



City of  
Casey

# Quarterly Community Report April - June 2019





## Mayors Message

I am pleased to present the City of Casey's Quarterly Community Report for April – June 2019, and the final report for the 2018-19 financial year.

This year, Council worked hard to provide the community with much needed resources and infrastructure, with many more projects set to be completed in the coming years.

The delivery of the Council Action Plan 2018-19 has concluded, with only 3 out of 41 actions that were unable to be delivered by 30 June 2019 as planned. Council officers have provided revised due dates and all these actions will be delivered by December 2019.

During the quarter, Council completed the Camms Road shopping strip revitalisation project in Cranbourne, including street furniture, landscaping and parking improvements.

Through Council's ongoing advocacy efforts, we have successfully received over \$165 million in funding from State and Federal Government. This will fund sporting projects, public safety projects and many more. Council also has level crossing removal and road upgrade projects in the works for the upcoming years.

Council strives to engage with the community to inform the delivery of services, infrastructure and facilities. During the quarter, Council put its 2019-20 Budget, including Capital Works Program, out for public exhibition to seek feedback from the community. These important documents were adopted by Council in June 2019 and feature a budget of \$496M, of which, \$151.5M is set aside for capital works to fund much needed infrastructure, from roads to sports fields.

Council also reached out to the community for several other items, including Operation Bounce Back, Reaching out to Young Dad's and the Max Pawsey Reserve Master Plan. Council would like to acknowledge all the Council officers and community members for their input into shaping a better future for Casey and wishes to thank them for their continued commitment to Casey.

My fellow Councillors and I look forward to delivering many exciting new projects and quality services in 2019-20 that contribute to bringing our vision – to create Australia's most liveable city – to life.

Cr Amanda Stapledon  
Mayor, City of Casey



## 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.

# 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 April-June 2019 period.

There are 41 actions planned for delivery in 2018/19. As at 30 June 2019, 38 actions have been completed, and 3 actions will not be completed on time.

## 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:** Met ■

**Due date:** 30 June 2019

**Comment:** Delivery of a Casey-wide data communications (LoRaWAN) network has been completed with a formal launch scheduled as a part of the state-wide Digital Innovation Festival in August/September 2019. The network enables growth of smart device usage and sensing across Casey and will support the local community, business and academia by providing a simpler path for piloting and experimenting with these technologies.

A number other key projects completed include an Artificial Intelligence image recognition project with Federation University and a Smart Connected Seat at the Aboriginal Gathering Place. Council continues to provide ongoing support to the Minta Farm Innovation Precinct project, and a new project which will be delivered by the Business Transformation program has commenced to enhance customer service through a Cognitive Virtual Assistant.

**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:** In September 2018, Casey hosted

its second successful GovHack event where 50+ participants, volunteers and mentors came together over 46 hours, using open government data to create innovative solutions to community challenges

## 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:** Met ■

**Due date:** 30 June 2019

**Comment:** The overall Business Transformation Program has been grouped into two sub-programs Customer Centric Casey and Technology Improvement initiatives and broken down into a number of projects.

The projects in these programs will:

- Maximise the organisations current investment in technology and processes, and improve current operating capabilities
- Deliver new foundational technologies and capabilities required to support a single consolidated view of customers
- Prepare a broader business case for a Customer Relationship Management (CRM) platform, to support a stronger focus on the experience of customers and residents.

## 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:** Met ■

**Due date:** 30 June 2019

**Comment:** Council has provided information and support to 362 Community Care clients who have NDIS plans in place. During 2018/19, 212 clients were supported to transition to NDIS service providers. Council will continue to support clients to test their NDIS eligibility and transition to NDIS service providers.

**Action:** Actively promote locally based family violence services.

**Status:** Met ■

**Due date:** 30 June 2019

**Comment:** Council continue to promote locally based services by continuing with the mentoring program in partnership with Women's Health in the South East (WHISE) and Bayside Council. Council continues to work with the Networking with Southern Migrant and Refugee Centre and South East Community Links to develop a grant funding proposal for an arts project. A meeting was held with the Family Violence Prevention Minister in April to further advocate for an Orange Door service in Casey.

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

**Status:** Met ■

**Due date:** 30 June 2019

**Comment:** The Mayor's Walk for Disability has been scoped and will be delivered in September 2019. The event will take place across eight days and the Mayor will walk approximately 10 kilometres per day as she visits many community organisations and spaces in Casey.

The walk will aim to raise much needed funds and awareness for people in Casey who live with a disability, as well as their carers.

### 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:** Met ■

**Due date:** 30 June 2019

**Comment:** The Camms Road shopping strip revitalisation project, including street furniture, landscaping and car parking improvements has been completed.

**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:** Not Met ■

**Due date:** 30 June 2019

**Comment:** Development of the business case has commenced however the completion of this work will now be extended to December 2019. This is due to its close links to the People Strategy and Complex Place Making 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:** The Mayoral Mental Health Summit was successfully held in October 2018, with approximately 50 representatives from the City of Casey and mental health, alcohol and drug service sectors. The event received positive feedback and provided a valuable opportunity to network and explore new and innovative ways to improve services and support for people in the Casey community who are affected by mental illness.

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

**Status:** Met ■

**Due date:** 30 November 2018

**Comment:** Casey hosted a community forum workshop in November with 40 community members and representatives from community organisations and service providers. Outcomes from the workshop included a set of draft actions (11 in total) for the Inclusive Casey Strategic Framework, which are being developed into an action plan.



## 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:** Met ■

**Due date:** 30 June 2019

**Comment:** A meeting of the Community Taskforce was held in March 2019, with 22 residents, monitoring the implementation of the Vision and Council Plan 2017-21. The second meeting of the Community Taskforce will take place in September 2019. 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:** The Ungerboeck measuring tool has been implemented across priority council facilities, with utilisation reports a feature of this product.

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

**Status:** Met ■

**Due date:** 30 June 2019

**Comment:** The business case has been completed. In May, Council endorsed the proposal to contribute a maximum of \$2.0m to the Cranbourne Turf Club's Convention Centre. Officers will continue to work on the formal agreement between Council and the Turf Club.

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

**Status:** Met ■

**Due date:** 30 June 2019

**Comment:** A definition of liveability was developed during the quarter. Six areas of liveability were chosen to support this definition - transport and walkability, housing, employment, environment, social infrastructure and safety, connectedness and wellbeing. These areas will be measured and tracked over time.

### 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:** Met ■

**Due date:** 30 June 2019

**Comment:** Five service reviews were included in the 2018/19 program. The reviews commenced in January 2019 and were endorsed to conclude by the end of 2019. All reviews are on track to be completed as scheduled and four of the five reviews have completed their 2018/19 elements on time as planned. One service review is running slightly behind schedule due to a change over in staffing. It is anticipated that this review will revert to a favourable status in July/August and will be completed by the scheduled completion date in 2019/20.

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

**Status:** Met ■

**Due date:** 30 June 2019

**Comment:** A list of six services were identified for review in 2019/20, of those two have been identified as a priority. A process is in place to continually monitor and review the prioritised list of services to ensure that Council is able to respond to changing conditions.



## 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 Attraction Strategy for Casey.

**Status:** Met ■

**Due date:** 30 June 2019

**Comment:** Council endorsed the implementation of an Events Attraction Strategy and allocated \$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:** Met ■

**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.

**Status:** Met ■

**Due date:** 30 June 2019

**Comment:** Bunjil Place Facebook 'likes' and followers increased by 11% compared to the last quarter. The highest reaching post of the quarter reached 11.5k people, with all posts reaching 3.51M people in total. 196k page engagements were also recorded.

A similar trend occurred with Instagram with a 12.7% increase in followers from last quarter. The highest reaching post (the Giant Bunnies) reached 3.1K people, 4.6K video views were also recorded, the total reach across all posts was 87.3K. Furthermore, Casey's e-mailing list grew by 8% to over 15.3k 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:** Met ■

**Due date:** 30 June 2019

**Comment:** The "We Are, We Can, We Will" initiative successfully delivered its 2018/19 program. Three physical activity programs were provided involving 49 women and girls and cross promotional activities were conducted with the Melbourne Football Club.

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

**Status:** Met ■

**Due date:** 30 June 2019

**Comment:** The business case was presented to a Closed Council meeting where it was noted. A decision was made that Council not proceed with the acquisition and development of the proposed site in Tooradin. Council will continue to implement its Equestrian Strategy by collaborating with and supporting equestrian clubs and organisations in the management, operation and maintenance of equestrian facilities, to achieve the best possible outcomes for the equestrian community.

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

**Status:** Met ■

**Due date:** 30 June 2019

**Comment:** A business case has been developed to explore the viability of an extension to The Factory Performing Arts Rehearsal Centre. This will be presented to Council in July 2019.



## 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.

**Status:** Met ■

**Due date:** 30 June 2019

**Comment:** The State Government is currently preparing a metropolitan-wide Employment Land study. Council is expected to provide feedback to the draft study which proposed for consultation in August/ September 2019. Council has also provided input into the Victorian Planning Authority's Regional Growth Corridor Employment study brief and will be on future working groups regarding this project.

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

**Status:** Met ■

**Due date:** 30 June 2019

**Comment:** Casey has successfully received \$165,203,421 of State Government funding and \$200,000 of Federal Government Funding in 2018/19. A summary of the funding received is outlined below:

State Government Funding

- 10 projects totalling \$11,949,569 was received from Sport & Recreation Victoria from various

funding programs including Community Sports Infrastructure Fund, Female Friendly Facilities Fund, The World Game Facilities Fund, Country Football Netball Program, Growth Areas Infrastructure Contributions Fund

- 2 projects totalling \$510,000 received from AFL and AFL Victoria funding programs
- 3 projects totalling \$5,100,100 received from the Department Environment, Land, Water and Planning funding program Growing Suburbs Fund.
- 1 project totalling \$134,290 received from the Victorian School Building Authority Inclusive Kindergartens Grants
- 3 projects, totalling \$253,687 received from the Department of Justice & Regulations (public safety)
- 3 projects, totalling \$293,275 received from the Department of Premier & Cabinet Pick My Project Fund for community infrastructure projects.
- Various projects totalling over \$146.9 million received from Growth Area Infrastructure Contribution (GAIC) funded projects for infrastructure in Casey.

Federal Government Funding:

- 1 project totalling \$200,000 received from Sport Australia's Community Sport Infrastructure Fund for the Robert Booth Reserve Pavilion Female Facilities Upgrade.

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

**Status:** Met ■

**Due date:** 30 June 2019

**Comment:** The Federal Election Advocacy campaign and implementation strategy was agreed to by Council in February 2019. Projects that were

advocated for are priorities to support future growth and job creation, stimulate urban renewal and drive economic reforms. Council advocated for projects to be delivered as part of a City Deal/City Partnership. In the short time frame of the federal election, Council leveraged the support of Commit to Casey supporters to send 1,330 emails to key federal Members of Parliament, appeared in national print, radio, TV and briefed numerous parties. At the end of the Election Casey's advocacy efforts translated into approximately \$189 million in election commitments and funding and a City Deal therefore making way for significant advancement in regional governance, policy instruments and further investment.

## 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.

**Status:** Met ■

**Due date:** 30 June 2019

**Comment:** The Community Facilities Planning Framework was developed and will be considered by Council on 2 July 2019 for adoption.

## 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:** Met ■

**Due date:** 30 June 2019

**Comment:** In August 2018, Council engaged with the Casey Conservation Advisory Committee and with the community at an information session

held at Bunjil Place. The Metropolitan Waste and Resource Recovery Group (MWRRG) also undertook social research on community attitudes, including Casey's, towards Advanced Waste Processing. Council staff attended a communications workshop with the MWRRG and a media release was issued in quarter 4.

**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:** Met ■

**Due date:** 30 June 2019

**Comment:** During the quarter the following was conducted by Council:

- The Heritage Festival at the Fisherman's Cottage in Tooradin in partnership with Casey Cardinia Libraries and the Local History Reference Group. The festival included a boat trip on Western Port led by Greg Hunt, EO from the Western Port Biosphere Foundation.
- Council partnered with AVEO Edrington Retirement Village Berwick in association with the Edrington History Group in May to organise a High Tea for 200 people including tours of the historic building.
- A World Environment Day Recognition Event was held in June at the Selandra Community Hub.
- Environmental Sustainability Grants assessed with recommendations for Council approval and the Biodiversity Incentive Scheme Grants advertised in May.
- The Heritage Grants process was comprehensively reviewed and amended in June and Grants now being advertised on Casey Website.
- The annual Native Plant Giveaway was conducted in May with 10,000 groundcovers, shrubs and trees provided to Casey residents.

## 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:** 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:** Met ■

**Due date:** 30 June 2019

**Comment:** In March 2019 Council supported a new approach for the strategic utilisation of Council owned land.

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

**Status:** Met ■

**Due date:** 30 June 2019

**Comment:** An Oversight Committee for the Strategic Land Utilisation project has been established and the workplan endorsed by Council. Implementation projects are underway with an update report to be provided to Council in September 2019.

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

**Status:** Not Met ■

**Due date:** 30 June 2019

**Comment:** The preparation of the Economic Development Strategy has been delayed to allow for the newly formed Council department to lead the preparation of this work. The Strategy is now expected to be completed by December 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.

**Status:** Met ■

**Due date:** 30 June 2019

**Comment:** Works and activities undertaken for the April-June 2019 period, include:

- Renewal and upgrade works for Linden Place, Doveton and Lurline Street, Cranbourne approved
- Streetscape upgrades - Camms Road, Cranbourne (completed); Tooradin Village (90% complete); Berwick Village median lighting (90% complete)
- Business improvement programs - continuation of work on Camms Road, Cranbourne and Narre Warren Village
- Ongoing liaison with the business group.

## Strategy 6.3 We have enhanced the employability of the local workforce

**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:** Met ■

**Due date:** 30 June 2019

**Comment:** The program delivered 5 events this quarter culminating in the INNnovation Summit and TEDxCasey with 1070 attendees.



## 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:** Met ■

**Due date:** 31 May 2019

**Comment:** The State and Federal Government responded to Council's advocacy efforts to address rapid population growth and liveability, as well as calls for Casey's fair share in road and rail funding. There are currently over 20 major projects earmarked for the City of Casey, these include stage 2 of the Monash Freeway upgrade, several level crossing removals, the duplication of the Cranbourne Rail line, and the Outer Suburban Arterial Roads (OSAR) package that includes several road upgrades. It is estimated that there is more than \$3 billion worth of investment in transport projects across the City of Casey

Several more level crossing removal works have been added and confirmed in the program across the City that include:

- Greens Rd, Dandenong South
  - Evans Rd, Lyndhurst
  - Camms Rd, Cranbourne
  - Clyde Rd, Berwick
  - Hallam Sth Rd, Hallam
  - South Gippsland Hwy, Dandenong
- All are planned to be removed by 2025.

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

- Duplication of Narre Warren/Cranbourne Road
- Clyde Rd/Kangan Dr & Clyde Rd/Monash Freeway intersection upgrades
- Duplication of Narre Warren North Road
- Monash Freeway Upgrade Stage 1 & 2
- Hallam Road Upgrade
- Evans Road reopening
- Thompsons Road Upgrade
- Duplication of Hall Road
- Pound Road West and Remington Drive duplication
- Ballarto Road and Cranbourne-Frankston 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-Streets Ahead.

Work this quarter included:

- Delivery of related transport infrastructure and resulting services like roads and paths
- Work with the Department of Environment, Land, Water & Planning (DELWP), Victoria Walks and the Department of Transport (DoT) and delivery agencies toward 20-Minute Neighbourhood improvements for the City.
- Council partnered with Victoria Walks, the State Government on Movement and Place and

- developed a Walk and Cycle Plan for the City.
- Advocating and securing key transport infrastructure relating to road, rail, public transport and regional path networks for the City
- Creating smart demonstration projects in streets and neighbourhoods to improve community's access to technology and innovation.

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

**Status:** Met ■

**Due date:** 30 June 2019

**Comment:** Council continued to partner and advocate to Transport Agencies and Authorities to focus on active and sustainable transport modes.

Partnerships with this year included:

- VicRoads - Movement and Place approach to planning active transport and Growth Area Infrastructure Contribution (GAIC) funding delivering 5 arterial road crossing transport projects in Casey.
- Strategic planning for Cranbourne Town Centre, Narre Warren-Fountain Gate CBD and Hampton Park townships.
- Victoria Walks and continuation of the 'Let's Walk' program to facilitate active transport participation.
- Victorian Planning Authority (VPA) and secured Streamlining for Growth funding for the Fountain Gate Narre Warren CBD to progress better connectivity and access and movement.

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

**Status:** Met ■

**Due date:** 30 June 2019

**Comment:** The draft Walk and Ride in Casey Strategy has progressed and is scheduled to be presented to Council at either 20 August or 3 September 2019 meeting for endorsement to Public Exhibition. Community consultation was completed in during June - July 2019.

The draft strategy includes a new shared path network plan which will be nominated to Council's Capital Works Program. The network plan

prioritises access to public transport, activity centres and schools within the municipality as key local services that the community need access to. The plan currently identifies gaps of 21 kilometres of shared path to access train stations and 39 kilometres of shared path to activity centres that are recommended for Council, Developers and VicRoads to construct to improve the network.

Council officers continue to implement the Linking Paths Program to deliver shared paths along the road network, this program has been incorporated into the draft Walk and Ride in Casey Strategy. Council officers have advocated for paths to be included in the draft Strategic Cycling Corridors Plan which is being prepared by the State Government Department of Transport, with the final draft is due for consultation in late July 2019.

### 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:** In April, Council completed applications 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:** Met ■

**Due date:** 30 June 2019

**Comment:** The Customer Experience Strategy will be presented to Council in early August for endorsement. This strategy has been informed through extensive customer research and consultation with internal stakeholders and alignment with the Digital Strategy and Transformation Roadmap.

### 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:** Met ■

**Due date:** 30 June 2019

**Comment:** The newly adopted People Strategy will continue to embed tools to support organisational values, the Recognition Program as well as 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:** The completion of the Asset Management Plans is expected to be completed in October as previously reported. Data constraints and the short-term operational issues were factors that contributed to the original end date of 30 June 2019 not being met.

# Community Engagement

## Council Budget and Council Action Plan

The City of Casey's 2019/20 Budget will fund Council's largest ever Capital Works Program (CWP) and support the delivery of 66 important services to the community.

Following a four-week community consultation period where residents were invited to view and have their say on the draft budget, Council adopted the final budget at a Council meeting on Tuesday 18 June 2019, along with the revised Council Plan 2017-21 and Annual Action Plan 2019/20.

Through financially responsible budgeting, Council has been able to continue its strong investment in the necessary projects and services for Casey's large and rapidly growing community. It includes:

- A \$151.5 million CWP to deliver more than 330 infrastructure projects across Casey, in both our new and growing communities as well as our established suburbs.

- A \$344.8 million operating budget that provides funding to deliver 66 core services to the community
- A rates increase of 2.5% in line with the State Government rate cap.
- The budget funds the priorities aligned with our 2017-21 Council Plan and supports Council to continue to work towards delivering on our vision of creating Australia's most liveable city.

To view information on the adopted budget and the capital works map go to Casey Conversations <https://www.caseyconversations.com.au/budget2019-20>.

## Budget at a glance

### TOTAL BUDGET

**\$496.3m**



to deliver for a community of more than 350,000 people

### OPERATING BUDGET

**\$344.8m**



to provide 66 important services to the Casey community

### CAPITAL WORKS PROGRAM

**\$151.5m**



to fund much-needed community infrastructure from roads to sports fields

## Budget highlights

**\$38m**



to improve Casey's expansive road and path network

**\$43m**



to deliver child, youth and family services

**\$50m**



to renew, upgrade and construct new sport and recreational facilities

**\$19m**



for aged and disability support services

**\$20m**



to renew and build family and community facilities

## Walk & Ride in Casey Strategy Consultation

City of Casey's existing Paths and Trails Strategy is being reviewed, through this consultation information will be collected from community members to help shape a new strategy Walk and Ride in Casey which will replace the existing Paths and Trails Strategy.

Questions included in this consultation relate to preferred locations for Council to deliver or improve paths, either footpaths, shared paths, bicycle lanes or separate lanes. In addition, Council is interested in knowing where community members would prefer to walk and ride should the infrastructure be available

Further consultation will be held in the coming months once a draft of the Walk and Ride in Casey Strategy is ready for community feedback through the public exhibition phase.

Read more at <https://www.caseyconversations.com.au/walk-ride-in-casey>

## Reaching out to young Dad's

The City of Casey's Child, Youth and Family Engagement team identified a sector gap in service and program delivery specific to young dads in Casey.

Council provides a Dad's Matter program and Youth Services and a project group was established to engage young dads aged 25 years and under, and men who were once young dads, to understand their needs, build capacity to access support services and provide opportunities to codesign activities.

The second phase of the consultation process will be to facilitate a focus group with young dads and staff to develop methods to continue community engagement with young parents and families.



## Operation Bounce Back

The City of Casey delivered the 2019 Operation Bounce Back program by delivering two key messages:

- Reduce the chances of being a victim of opportunistic crime by ensuring car keys are not readily available to offenders committing aggravated burglaries.
- Reducing the number of car thefts

Casey's direction for the program is to empower the community to adopt key safety messages including but not limited to 'safety is everyone's business' and the understanding of the Crime Prevention through Environmental Design theory.

These messages were supported by community engagement events, online community engagement, cinema advertisements, social media posts, internal staff engagement and external media releases.

## Robert Booth Reserve Master Plan

A master plan has been prepared for Robert Booth Reserve. The draft Robert Booth Reserve Master Plan was placed on public exhibition May, with a total of 35 responses received through Casey Conversations, email, phone, mail and at a community drop in session. The Master Plan will be presented to the 16 July Council Meeting for adoption.

To read more about the Robert Booth Reserve Master Plan go to Casey Conversations <https://www.caseyconversations.com.au/robert-booth-reserve>

## Inviting the community to join the Access & Inclusion Advisory Committee

The Access and Inclusion Advisory Committee provides strategic advice to Council on accessibility and social inclusion issues. The committee is made up of community members from all walks of life, ensuring a range of perspectives are heard. The Casey Conversations page was opened to collect expressions of interest for committee membership as several positions had become available. Sixteen expressions of interest were submitted (one of these was via email which was promoted on the Casey Conversations page). This number met

expectations and applications are being reviewed to place new members on the committee.

## Draft Casey Aquatic Facilities Strategy 2019 2041

Council have developed the Draft Casey Aquatic Facilities Strategy which includes a review of our existing facilities and future service needs.

A vision for Casey's Aquatic Facilities was also drafted "Casey's high-quality and accessible aquatic and leisure facilities will excite residents and visitors to be healthy, active and opportunity to learn to swim.

Read more at <https://www.caseyconversations.com.au/aquatics-strategy>



## Casey Housing Strategy Planning Scheme Amendment C198

The Casey Housing Planning Scheme Amendment C198 proposes changes to the Casey Planning Scheme which guides future residential development in Casey's established suburbs.

On 19 March 2019 Council adopted the Housing Strategy and Amendment C198.

Amendment C198 has now been submitted to the Minister for Planning for approval. The Minister will need to approve and gazette the Amendment before it becomes part of the Casey Planning Scheme. Approval by the Minister has no set timelines.

Follow the progress <https://www.caseyconversations.com.au/housingamendment>

## Help name the Endeavour Hills Community Project

Council is undertaking a \$3.36 million project in the heart of Endeavour Hills to deliver a new and improved regional skate park, new playground, terraced landscaping and lawn area for events and installation of gymnastics and parkour equipment. The Casey Conversations website has been used as a platform to not only inform the community of the works, but engage the community to help name of precinct. The landscape design team continue to utilise the Casey Conversations page with updated images, videos and any other construction information that the community might be interested in.

So, what will be the name of the Endeavour Hills Community Project? Check it out <https://www.caseyconversations.com.au/name-the-endeavour-hills-precinct> for updates

## Narre Warren Village - Your Suburb Your Voice

Exhibition of the draft Urban Design Framework has been completed and Council are updating the plan in response to community feedback. Updates have also been based on authorities' requirements being applied to the concept, and further investigations are commencing for interim projects to seek funding for upgrades to the station precinct.

Council also received funding from Victorian Government to commence an Access and Movement Study which is the next phase of the Urban Design Framework.

You can read more about the project at <https://www.caseyconversations.com.au/your-suburb-your-voice>

## Max Pawsey Reserve

The City of Casey has prepared a Master and Concept Plan for Max Pawsey Reserve, located in Fountain Drive, Narre Warren.

Consultation through Casey Conversations, a community BBQ/registration day and Club feedback evening were held to gather feedback from residents and key users of the open space on how Council can improve the reserve and keep pace with the changing needs of the local and wider community. Council informed 259 people and engaged 123 people.

Once documents have been finalised, a report will be presented to a future Council meeting endorsing the documents for public exhibition prior to adoption.

Stay updated at <https://www.caseyconversations.com.au/get-the-max-out-of-max-pawsey>

## 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](http://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, Cylde North

Balla Balla Ward

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

The functional layout has been completed and detailed design is nearing completion. An expression of interest for this project has been released to market, along with three other recreation reserves to commence construction later this year.

## Casey Stadium Gymnastics and Multi Sport Development

Mayfield Ward

The City of Casey celebrated the completion of the second and final stage of the major redevelopment of Casey Stadium, which delivered a much-needed boost for indoor sports in Casey.

Features of the \$7.3 million Stage 2 project include:

- New and upgraded multipurpose courts for basketball, netball, badminton and volleyball, including a mini-show court
- 1,300sqm gymnastics hall to cater for recreation, competition and all abilities
- Five (dual use) cricket/soccer courts and six cricket training lanes
- Refurbished café and lounge space
- Upgraded bathrooms as well as male, female and accessible changerooms

These features complement the \$18 million, Stage 1 of the redevelopment which opened in 2017, which delivered five new basketball and netball courts, including a show court with seating for up to 1,500 spectators, a café, piazza and function space.

## Endeavour Hills Community Precinct

Mayfield Ward

The City of Casey is undertaking a \$3.36m project in the heart of Endeavour Hills to deliver a new and improved regional skate park, new playground, terraced landscaping, lawn area for events and installation of gymnastics and parkour equipment.

The skate park will cater for beginners through to experienced skaters and scooter riders, extending over 865m<sup>2</sup> of skateable terrain, including a street course and various bowls.

The current works are Stage 2 of the revitalisation of Endeavour Hill's town centre. Stage 1 was completed in 2016, which delivered a public square, café/kiosk and improved pedestrian connections. Stage 2 is expected to be completed in early 2020, however works are currently running ahead of schedule, so the community will be kept updated about when this exciting project is ready for use.

Council is investing \$1.68m, which is being matched with a \$1.68m grant from the State Government through the Growing Suburbs Fund.

## Ray Bastin Skate Park

Springfield Ward

The skate park at Ray Bastin Reserve in Narre Warren has been extended to create a street skate run including a ramp, pop-up jump, steps, launching pads and street skate units aimed at junior and beginner users. The total cost of the project is \$120,000.

# 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	103%
	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)	100%
Building Management	We will commence investigation for urgent maintenance requests for council buildings within 1 working day of a request	96%
	We will commence investigation for non-urgent maintenance requests for council buildings within 5 working days of a request	98%
Building Services	We will provide property information certificates within five (5) working days of an application being received	100%
	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	94%
	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	82%
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	97%
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.	99%
	We will remove dead animals from Council roads and paths within 1 working day of a report being received	99%
	We will investigate blocked council owned drains and pits within 5 working days of a report being received	96%
	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.	81%
	We will contact you to discuss your referral to early parenting support within 3 working days of being received	68%
	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.	80%
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.	100%
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	100%
	We will undertake property inspections for identified fire hazards within five (5) working days of notification, during the fire danger period.	100%
	We will undertake property inspections for long grass requests during non-fire danger period within 10 working days of notification	100%
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	81%
	We will initiate investigations into parking related concerns within five (5) working days of a requests being received.	72%

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.	84%
Park Services	We will investigate and action general parks maintenance (non-urgent) requests within 10 working days	99%
	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	82%
Rates	We will process copies of rates notices within 5 working days of a request being made	92%
	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	91%
	We will provide bins to new residential properties within 3 working days of occupation when notified by the resident or occupier	100%
	We will collect missed bin collections due to driver error within 1 working day of report being received	95%
Road Maintenance	We will inspect and repair pot holes on Council sealed roads within 10 working days of a report being received	95%
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	100%
	We will certify compliant applications within the 49 statutory days	96%
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	98%
	We will investigate routine tree maintenance requests on Council Land within 10 working days of a request being received	94%
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](http://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](http://relayservice.com.au) then ask for 9705 5200.

