Due date: 30 June 2019

Comment: Council provided advice to the Victorian Planning Authority on the draft Request for Quotation for South East Economic Corridor – Strategic Context to 2060 for Employment Precinct Structure Plans in March 2019.

Action: Apply for State and Federal Government funding to assist with the physical delivery of community infrastructure.

Status: In Progress ■

Due date: 30 June 2019

Comment: This quarter, two projects are being considered in Round 2 of the Sport Australia's Community Sport Infrastructure Fund - the Sweeney Reserve Soccer Pavilion Female Facilities Upgrade and the Cranbourne Soccer Club Pavilion Female Facilities Upgrade.

Action: Develop and implement an Advocacy Campaign for the upcoming Federal Election.

Status: In Progress ■

Due date: 30 June 2019

Comment: Federal election advocacy campaign and implementation strategy was agreed with Council on 12 February 2019.

The projects being advocated for are priorities to support future growth and job creation, stimulate urban renewal and drive economic reforms. As part of the campaign, Council will be briefing each candidate and MP on the priority projects.

Strategy 5.2 We proactively plan and deliver green infrastructure in-line with population growth and development

Action: Develop a community facilities plan to inform infrastructure needs (Action amended as part of the 2018/19 Mid-Year Review. This was endorsed at the 18 December 2018 Council meeting).

Status: In Progress ■

Due date: 30 June 2019

Comment: During this quarter, the project scope was finalised, a literature review was conducted and an engagement plan was prepared. A draft document was also prepared ahead of engagement.

Strategy 5.3 Our community actively appreciates and participates in the protection and enhancement of Casey's natural and cultural environment

Action: Engage the community on resource recovery technology for household waste as an alternative to landfill disposal.

Status: In Progress ■

Due date: 30 June 2019

Comment: Progress on the transition to Advanced Waste Processing was communicated in an open report to Council on 5 March 2019, following a detailed briefing of the project.

Council resolved to authorise the Chief Executive Officer to commence the procurement process and for Council to prepare a media release highlighting the innovative process being undertaken by the City of Casey.

The Metropolitan Waste and Resource Recovery Group (MWRRG) developed an external communications package for use by participating councils.

Action: Facilitate participation in the protection and enhancement of Casey's natural, cultural and historic assets through the delivery of the environment and heritage programs.

Status: In Progress ■

Due date: 30 June 2019

Comment: During January - March 2019, Council supported six Environmental Volunteer group activities across three nature reserves and coordinated two Environmental Volunteer Network Meetings.

Residents were also engaged in environmental educational activities through the Dolphin Research Institute "I Sea, I Care" Program, provided sustainability engagement activities at the Casey kids Carnival and supported the Crazy Bins book launch.

Council continued planning for the National Trust

Heritage Festival, development of interpretive signage for bush land reserves and World Environment Day Volunteer Civic reception.

Strategic Objective 6: A Thriving Economy with Local Jobs, Investment, and New Industries

Council will facilitate and support job creation, particularly in new and emerging industries, through partnerships and city planning. It is a priority for the Council that the number of local jobs increases to reduce the high number of people who must leave the municipality for work every day.

Strategy 6.1 We have a thriving and engaged local business community that has opportunity to prosper

Action: Review the Regional Economic Development Strategy and identify opportunities to advance regional partnerships with Cardinia Shire and City of Greater Dandenong.

Status: In Progress ■

Due date: 30 June 2019

Comment: The preparation of the Economic Development Strategy and plan for implementation is currently underway and on track for completion by 30 June 2019.

Action: Create a program that develops and implements a process for partnering in the development of the Council's Narre Warren Major Activity Centre (MAC) and other strategic holdings.

Status: Completed ■

Due date: 30 June 2019

Comment: Council resolved to support a new approach to the strategic utilisation of Council owned land on 19 March 2019.

Action: Create a program that reviews underutilised land holdings with a view to re-use, reinvestments or disposal.

Status: In Progress ■

Due date: 30 June 2019

Comment: A Council resolution was made on this matter on 19 March 2019, and a further report with an updated Property Strategy will be considered by Council by the end of June 2019.

Strategy 6.2 Our residents have increased opportunities to work locally

Action: Establish and implement a program of works and activities in Casey's town and neighbourhood centres in collaboration with key stakeholders to improve their economic viability (Action amended as part of the 2018/19 Mid-Year Review. This was endorsed at the 18 December 2018 Council meeting).

Status: In Progress ■

Due date: 30 June 2019

Comment: Neighbourhood centres works and activities are in progress and include:

- Streetscape upgrades at Camms Road, Cranbourne and Tooradin Village
- Business improvement programs at Camms Road, Cranbourne and Narre Warren Village.

Strategy 6.2 Our residents have increased opportunities to work locally

Action: Commence delivery of The Inn Crowd Entrepreneurs Program to support the Casey Cardinia Region's start up community with skill development and networking opportunities.

Status: In Progress ■

Due date: 30 June 2019

Comment: The program has delivered 10 events this quarter and now has 389 registered Inn Crowd Entrepreneurs members.

Strategic Objective 7: A City with an Accessible and Well-Connected Transport Network

Council will plan, maintain, deliver within its capacity, and advocate when necessary for a transport system that supports the Casey community. The transport system should provide the Casey community with safe, accessible and efficient transport choices.

7.1 We have effectively secured State/Federal Government funding for the provision of a transport system that meets Casey's needs

Action: Secure improved transport infrastructure and services for the Casey region by implementing Council's 2018/19 "Commit to Casey" Advocacy Campaign.

Status: In Progress ■

Due date: 31 May 2019

Comment: The State Government announced record spending in transport infrastructure in Casey.

The State Government are progressing the duplication of the rail line between Cranbourne and Dandenong and investigate the feasibility of an extension to Clyde. A number of level crossing removal works have been added and confirmed in the program across the City that include:

- Evans Road, Lynbrook
- Clyde Road, Berwick
- Hallam Road, Hallam
- Camms Road, Cranbourne.

All are planned to be removed by 2022.

Major Road Projects Victoria are continuing to deliver key road projects across Casey including:

- Thompsons Road Upgrade
- Hallam Road South and South Gippsland Highway Intersection Upgrade
- Hallam North and Heatherton Road Upgrade
- Narre Warren – Cranbourne Road Upgrade
- O'Shea Road Upgrade.

Strategy 7.2 We support walking, cycling and public transport modes as a means of reducing emissions and congestion

Action: Deliver actions that improve residents' access to amenities and basic services within a 20-minute walk, cycle, or public transport trip, by implementing the Casey Integrated Transport Strategy.

Status: In Progress ■

Due date: 30 June 2019

Comment: Council continued to implement the Integrated Transport Strategy-*Streetsahead*.

This included further advocacy for improvements to the transport network, and working with the Department of Environment, Land, Water & Planning (DELWP) on 20-Minute Neighbourhood improvements for the City.

Action: Identify and apply for funding support and partnerships that encourage active transport.

Status: In Progress ■

Due date: 30 June 2019

Comment: Council partnered with and advocated to Transport Agencies and Authority to focus on active/ sustainable transport modes.

Council partnered and progressed with VicRoads in the State Government Movement and Place approach to planning Active Transport. This included strategic planning for Cranbourne Town Centre, Narre Warren-Fountain Gate CBD and Hampton Park townships. All growth area planning specified strategic objectives of the Integrated

Transport Strategy, including the requirements for 20 minute neighbourhoods.

Council also partnered with Victoria Walks and continued the 'Let's Walk' program to facilitate active transport participation.

Council advocated to State agencies for the Growth Area Infrastructure Contribution (GAIC) to be spent on transport projects in Casey.

Action: Prepare a shared path network delivery plan to increase walking and cycling access to public transport.

Status: In Progress ■

Due date: 30 June 2019

Comment: Council were involved in a State Government project to develop a Strategic Cycling Corridors Plan, in which development of priority cycling paths were advocated for on state-owned road infrastructure. A map was prepared including the priority projects for inclusion in the Walk & Ride in Casey Strategy.

The review of the Paths & Trails Strategy was completed. Preparation of the new draft Walk and Ride in Casey Strategy continued during the quarter and will be presented to Council in June 2019.

A community engagement plan will be implemented during April - May 2019, and will include:

- A survey on Casey Conversations
- Focus groups with external stakeholders including industry and local walking/cycling groups
- Feedback gathered during the recent Council Action Plan community engagement process
- Participation in the 'Local Government Cycling Participation Survey'.

Strategy 7.3 We have delivered a safe, accessible and efficient local road networks

Action: Improve local road safety by identifying road grant funding opportunities under the Federal Local Black Spot Program and submitting associated applications.

Status: Met ■

Due date: 30 June 2019

Comment: Applications have now been made for Federal and VicRoads funding to identify and improve road safety within Casey.

Strategic Objective 8: An Efficient and Effective Customer Focused Council with Sufficient Resources to Meet Priorities

The City of Casey is already a destination, particularly for sports and leisure, with many high-quality facilities that are loved by residents and visitors to Casey. Council will continue to focus on enhancing and growing these facilities and opportunities, as well as facilitating and supporting events and programs that bring communities together.

Strategy 8.1 We are a customer focused organisation that delivers an exceptional customer service experience

Action: Adopt a Customer Experience Strategy to deliver an exceptional and consistent user experience across all contact channels.

Status: In Progress ■

Due date: 30 June 2019

Comment: The draft Customer Experience Strategy has been informed by extensive customer research and consultation with internal stakeholders. Extensive work has ensured alignment with the Digital Strategy and Transformation Roadmap. Consideration of the Strategy for endorsement is planned to occur in June 2019.

Strategy 8.2 We have an engaged workforce that delivers on our commitments to the community

Action: Deliver a range of professional development and workplace culture initiatives to support a high performing workforce.

Status: In progress ■

Due date: 30 June 2019

Comment: Development of a new People Strategy is underway. Council to continue to embed tools to support the organisational values, the Recognition Program and professional development of staff and

compliance training.

Strategy 8.3 We manage our assets and finances sustainably and responsibly

Action: Revise the Asset Management Plans based on the 2017/18 review to ensure that assets are fit for purpose and sustainable.

Status: Not Met ■

Due date: 30 June 2019

Comment: Completion of the Asset Management Plans has been delayed, and will not be completed by 30 June 2019 as expected. This action is now expected to be finalised in October 2019. This is due to resource constraints and the need to address short-term operational issues as a matter of priority.

Community Engagement

Community Taskforce

The City of Casey appointed the 2019 Community Taskforce, with a group of 22 Casey residents to monitor the way in which the City of Casey's Vision and Council Plan are being put into action. The Taskforce came together for the first workshop of the year on 23 March 2019. The Taskforce will also contribute to certain projects that will lead Casey to become Australia's most liveable city.

Council Plan and Action Plan

For two weeks in March 2019, Council spoke to the Casey community about what matters most to them to inform the development of the Council Action Plan 2019/20.

Council went to local markets, plant sales, festivals, libraries and community centres and spoke to 955 people during the engagement. This approach was also supported by an online survey, engaging 249 responses.

Local Traffic Management Consultations

Council's Local Traffic Management (LTM) Program provides annual funding for the installation of speed management devices in roads throughout the municipality. The LTM Program assesses and prioritises roads that need physical changes to manage speed, based on overall traffic volumes.

Five streets were identified in the 2018 LTM Annual Review to progress to the design and consultation phase for further investigation. The streets include:

- Beaumont Road, Berwick
- Edrington Park Drive, Berwick
- Darling Way, Narre Warren
- David Collins Drive, Endeavour Hills
- Mossgiel Park Drive, Endeavour Hills

Community consultation from 7-29 March 2019 occurred for proposals on traffic calming devices on the above streets. Council is currently reviewing all feedback and will report back to Councillors on the outcomes and recommendations.

Autumn Place Community Hub

In January 2019, an online page for the Autumn Place Community Hub was created in order to gain feedback on the types of programs the Doveton community would like at the facility.

Council received 118 responses to the Autumn Place Community Hub survey. Seventy per cent were Doveton residents and 30% from surrounding suburbs of Hallam, Endeavour Hills and Eumemmerring. Art and health programs featured highest for preferences from the community, with services for children similarly featuring highly. Council are now providing art programs and partnering with a number of organisations to provide health and active programs for residents. To cater for families with young children, playgroup sessions and Mindfulness for children will occur during term two.

Other planned community events include a Diversity Week celebration, Police community engagement sessions, Coffee and Chat mornings and a Family Week event, all of which provide the opportunity for community participation and inclusion. Victoria Police are also using the Community Hub to facilitate their own community engagement with three scheduled community events. Community members will now be able to meet local Police officers, share in conversation, raise concerns and get important information around various safety issues.

Child Safe Standards Consultation

The City of Casey Child Safe Policy 2.0 was endorsed by Council on 18 December 2018 and went out for Public Exhibition during the quarter. This Policy reflects Council's implementation of the Child Safe Standards and Reportable Conduct Scheme and fulfils our obligation under Child Safe Standard 2.

The consultation served as an education piece and an opportunity for Casey to provide leadership in this area. Council has been able to showcase our status as an acknowledged leader amongst

local Councils in the implementation of the Child Safe Standards and highlight messaging around child safety.

To date, initial data from the survey indicates that 100% of respondents have said that the Policy clearly establishes Council's commitment to child safety and Council's zero-tolerance approach to child abuse.

To provide your feedback on Child Safe Standards, visit the Casey Conversations website.

Kindergarten Parents Advisory Group

City of Casey Kindergarten Programs engaged with 260 parents to join a closed group to contribute to improvements on how the service is provided. The group were able to:

- share experiences
- provide feedback on processes, policies and guidelines
- provide their experience of transition into kindergarten and the educational program
- discuss future planning such as modelling and session times.

This consultation will allow for future planning.



Above: Community engagement on the Council Action Plan 2019/20

Maternal and Child Health Service Community Feedback

The Maternal and Child Health Service is committed to ensuring that the design and delivery of the service is built around the needs of Casey families. Council has now established the Casey Conversations survey to elicit responses from community members about the future services at MCHS Centres.

Over 700 community members have submitted feedback and initial indications from the survey data highlight preferences and priorities related to how appointments are scheduled and the value residents place on seeing the same nurse at every session. Benefits to the community resulting from this consultation will be to inform future service provision and planning.

Let us know what your experience has been with the Maternal & Child Health Service at www.caseyconversations.com.au/maternal-child-health-feedback2019

Operation Bounce Back – Reducing your Risk of Opportunistic Theft

The City of Casey in conjunction with the National Motor Vehicle Theft Reduction Council (NMVTRC) are launching Operation Bounce Back. Operation Bounce Back provides the community to be better prepared to combat potential theft from or of their motor vehicle.

The NMVTRC have provided the City of Casey with 100 free GPS tracker vouchers. The GPS tracker trial is run in conjunction with Victoria Police. If you are interested in having a GPS tracker in your vehicle, go to Casey Conversations www.caseyconversations.com.au/operation-bounce-back

Robert Booth Reserve Master Plan

The Draft Robert Booth Reserve Master Plan is currently out to public exhibition. Council has compiled all feedback received last year and have

used it to prepare a draft master plan. To provide your input, go to Casey Conversations www.caseyconversations.com.au/robert-booth-reserve

We Are We Can We Will

Casey's campaign to engage more women and girls in physical activity has involved coordinating programs for women and girls both at Bunjil Place and out in local neighbourhoods across the year.

Feedback has indicated that barriers still exist and include the need for fun and flexibility in physical activity programming, the ability to take children to sessions (reducing the need for childcare) and less pressure around the commitment to attend regularly.

This data will be captured in the themes of Casey's first Sport and Physical Activity Strategy (draft) and will inform decisions on suitable programs to be initiated across Casey, specifically for women and girls. For more information go to www.caseyconversations.com.au/we-are-we-can-we-will

Get Involved in Upcoming Projects

Be the first to hear of any new opportunities to have your say by registering your details on our dedicated community engagement website – www.caseyconversations.com.au

We will continue to provide you with more and more opportunities to have your say and be involved in Council projects, strategies and decision-making.

Your input is critical in helping us provide the services and infrastructure needed to support the growing community and make City of Casey Australia's most liveable city.



Capital Works Highlights

Selandra Soccer and Cricket Facility, Clyde North

Balla Balla Ward

The City of Casey has welcomed the announcement of funding towards the development of a new sports and recreation reserve to help meet the needs of the growing Cranbourne East and Clyde North communities.

The \$9.01m project will transform the undeveloped Selandra Active Open Space reserve, located in the Selandra Rise estate, to a district-level soccer and cricket facility including:

- Three full-sized soccer pitches and two cricket ovals
- Multipurpose community pavilion with six change rooms and large community room
- Sports lighting
- Cricket nets
- Playground
- Shared walking and cycling paths.

Jack Thomas Reserve New Soccer Pavillion, Narre Warren North

Four Oaks

The \$2.9m Jack Thomas Reserve project will deliver a much-needed new pavillion for Berwick City Soccer club including six change rooms, a social room, amenities, kitchen, office, referee and storage spaces and undercover spectator viewing areas.

The State Government have contributed \$1.73m under the Growing Suburbs Fund and \$100,000 from the Female Friendly Facilities Fund, with the Council funding the remaining \$1.07m.

Construction of the six changeroom building is nearing completion with handover expected in June 2019.

Sweeney Reserve Softball and Baseball Pavilion Building Renewal, Berwick

Edrington Ward

The \$2.01m Sweeney Reserve project will deliver an improved sporting facility with a community room, four change rooms, associated amenities, public toilets, referee rooms, storage facilities, office, kitchen and first-aid room.

Demolition works have been completed, in ground services installed and concrete foundations and slab poured. Site works are progressing well with steel framing erected. The project is expected to be completed in July 2019.

Chalcot Lodge Kindergarten Building Renewal, Endeavour Hills

Four Oaks Ward

The revitalisation of Chalcot Lodge Kindergarten is now complete, the facility has been redeveloped into a central community hub, and will cater for Maternal and Child Health Services.

A wide variety of other services will be delivered including Dad's programs, parenting sessions, first time parent groups and community playgroups. The total project cost was \$785,000.

Marriott Waters Family and Childrens Centre Extension, Lyndhurst

Mayfield Ward

The \$1.2m extension to Marriott Waters Family and Children's Centre has been completed. The facility has been expanded to better meet the needs of the community, including the addition of a community room with kitchen, storage spaces and an undercover courtyard.

Capital Works Performance

The City of Casey's 2018/19 Capital Works Program features an investment of \$122.7 million delivering approximately 365 infrastructure projects.

There are also a further 345 (247 projects carried forward from previous financial years and 98 additional projects) planned for delivery this financial year. These projects include multi-year projects (i.e. being delivered over two or more years) and other projects which could not be fully completed by 2017/18).

- Building New & Improved - Family & Community Centres 2016/17
- Building Renewal - Aquatic & Leisure 2016/17
- Drainage Works Renewal Program 2017/18
- IT - Dynamic Rostering, IT - Upgrade Windows/Office/Exchange
- Kambrya College - Local Level Oval
- Recreational Oval Lighting Program New & Improved 2017/18
- Road Construction - New & Improved Road 2016/17 & 2017/18.

Current Year Budgeted Projects

The current year capital works program is running behind schedule. This result is affected mostly by:

- Advanced Designs
- Building New & Improved - Community Facilities
- Building Renewal - Aquatic & Leisure
- Building Renewal Recreational Facilities
- Bushland Reserves Management Renewal
- Playgrounds New & Improved
- Road Construction - New & Improved Roads
- Tree Management Works - New & Improved

Current Year Budgeted Projects

Total Annual Budget:		\$122,713,712
Expenditure		
Estimate	48.90% or	\$60,005,293
Actual	24.44% or	\$29,987,445
YTD Variance		
Actual to Estimate	50% or	\$30,017,848

All Carryover Projects

Total Annual Budget:		\$45,081,348
Expenditure		
Estimate	83.94% or	\$37,840,329
Actual	75.56% or	\$34,062,351
YTD Variance		
Actual to Estimate	10% or	\$3,777,978

All Projects

The combined capital works program is behind planned expenditure. This result was affected mostly by the programs and projects outlined above. Actual expenditure for all projects includes \$11,479,707 linked to the 98 additional projects planned for delivery in 2018/19.

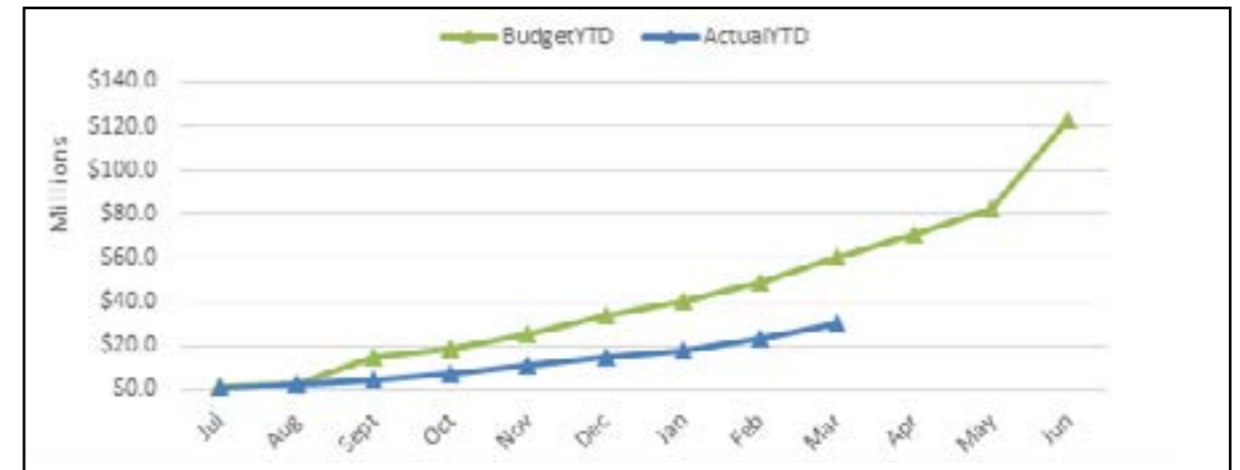
All Projects

Total Annual Budget:		\$167,795,060
Expenditure		
Estimate	58.31% or	\$97,845,622
Actual	45.01% or	\$75,529,503
YTD Variance		
Actual to Estimate	23% or	\$22,316,119

Multi-Year/Carryover Projects

The multi-year or carried over projects program is running behind schedule. This result is mostly by the following programs and projects:

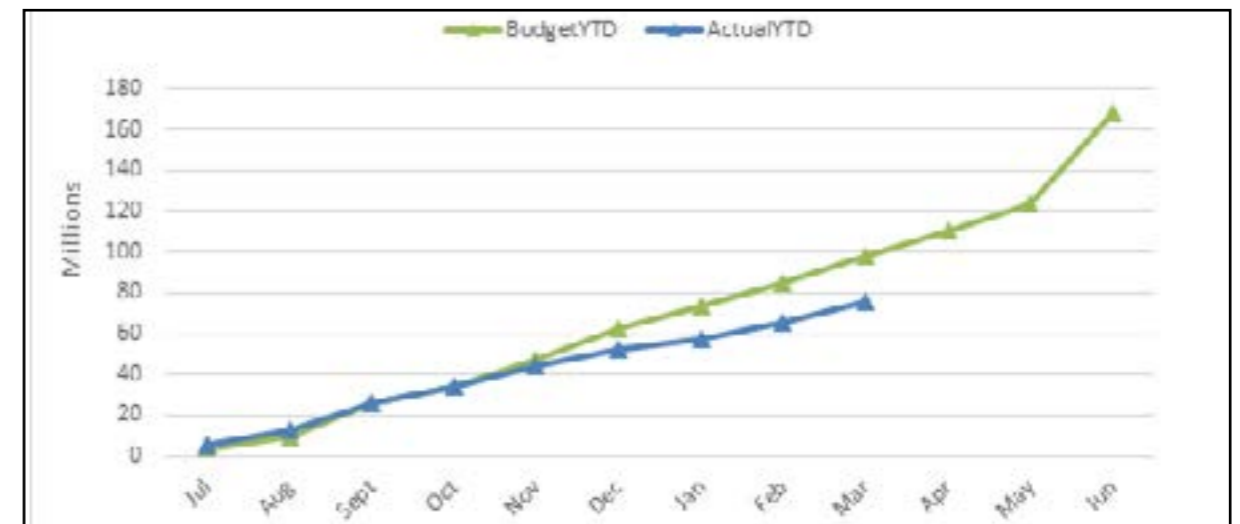
- Advanced Designs 2017/18
- Bridge Renewal Program 2017/18



Above: Current Year Projects - Actual expenditure against budget.



Above: Multiyear/Carryover Projects - Actual expenditure against budget.



Above: All Projects - Actual expenditure against budget.

Financial Statements

Summary

The report for the quarter ended 31 March 2019 shows a favourable Standard Statement of Financial Performance variance of \$28.531m compared to the year to date budget.

Explanations of line item variances greater than 10% and \$100,000 are included within the variance report, on page 27.

Analysis of the result to 31 March 2019 shows a number of differences between budgets and actuals, with a number of these being due to timing issues. This means that revenues or expenses are occurring earlier or later than planned in the budget for the quarter.

A permanent variance arises when the forecast end of year amount to be received or spent is known to be different to the budget. The main permanent variances identified as at 31 March 2019 are a higher overall Victorian Grants Commission (VGC) Grant (due to higher population growth in recent years) - although part of this grant was received at the end of the prior financial year, as well as higher interest on investments - partly due to the advance receipt of the VGC Grant.

Most of the current variances evident in Council's financial statements are primarily timing issues, which should correct themselves over the remainder of the 2018/19 financial year. The main temporary variances identified as at 31 March 2019 are due to the timing of expected receipts of Other Contributions for new subdivisions.

Council will continue to regularly monitor its actuals compared to budget and will report the outcome at the end of the 2018/19 Financial year.

Standard Statement of Financial Performance

As at 31 March 2019

	Annual	Year to Date			Ref
	Budget	Budget	Actual	Variance	
	\$'000	\$'000	\$'000	\$'000	%
Income					
Rates	226,384	226,398	227,624	1,226	1
Statutory fees & fines	11,727	8,042	8,346	304	4
User fees	19,436	15,028	15,438	410	3
Grants operating (recurrent)	56,776	43,240	36,669	-6,571	-15
Grants operating (non-recurrent)	703	476	1,380	904	190
Grants capital (recurrent)	2,390	1,793	946	-847	-47
Grants capital (non-recurrent)	11,642	8,732	5,380	-3,352	-38
Contributions - monetary	39,976	53,987	37,542	-16,445	-30
Contributions - non-monetary	50,000	-	44,409	44,409	100
Interest	8,250	6,246	8,321	2,075	33
Net gain/(loss) on disposal of prop, infra & plant.	50	38	346	308	811
Total income	427,334	363,980	386,401	22,421	6
Expenses					
Employee costs	122,853	89,334	83,376	5,958	7
Materials and Consumables	74,763	44,216	44,678	-462	-1
External Contracts	64,789	46,494	45,515	979	2
Utilities	8,919	6,476	5,520	956	15
Borrowing costs	2,370	1,801	1,763	38	2
Depreciation	45,260	33,945	34,456	-511	2
Other expenditure	-	-	848	-848	100
Total expenses	318,953	222,266	216,156	6,110	3
Surplus (deficit) for month end	108,381	141,714	170,245	28,531	20
Other comprehensive income					
Items that will be classified to surplus or deficit in future periods					
Share of other Comprehensive income of associates and joint ventures accounted for by equity method	-	-	-	-	100
Total comprehensive result	108,381	141,714	170,245	28,531	20

Statement of Financial Position

As at 31 March 2019

	Annual	Year to Date			Ref
	Budget	Budget	Actual	Variance	
	\$'000	\$'000	\$'000	\$'000	%
Assets					
Current assets					
Cash and cash equivalents	16,826	38,112	22,951	-15,161	-40
Trade and other receivables	24,423	57,899	61,759	3,860	7
Other financial assets	287,989	330,989	325,214	-5,775	-2
Assets classified held for sale	-	100	1,200	1,100	1,100
Other assets	3,501	3,309	4,530	1,221	37
Total Current assets	332,739	430,409	415,654	-14,755	-3
Non-current assets					
Investments in associates and joint ventures	4,734	4,734	4,597	-137	-3
Property, infrastructure, plant and equipment *	3,066,706	2,964,114	3,657,080	692,966	23
Other financial assets	-	-	56,000	56,000	100
Non Current Assets	-	-	-	-	100
Total non-current assets	3,071,440	2,968,848	3,717,677	748,829	25
Total assets	3,404,179	3,399,257	4,133,331	734,074	22
Liabilities					
Current liabilities					
Trade and other payables	20,201	11,977	14,545	2,568	21
Trust funds and deposits	28,418	25,750	30,153	4,403	17
Interest bearing loans and borrowings	7,509	1,651	1,628	-23	-1
Provisions	27,640	25,845	21,401	-4,444	-17
Total current liabilities	83,768	65,223	67,727	2,504	4
Non-current liabilities					
Interest bearing liabilities	53,325	61,039	61,094	55	
Provisions	25,540	25,040	17,356	-7,684	-31
Total non-current liabilities	78,865	86,079	78,450	-7,629	-9
Total liabilities	162,633	151,302	146,177	-5,125	-3
Net assets	3,241,546	3,247,955	3,987,154	739,199	23
Equity					
Accumulated surplus	1,958,126	1,981,332	2,051,045	69,713	4
Asset Revaluation Reserve	1,041,658	1,014,735	1,608,985	594,250	59
Reserves	241,761	251,888	327,124	75,236	30
Total equity	3,241,546	3,247,955	3,987,154	739,199	23

Standard Statement of Cash Flows

For the quarter ended 31 March 2019

	Annual	Year to Date			Ref
	Budget	Budget	Actual	Variance	
	Inflows/ (Outflows)	Inflows/ (Outflows)	Inflows/ (Outflows)	\$'000	%
Cash flows from operating activities					
Rates and charges	223,007	185,635	185,322	-313	-
Statutory fees and fines	10,227	7,428	8,346	918	12
User fees	12,098	14,974	16,750	1,776	12
Contributions - monetary	39,976	53,987	37,507	-16,480	-31
Grants - operating	57,479	43,716	38,002	-5,714	-13
Grants - capital	11,536	8,000	6,273	-1,727	-22
Interest received	7,761	5,649	7,325	1,676	30
GST recoveries	12,559	8,326	8,232	-94	-1
Employee costs	(120,453)	(86,468)	(89,766)	-3,298	4
Material and services	(146,609)	(106,308)	(106,630)	-322	
Trust funds and deposits	1,605	(1,063)	(1,347)	-284	27
Net cash provided by (used in) operating activities	109,186	133,876	110,014	-23,862	-18
Cash flows from investing activities					
Payments for property, infrastructure, plant, equipment	(115,329)	(76,459)	(75,529)	930	-1
Proceeds from sale of property, infrastructure, plant and equipment	6,792	5,094	3,265	-1,829	-36
Payments for other non-financial assets	3,000	(40,000)	(40,968)	-968	2
Net cash (used in) investing activities	(105,537)	-111,365	-113,232	-1,867	2
Cash flow from financing activities					
Finance costs	(2,370)	(1,801)	(1,772)	29	2
Proceeds from borrowings	-	-	-	-	100
Repayment of borrowings	(7,355)	(5,499)	(5,522)	-23	-
Net cash provided by (used in) by financing activities	(9,724)	(7,300)	-7,294	6	
Net increase (decrease) in cash and cash equivalents	(6,075)	15,211	-10,512	-25,723	169
Cash and cash equivalents at the beginning of the financial year	22,901	22,901	33,463	57,581	46
Cash and cash equivalents at end of the month	16,826	38,112	22,951	31,858	-40

Standard Statement of Capital Works

As at 31 March 2019

	Annual	Year to Date			Ref
	Budget	Budget	Actual	Variance	
	\$'000	\$'000	\$'000	\$'000	%
Capital Works Program - All					
Property					
Land	34,281	13,577	11,569	2,008	15%
Buildings	2,867	1,050	389	662	63%
Building Improvements	484	356	289	67	19%
Total Property	37,633	14,983	12,246	2,737	18%
Plant & Equipment					
Plant Machinery & Equipment	3,243	2,425	1,784	641	26%
Fixtures, fittings and furniture	32	24	26	-2	-8%
Computers and telecommunications	10,032	6,163	3,300	2,863	47%
Total Plant & Equipment	13,307	8,612	5,110	3,502	41%
Infrastructure					
Roads	27,528	14,206	9,353	4,853	34%
Bridges	870	347	490	-143	-41%
Footpaths and Cycle ways	4,358	3,051	3,174	-123	-4%
Drainage	1,173	795	390	405	51%
Recreational, leisure and community facilities	74,829	50,255	40,987	9,268	18%
Waste Management	0	0	0	0	0%
Parks, open space and streetscapes	6,608	4,415	2,720	1,695	38%
Off street car parks	255	110	179	-69	-63%
Other Infrastructure	1,234	1,072	879	193	18%
Total Infrastructure	116,855	74,251	58,172	16,079	22%
Total Capital Works 2018/19 - All	167,795	97,846	75,528	22,318	23%
Types of Capital Works - All					
New Assets	91,200	47,049	37,831	9,218	20%
Upgrade	32,071	21,088	14,181	6,907	33%
Expansion	5,081	3,100	2,558	542	18%
Renewal	36,915	24,627	19,731	4,896	20%
Minor Capital Works	2,528	1,982	1,227	755	38%
Total Capital Works 2018/19	167,795	97,846	75,528	22,318	23%

Year to Date Variance Reports

For the period ending 31 March 2019

Reference	
1	<p>Revenue from Operating Activities – Grants Operating (recurrent)</p> <p>The current negative variance was mainly associated with the receipt of the estimated Victoria Grants Commission (VGC) Grant at the end of the 2017/18 financial year (\$2.02m) and slightly lower than expected Grants for various Connected Communities programs.</p>
2	<p>Revenue from Operating Activities – Grants Operating (non-recurrent)</p> <p>The current positive variance is due to various grants received for the Right at Home Prevention Health promotion, Maternal Child Health programs, Neighbourhood House Coordination Fund (two sites), Family Violence Program, Social Housing Development, Storm Water Programs.</p>
3	<p>Revenue from Operating Activities – Grants Capital (recurrent)</p> <p>The negative variance is due to the advance receipt of the estimated VGC Local Roads Grant at the end of the 2017/18 financial year.</p>
4	<p>Revenue from Operating Activities – Grants Capital (non-recurrent)</p> <p>The negative variance is due to the early receipt of Government Grants for Capital Projects received at the end of 2017/18 financial year, rather than early in 2018/19 as expected, when the budget was prepared in early 2018.</p>
5	<p>Revenue from Operating Activities – Contributions Monetary</p> <p>The main cause of the current negative variance is due timing of expected receipts of Other Contributions for new subdivisions.</p>
6	<p>Revenue from Operating Activities – Contributions Non-Monetary</p> <p>The favourable variance is due to higher than expected Developer Contributions.</p>
7	<p>Revenue from Operating Activities – Interest</p> <p>Interest on investments is higher than budget due to higher than expected cash balances maintained during the early months of the financial year, early receipt of VGC grants and other grants in advance, carry-over of capital projects from 2017/18, other funds held in reserves, interest paid on overdue rates and slightly improved interest rates.</p>
8	<p>Expenditure from Operating Activities – Employee Costs</p> <p>The current variance in employee costs is mainly due to higher than expected vacancies, which is under review, and partly offset by Materials and Consumables.</p>
9	<p>Expenditure from Operating Activities – Materials and Consumables</p> <p>The variance is mainly associated with higher agency staff costs to cover vacancies.</p>
10	<p>Expenditure from Operating Activities – Utilities</p> <p>The positive variance is mainly due to a combination of factors including timing, and seasonal factors within the Transport Network and Support Asset Maintenance services.</p>

11	Current Assets - Cash Assets The higher than budgeted cash assets reflect a change in the mix of investment terms for Financial Assets, and earlier receipt of the VGC grant (Note 3).
12	Current Assets – Trade and Other Receivables The current variance for Trade and other Receivables is due higher than originally expected proportion of rate payers opting to pay the full rates notice in February 2019.
13	Current Assets -Other Financial Assets The higher than budgeted cash assets are due to the mix of investment terms of Council's investments (note 11).
14	Current Assets – Assets Classified as held for Sale Assets classified as held for Sale are higher than expected reflecting the bring-forward of a property sale that will be settled in coming months.
15	Current Assets – Other Assets This positive variance relates to the increased interest on investments (note 7).
16	Non-Current Assets – Property, Infrastructure, Plant & Equipment This item has a positive variance, due to the higher than expected receipt of contributed assets (double the previous year) and significant asset valuation increments at the end of the 2017/18 financial year, when preparing the financial statements.
17	Non-Current Assets – Other Financial Assets Additional Other Financial Assets relate to increased investments to respond to favourable changes in investment markets
18	Current Liabilities – Trade and Other Payables The higher than expected level of payables is due to the timing of receipt of creditor invoices for operating and capital payments, as well as increased capital activity due to the higher than expected level of carry-over projects from 2017/18.
19	Current Liabilities – Trust Funds and Deposits Higher trust balances mainly reflect increased cash bonds held for subdivisions (due to higher subdivision activity), which is a result of some large bonds having been received this financial year.
20	Current and Non-Current Liabilities – Provisions There has been a decrease in Landfill Rehabilitation Provisions based on the revised future costs of the requirements Stevensons Road Closed Landfill site rehabilitation costs, as calculated during the finalisation of the 2017/18 financial statements.
21	Equity – Asset Revaluation Reserve The balance of the Asset Revaluation Reserve is higher than anticipated due to the increment from the revaluation of assets at the end of the 2017/18 financial year assets being higher than expected.
22	Equity –Reserve Developer Contributions held for future works this is a result of the higher subdivision activity as noted in Note 5 above.

23	Cash Flow from Operating Activities – Statutory fee and Fines Receipts from Statutory fee and fines are higher than budget due to higher Subdivision Fees and Planning Application fees and in line with higher than expected subdivision activity.
24	Cash Flow from Operating Activities – User Fees Receipts from User Charges is higher than budget mainly due to the receipt of higher than expected prepayments at 31 March 2019.
25	Cash Flow from Operating Activities – Contributions Receipts from Contributions are lower than budget due to timing of Developer Contributions based on activity currently taking place.
26	Cash Flow from Operating Activities – Grants - Capital Receipts from Capital Grants are lower than expected mainly due to some capital projects grants from the State Government having been received late in the previous (2017/18) financial year.
27	Cash Flow from Operating Activities – Interest Received Interest received is higher than expected due to higher than expected cash balances reflecting the timing of VGC grants and the timing issues associated with the delivery of capital works over 2017/18 and 2018/19.
28	Cash Flow from Investing Activities – Proceeds from sale of Property, Infrastructure, Plant and Equipment At the end of the first quarter, there has been a longer than expected settlement period for a property sale that has been completed, which is now expected to occur in Q4. There has also been lower than expected levels of sales of plant and equipment. This variance should decrease as the financial year progresses.
29	Capital Works – Land The current year to date budget variance is mainly due to timing issues with proposed land purchases and affected by approval delays and longer than anticipated negotiations, and this was offset by additional carried-over activity from 2017/18.
30	Capital Works – Building Improvements The current year to date budget variance is mainly due delayed start of a Building Renewal Project, where works have now commenced.
32	Capital Works – Plant Machinery & Equipment The current year to date budget variance is mainly impacted due to delays in securing fleet purchases, orders have now been placed.
33	Capital Works – Roads There are timing issues across road projects that are being managed and are under review.
34	Capital Works – Bridges There are timing issues across the various projects, these are being managed and are under review, with several projects ahead of schedule.
35	Capital Works – Footpaths and Cycleways The current variance is mainly due to a timing variance of a small number of projects, finishing earlier than anticipated.

36	Capital Works – Drainage	The current budget variance is due to timing of planned works. Majority of the work associated with these projects are expected to occur in the near future as the initial contract negotiations have now occurred.
37	Capital Works – Recreational, Leisure & Community Facilities	The current variance compared to year to date budget is mainly due to combination of delays which are being managed and delivery of various projects.
38	Capital Works – Parks, Open Space & Streetscapes	The current variance is largely impacted by timing issues, with community consultation currently being carried out.
39	Capital Works – off Street car parks	The variance is caused by timing issues with some projects which are under review and management.
40	Capital Works – Other Infrastructure	The current variance against year to date budget is due to timing of projects which are currently being managed.

Customer Service Commitments

Council is committed to providing a high standard of customer service that is timely, accurate and accountable, and responsive to customer needs.

We aim to meet the following commitments at least 90% of the time.

Service Area	Customer Service Commitment	Performance
Animal Management	We will audit every registered domestic animal business annually to ensure compliance with relevant codes of practice	100%
	We will initiate investigation into complaints of dog attacks against people or animals within 2 - 24 hours of a report being received	100%
Arts and Events	We will issue notification of all permits and other requirements necessary to hold a community event in the municipality within 10 working days of receiving all information from applicant(s)	50%
Building Management	We will commence investigation for urgent maintenance requests for council buildings within 1 working day of a request	94%
	We will commence investigation for non-urgent maintenance requests for council buildings within 5 working days of a request	97%
Building Services	We will provide property information certificates within five (5) working days of an application being received	99%
	We will provide copies of building plans and permits within 7 working days of an application being received. Copies may not be available for properties over 40 years old	100%
	We will process applications for dispensations to building regulations within 15 statutory days of a complete application being received	93%
	We will commence investigations into complaints/concerns relating to dangerous buildings and unfenced pools or spas within 2 working days of a complaint being received.	100%
	We will assess and initiate appropriate action for complaints/concerns relating to building works/matters within 10 working days	100%
Community Safety	We will remove/obliterate graffiti within 24 hours from Council owned property or receiving consent from the property owner or occupier.	86%
Construction Supervision	We will inspect and repair hazardous footpaths within 30 working days of a report being received	99%
	We will inspect and provide advice on vehicle crossing enquiries within 5 working days	96%
Drainage and Cleaning	We will remove dumped rubbish on council land within five (5) working days of a request being received or if required, undertake an investigation.	98%
	We will remove dead animals from Council roads and paths within 1 working day of a report being received	98%
	We will investigate blocked council owned drains and pits within 5 working days of a report being received	94%
	We will inspect and make safe missing or damaged pit lids within 24 hours of a report being received	100%

Service Area	Customer Service Commitment	Performance
Early Parenting Support	Upon notification of birth, all first-time parents will be invited to attend a first-time parent group before their child reaches two (2) months of age.	80%
	We will contact you to discuss your referral to early parenting support within 3 working days of being received	97%
	We will follow up with you within 10 working days with a phone call after your first Early parenting support home visit to discuss changes implemented since your visit.	87%
Environmental Health	We will Investigate public health nuisance concerns that don't pose an immediate health risk within 48 hours of notification.	100%
	We will ensure that business registrations are assessed within 10 working days following receipt of relevant documentation, payment of fees and satisfactory inspection.	100%
	We will collect discarded syringes in public places within two (2) hours of notification during daylight hours and where it is safe to do so.	90%
Family Day Care	Where there are vacancies, we will provide you with contact details for up to three educators within three (3) working days of your enrolment.	100%
Fire Prevention	We will assess permits to burn within 10 working days of a request being received	N/A
	We will undertake property inspections for identified fire hazards within five (5) working days of notification, during the fire danger period.	N/A
	We will undertake property inspections for long grass requests during non-fire danger period within 10 working days of notification	N/A
Governance	Council minutes will be made available two (2) working days after a Council meeting.	100%
Community Care	We will advise you if you are eligible for Community Care Services within three (3) working days and if eligible an assessment will be arranged with you.	100%
	If we do not provide the Community Care Services you require, you will be referred to other service providers within three (3) working days.	100%
	If we are informed your circumstances have changed, we will contact you to discuss your Community Care Services within five (5) working days.	100%
	In exceptional circumstances, Community Care meals and/or personal care services determined by service delivery as urgent will commence within 1 – 3 working days.	100%
	For Community Care Services assessed as non-urgent, we will contact you within five (5) working days to discuss your service commencement.	100%
Kindergarten	We will provide written information about the kindergarten eligibility and enrolment process within 10 working days of a complete kindergarten enrolment application form being received	100%
Local Laws	We will initiate investigation into customer requests regarding unregistered or abandoned vehicles on public land within 10 working days of a request being made	66%
	We will initiate investigations into parking related concerns within five (5) working days of a requests being received.	66%

Service Area	Customer Service Commitment	Performance
Maternal and Child Health	We will contact you within 10 working days of council being notified that your baby has been born to make a time for a maternal and child health nurse to visit you in your home.	89%
Park Services	We will investigate and action general parks maintenance (non-urgent) requests within 10 working days	98%
	We will attend to emergency playground requests within 24 hours of a report being received	100%
Planning	We will undertake initial assessments and request any required further information on your planning application within 28 days of lodgement	92%
Rates	We will process copies of rates notices within 5 working days of a request being made	98%
	We will process standard Land Information Certificates within 3 working days of an application being received	100%
	We will process urgent Land Information Certificates within 1 working day of an application being received	100%
Residential Waste Services – Hard Waste	We will collect your hard waste within 6 days of the date provided to you at the time of booking	100%
Residential Waste Services – Kerbside Bins	We will replace missing or unrepairable bins within 3 working days of a request being received	67%
	We will provide bins to new residential properties within 3 working days of occupation when notified by the resident or occupier	77%
	We will collect missed bin collections due to driver error within 1 working day of report being received	82%
Road Maintenance	We will inspect and repair pot holes on Council sealed roads within 10 working days of a report being received	88%
Stormwater Management	Land owners eligible for Shared Cost Fencing will receive confirmation of the amount Council will contribute within 10 working days	100%
	We will provide standard Legal points of discharge information within 5 working days of an application being received	100%
Subdivisions	We will refer subdivision applications for certification to external referral authorities within 7 days of lodgement	81%
	We will certify compliant applications within the 49 statutory days	94%
Traffic and Parking Management	We will allow 21 days for residents and property owners to submit a response when consulting with the community on changes to parking restrictions	100%
	We will allow 21 days for residents and property owners to submit a response when consulting with the community on proposed Local Traffic Management Schemes	100%
Trees and Horticulture	We will attend to emergency tree requests on Council land within 24 hours of a report being received	100%
	We will investigate routine tree maintenance requests on Council Land within 10 working days of a request being received	82%
Youth Support and Counselling	We will make contact within three (3) working days upon receipt of a referral to discuss service availability and commencement details for Youth Counselling & Support.	100%

Contact

For more information,
contact the City of Casey.

Telephone

03 9705 5200
Monday - Friday, 8 am - 6 pm
or (International +613 9705 5200)

Online

casey.vic.gov.au

In person

Bunjil Place
Patrick Northeast Drive,
Narre Warren, Victoria

Postal address

PO Box 1000
Narre Warren, Victoria 3805
Australia

National Relay Service

If you are deaf, hearing impaired or speech-impaired, call us via the National Relay service

Translating Interpreting Service

131 450

Speak & Listen (speech-to-speech) users phone NRS on 1300 555 727 then ask for 9705 5200.

Internet Relay users connect to NRS on relayservice.com.au then ask for 9705 5200.

