

Quarterly Community Report

Quarter 1 - 2023/24





Acknowledgment of Traditional Custodians

Wyndham City Council recognises Aboriginal and Torres Strait Islander peoples as the first Peoples of Australia. We acknowledge the Bunurong and Wadawurrung Peoples as Traditional Owners of the lands on which Wyndham City operates. The Wadawurrung and Bunurong Peoples have and always will belong to the Werribee Yalook (river), creeks, stars, hills and red clay of this Country. We pay respect to their Ancestors and Elders who always have, and always will, care for Country and community today and for future generations.

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Message from the Chief Executive Officer

Stephen Wall
CEO, Wyndham
City Council



I am delighted to present the Community Report for the first quarter of 2023-24.

It is my pleasure to lead a committed organisation at Wyndham City. The team here at Council have started the financial year with focus and commitment to making Wyndham an exceptional place to live, work, and play.

Wyndham is a diverse organisation with over 60 services, managing over \$4.7 billion of community assets and an annual budget of \$167 million for our capital works program in 2023/24.

The collaborative efforts with our community this quarter have led to the successful implementation of various projects aimed at enhancing our city's infrastructure, sustainability, and overall quality of life. Council has made significant strides forward to deliver on the community's priorities.

Capital Works highlights:

Council delivered \$24.4 million of budgeted capital works this quarter, including:

- Levittown Rise Off-Leash dog park opened in Werribee on 22 September and construction commenced on the Williams Landing Reserve Fenced Off-leash facility
- The final Sports Pavilion Retrofitting project at Galvin Park in Werribee, has commenced
- 30kms of new footpath constructed (22% increase)
- Construction of Black Forest Road South Community Centre (Interim Name) in Werribee is progressing and is approximately fifty percent complete
- Tarneit North Master Plan Active Open Space is currently out for tender for the open space and landscaping phase

Service delivery highlights:

- A total of \$370,000 was awarded to five successful recipients to deliver community safety projects and activities within Wyndham
- Two new Council volunteer programs have been created, Library Youth Collaborative Volunteers and Seniors Exercise Park Volunteer Buddies.
- Council's second Innovate Reconciliation Action Plan 2023-2025 was adopted at the 25 July 2023 Council Meeting.
- The Accessibility and Inclusion Plan 2023-2025 was adopted at the 26 September 2023 Council Meeting
- The Community Amenity Local Law 2023 was adopted on 22 August 2023, and came into effect on 22 September 2023
- The Open Space Lighting Policy was adopted by Council on 22 August 2023
- Football fever hit Wyndham with two live events being hosted in Wyndham Park

- Hosting the Morocco National Women’s Football Team who trained at Galvin Park, provided a legacy with the facilities becoming the temporary home of the Western United FC women’s team, further supporting the growth of grassroots participation in the sport, particularly for girls and women.
- Firefly Night Market in Tarneit won the award for Australia’s Best Small Event at the Australian Event Awards
- Social Enterprise ‘Fruit2 Work’ won business of the year at the 27th Wyndham Business Awards
- 7,719 Key Ages and Stages Maternal and Child Health visits undertaken (14% increase)
- 179 New premises registered with Environmental Health Services (113% increase)
- 16 Citizen ceremonies with 2,725 citizens conferred, still tracking 70% above same time last year
- This financial year to date 1,924 tonnes of dumped rubbish or litter has been collected and disposed of
- 7,7907 Trees Planted, *tree planting sessions occur from April to August*
- 4,404 Visitors to Visitor Information Centre (41% increase)

(* percentage changes are based on Quarter 1 2022/23 results)

And that is just some of what we delivered for the community!

None of these successes would have been possible without the dedication and hard work of our incredible staff. The staff at Wyndham continue to put their best foot forward. Their commitment to service excellence and their passion for creating a positive impact in our community are commendable.

I am also proud to highlight our ongoing commitment to transparency and engagement. Our interactions with you, the community, remain at the core of our decision-making processes. We have continued to listen, learn, and evolve based on your valuable feedback, ensuring that our actions are reflective of your needs and aspirations. Over the quarter we had close to 19k visits to The Loop, our engagement page, and 1,500 contributions made by community members on projects open for consultation.

As we reflect on the first three months of 2023/24, we know there is more to do. We look ahead with optimism and determination to build a resilient and thriving Wyndham. Together, we will continue to nurture a sense of belonging and inclusivity, embracing the rich diversity that makes our community truly special.

Thank you, Wyndham, for reminding us that together, we can accomplish something better.

Stephen Wall
Chief Executive Officer

About Our Council Plan 2021-25

The Council Plan 2021-25 sets out the strategic direction of Council’s work and resource allocation, over its four-year term.

The Council Plan 2021-25 has eight strategic areas, aligned to the Wyndham 2040 Community Vision’s four themes:

Council Plan Strategic Area	Wyndham 2040 Community Vision Theme
A Healthy, Accessible and Equitable City A Welcoming and Inclusive City	People and Community
A Liveable City A Green City	Places and Spaces
An Economically Prosperous City A Thriving City	Earning and Learning
Community As An Active Partner Delivering Public Value and Excellence	Leadership and Participation

The Council Plan 2021-25 comprises strategic areas and objectives that describe the aspirations of the elected Council over their term of representation. Implementation of each of these strategic areas is supported by major initiatives and initiatives (major projects, services or programs) committed to within the Council’s Annual Plan and Budget as well as a suite of Council adopted strategies and plans.

Council measures its performance through the implementation of the strategic areas of its Council Plan and through its Council Plan indicators which encompass the Annual Community Satisfaction Survey (ACSS) and the required service indicators of the Local Government Performance Reporting Framework (LGPRF), which is a mandatory system of performance reporting for all Victorian Councils.

This Quarterly Community Report shows the community how the work of Council, its major projects, capital works, as well as adopted strategies and plans are progressing in line with the commitments made against the strategic areas of its Council Plan.

Council will monitor its strategic risks by undertaking an assessment of any challenges/barriers to achieving the Council Plan and will communicate these to the community within this report as required.

Councillors and Wards

Wyndham City has eleven Councillors representing three wards.

Councillors are democratically elected by the residents and ratepayers of the municipality. Councillors take an Oath of Office to carry out this role impartially, to the best of their ability, and in the best interests of the municipality. The role of Councillor's is set out in the Local Government Act 2020, which provides clarity, guidance and sets out expectations for councils, councillors and the community. The current Council was elected in October 2020 for a four-year term.



CR JOSH GILLIGAN
Portfolio: City Design
P: 0429 078 039
E: Josh.Gilligan@wyndham.vic.gov.au



CR JENNIE BARRERA
Portfolio: Welcoming City
P: 0437 892 933
E: Jennie.Barrera@wyndham.vic.gov.au



CR MARCEL MAHFOUD
Portfolio: Creative City
P: 0437 884 358
E: Marcel.Mahfoud@wyndham.vic.gov.au



CR ROBERT SZATKOWSKI
Portfolio: Climate Futures & Environment
P: 0437 897 395
E: Robert.Szatkowski@wyndham.vic.gov.au



CR HEATHER MARCUS
Portfolio: Destination Wyndham
P: 0400 533 371
E: heather.marcus@wyndham.vic.gov.au



CR PETER MAYNARD
Portfolio: Active City
P: 0429 087 527
E: peter.maynard@wyndham.vic.gov.au



CR MIA SHAW
Portfolio: Future Focused Economy
P: 0423 675 298
E: mia.shaw@wyndham.vic.gov.au



CR ADELE HEGEDICH
Portfolio: Healthy City
P: 0437 878 096
E: Adele.Hegedich@wyndham.vic.gov.au



CR JASMINE HILL
Portfolio: Learning City
P: 0437 897 537
E: Jasmine.Hill@wyndham.vic.gov.au



CR SUSAN MCINTYRE
Portfolio: Community Safety
P: 0437 943 688
E: Susan.McIntyre@wyndham.vic.gov.au



CR SAHANA RAMESH
Portfolio: Smart Cities
P: 0437 980 191
E: Sahana.Ramesh@wyndham.vic.gov.au

Strategic Area 1:

A Healthy, Accessible and Equitable City

Wyndham is a City that enhances the wellbeing of its community and provides opportunities for all.

Council will

Provide high-quality, equitable and accessible services and community facilities that cater for all ages and life stages.

Advocate and plan for increased investment in health and support services to improve the wellbeing outcomes of all residents.

Protect and promote public health through education and enforcement.

Deliver, support and promote creative industries including the arts, events and festivals that contribute to the vibrancy and liveability of the City.

Encourage residents to be physically active and healthy through the provision of accessible and diverse sporting facilities, leisure and recreational opportunities.

Some of the Council Services that work towards this include:

- Animal Management
- Child, Family Health and Wellbeing
- Community Connections and Care
- Community Infrastructure Planning
- Early Education and Care
- Environmental Health Services
- Family and Sector Partnerships
- Sport, Recreation and Physical Activity
- Youth Services



Major Initiatives and Initiatives Progress

Major Initiatives and Initiatives are major projects, services, programs or works that the Council has committed to delivering in 2023/24. Tracking of these over the year is important to ensure they are being delivered on time and within budget.

	2023/24 Initiatives	Status	Progress Comment
1.1	Commence year one of the detailed design work required for the planning of Wyndham's next indoor recreation facility.	●	Feasibility and concept plans have been completed for future facilities at Point Cook, Riverdale (Tarneit) and Tarneit. The focus of Council's work now moves to exploring opportunities for funding acquisition and progressing precursor requirements for site readiness. In the context of this action, design work was forecast to commence quarter four (April 2024).
1.2	Progress Master Plan implementation at Chirnside Park (Werribee), Presidents Park (Wyndham Vale), Alfred Road (Werribee), Holyoake Avenue (Manor Lakes) and Fortitude Drive (Truganina) Reserves.	●	Detailed design is underway for projects at Chirnside Park (Werribee), Presidents Park (Wyndham Vale), Holyoake Avenue (Manor Lakes) and Fortitude Drive (Truganina). Holyoake Avenue (Manor Lakes) is the only site forecast to commence construction in the 2023/24 financial year, with the others being prepared to commence delivery in the 2024/25 financial year. A project review is currently underway for Alfred Road Reserve, following the initial tender result.
1.3	Complete the final year of the Sports Pavilion Retrofitting Program at Galvin Park (Werribee), Tom Roberts Parade (Point Cook) and Arndell Park (Truganina) Reserves.	●	Tom Roberts Parade (Point Cook) and Arndell Park (Truganina) Reserves completed ahead of schedule during 2022/23. Construction of the AFL/Cricket/Netball Pavilion at Galvin Park (Werribee) commenced in September 2023 and is forecast to take 12 months to complete.
1.4	Finalise planning for new community facilities at Black Forest Road North (Mambourin) and Tarneit major town centre.	●	Planning for the Black Forest North facility is well progressed with high level concept plans and costings anticipated late this calendar year. Tarneit is progressing with high level concepts now produced.

	2023/24 Initiatives	Status	Progress Comment
1.5	Commence construction works for stage one of the Jamieson Way Community Centre Redevelopment Project in Point Cook which will include an additional kindergarten, upgrading the maternal and child health facilities and the redevelopment of community spaces.	●	Appointment of a construction contractor is anticipated in late November 2023, with early works to commence in December 2023.
1.6	Redevelop the early years facility at Mossfiel Reserve, Hoppers Crossing in partnership with the Victorian School Building Authority to be operational in an increased capacity by 2024.	●	Works at the Heaths Road site, Mossfiel Reserve, are continuing as per schedule. Handover of the building to Council is anticipated in December 2023 with planning for a kindergarten service in 2024 well underway.
1.7	Commence construction and work to open the Black Forest Road South Community Centre.	●	Construction works are continuing on schedule, with service activation planned to commence in June 2024.
1.8	Determine Council's advocacy and partnership approach to addressing issues faced by at risk young people.	●	To commence in quarter three 2023/24 following Council's consideration of the new Advocacy Strategy for adoption.
1.9	Coordinate and host a one-day Seniors forum that brings together service providers to show case their services for seniors across all levels of Government.	●	The Seniors Expo is scheduled to be delivered on the 28 November 2023 at Encore Events Centre. This free community event is currently being advertised via a social media campaign with flyers, posters and an insert in the Wyndham News to hit residents' letterboxes at the beginning of November. Fifty-nine exhibitors have registered to participate in the event. The free presentations and talks will be supported by an Auslan interpreter, and we currently have a varied representation of services and supports exhibiting on the day.
1.10	Assess Council's capacity to deliver on the introduction of increased 3- and 4-year-old kindergarten provision arising out of the State Government's early years reforms.	●	Service planning work is progressing as planned. An initial 'demand versus supply' analysis was conducted to determine future infrastructure requirements. Council is investigating opportunities to build service capacity, including engaging with the Department of Education and Victorian School Building Association about potential kindergartens on school sites.

Key: ● Not Started ● Behind schedule ● On track ✓ Completed 🕒 Deferred

1 (10%) initiative not started

9 (90%) initiatives are progressing on schedule

2022/23 Initiatives

Council continues to work on progressing the following initiatives that were not completed in 2022/23.

	2022/23 Initiatives	Status	Progress Comment
1.1	Undertake Stage 1 of planning for the new community facilities at Black Forest North, Riverdale and Tarneit by completing the service planning, defining the scope, developing concept plans and refining the business cases for funding	■	<p>Planning for the Black Forest North facility is well progressed with high level concept plans and costings anticipated late this calendar year.</p> <p>Planning for the Riverdale (Tarneit) facility is continuing, however, has been reduced until the Riverdale Town Centre Urban Design Framework is finalised.</p> <p>Tarneit is progressing with high level concepts now produced.</p>
1.4	Undertake detailed design of Stage 1 of the redevelopment of the Cultural Centre in Werribee.	■	Detailed design underway with works scheduled to commence in May 2024.
1.5	Progress the implementation of Master Plans by completing the construction of Tarneit North Reserve in Tarneit, Bensonhurst Parade Reserve (now Webster Street Reserve) in Point Cook and Brookdale Reserve in Point Cook.	■	<p>Webster Street (Bensonhurst Parade) and Brookdale Reserves in Point Cook are on track for completion by the end of quarter three 2023/24.</p> <p>Construction of Tarneit North Reserve is behind schedule due to challenges and the requirement of a second tender process to appoint a construction contractor. A tender for construction of the sports field and landscape components of the reserve is open, closing in early November.</p>
1.7	Work with local communities to establish clubs and user groups to activate new active open spaces at Truganina South East (Alcock Road Reserve), Webster Street (formerly Bensonhurst Parade Reserve) and Brookdale Road Reserve in Point Cook.	■	Council has continued to provide ongoing support to six clubs who call Alcock Road (Truganina) and Webster Street Reserves (Point Cook) home. These clubs are fully established, delivering sporting opportunities for the Truganina and Point Cook communities. Baseball activities have commenced at the newly constructed baseball/softball diamonds at Brookdale Reserve, Point Cook. Over 100 participants have registered for a weekly baseball clinic, which is being delivered by Baseball Victoria, in partnership with Council.

	2022/23 Initiatives	Status	Progress Comment
1.9	Complete the review of the Wyndham Sports Strategy 2045.	●	This project was on hold during quarter one owing to resourcing challenges and the need to prioritise the team's workload. Resourcing for this project will be prioritised from November 2023.

Key: ● Not Started ● Behind schedule ● On track ✓ Completed ⌚ Deferred

5 (100%) initiatives continue to progress behind schedule

Services Snapshot

A snapshot of just some of what Council delivered throughout this quarter.

Animal Management

- 27,217** Dogs and cats registered
- 477** Dog off lead patrols conducted



-34%

- 175** Social Support group programs/events held with **1,914** attendees

- 1,789** Community Care hours provided to residents under 65 to assist with living independently in the home.

Child, Family Health and Wellbeing



- 4,832** Immunisations administered * **+13%**

- 7,719** Key Ages and Stages Maternal and Child Health visits undertaken **+14%**

- 46** Families supported through sleep settling programs **+35%**

- 132** Families supported through First Time Parent Groups

- 224** Property Maintenance/Modification jobs completed

- 240** Residents transported to health appointments

- 11** Carers provided with support

- 102** Residents over 65 connected to local services and supports (Community Connectors)

- 297** Residents under 65 connected to local services and supports (Community Connectors)

**Immunisations administered as part of National Immunisation Program schedule only, not including COVID19 vaccinations*

Community Connections and Care



- 15,519** Group services hours delivered **+60%**
- 9,478** Meals delivered **+18%**
- 399** Residents connected to local services and supports **+57%**
 - Top 5 sought after services
 - Food relief
 - Financial aid
 - Homelessness
 - Housing
 - My Aged Care

- 75%** High priority assessments actioned within 3 business days – Commonwealth Home Support Programme

- 100%** High priority assessments actioned within 3 business days – Home and Community Care for Younger People

Early Education (Kindergarten)



- 1,065** Children enrolled in three-year-old kindergarten at a Council site

- 1,998** Children enrolled in four-year-old kindergarten at a Council site

- 123** Children accessing Early Start Kindergarten in council facilitated services *

**free or low cost Kindergarten to 3 year old children in contact with Child Protection, referred to Child First or is Aboriginal and/or Torres Strait Islander*

Environmental Health Services



- 179** New premises registered **+113%**

- 144** Food sampling program completed for the calendar year or **102%**

- 100%** Food samples registering satisfactory results

- 621** Public health inspections completed

Family and Sector Partnerships



75	Requests for early intervention support for children in kinder received (Pre School-Field Officer program)	+10%
126	Residents connected to family services and supports Top five supports: <ul style="list-style-type: none"> • Food Relief • Financial Aid • Homelessness • Mental Health • Social Connections [26-65 age cohort] 	-33%
42	Community led playgroups supported	+11%
99.8%	Customer phone calls responded to within 35 minutes	

Youth Services



66	New counselling referrals received	
71	Young people on the waitlist for counselling	
357	Counselling sessions provided	
84	Young people engaged from Culturally & Linguistically diverse backgrounds	
765	Youth programs delivered with 12,371 young people attending	+1,780% (attendance)
11	Youth events delivered with 1,293 young people attending	-64% (attendance)
5	Parenting programs delivered with 36 attendees	-71% (programs)
1,041	Young people attended the street surfer bus (KIRRUP)	

Sport, Recreation and Physical Activity



71	Physical activity programs delivered with 1,736 attendees	+51%
553,656	Visitations to major leisure facilities	+32%
4,433	Average number of hours of programmed use across outdoor facility network (per week)	

Percentage represents an increase/decrease of greater than 10% when compared to same quarter last financial year (2022/23).

Strategy Updates

Council Adopted Strategies and Plans further support the implementation of the objectives of this strategic area, guiding the organisation towards a set of service/issue specific goals. Copies of all Council Adopted Strategies and Plans can be [found on Council's website](#).

Municipal Public Health and Wellbeing Plan 2021-2025

The Municipal Public Health and Wellbeing Plan (MPHWP) sets out the public health and wellbeing priorities for Wyndham over four years, with a long-term view to support improvements in health, safety, education, and environmental outcomes. Improving amenity and health and wellbeing is the primary objective.

Highlights from this quarter include:

Quarterly meetings of the Internal Stakeholder Group and the external Health Plan Advisory Committee were held in August and September 2023. Members were provided with an update on the Werribee Justice Precinct from Court Services Victoria.

The second Annual Report 2022-2023 was compiled together with a mid-term Progress Report 2021-2023 which enables us to see what has been accomplished in the first two years and to better plan for the final two years of the Plan.

Accessibility and Inclusion Plan 2023-2025

Council adopted the Accessibility and Inclusion Plan 2023-2025 at the 26 September 2023 Council Meeting.

The Accessibility and Inclusion Plan 2023-2025 responds to the Wyndham 2040 Community Vision, a place for people, by upholding the vision for a safe, connected and inclusive community. Through this Plan, Council commits to improving access and inclusion for people living with disability in Wyndham and their carers.

The primary aim of this Plan is to remove and reduce barriers and facilitate full community participation.

An implementation plan is currently being developed and progress will be reported in the next quarter.

Domestic Animal Management Plan 2021-2025

This Plan outlines the services, programs and policies to address the management of dogs and cats in the community.

Highlights from this quarter include:

- Inspections and audits conducted on all registered domestic animal businesses in Wyndham, with 100 per cent compliance reached by all businesses. Engagement from Council with business owners prior to inspections has proven to benefit business owners' ability to remain compliant with conditions required. No new domestic animal businesses have been identified in this quarter.

- An average of 159 patrols per month have been conducted in vulnerable and high service demand areas; with education and warnings issued in the first instance for dogs off lead while not in a designated area, with no offences or repeat behaviour being observed during patrols this quarter.
- Council continued the incentive scheme to encourage and increase voluntary animal registration compliance. The scheme allows owners of animals that have not previously registered with Council to register for free until the next renewal period. This scheme generates an average of 125 new cat and 296 new dog registrations per month.
- There has been a continued strong compliance regime regarding the housing of all dangerous, menacing, and restricted breed dogs. There are currently 36 declared dogs in the municipality with inspections on housing performed annually.
- Dog attacks have decreased 20 per cent this quarter. Cooler weather could play a part in less dogs wandering from their properties. There has been an increase in the dog containment education on social media platforms. These factors could be attributed to the decrease in reports.

Active Wyndham Strategy 2019-2024

The Active Wyndham strategy contains four principal themes:

- Active Places
- Lifelong Participation
- Inactive to Active
- Strategic Planning and Evaluation

Delivery of the 'Active Places' theme involves the rollout of the 2023/24 financial year capital works pipeline. For example, the construction of pavilions at Webster Street, Brookdale Road and Galvin Park Reserves, construction of sportsground lighting at Williams Landing Oval, Saltwater Reserve Tennis Centre and Galvin Park Reserve and design of future open space improvements at Fortitude Drive Reserve, Holyoake Parade Reserve and Presidents Park. In addition, feasibility and concept plans were completed for future indoor facilities in Point Cook, Riverdale and Tarneit.

Community programs were delivered under the 'Lifelong Participation' and 'Inactive to Active' themes. Council co-funded an extension to the Inclusion Coach role in partnership with Get Skilled Access. This role has been working over the past six months to increase the range of opportunities for Wyndham residents with a disability to access sport and recreation programs and services. The Active Holidays program rolled out during the September school holidays, provided children and families with a range of new sports and activities to try at no cost. September also saw the winter community sport season conclude and a transition to the summer community sport season - club participation and engagement continues to grow, driving high demand for facility access.

Under the 'Strategic Planning and Evaluation' theme, a survey of tenants across Wyndham's sport and recreation facility network was circulated to collect feedback on service importance and performance feedback. This will inform future areas of focus for resourcing and process improvements.

Aquatic Strategy 2015-2025

The Aquatic Strategy aims to assess the current and future requirements for aquatic and leisure facilities within Wyndham and to establish Council's future role and priorities in providing access to aquatic facilities.

This quarter a feasibility and concept plan was completed for Wyndham's future regional aquatic facility in Riverdale (Tarneit). This body of work confirmed the service mix, developed a precinct and concept plan to contextualise layout on the proposed site, developed cost plans from both a capital and operational perspective and unpacked the precursor requirements before the site will be ready for development. In the latter point, it was identified that an Urban Design Framework will need to be established for the future Riverdale Town Centre prior to any further design work on the indoor facility proceeding.

Cricket and Australian Rules Football Strategy 2013-2023

This Strategy guides and informs Council and other stakeholders about the future development of cricket and football facilities and associated programs and services. No action taken on this strategy during this quarter.

Skate, BMX and Bike Strategy 2013-2023

This strategy states a whole range of new initiatives that will be undertaken to improve skate, BMX and bike opportunities in Wyndham.

The delivery of the Lawrie Emmins Gateway / Youth Hub is the main project for the 2023/24 financial year. This quarter progress involved evaluation of the tender responses and negotiations with the preferred respondent. This contract is due to be considered at the October Council Meeting, followed by construction starting in December 2023.

Sports Strategy 2045

The Wyndham Sports Strategy 2045 provides a comprehensive approach to the delivery of sport and active recreation facilities, guiding the direction for facility development, with the growing long-term population and facility demand firmly in mind.

Delivery in 2023/24 concerns several sites including:

- completion of the Webster Street and Brookdale Reserves in Point Cook, where pavilion construction is on track for completion by the end of April 2023
- commencing construction of Tarneit North Reserve, which is behind schedule owing to needing to go through a second tender process, however a tender for construction of the sports field and landscape components is open, closing in early November 2023
- progressing design of Holyoake Parade Reserve (Manor Lakes) and Fortitude Drive Reserve (Truganina) in preparation for construction tenders to be released in the 2024 calendar year, both of which are on schedule.

Women's Participation in Sport and Active Recreation in Melbourne's West: Action Plan for Change 2020-2025

Council held discussions with Sport and Recreation Victoria regarding the Fair Access Road Map and future improvements that could be made to Council's Sports Facility User Guide.

Service Highlights

Wyndham Caught Football Fever

Wyndham warmly welcomed the Morocco National Women's Football Team, who used Galvin Park Sporting Reserve in Werribee as their training base during their participation in the FIFA Women's World Cup™ from 10 July to 8 August 2023. Galvin Park was in prime condition for the event with major surface renovations.

Crowds gathered at Wyndham Park on two occasions for a live FIFA Women's World Cup broadcast on the big screen.

First live from Auckland brought the USA vs Vietnam game with over 3,000 attendees, who also enjoyed a meet and greet with players from Western United Football Club, an interactive Skills Zone providing a fun experience for participants of all ages, and the Freestyle Soccer Performers wowed the audience with their mesmerising tricks and skills.

Then, more than 1,500 football fans gathered at the Wyndham Park free FIFA Women's World Cup Live site to cheer on the Matildas in their semi-final match against England.

Initiatives to leverage Council's participation in the FIFA Women's World Cup (as host of the training base camp for Morocco) have paid off. One legacy item is that Galvin Park Pitch One will be maintained at this high standard for the Western United FC women's team to use these facilities until the new stadium and training facilities are completed. Further supporting the growth of grassroots participation in the sport, particularly for girls and women.



Wyndham Safety Grants

The Wyndham Community Safety grants were made available through the Empowering Communities initiative that is part of the State Government's Building Safer Communities Program. A total of \$370,000 was awarded to five successful recipients to deliver community safety projects and activities within Wyndham.

On 7 September 2023, the five successful funding recipients were officially announced at the Empowering Communities Safety Grants Launch Event, where funded organisations, community partners, Local Action Group members, and Council staff came together to network, connect and identify opportunities for collaboration. The community safety projects commenced in August and are expected to be completed by mid-2024.

Information about the Empowering Communities Initiative and funded projects is on the [website](#).

Major Projects and Capital Works

Jamieson Way Community Centre Redevelopment Project (Point Cook)

Stage One Construction

Ward: Harrison Ward

Total Cost: \$ 5.5M

Grants: \$ 4.75M

Tender for construction

The Jamieson Way Community Centre and Reserve is located on a residential street in the heart of Point Cook. It includes community spaces, kindergarten, tennis courts, netball courts, open space and carparking.

A master planning process was undertaken to guide the future redevelopment and improvement of the community centre and reserve at Jamieson Way. The key functional drivers for the masterplan include:

- Ongoing requests for additional space for community programs and activities to occur
- Lack of storage for both the centre and the sports facilities
- The design and layout of the centre, and
- A lack of space for car parking and no parking near the recreation facilities.

The project has been designed in full and then staged for delivery as follows:

Stage 1. Kindergarten room and community infrastructure will include:

- Redeveloped entrance and reception area
- Addition of a third kindergarten room and amenities
- Expansion of the existing kindergarten outdoor play area
- Redevelopment of the Maternal and Child Health spaces
- Remodelling of existing change room to a multipurpose community meeting space
- Consolidation of staff office for centre management and separate office for Early Years Service staff
- Provision of community kitchen

This stage of the project is currently undergoing the construction tender evaluation process. Tender award is expected to occur this calendar year with construction to follow.

Stage 2. Sports infrastructure is proposed to include:

- Compact sports venue including integrated sports pavilion, change rooms, amenities and public toilet
- Additional (2) netball courts with sports lighting
- New district level playground
- Outdoor BBQ and picnic area
- New car park (north-east corner)
- New pathways and planting

This stage is subject to the practicalities of staging and funding availability in accordance with the Council’s Long-Term Financial Plan.



Black Forest Road South Community Centre - Interim Name (Werribee) Construction and Opening

Ward: Iramoo
Total Cost: \$ 13.7M
Developer Contributions: \$7.0M
Grants: \$ 3.8M

Construction underway

The Black Forest Road South Community Centre will provide the local community with access to a wide range of community services in a safe, welcoming, and sustainable facility. Community centres provide opportunities for residents to meet and connect with each other; participate in community life and access local services, programs and information. They provide health and wellbeing benefits to individuals, families and entire communities.

The Community Centre will include:

- Licensed kindergarten rooms and playground spaces
- Consulting rooms for maternal child health and other services
- Integrated office space for staff and service providers
- Large and small format community meeting, waiting and lounge spaces
- Ancillary spaces such as kitchen, storage and amenities

Construction works are in progress with approximately just over fifty percent of the works completed up until September 2023.



Truganina Community Centre (Interim name)

Ward: Harrison

Total Cost: \$ 18.4M

Developer Contributions: \$6.45M

Grants: \$ 8.07M

Construction underway

The Truganina (Elements) Community Centre will provide opportunities for residents to meet and connect with each other; participate in community life and access local services, programs and information, including three and four-year-old kindergarten, maternal and child health, community hub activities and programs, youth services and allied health. The centre will also include a 'library lounge', for services such as book collection, programs, and access to technology, as well as unprogrammed seating space. This facility will be designed and constructed sustainably to be carbon neutral in operation and all-electric, targeting a 5-star Green Star rating.

The exterior of the building is currently under construction, otherwise known as the lockup stage of construction.



Alfred Road Reserve (Werribee)

Master Plan Implementation Progress

Ward: Iramoo

Total Cost: \$ 27.03M

Developer Contributions: \$2.99M

Grants: \$ 2.92M

Under review

This project is for the implementation of the Master Plan for the Alfred Road New Active Open Space Reserve, located on the corner of Alfred Road, Browns Road and Galvin Road in Werribee. The Master Plan will be implemented using a multiple stage approach with priorities set based on community need/demand, strategic and organisational objectives, as well as funding availability in accordance with the Long-Term Financial Plan.

The priority components for the first stage of implementation include the cricket facilities which includes ovals 1, 2, 3 (overlay on two soccer pitches) and 4, cricket practice nets, sports pavilion, car park, landscaping, wetland, the Cricket Victoria Regional Training Hub (delivered using a \$1.5M Sport and Recreation Victoria grant awarded to Council) and Active Recreation Area (delivered using a \$1.4M Growing Suburbs Fund grant awarded to Council)

The project is currently under review as a result of the initial tender result being unfavourable.

Tarneit North Master Plan Active Open Space

Ward: Chaffey

Total Cost: \$ 17.43M

Developer Contributions: \$11.68M

Grants: \$ 5.75M

Tender for construction – (active open space and landscaping)

The implementation of the Tarneit North Community Precinct Master Plan will provide the local community with access to a wide range of community, sport and recreation services and infrastructure in a safe, welcoming, and sustainable environment across several settings. The reserve is also known as Polly Parade Reserve.

During this financial year, focus is on Active Open Space with supporting and ancillary infrastructure including:

- Sports Pavilions with change rooms, amenities, social room and kiosk.
- 3 soccer fields and overlaying cricket oval
- 6 tennis courts
- Softball diamonds

The project has been split into two work streams:

- Active Open Space and Landscaping – currently in tender for construction phase.
- Pavilion construction – initial tender was unsuccessful, and the subsequent tender is estimated to go out by quarter two 2023/24.

2022/23 initiatives continuing to progress

Webster Street Reserve (Point Cook) Master Plan Implementation – Pavilion and Landscape (previously known as Bensonhurst Parade Reserve)

Ward: Iramoo

Total Cost: \$ 15.9M

Development Contributions: \$10.7M

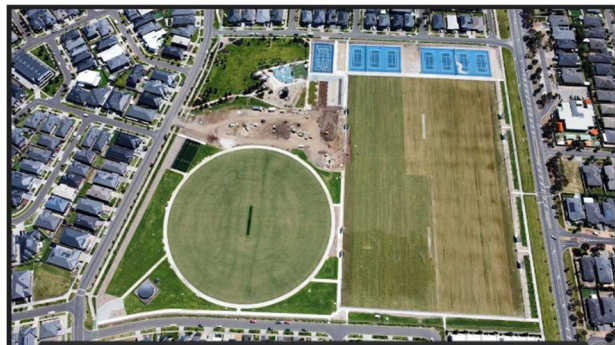
Completed (sports field and landscape components)

Construction underway (tennis and soccer/cricket pavilion)

Construction of the sports field and landscape components of the new reserve are completed and open to the public.

The project consists of two pavilions. The tennis pavilion is expected to be completed by quarter two and the soccer/cricket is on target for completion by quarter three 2022/24.

These pavilions, which have been jointly funded by Council and the Victorian Government's Local Sports Infrastructure Fund, will deliver change rooms, social spaces, storage, kitchens, umpire rooms and a car park and landscaping. This is the final piece of the puzzle for the \$15.95 million Webster Street Reserve



Brookdale Road Reserve (Point Cook) Master Plan Implementation

Ward: Harrison

Total Cost: \$ 8.07M

Development Contributions: \$4.67M

Completed (sports field and landscape components)

Construction underway (pavilion)

The sports field and the landscape components of this project are complete and open to the public.

The pavilion featuring a social room, kitchen/kiosk, two changerooms with amenities, external storage, a public toilet and a range of sustainability features, is a modular structure that is being constructed off site and will be delivered and installed at Brookdale Road Reserve, handover of modular pavilion is expected by the end of quarter 2 2023/24.

Sports Facility Capital Development Guide Retrofitting Project

Ward: All

Total Cost: \$ 5.7M

Grants: \$ 500K

Renewal upgrades are currently planned for the following Sports Pavilions:

Galvin Park, Werribee	Project is under construction. Demolition works are complete. Currently doing site preparations for construction works, with some existing sewer line and building foundation challenges.
Tom Roberts Reserve, Point Cook	Project was completed in April 2023.
Arndell Park, Truganina	Project was completed in April 2023.

Strategic Area 2:

A Welcoming and Inclusive City

Wyndham is an inclusive, safe and welcoming and family-friendly municipality which celebrates our heritage and diverse cultures.





Council will
Actively recognise and celebrate the First Nations People, their heritage and acknowledge them as the traditional owners of Wyndham.
Celebrate Wyndham’s history, cultural heritage and cultural diversity.
Lead and create social connections, empower the community and build community resilience.
Foster inclusion and equality and strengthen opportunities for everyone to feel that they belong and are valued.
Protect and promote community safety.

- Some of the Council Services that work towards this include:**
- Arts and Culture
 - Culture and Venues Management
 - Events
 - First Nations
 - Neighbourhood Development
 - School Crossings
 - Social Policy



Major Initiatives and Initiative Progress

Major Initiatives and Initiatives are major projects, services, programs or works that the Council has committed to delivering in 2023/24. Tracking of these over the year is important to ensure they are being delivered on time and within budget.

	2023/24 Initiatives	Status	Progress Comment
2.1	Engage a First Nation's Producer to create a concept for a new one-off event of scale and beauty along the Werribee River. The work will have a consultative methodology and use performance and technology to create an immersive and experiential event that celebrates culture and community.		Consultation has commenced with Traditional Owner groups to input into the project and producer brief for the event. Research and bench marking has been undertaken to recommend event models for the producer to investigate and consider.
2.2	Commence Cultural Value Assessments on parts of Wyndham agreed with Wyndham's Registered Aboriginal Parties which aim to identify and understand the traditional, historical and contemporary cultural values and meanings of the selected areas so that these can be interpreted, commemorated and celebrated in meaningful, culturally appropriate and practical ways.		Meetings have been scheduled for late October with representatives from Wyndham's Registered Aboriginal Parties to commence discussions in relation to Cultural Value Assessments.
2.3	Deliver year two of the Affordable Housing Strategy.		See highlights for the quarter in the strategy update section.
2.4	Support the delivery of year two of the Empowering Communities Initiative to respond to community safety priorities and complement projects and activities delivered through the Empowering Communities funding model.		<p>A total of \$370,000 was awarded to five successful recipients to deliver community safety projects and activities within Wyndham.</p> <p>On 7 September 2023, the five successful funding recipients were officially announced at the Empowering Communities Safety Grants Launch Event, where funded organisations, community partners, Local Action Group members, and Council staff came together to network, connect and identify opportunities for collaboration.</p> <p>These community safety projects commenced in August and are expected to be completed by mid-2024.</p>

	2023/24 Initiatives	Status	Progress Comment
2.5	Develop a community campaign to strengthen intercultural and interfaith awareness, build understanding and trust, aimed at reducing racism and discrimination.	●	Project planning on this initiative has commenced with a review of research, existing opportunities and identification of evidence-based approaches to reduce racism and discrimination.
2.6	Promote existing volunteer opportunities and establish new volunteer programs in order to grow the overall number of volunteer programs and volunteers working for Council.	●	Two new Council volunteer programs have been created including: 1. Library Youth Collaborative Volunteers will provide a youth voice and inform and codesign library programs, events, and services for young people. 2. Seniors Exercise Park Volunteer Buddies will be trained to lead older community members, of all abilities, to participate in physical activity programs using the outdoor Seniors Exercise Park in Hoppers Crossing.
2.7	Pilot a community-led and placed-based approach to offer neighbour support, local information and community-building activities in new estates to improve access to Council services (e.g. waste, hard rubbish, etc.), local amenity and sense of welcome.	●	Project planning commenced with the gathering of information about previous work in new estates and key challenges impacting communities and Council.

Key: ● Not Started ● Behind schedule ● On track ✓ Completed ⌚ Deferred

7 (100%) initiatives are progressing on schedule

2022/23 Initiatives

Council continues to work on progressing the following initiatives that were not completed in 2022/23.

	2022/23 Initiatives	Status	Progress Comment
2.1	Upgrade the Wyndham Cultural Centre website and ticketing system to enhance the ways that community access culture programs and performances.	●	The ticketing system component of this initiative has been completed. Project governance has been established and a project management plan is in progress for the upgrade of the website. It is intended for the procurement process to begin in late November 2023.
2.5	Adopt and implement the Council's second Reconciliation Action Plan (RAP).	✓	Wyndham City's second Innovate Reconciliation Action Plan 2023-2025 was adopted at the 25 July 2023 Council Meeting.
2.6	Develop and adopt a new Accessibility Action Plan.	✓	The Accessibility and Inclusion Plan 2023-2025 was adopted at the 26 September 2023 Council Meeting.

Key: ● Not Started ● Behind schedule ● On track ✓ Completed ⌚ Deferred

2 (67%) initiatives have now been completed

1 (33%) initiative continues to progress behind schedule

Service Snapshot

A snapshot of just some of what Council delivered throughout the financial year.

Arts and Culture



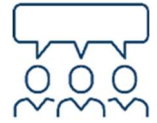
- 46** Programs delivered with **24,868** attendees
- 41** Wyndham creatives engaged with **-51%**
- 215** Diverse artists employed **+221%**

Events



- 4** Events held with **450** attendees **+13% (attendance)**
- 55** Wyndham local businesses engaged with **+2,650%**
- 16** Citizen ceremonies with **2,725** citizens conferred **+70%**
- 62%** Utilisation of Creative spaces - Cultural Centre)
- 68%** Utilisation of Hospitality spaces – (Encore Events Centre & Civic Centre)

Neighbourhood Development



- 2,151** Requests received from the community for local services and information.
- Top four supports:
 - Room Hire and Programs,
 - Kindergarten enrolments
 - Foodbank
 - Homelessness services

- 86%** Programs and activities at community centres delivered or led by community

School Crossings



- 161** School crossings in operation

Percentage represents an increase/decrease of greater than 10% when compared to same quarter last financial year (2022/23).

Strategy Updates

Council Adopted Strategies and Plans further support the implementation of the objectives of this strategic area, guiding the organisation towards a set of service/issue specific goals. Copies of all Council Adopted Strategies and Plans can be [found on Council's website](#).

Affordable Housing Strategy 2022-2025

The Affordable Housing Strategy establishes the foundation for collective action and investment to support the broader service system and increase high quality, dedicated affordable housing in Wyndham. It sets out the vision, goals and strategic actions Council will take within its various roles - as advocate, land-use planner, community developer and investor.

Our goals for Wyndham, are to:

1. Increase the supply and diversity of affordable rental housing and affordable homes for purchase.
2. Pursue the development of high density housing in Activity Centres near train stations.
3. Respond to the consequences of the COVID-19 pandemic with safeguards for householders at-risk of homelessness (i.e., early intervention support to maintain tenancy).
4. Develop strategic partnerships with governments, private sector housing developers and community housing organisations to grow affordable housing solutions.

Actions progressed this quarter include:

- Strengthening the Wyndham Planning Scheme. The Planning Scheme Review project team continues to ensure that key objectives and strategies are incorporated into the Planning Scheme. This includes making the Affordable Housing Strategy a reference document in the Planning Scheme.
- Council continues to support the work of the H3 Alliance in accordance with strategy actions including through attendance at H3 Operational and Strategic Partner meetings including advocacy for long-term investment in Affordable Housing, project facilitation and in-kind support.
- The Notice of Motion 630 - Affordable Housing on Council Land initiated a project to investigate the potential use of Council land for affordable housing. That project has been completed and a final report prepared for presentation to Council later in the year.
- Affordable Housing issues are raised regularly to promote a greater understanding of Wyndham's specific Affordable Housing needs, including through partnerships with Homes Victoria and independent developers, with a Wyndham specific Affordable Housing Delivery Kit is currently being developed to support these conversations.

Reconciliation Action Plan 2023-2025

The Innovate Reconciliation Action Plan 2023-25 was developed in consultation with the Wyndham Reconciliation Advisory Committee. The plan seeks to strengthen and continue Council's role in facilitating a whole of community approach to reconciliation.

The Plan was adopted by Council at their meeting on the 25 July 2023 with a launch event undertaken on the 2 October 2023.

Council's vision for the RAP is to celebrate and acknowledges Aboriginal and Torres Strait Islander living culture and history. Our vision for Reconciliation is a 'Wyndham where we encompass our diverse community. When achieved, we will have increased opportunities for local Aboriginal and Torres Strait Islander people to thrive. We will challenge prejudice, discrimination and racism to ensure equitable access, participation and inclusion for all.'

Wyndham Public Art Plan 2022-2032

This plan aims to support the development of an ambitious world class public art program and collection for the coming decade. The plan will enhance the City's identity, contribute to cultural life and is central to the ongoing development of Wyndham as a vibrant, creative, and engaged City.

Highlights from this quarter include:

- Progression and appointment of a lead artist, Tom Day, for a major mural on the Hunter Building (Holiday Inn)
- Progression of a new temporary art project by lead artist Ian Strange as part of a major national commission
- Identification of Level 1 mural sites
- Commissioning of new internal public art works at new community centres by First Nations artist Maddi Mercer and Mandi Barton.

Service Highlights

Homelessness Week at Community Centres

Community centres are seeing increased demands for services from residents due to the impacts of higher cost of living and decreasing housing affordability. This is demonstrated by an increase in people seeking support services such as FoodBank, homelessness, mental health and family violence services.

With the increase in people attending community centres to seek support for homelessness, Council managed community centres ran a series of activities in Homelessness week in August to highlight the issue and support those in the Wyndham community who are experiencing homeless.

Homelessness Week ran from 7 to 13 August 2023 and was acknowledged by a series of events across the Council managed community centres. These events were a wonderful example of collaboration between Council staff and community.

The events were kicked off at Point Cook Community Learning Centre with the screening of the movie *Under Cover*, a film that shows the stories of women who have experienced homelessness in Australia, followed by a panel discussion on the topic.

Manor Lakes Community Learning Centre hosted a morning tea where the community came together to put together dignity packs and hear the story of a local woman who has experienced homelessness.

The final event was a community dinner for 120 local people, with the food prepared by two local community groups, Pulse with Purpose and the Wyndham Women's Support Group. The evening started with the community coming together to put together dignity packs and to hear from local services about the challenges facing the Wyndham community around homelessness.

Over 300 dignity packs were created and disseminated through the Wyndham Community Centres.

Wyndham Wins at Australian Event Awards 2023

Council received two shortlisted nominations for the Australian Event Awards 2023 and walked away on 13 September 2023 with the award for Australia's Best Small Event for Wyndham's Firefly Night Market in Tarneit.

Delivered as part of the Tarneit Suburban Revitalisation Program in partnership with the Victorian Government, this award celebrates the power of collective efforts in creating something truly remarkable. This recognition is a testament to the outstanding collaboration between Wyndham City Council, the Tarneit Suburban Revitalisation Board, and the countless local artists, small businesses, community organisations, and performers who infuse this event with its unique charm.

The Winter Street Party also received a National Nomination for Best Small Event, meaning Wyndham had two of the top five small events in the country!

The Australian Event Awards is a prestigious platform that celebrates excellence in the events industry, and being shortlisted is a remarkable achievement.

Regardless of the results, both events have already left a lasting positive impact on the community and local businesses, making them a source of pride for Wyndham.

Local artists. Create. Make. See.

Local artists have been at the fore of Arts and Culture as Council has supported and presented a significant and successful local program of arts workshops, opportunities, and exhibitions.

The Wyndham Art Prize opened in August and has had a great attendance with the exhibition being viewed by over 18,000 people. A highlight of the prize is the awarding of the Local Emerging Acquisitive Prize which was won by Point Cook ceramist Nandita Nadkarni.

Six exhibitions were opened at Dianella, Saltwater and Tarneit Community Centres which presented new work by local artists as part of the Level Up program. Artist in-residence programs have been in progress at community centres placing local artists, working in ceramics, writing, and weaving to deliver workshops and participation opportunities for locals over 10-week periods.

Activation of the temporary art space - The Annex, continues with a celebration of local artists at the opening of the Wunder Gym: Recollection exhibition as part of Melbourne Fringe Festival. Recollection is the third collaboration between Wunder Gym, Hobsons Bay Council and Wyndham for the Melbourne Fringe Festival. Offering a central space for arts programming since March this year, The Annex has been home to over 17 different exhibitions / installations, 35 workshops and over 2,800 visitors.

Upcoming opportunities for local artists include open callouts for commissions as part of Wyndham's Signature event LIT and for 3D works as part of the Greening the Pipeline project.



Audiences gather at the Wyndham Art Prize Gala Opening, Image by Jorge de Araujo

Strategic Area 3:

A Liveable City

Wyndham has great places and spaces that can be enjoyed by all and growth is sustainable.

Council will

Work with all levels of government and key stakeholders to ensure urban development and growth is managed to attain 20-minute neighbourhoods which allow residents to get around easily, work and play locally.

Build neighbourhood and city pride through a focus on beautification, enhanced amenity and continued investment in the public realm.

Provide sustainable infrastructure through the construction of new assets and renewal of existing assets.

Deliver and advocate for a quality, sustainable and accessible transport network that enables the community to move around the city easily.

Protect and promote our unique built and cultural heritage.

Ensure compliance with environmental, planning regulations and local laws whilst promoting awareness to encourage voluntary compliance.






Some of the Council services that work towards this include:

- Asset Rehabilitation
- Building Control and Permit Services
- Civic Compliance
- Civil Maintenance
- Complex Project Management
- Engineering Construction
- Engineering Design
- Facilities Management
- Kerbside bin and hard waste collections, and waste and litter education
- Long Term Planning and Design
- Parks Management
- Subdivisions
- Town Planning
- Traffic and Transport
- Transport Planning



Major Initiatives and Initiatives Progress

Major Initiatives and Initiatives are major projects, services, programs or works that the Council has committed to delivering in 2023/24. Tracking of these over the year is important to ensure they are being delivered on time and within budget.

	2023/24 Initiatives	Status	Progress Comment
3.1	Update the vision, structure plan and planning scheme provisions for the Werribee City Centre to guide and drive further economic, social and cultural growth through the completion of the Werribee City Centre Strategic Framework Refresh.		Research and community engagement has been completed. A draft refreshed Structure Plan has been prepared and is being refined. Supporting documents are being prepared.
3.2	Implement stage one of the Werribee City Centre upgrades including the construction of Wyndham Carpark on Cottrell Street and improving paving, landscaping and services on designated streets.		Wyndham Park Car Park design has been prepared. Tender for construction is planned for early November 2023. Tender for design of stage 2 of the streetscape upgrades (section of Duncans Rd) is underway.
3.3	Undertake the required Planning Scheme Amendments outlined in the Wyndham Plan Policy Program which aims to update the Municipal Planning Strategy and commence works on municipal wide design policies focusing on creating better outcomes for current and future communities.		The Wyndham Plan is being considered for adoption by Council on 24 October 2023. Work has commenced with the Department of Transport and Planning on updating of the Municipal Planning Strategy to reflect The Wyndham Plan and a report to Council will follow to seek Ministerial authorisation to proceed with a Planning Scheme Amendment to action these changes.
3.4	Implement stage two of the Wyndham Heritage review work program which involves assessing residential heritage sites and reviewing existing heritage elements, historical information and statements of significance.		Stage two of the Wyndham Heritage review work program has been prepared and is scheduled to be reported to Council in November 2023 with community engagement scheduled from mid-November to mid-December.
3.5	Continue to construct new active transport paths with a particular focus on paths which serve broader network needs and associated supporting infrastructure to implement the priority		See Strategy Update below for Wyndham Active Transport Strategy 2020-2025.

	2023/24 Initiatives	Status	Progress Comment
	actions from the Wyndham Active Transport Strategy.		
3.6	Enhance the municipality's amenity through additional resources to remove litter/dumped rubbish and to operate existing key plant and equipment that is used in the maintenance of the public realm.	●	This financial year to date over 1,900 tonnes of dumped rubbish or litter has been collected and disposed of. Additional resources have been assigned to crews who collect litter/rubbish and respond to work orders. This quarter, work order requests generated from residents have been tracking at lower rates and appear to be on a downward projection.
3.7	Implementation of the Community Local Law (2023).	●	The Community Amenity Local Law 2023 was adopted on 22 August 2023, and came into effect on 22 September 2023. Information on Council's website has been updated, new permit applications/forms developed, and offence data migrated to systems. Work is continuing on developing procedures for new offences.
3.8	Review asset information and gather missing drainage data to prepare scope for a consultant brief for a detailed survey of drainage infrastructure for input into Council's Asset Management system.	●	Council engaged a fourth-year engineering student to review asset information and gather missing data for Council's drainage infrastructure. This work will be progressed further when the graduate Civil Engineer role is filled next quarter.
3.9	Further Auditing of the Water Sensitive Urban Design (WSUD) infrastructure.	●	The Wetlands Technical officer has commenced and has begun an audit of Council's wetlands, bioretention and Water Sensitive Urban Design (WSUD) assets. The initial review has identified and confirmed the Council is responsible for 53 wetlands. We are also confirming those assets which are the responsibility of Melbourne Water.
3.10	Council to work with landowners to seek agreement for commencement of the City Gateways program.	●	Project planning is underway. A City Gateways location plan being

	2023/24 Initiatives	Status	Progress Comment
			developed to highlight priority locations for targeted discussions.
3.11	Improve public lighting across Wyndham in line with Council's Public Lighting Policy.	✓	The Open Space Lighting Policy was adopted by Council on 22 August 2023. All new open space reserves, park upgrades and shared path networks in open space will be designed in accordance with the new Policy. Resident requests will be assessed against Open Space Lighting Policy criteria.
3.12	Complete high level property portfolio planning and divestment program for future use of Council owned property in key activity centres and profile sites across Wyndham.	●	Property Portfolio Plans have been completed for Werribee. Tarneit Major Town Centre Property Portfolio Plans are currently being prepared.
3.13	Develop a Council position on legacy Developer Contributions with a view of potential inclusion in the 24/25 Capital Program.	●	A Memorandum on legacy Development Contributions and their expenditure has been prepared for Councillor consideration as part of the 24/25 Capital Program.

Key: ● Not Started ● Behind schedule ● On track ✓ Completed ⌚ Deferred

1 (8%) initiative has been completed

12 (92%) initiatives are progressing on schedule

2022/23 Initiatives

Council continues to work on progressing the following initiatives that were not completed in 2022/23.

	2022/23 Initiatives	Status	Progress Comment
3.1	Implement all actions identified in the Wyndham Industrial Land Use Strategy, which seeks to guide the future use and development of Wyndham’s industrial precincts.	●	<p>Council has sought authorisation from the Minister for Planning to prepare and exhibit Planning Scheme Amendment C267 to implement the Wyndham Industrial Land Use Strategy as a background document in the Wyndham Planning Scheme.</p> <p>The Urban Transformation team is working through some mapping updates requested as part of the authorisation on Amendment C267. These mapping updates need to be worked through and agreed with the Department of Transport and Planning which will likely be resolved over the next few weeks with exhibition of the amendment to occur in the new year.</p>
3.6	Review Community Amenity Local Law 2015 and adopt Community Amenity Local Law 2023	✓	The Community Amenity Local Law 2023 was adopted on 22 August 2023, and came into effect on 22 September 2023.

Key: ● Not Started ● Behind schedule ● On track ✓ Completed ⌚ Deferred

1 (50%) initiative has been completed

1 (50%) initiative continues to progress behind schedule

Service Snapshot

A snapshot of just some of what Council delivered throughout the financial year.

Building Control and Permit Services



- 2,196** Building and occupancy permits processed within Council **-12%**
- 2.60%** Building and occupancy permits issued by Wyndham Building Permits
- 131** Building investigations completed
- 357** Pool safety inspections **+86%**

Civic Compliance



- 374** Parking patrols of schools
- 664** Building site inspections **-56%**
- 1,186** Property inspections **-35%**

Parks Management



- 652** Playgrounds inspected (Council owned and maintained)
- 2,316** Parks/open space inspected (regardless of whether Council owned or not) **+101%**
- 2.21Ha** Total area Open Space requiring mowing
- 174** Graffiti requests responded to **-23%**

Kerbside bin and hard waste collections, and waste and litter education



- 24,697** Refuse Disposal Facility (RDF) customers **+82%**
- 14,433** Hard waste collections
- 1,924** Tonnes of litter / dumped rubbish collected **-38%**
- 1,292,815** Garbage bins collected

- 99.9 %** Garbage collections completed
- 131kgs** Garbage collected per household (average)
- 37** Waste and litter education programs delivered with **1,734** participants

Engineering Construction, Asset Rehabilitation & Civil Maintenance



- 18.2Kms** Road constructed
- 2,650 M2** Roads resurfaced
- 24** Road projects designed
- 10** Road projects tendered
- 530,000 M2** Crack sealing completed
- 30.52 kms** New footpath constructed **+22%**
- 2,500 M2** Footpath repaired
- 555** Permits/consents issued for Asset protection
- 97.5 Kms** Roads graded **+88%**
- 5,547 Kms** Roads swept
- 189** Completed proactive works on road
- 2,121** Completed repair (reactive) works on roads **-27%**
- 332** Traffic management improvements completed
- 1,067** Signs replaced
- 2,310** Requests completed for road maintenance and cleansing
- \$38 M** Value of gifted road assets handed over to Council from Developers for future care and maintenance

Facilities Management

1,005	Work orders Received
497	Work orders In Progress
508	Work orders Completed

Subdividing and Town Planning



69%	Regular and VicSmart planning application decisions made within legislated time frames	-13%
54	Days taken to decide planning applications	
58%	Planning sub-division requests issued within 3 business days (subject to satisfaction of conditions)	-16%

Percentage represents an increase/decrease of greater than 10% when compared to same quarter last financial year (2022/23).

Strategy Updates

Council Adopted Strategies and Plans further support the implementation of the objectives of this strategic area, guiding the organisation towards a set of service/issue specific goals. Copies of all Council Adopted Strategies and Plans can be [found on Council's website](#).

Road Management Plan 2021-2025

The Road Management Plan guides road and footpath maintenance, aiming to ensure that Council's assets are safe.

Rehabilitation lists are currently being developed for this and upcoming financial years to guide programs across several areas including road resurfacing, footpath reinstatement and renewal, line marking and crack sealing.

Road Safety Strategy 2022- 2032

The Road Safety Strategy confirms a road safety vision for our city and an action plan for ten years which is directed at reducing the likelihood of transport related fatality and serious injury.

Actions this quarter included:

- Progression on the Wattle Avenue study, with data collection nearing completion. Following this phase, the data will be analysed to determine network issues and potential actions.
- Understanding of Synnot St sight line issues progressed and a submission was made to the Department of Transport and Planning (DTP) to reduce the speed limit.
- Implemented traffic calming interventions on several local streets and reviewed road safety around a number of schools.

Wyndham Active Transport Strategy 2020-2025

The Wyndham Active Transport Strategy aims to turn walking and cycling into a genuine transport mode of choice for residents going about their daily business, providing Council with a strategic direction for an active transport network that is accessible, integrated, comfortable, attractive and safer for people of all ages and abilities.

Actions this quarter included:

- With Active Travel to Schools, the Junior Active Travel Leader program commenced, and the Arts in Active Travel project continued at Wyndham Vale Primary School.
- New footpaths and missing link construction within the Cambridge Precinct in Hoppers Crossing is nearing completion as part of the Active Transport Program.
- Solar lighting has been installed over Wallace Avenue footpath in Point Cook.
- Higher order paths background planning continues for Skeleton Creek, Laverton Creek and Riversdale Drive shared use path projects.

Wyndham Integrated Transport Strategy 2023-2028

The Wyndham Integrated Transport Strategy guides Council's approach to the most pressing concern for residents in Wyndham – transport and traffic.

Highlights from this quarter includes Council's engagement and work with Major Roads Project Victoria and/or the Department of Transport and Planning (DTP) on the following projects in Wyndham:

- Ison Road Rail Overpass
- Boundary Rd/Derrimut Road intersection upgrade
- Tarneit West railway station
- Wattle Avenue Study
- Wyndham Transport Study (\$5M)
- Participation in the Freight Policy Reference Group and
- Engagement in the development of the Tarneit Major Town Centre Urban Design Framework.

Service Highlights

Doherty's House to Get a New Lease of Life

The schematic design for [Doherty's House](#) in Tarneit is now complete, and a cost plan has been developed. Over the next 12 months Council will be:

- Engaging with the community and adjacent residents on the proposal
- Seeking Expressions of Interest from café operators
- Developing detailed design and construction plans for tender; and
- Obtaining all necessary Planning and Building Permits.

Construction is expected to begin in the 2024/25 financial year.

Litter Blitzes continue

Held in Bellbridge Drive in Hoppers Crossing on Wednesday 26 July 2023, the Blitz is a targeted place-based approach to help the community keep their properties and surrounds clean, green and safe.

The Blitz involved 25 staff from across the organisation including Roads and Maintenance, Waste Education, Local Laws, Fire Prevention and Conservation, working together to identify and address over 150 issues in the general area including:

- 43 bin management issues
- 30 dumped hard waste items
- 24 public sites cleaned
- 13 unsightly properties
- 9 vacant land clearance notifications
- 7 obstructions on council land
- 2 illegal parking issues
- 22 abandoned (unregistered) vehicles
- 3 shopping trolleys
- 1 Building site issue

The team also recorded an estimated 50 additional cases for follow up. This was the third Litter Blitz held in 2023.

Major Projects and Capital Works

Active Transport Network

Ward: All

Total Cost: \$ 3 M

Grants: \$ 2.37M

Works are ongoing to improve Wyndham’s walking and cycling paths, bringing us a step closer to connecting the missing links in our path network and providing better access for people to make more local trips by walking or bike riding. These works form part of the Wyndham Active Transport Strategy, a 10-year plan to connect the missing links in our walking and cycling paths.

Council has received a grant of \$2.37M Local Roads and Community Infrastructure grant program, from the State Government.

Footpath construction is underway at: **Hoppers Crossing:**

- | | |
|----------------|------------------|
| Penny Cres | Fairhaven Cres |
| Eleanor Drive | Regent Street |
| Westmill Drive | McMurray Cres |
| Tenby Way | Whitsunday Drive |



Werribee City Centre upgrades –

Stage One Implementation

Ward:

Total Cost: \$ 3.9M

Design completed

Designs have been prepared for the upgrade of the Wyndham Park Car Park on Cottrell Street, and Council will be tendering the construction works in November. Once construction is finished, this car park will provide an excellent access point through to Wyndham Park from north of the picturesque Werribee River, enabling more people to enjoy the facilities and events hosted at Wyndham Park.

Strategic Area 4:

A Green City

Wyndham is an environmentally sustainable place where natural environments are protected.

Council will

Ensure our unique natural environment, flora and fauna, is protected.

Leverage opportunities and invest in environmentally sustainable, renewable energy, waste and resource management initiatives which increase the community’s resilience to the impacts of climate change.

Increase tree canopy and create green open spaces that are well maintained and attractive for all.

Plan for a more contained city; close to jobs and integrated with vital transport, facilities, infrastructure and open space.

- Some of the Council services that work towards this include:**
- City Landscapes and Environment
 - Climate and Resilience
 - Conservation and Arboriculture
 - Refuse Disposal Facility
 - Water and Coastal Governance



Major Initiatives and Initiatives Progress

Major Initiatives and Initiatives are major projects, services, programs or works that the Council has committed to delivering in 2023/24. Tracking of these over the year is important to ensure they are being delivered on time and within budget.

	2023/24 Initiatives	Status	Progress Comment
4.1	Deliver Year 3 of WYN-R Program including implementation of solar PV (and where applicable battery) deployment at all new capital buildings and retrofits occurring in 23/24, investigation into large scale battery and Microgrid investigations at Aqua Pulse and Encore Events Centre and implementation of Energy Efficient upgrade recommendations.	●	<p>Renewables: Tender development for a panel of providers, to ensure quality and timely delivery of future projects is nearing completion. This panel will be utilised for solar PV projects.</p> <p>A state grant was received to develop a business case for an additional battery project at Manor Lakes Community Learning Centre. Pending the outcome of the business case, funding to implement a battery at this site will be sought via State government grants.</p> <p>Resilience: The electric vehicle chargers installed at the Wyndham Civic Centre under this project are now in full operation and in use by both the community and Council Fleet.</p> <p>(Energy) Reduction: Energy audit findings for major sites have been disseminated to stakeholders for review and prioritisation.</p>
4.2	Complete essential infrastructure projects to deliver a best practice landfill, including cell 7 construction, leachate management upgrades and stormwater management upgrades.	●	This quarter has seen the development of tender packages for the Cell 4 West interim capping and Cell 7 Cell construction at the Refuse Disposal Facility (RDF). These projects will go to market in quarter two with a view to having works commence early 2024.
4.3	Pilot a range of streetscape and canopy cover improvements within greenfield developments aimed at increasing the amount of street trees within our communities.	●	Techniques and procedures to enhance streetscape improvements and canopy cover improvements are under consideration in a Greenfield context.

	2023/24 Initiatives	Status	Progress Comment
4.4	Review and updating of the Open Space Strategy to incorporate the latest data from the 2021 Census, new catchment mapping and the new Wyndham Dog Off-Leash Plan and Public Toilet Policy.	●	<p>The review and update of the Open Space Strategy incorporates existing and developing strategies, plans and policies relating to open space. Including:</p> <ul style="list-style-type: none"> • Public Toilet Policy • Public Lighting Policy • Dog Off Leash Plan <p>The open space base mapping and hierarchy has been completed; isochrone catchment mapping will commence in quarter two.</p>
4.5	<p>Deliver two dog off leash parks across Wyndham as part of the Wyndham Dog Off-Leash Plan.</p> <p><i>1. The Williams Landing Reserve Off-leash facility in Williams Landing</i></p> <p><i>2. The Strand Dog Off-leash facility in Point Cook</i></p>	●	See Strategy Update for Dog Off Leash Plan 2022-2027.

Key: ● Not Started ● Behind schedule ● On track ✓ Completed 🕒 Deferred

5 (100%) initiatives are progressing on schedule

Service Snapshot

A snapshot of just some of what Council delivered throughout the financial year.

Conservation and Arboriculture



7,907 Trees planted*
25,544 Trees maintained/inspected
 *Tree planting season occurs from April to August

+161%
-24%

Water and Coastal Governance



79% Drainage planning referrals actioned within 10 days
95% Drainage plan approvals actioned within 10 days

City Landscapes and Environment & Climate Resilience



63 Educational programs delivered to increase knowledge and care for the environment with **11,847** program attendees
78 Environmental planning referrals received

+200%
(attendance)

Waste Diversion



36 % Kerbside collection waste diverted from landfill
61 kgs Green waste collected per household (average) **-16%**
46 kgs Recycling collected per household (average)
99.9% Recycling collections completed
99.8% Green waste collections completed
607,544 Recycling bins collected
147,189 Green waste bins collected

Refuse Disposal Facility (RDF)

24,697 Refuse disposal facility (RDF) customers

Percentage represents an increase/decrease of greater than 10% when compared to same quarter last financial year (2022/23).

Strategy Updates

Council Adopted Strategies and Plans further support the implementation of the objectives of this strategic area, guiding the organisation towards a set of service/issue specific goals. Copies of all Council Adopted Strategies and Plans can be [found on Council's website](#).

City Forest and Habitat Strategy 2017–2040

This strategy aims for Wyndham to be a vibrant living ecosystem with shade and green spaces that support healthy communities and resilient, connected, natural environments.

A highlight from this quarter was our National Tree Day celebration. A community planting event was held on Sunday 30 July where over 300 enthusiastic members of our community came together to plant more than 3,000 trees in Gordon O’Keeffe Reserve in Werribee. This event was attended by the Treasurer of Victoria, Tim Pallas, along with the Mayor, Councillors and staff across Council.

Attendees were also given the opportunity to register and receive one native tree species per household, as part of Wyndham City’s Free Tree Giveaway program. The event organised and facilitated by Council was supported by the Victorian Government through the More Trees for a Cooler, Greener West Initiative.

A review of this strategy also commenced this quarter to ensure to ensure it remains consistent with relevant Council documents and policies.

Coastal and Marine Management Plan 2020-2025

The Coastal and Marine Management Plan provides a framework for the improved access and development of the Wyndham coastline.

The Plan embodies sustainable land management principles including the use of sea level rise projection mapping and mapping of significant vegetation species within the marine environment and along the coastal edge to guide future precinct planning. The plan also outlines a range of coastal tourism and land use development opportunities with the potential to attract more visitors to Wyndham.

Updates this quarter include:

- Werribee South Beach Master Plan - detailed designs developed and Cultural Heritage Management Plan being prepared to allow construction to commence.
- Point Cook Bike Park and Bay Trail - upgrade works are complete. Construction of the Boardwalk between Sanctuary Lakes and Saltwater Coast (led by Parks Victoria) is also underway. Wayfinding signage is being manufactured to support public use of the improved local walking and cycling path networks.
- K Road Cliffs Master Plan - final designs and tender documentation are complete and awaiting advertising. Construction to commence in early 2024. Interpretive signage has been developed in consultation with the Bunurong Land Council to tell the story of the site from an Aboriginal perspective.
- Werribee River Trail East Bank (K Road Cliffs to Werribee South) Feasibility Study - investigations progressing. Sea level rise mapping, drainage catchment modelling and a high number of registered Aboriginal cultural sites indicate that a path located predominately on the West bank of the Werribee River is the most viable long term path alignment option.

Dog Off Leash Plan 2022-2027

This plan aims to ensure off-leash areas are evenly distributed and accessible for all dog owners and provide open space for people and dogs to socialise and exercise safely.

Highlights include:

- Construction of the Levittown Rise (formerly Bulban Road) Dog Off-leash Park in Werribee is complete with the facility opened on 20 September 2023. This park was jointly funded by Wyndham City Council and the Suburban Parks Program
- Construction has commenced on the Williams Landing Reserve Fenced Off-leash facility in Williams Landing
- Designs are complete and tender for construction has been advertised for The Strand Dog Off-leash facility in Point Cook
- Designs are being developed for the Cambridge Reserve, Hoppers Crossing and Alcock Road Reserve, Truganina Dog Off-leash facilities. Consultation on the locations and design of these facilities will occur later in 2023 with construction scheduled for the 2024/25 financial year.

Flood Management Plan 2018-2023

The overarching goal of this plan is to contribute to reducing the risk and impacts of flooding on local communities. It identifies flooding hotspots and flood risks as well as achievable actions to improve flood management in the municipality. The plan also promotes collaboration and information sharing between agencies.

This quarter officers continued to work with Melbourne Water on the planning for a municipal-wide floodplain mapping project.

Open Space Strategy 2045

This Strategy guides the provision of Council owned and/or managed open spaces including parks, sportsgrounds, trails and natural areas for the existing Wyndham community while also guiding the planning for future growth by anticipating the needs of the growing Wyndham population.

This quarter, the following work has been undertaken:

- Rosslare Court Reserve, Hoppers Crossing - designs of the District Park Upgrade have been finalised, the construction tender has been advertised. Construction will commence in late 2023
- Riverbend Historical Park, Werribee - concept design work and cultural heritage investigations continue. Community consultation on the draft design is expected to occur in early 2024
- Levittown Rise Park, Werribee - dog off-leash park has been completed. Detailed design and structural engineering investigations underway on the Incinerator Chimney and Hopper structures to inform their retention as a community landmark and lookout
- Possy Newland Reserve, Little River - landscape design development underway to incorporate previous community feedback
- The Public Toilet Policy was adopted on 25 July 2023 as part of the open space strategy. The new policy will ensure residents have access to safe and clean toilets, contributing to Wyndham being a liveable and accessible City. The Policy provides direction for the provision of public toilets across the district passive open space network, where longer stays are encouraged, as they offer higher levels of play, BBQ facilities and parking.

Play Space Strategy 2030

This strategy aims to ensure that existing play spaces are upgraded to include facilities that cater for and challenge a wide age group of all abilities. The strategy provides for nature-based play opportunities and enhanced tree planting to encourage the visitation and use of our play spaces.

Highlights this quarter include:

- Construction works are underway at Times Square Park in Point Cook where a new local playground is being installed
- Construction is nearing completion at Aquarius Street Park, Truganina, with the public toilet still to be commissioned

Local Playground and Park Upgrades scheduled for 2023/24 are progressing well including:

- Southampton Drive Reserve, Point Cook - in planning, to be complete early 2024
- Brougham Avenue Reserve, Wyndham Vale - under construction to be complete in October 2023
- Thames Boulevard Reserve, Hoppers Crossing - under construction, to be complete in December 2023

Resilient Wyndham 2021 - 2025

This strategy looks at Wyndham's long-term resilience. It will help guide and manage the way Wyndham bounces back after the COVID-19 pandemic to adapt, survive, and thrive in the face of future events such as climate change, extreme weather, natural disasters, pandemics, cyber-security attacks and economic downturn.

The Year 3 Action Plan has commenced, with actions progressing including:

- 'Are you Ready?' Cafe Connect event held within the Mambourin community promoting emergency preparedness messaging in partnership with CFA
- A report has been completed for the Wyndham Tool Library. The Tool Library will provide opportunity for community to hire common tools helping to save on cost purchasing item that might rarely be utilised. An existing building is being retrofitted for use and an additional shed is being constructed for storage. A soft launch is scheduled in quarter two. Approximately 12 volunteers have been recruited to work within the library
- Three wetland upgrades have been completed, which includes improved water quality and increased vegetation
- The Little River Community Day has been scheduled for 28 October 2023, providing an opportunity for community to connect with emergency services, local heritage groups, community groups and environmental based groups that protect our local environment
- Council's community engagement platform The Loop is being utilised to gain feedback on the 'Are you Ready?' brochure, to help educate and prepare our community for emergencies
- A methodology for transitioning Council's light vehicles to electric has been developed and agreed, with an electric vehicle trial underway with the Environmental Health unit
- A bin standardisation program has commenced that will see all Council's bins aligned with Australian Standards

Refuse Disposal Facility Strategic Plan 2019-2025

The Refuse Disposal Facility (RDF) is a key Council asset and is one of four major metropolitan landfills licensed to accept putrescible waste, such as household kerbside waste.

Consultants have been engaged to conduct a review of the RDF Strategic Plan 2019-2025. A draft report is expected late 2023 and will be presented to Council for its consideration in early 2024.

Service Highlights

Sustainable Education for our Future

Council has a strong focus on building community capacity through education programs.

Habitat Heroes School Program

The [Habitat Heroes](#) program is an exciting initiative to help Wyndham residents learn about using locally native (Australian) plants in their gardens and to create a small garden for wildlife.

The aim of this program is to create habitat pockets and improve wildlife corridors on private land throughout the municipality through the creation of gardens for wildlife.

Our school program encourages students to contribute to the protection of wildlife by becoming Habitat Heroes and, with support from Council, creating a habitat garden within school grounds.

The program was delivered at five schools this quarter, involving 60 teachers and students.

Green Living Series

The Green Living Series offers a wide range of sustainable living workshops and events, aimed at building skills and providing tips to live a little greener.

The Green Living Series has a special focus each month.

July - Trees for the future, which included National Tree Day and the Free Tree giveaway

August - Sustainable Food Festival including the 'Farm to Plate' event at the Werribee Park Community Farm

September – Biodiversity, with a Habitat Heroes focus

Major Projects and Capital Works

Wyn-R Project: Reduction- Renewals-Resilience

Ward: All

Total Cost: \$ 4.28M

The Wyn-R Project aims to strengthen and further support Councils response to climate change and to improve operational efficiencies relating to energy now and in the future. There are three core areas that the project will focus on – Reduction, Renewables and Resilience.

The project looks at how we use energy, our access to energy and our increasing reliance on energy in providing for critical service delivery to the community. This project is an investment into energy security, renewables and smart energy management and will lead to leaner operations for the business and better environmental outcomes.

Electronic Vehicle (EV) Charging:

- Installation of EV chargers at the Civic Centre have been completed.
- Truganina Community Centre – 2 Fast charges expected to be installed at the site early 2024.
- Black Forest Rd South Community Centre – 1 Fast charger to be installed around April 2024

Solar PV Systems:

- **Brookdale Pavilion** - Solar panels and inverters are currently being installed on site, with hot water heat pumps to follow. Awaiting pavilion electrical meter to be installed before final commissioning is completed which is expected at the end of 2023.
- **Truganina Community Centre** - Solar panels, micro inverters and array frames have been installed to the roof by the solar contractor. Awaiting metering and power by builder to complete electrical works. Expected completion is December 2023.
- **Webster St (Bensonhurst) Pavilions -Tennis and Soccer/Cricket** - Solar roof installations to the Tennis and Cricket/Soccer Pavilion are both completed. Awaiting metering works to be completed by builder/Powercor before final activations can take place. Expected late 2023 (tennis), early 2024 (cricket/soccer).
- **Black Forest Road South Community Centre** - Solar panels, micro inverters and array frames have been installed and completed. Awaiting Powercor connection and metering details before solar wiring connection and approvals are in place.



Refuse Disposal Facility – Cell 7 Construction and upgrades

Ward: ALL

Total Cost: \$ 15.8M

Tender documents under development

Council owns and operates one of the four major landfills in Victoria, located at Council’s Refuse Disposal Facility (RDF) at 470 Wests Road, Werribee, Victoria, 3030. To continue operating as a landfill, Council is legislated to design and construct cells in accordance with criteria determined by the Environment Protection Authority (EPA) to address issues such as protection of groundwater, containment of leachate and supervision during construction. One of the main EPA requirements is that each cell should have 2 years airspace capacity.

Tender documents are currently being developed and procurement schedule prepared. Construction is expecting to take place next year with earth works to start early in 2024.

Playground Park upgrades

Ward: All

Total Cost: \$ 4.6M

Moondara Street Park, Tarneit

This park is now complete and open to the public.



Rosslare Court Reserve, Hoppers Crossing

The project has been split across 2 stages of work:

Stage 1 – Play space, public toilet and on-street car parking

Stage 2 – Multi-play and park improvements (multi-play area and open lawn space)

Construction contract has been awarded for the stage 1 of works. Stage 2 is in detailed design phase.

Possy Newland Reserve, Little River

In concept design phase for play space and sports court upgrade and once complete the next step will be to share the summary consultation report with the community.



Riverbend Historic Park, Werribee

Awaiting results from Cultural Heritage permit assessment.

Strategic Area 5:

An Economically Prosperous City

Wyndham is an attractive place to visit and invest in.

Council will

Enhance the vibrancy and activation of the City by collaborating, supporting, and promoting our entertainment, hospitality, and small business industries.

Take an active role in attracting investment opportunities that grow the local economy and create more job opportunities.

Continue to support the resilience and recovery of those hardest hit by the impacts of the COVID-19 pandemic and other shocks to the City that may occur.

Drive growth and activation of the tourism economy and activity centres.

Some of the Council services that work towards this include:

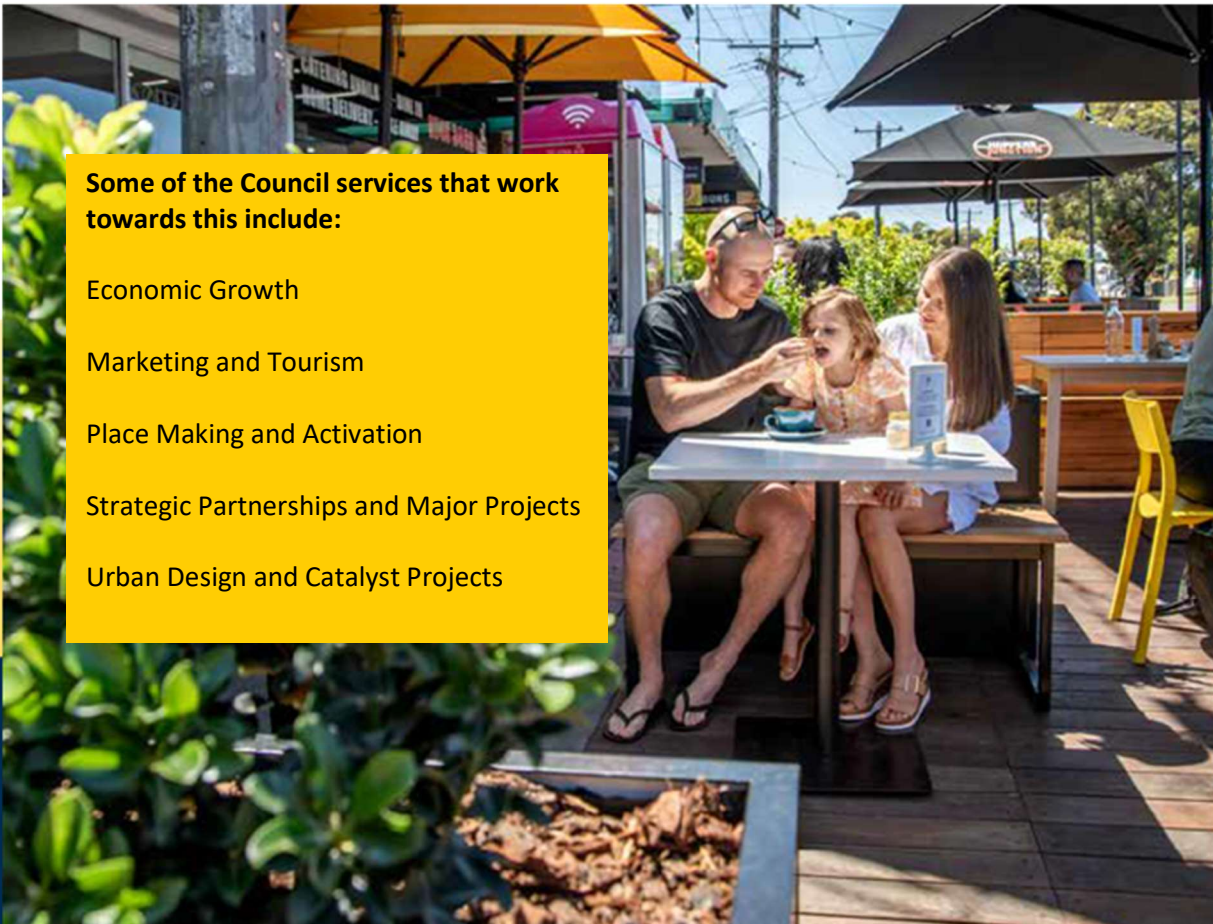
Economic Growth

Marketing and Tourism

Place Making and Activation

Strategic Partnerships and Major Projects

Urban Design and Catalyst Projects



Major Initiatives and Initiatives Progress

Major Initiatives and Initiatives are major projects, services, programs or works that the Council has committed to delivering in 2023/24. Tracking of these over the year is important to ensure they are being delivered on time and within budget.

	2023/24 Initiatives	Status	Progress Comment
5.1	Continue to implement the SPARK Innovation Hub initiative, a business incubator aimed at accelerating the growth and business sustainability of start-up or emerging Wyndham based businesses in the digital/tech space.	●	<p>Accelerator Program: The program has commenced featuring masterclasses and individual mentoring sessions for each SPARK member.</p> <p>Ecosystem Growth Initiatives: Council signed as founding partner of Deakin University's Digital Futures Network to deliver accessible digital, business and financial literacy to Wyndham businesses.</p> <p>Deakin University Research will provide research to analyse and report on the current and future state of Wyndham's entrepreneurial ecosystem, and the role of SPARK Innovation Hub within this ecosystem. Recommendations will inform 2024-25 economic development action plan.</p>
5.2	Support the planning and delivery of East Werribee Employment Precinct and report to Council and community on progress of Precinct Structure Plan refresh.	●	Support is continuing to be provided to State Government Departments and agencies involved in the Precinct Structure Plan refresh. A report is anticipated from State Government Departments and agencies in coming months.
5.3	Implement a work program which improves the liveability and urban design outcomes for designated activity centres across Wyndham City including direction on the most appropriate planning tools for each site.	●	A works program has been prepared for 2023/24 and is in the process of being implemented.

Key: ● Not Started ● Behind schedule ● On track ✓ Completed ⌚ Deferred

3 (100%) initiatives are progressing on schedule

2022/23 Initiatives

Council continues to work on progressing the following initiatives that were not completed in 2022/23.


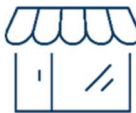

	2022/23 Initiatives Progressing behind schedule	Status	Progress Comment
5.1	Continue to work with key stakeholders to deliver the 1160 Sayers Road Regional Training Facility (5,000 seat stadium) including two turf pitches, one synthetic pitch and an elite level pavilion; home of the A League Club Western United Football Club and suitable for Women's World Cup requirements.	●	The 1160 Sayers Road Regional Football Facility is due to reach Practical Completion in early December 2023. Occupation of the facility is on track to occur in December 2023, and all works and agreements are moving on the path to achieve this.
5.2	Deliver the Wyndham City Stadium Precinct Integrated Strategic Plan (ISP) to inform the Urban Design Framework (UDF) for the Riverdale Town Centre, the revision of the Riverdale Precinct Structure Plan and the Development of the Oakbank Precinct Structure Plan.	●	<p>The Wyndham City Stadium Precinct Integrated Strategic Plan (ISP) is being updated following stakeholder consultation that occurred earlier in 2023. A final version of the ISP will be reported to Council in coming months.</p> <p>The progression of the Riverdale UDF is contingent on the work being done on the Wyndham Stadium Precinct Integrated Strategic Plan and discussions around the realignment of Sayers Road and the movement of the train station at Sayers Road (Stadium Train Station, sometimes also referred to as Sayers Road or Riverdale Station).</p>
5.3	Commence construction at the Cherry Street Catalyst site aimed at attracting jobs and commercial opportunities to support the growth of the Werribee City Centre.	●	A Town Planning permit has been obtained. Detailed design is in the process of being finalised.

Key: ● Not Started ● Behind schedule ● On track ✓ Completed 🕒 Deferred

3 (100%) initiatives are continuing to progress behind schedule

Service Snapshot

A snapshot of just some of what Council delivered throughout the financial year.

<p>Economic Growth</p> <ul style="list-style-type: none"> 4 Training session for businesses delivered with 129 attendees 1 Business events delivered 350 with attendees 160 Business engagement meetings and site visits undertaken 14 SPARK innovation hub member businesses \$95.177m Commercial and industrial permits issued 286 New small business start-up enquiries and permits facilitated 	 <p>+70% <i>(attendance)</i></p>	<p>Place Making and Activation</p> <ul style="list-style-type: none"> 10 Placemaking initiatives delivered across Wyndham’s activity centres 9 Shopping streets where placemaking/activations engaged with 	 <p>+150%</p>
<p>Marketing and Tourism</p> <ul style="list-style-type: none"> 4,404 Visitors to Visitor Information Centre 89% New website users to Visit Werribee website Top pages visited: <ul style="list-style-type: none"> • Werribee Open Range Zoo • See and Do • Werribee Park Mansion • Events • High Tea at Werribee Park news 	 <p>+41%</p>	<p>Urban Design & Catalyst Projects</p> <ul style="list-style-type: none"> 1 Catalyst initiatives underway \$850K Capital works projects underway 3 Vision/plan(s) underway \$54M Urban Design development proposals consulted on 	

Percentage represents an increase/decrease of greater than 10% when compared to same quarter last financial year (2022/23).

Strategy Updates

Council Adopted Strategies and Plans further support the implementation of the objectives of this strategic area, guiding the organisation towards a set of service/issue specific goals. Copies of all Council Adopted Strategies and Plans can be [found on Council's website](#).

Economic Development Strategy 2022-2026

The Economic Development Strategy highlights the vision, attitudes, and aspirations of our growing and diverse business community. The strategy presents Council's commitment to invest in new opportunities and big ideas in partnership with the public and private sectors, industry business and associations.

Progress for the quarter included:

Business Connection and Engagement: *Strengthen connections with government, industry, and community to foster new opportunities for investment and growth*

- Business satisfaction across key programs have exceeded Council's 70% customer satisfaction target
- The 27th annual business awards program was successfully delivered

Entrepreneurship and Innovation: *Develop a diverse, robust and resilient local economy underpinned by businesses responsive to local, national and global influences*

- Planning is underway to scale and grow the WYNNovation Festival 2024 through new creative collaborations
- Priority actions have commenced for continuous improvement of the Small Business Entrepreneurship and Innovation Fund (SBEIF)

Investment and Trade: *Attract and facilitate job creation investment and enable national and international trade*

- Development of a new business-to-business marketing and communications plan to support a strategic approach to drive brand awareness and competitive positioning

Service Highlights

Wyndham Business Awards 2023

More than 350 guests celebrated the achievements of Wyndham's local businesses and business owners at the 27th Business Awards on 25 August at Encore Events Centre. The Awards celebrate business excellence, success, diversity, impact and entrepreneurship. Awards were presented in 13 categories including the prestigious Business of the Year, which was awarded to Fruit2Work, a local business providing second chances to people impacted by the justice system.

Hosted by Wyndham-bred Anthony Callea and Tim Campbell, the gala featured an array of entertainment and a specially curated 'Proudly Wyndham' menu highlighting local products and produce. Proudly presented by Council with the generous support of major sponsor Williams Landing (proudly developed by Cedar Woods) and category sponsors. A full list of winners is available on Council's [website](#).

Strategic Area 6:

A Thriving City

Wyndham is a City of choice and opportunity.

Council will

Leverage community leadership and work to support and empower all residents to participate in their community.

Advocate and work in partnership with key stakeholders to attract investment in quality learning opportunities and educational facilities for the municipality.

Provide opportunities for lifelong learning, through a place-based approach to the management and delivery of neighbourhood hubs and libraries.

Deliver, partner and advocate for employment pathways for our young people, older people and culturally diverse communities to address barriers to employment.

Partner with local artists and organisations to grow arts and culture.

Some of the Council services that work towards this include:

- Community Strengthening
- Inclusive Employment
- Library Services



Major Initiatives and Initiatives Progress

Major Initiatives and Initiatives are major projects, services, programs or works that the Council has committed to delivering in 2023/24. Tracking of these over the year is important to ensure they are being delivered on time and within budget.

	2023/24 Initiatives	Status	Progress Comment
6.1	Open and activate the Truganina Community Centre and Library Lounge, library service and program delivery.	●	<p>Truganina Community Centre and Library Lounge operational project meetings have commenced.</p> <p>The centre staffing model has been finalised and positions requested.</p> <p>Library collection profile and ordering is on track for the opening of the centre.</p>
6.2	Expand the Council's First Nations Traineeship Program(s) to offer employment pathways to people from First Nations backgrounds and other priority cohorts experiencing barriers to employment.	●	<p>A First Nations trainee commenced at the Wungurrwil Dhurrung centre this quarter. Planning has commenced to extend the program.</p> <ul style="list-style-type: none"> • Council is working with our employment partner and anticipate that the new program will commence in February 2024 • Council and the trainees will receive direct support and coaching from the employment partner • Trainees will support delivery of key work in the Reconciliation Action Plan while undertaking their training • The traineeship will go for a total of 12 months and on successful completion, the trainees will gain an accredited qualification
6.3	Implement Year 2 of the 10 Year Public Art Plan including new local level murals, small sculptural commissions and artist appointments.	●	See Strategy update in strategic area two – A Welcoming and Inclusive City
6.4	Development of a Creative Framework to guide Council's planning of its cultural programs and services as well as creative industry development.	●	A preferred consultant has been appointed for this project.

	2023/24 Initiatives	Status	Progress Comment
6.5	Run a pilot of the Human Library platform which hosts personal conversations designed to challenge stigma and stereotypes.	●	The project scope and staffing model has been confirmed. Recruitment has been conducted and is in its final stages.
6.6	Procure, develop and maintain Recollect, a comprehensive platform designed to host, manage and share Wyndham's local history collections of all formats to improve access for the community.	●	<p>Research has been conducted into suitability of the Recollect platform.</p> <p>Planning has commenced to recruit a staff member to host, manage and share Wyndham's local history collections with the community.</p> <p>Works are also presently underway to migrate existing historical records on to an existing council system, Portfolio, which is part of the suite of platforms available under the library management system as a stop-gap measure to the aging Wyndham History platform. This is anticipated to be completed by the end of 2023.</p>

Key: ● Not Started ● Behind schedule ● On track ✓ Completed 🕒 Deferred

6 (100%) initiatives are progressing on schedule

2022/23 Initiatives

Council continues to work on progressing the following initiatives that were not completed in 2022/23.

	2022/23 Initiatives	Status	Progress Comment
6.8	Partner with the social enterprise sector to develop a business plan for a Social Enterprise to promote sustainable skills development and training opportunities in the city. (2022/23 Initiative)	No Longer Relevant	The primary goal of this initiative was to construct a comprehensive business plan for a Social Enterprise, fostering sustainable skill development and training opportunities within our city. However, due to the unit's evolving commitment to align with State Government priorities, Council has decided to sideline this initiative and concentrate on delivering the very ambitious 'Priority Workforce Project', for which we secured a significant grant from the Victorian Government. Although the team's focus has shifted, there has been notable progress with the initiative was still made through the collaboration with a local Social Enterprise, Equal Ed, who actively contributed to the development of program content over the past 12 months.

Key: ● Not Started ● Behind schedule ● On track ✓ Completed 🕒 Deferred

1 (100%) initiative has been deemed No Longer Relevant ...

Service Snapshot

A snapshot of just some of what Council delivered throughout the financial year.

Community Strengthening



- 9** Programs delivered with **528** attendees
- 11** Capacity building opportunities delivered with **110** participants
- 17** Council volunteer programs with **132** council volunteers
- \$70,915** Worth of community initiatives funded including:
 - 40 Community Pathway Scholarships totalling \$17,750
 - 36 Small Grants totalling \$53,165

+376%
(attendance)

+54%
(\$'s)

-18%
(\$'s)

Library Services



- 4,493** New active members
- 211,151** Visits to libraries
- 74%** of library resources are less than 5 years old
- 637,245** Library loans made up of **63%** of physical loans and **37%** of digital loans
- 1,429** Activities/events delivered within libraries with **36,400** participants **+50%** *(attendance)*
- 36,620** WI-FI sessions provided to community **+43%**

Inclusive Employment



- 23** New businesses committed to providing employment opportunities **+156%**
- 40** People placed into employment or further education **+344%**
- 4** career building programs delivered with **255** attendees **-43%** *(Programs delivered)*
- 353** individuals experiencing barriers to employment who received one on one support

Percentage represents an increase/decrease of greater than 10% when compared to same quarter last financial year (2022/23).

Strategy Updates

Council Adopted Strategies and Plans further support the implementation of the objectives of this strategic area, guiding the organisation towards a set of service/issue specific goals. Copies of all Council Adopted Strategies and Plans can be [found on Council's website](#).

Learning Community Strategy 2018-2023

This Strategy identifies the driving imperatives behind facilitating lifelong and life-wide learning in Wyndham. Lifelong learning forms the guiding principle of the strategy, driving social, economic, environmental, and cultural life in the community.

This quarter saw the implementation of the 2024 Wyndham Learning Festival (WLF). With over 70 events over 1-7 September 2023, the WLF was a great success, celebrating the many learning opportunities in Wyndham.

Council staff also participated in the Warringa Park School mock job interviews.

This is the final year of this current Learning Community Strategy. Council has been working on evaluating the current strategy and developing the next Learning Community Strategy 2024-2029.

Library Service Strategy 2018-2040

The Library Service Strategy 2018-2040 provides a strategic, integrated framework and direction for Council's ongoing provision of contemporary library services and facilities. It aims to ensure that Wyndham's libraries are at the forefront of new library development in technology, collections, infrastructure, and service provision.

The associated [Libraries Action Plan 2023-2028](#) identifies priority actions to be taken over the next five years – listed against the seven major service elements in the strategy.

1. Technology Access for All
2. Flexible Multipurpose Places and Spaces
3. Strategic Library Planning
4. Excellent Customer Experiences
5. Partnership and Collaboration
6. Learning
7. Cultural Programs

Some highlights from this quarter include:

- Help people access Power Saving Bonus - Libraries partnered with Good Shepherd to help 30 community members apply for the \$250 power saving bonus.
- Warm Winter Reads - Adult readers from Wyndham were invited to cosy up and take part in the state wide reading challenge encouraging adult readers to create a reading habit over winter. Almost 100 Wyndham readers signed up for the challenge.
- Spring School Holidays 2023 - Hundreds of excited children joined the Libraries' free Spring School Holiday Activities. Activities included live reptile encounters, live brass music, a cartooning workshop and much more. One of the most popular activities was a laugh-out-loud comedy show with Charlie SillyPants. In total, 130 holiday activities were delivered over two weeks, and served over 6,700 children and parents.

- Celebrating Book Week – from 19 -25 August 2023, 1,400, people participated in Rhyme Times, Story Times, craft activities, scavenger hunts and author workshops. Local kindergartens also took the opportunity to connect their children with the community. Staff and children dressed up as their favourite book characters and the costumes were a great talking point.
- New collaboration between Libraries and Maternal Child Health (MCH) - MCH nurses have been attending selected Baby Times sessions at the Williams Landing Library Lounge, to provide guidance for parents on sleep and settling their babies. This has been a very successful collaboration that will continue.
- Battle of the Books 2023 - Students in Grades three to six from across Wyndham participated in the Battle of the Books reading competition. The record number of 1,775 competitors submitted over 6,150 reviews and logged an impressive 750,000 minutes of reading time over the seven-week period of the competition.
- Teen Chess Simul 2023 - Held at the Julia Gillard Library on 20 September 2023, this event pitted 20 participants, aged 12-19, against Chess Grandmaster, Julia Ryjanova.

Wyndham Volunteer Strategy 2019 – 2024

The Wyndham Volunteering Strategy sets out the strategies and actions that Council will undertake, in partnership with others, to strengthen the local volunteering sector and increase the numbers of volunteers in Wyndham.

The following actions have been implemented this quarter:

- Sixteen volunteer managers from a range of Wyndham volunteer-involving organisations, came together for a one-day workshop, facilitated by Non-Profit Training. The workshop, titled 'Leadership for Volunteer Managers' covered a range of topics including knowing your leadership style, adapting to your volunteer environment, setting work priorities, advocacy, understanding bias and managing challenging situations.
- To promote volunteering to multicultural communities, digital signage has been developed with messaging in plain English 'Would you like to help your local community'.
- Monthly volunteer spotlights in Wyndham News, social media and Council website highlighted Rutu Shah (Wyndham Park Tool Library), Samara Gracias (Youth Resource Centre), and Daniel Smith (The Grange Community Centre).
- A review of Council's approach to volunteer recognition and appreciation commenced. The scope includes what is working well and what is recommended to change to align with best practice benchmarking and/or for improved sustainability, impact and strategic alignment.

Service Highlights

12 months of the Pop-Up Library Van

In its first year, the Wyndham Pop-Up Library Van has made a significant impact on the community, with over 7,500 participants engaging in its diverse library programs. These programs have been delivered right across Wyndham at community centres, parks, even the Werribee Pool!

The collection has almost doubled in response to community demand, with nearly 8,000 items checked out in the first 12 months of operation! In addition to regular programs, the Pop-Up Library Van has attended a range of events across the year, including the Children's Week Picnic, Park Lounge and Winter Street Party!



Williams Landing Library Lounge Celebrates One Year Open

The Williams Landing Library Lounge celebrated its first anniversary on 15 September 2023 with a special Saturday morning Father's Day Rhyme Time and morning tea.

Remarkably, for a small space, in its inaugural year, the Lounge attracted over 20,000 visitors. Staff delivered 583 programs, with attendance exceeding 10,000 participants. Feedback about the Williams Landing Library Lounge has been overwhelmingly positive, with many users impressed with the design, range of programs on offer and the friendly and welcoming staff.

Wyndham Building Blocks Community Leadership Program

Wyndham's Building Blocks Community Leadership program has been running since 2014 and has delivered over 20 programs with over 400 participants complete the program and resulted in 160 community-led projects and events.

The theme for the 2023 Building Blocks program, "Allies in Reconciliation", focused on deepening participants understanding of the impacts of colonisation on Aboriginal and Torres Strait islander communities, participation in traditional practices with leaders and Elders, and learning core community leadership competencies, to progress reconciliation within their community settings. This quarter, participants attended three workshops and used their learnings to create three community projects which are currently being delivered locally, demonstrating their allyship by sharing learnings and deepening relationships with both First Nations and newly arrived Australians.

Coffee with a Cop

Each month, Council in partnership with Victoria Police hosts 'Coffee with a Cop' at various locations around Wyndham. This popular event provides community members and local traders the opportunity to connect one on one with local police officers to discuss community safety issues that impact them. During July, August and September more than 200 community members were engaged in Manor Lakes, Williams Landing and Werribee South. Many attendees noted that they don't feel comfortable visiting a police station to discuss their issue, but having the chance to speak with police in a local café was much more inviting. There are no speeches or formalities, just a great opportunity to ask questions, voice concerns and get to know your local police. Future 'coffee with a cop' sessions are listed on the Council's [website](#).

Strategic Area 7:

Community As An Active Partner

Council is well governed and works with the community to make informed decisions.

Council will

Undertake genuine, transparent and appropriate community engagement to understand the current and future needs of the community and make informed decisions.

Ensure the needs of the community are well represented through effective advocacy and strong collaborative partnerships with key stakeholders and all levels of Government.

Foster trust in Council through the implementation of effective civic leadership and responsible governance processes that ensure accountability and compliance with all legislated and statutory requirements.

Ensure its communications are clear, consistent, timely and accessible for all.

Support individuals and communities to prepare, respond and recover from emergency events.





Some of the Council services that work towards this include:

- Advocacy and Government Relations
- Community Engagement
- Council and Corporate Governance
- Emergency Resilience
- Organisational Planning, Strategy and Reporting
- Research
- Strategic Communications



Major Initiatives and Initiatives Progress

Major Initiatives and Initiatives are major projects, services, programs or works that the Council has committed to delivering in 2022/23. Tracking of these over the year is important to ensure they are being delivered on time and within budget.

	2023/24 Initiatives	Status	Progress Comment
7.1	Continue to build the community's ability to respond and recover from significant events by implementing the Wyndham Resilience Strategy year three action plan.		Year 3 Action Plan has commenced. For a full overview see Resilient Strategy update.
7.2	Review and adopt (by Committee) the Municipal Emergency Management Plan.		The plan has been reviewed and updated. The Municipal Emergency Management Planning Committee have endorsed the plan and it will be provided to the members of the Regional Emergency Management Planning Committee to approve and accept at the November Meeting.
7.3	Evaluate Council's stakeholder relations by undertaking a sentiment survey with key stakeholders including elected MPs, public service, peak bodies and other organisations.		A Stakeholder Sentiment Survey was conducted, with key stakeholders providing their feedback on advocacy efforts, campaigns, efficiency and effectiveness. Recommendations have been accepted and will be implemented in the updated Advocacy Strategy, which is due to the Council for their consideration in November 2023.
7.4	Increase the ways in which members of the community get involved in Council consultations, with a focus on stronger engagement with First Nations and CALD community members.		With almost 50 per cent of people living in Wyndham born overseas, the community engagement team has been working on broadening our reach to ensure more diverse participation in Council project engagement. Focus groups were established with language groups identified as having low English proficiency, with the purpose of understanding their preferences for receiving information and participating in

	2023/24 Initiatives	Status	Progress Comment
			<p>community engagement opportunities across Wyndham.</p> <p>Group members also had the opportunity to ask questions about Council or ask for further information or support with things that are within Council’s remit.</p> <p>Council met with five focus groups between July and September including:</p> <ul style="list-style-type: none"> • Iraqi Cultural Group Australia • Chinese Friendship Association, Point Cook • Australian Karen Organisation • Indian community members via Wyndham Community Education Centre • South Sudanese, Junubi Group Leaders at Wyndham Community Education Centre <p>Council have since put together a report for each group outlining what their feedback was, their preferences, barriers and how Council can improve our communication and engagement.</p> <p>Council is now working to implement an internal toolkit to share across all teams to ensure a consistent culturally appropriate approach to communication and engagement for all future projects.</p>

Key: ● Not Started ● Behind schedule ● On track Completed Deferred

1 (25%) initiative has been completed
3 (75%) initiatives are progressing on schedule

Service Snapshot

A snapshot of just some of what Council delivered throughout the financial year.

Community Engagement



- 9** Community engagement projects open for consultation
 Top visited projects:
 Help us name out new community centres!
 Dohoerty's House Café
 Help us name the new Regional Football Facility Reserve and Pavilion
 Wyndham Housing & Neighbourhood Character Strategy
 The Wyndham Plan
- 18,908** Visits to the Loop, resulting in an average of **1,553** contributions made by community members **+96%** (contributions)
- 9,527** Total Loop members with **240** new members signed up to the Loop during the quarter **+23%** (total members)
- 41.6%** Female participants **55.70%** Male and **3%** prefer not to say **+22%** (male participants)
- 54%** Participants from postcode 3030 (Werribee, Point Cook, Werribee South, Cocoroc & Quandong)
- 26%** Participants from postcode 3029 (Hoppers Crossing, Tarneit & Truganina) **+55%**

Strategic Communications



- Wyndham City Council Website** **+16%**

 - 630,383** Visits
 - 79%** New visits
 - Top pages visited:
 Libraries homepage
 Contact Us
 Rates and Payments
 Hard and Green Waste Collection Service
 Household Bin Services
- Facebook**

 - 79,609** Fans **+13%**
 - 64,940** Post link clicks **+19%**
 - 456,872** Engagements **+33%**
 - Top posts visited:
 Flashback to the 1950's Point Cook and Sneydes Road upgrade works delayed
 Upgrade to Conquest Drive reserve complete
- Instagram**

 - 16,065** Followers
 - 12,707** Engagements
 - Top posts visited:
 FIFA women's world cup - Sam Kerr semi final goal captured from Wyndham Park
 FIFA women's world cup - Free live site at Wyndham Park watching Matilda's vs England
 Household bin lids changing

Emergency Resilience

- 1 Training sessions for Legislated roles and Emergency Relief Centre Volunteer Staff

Percentage represents an increase/decrease of greater than 10% when compared to same quarter last financial year (2022/23).

Strategy Updates

Council Adopted Strategies and Plans further support the implementation of the objectives of this strategic area, guiding the organisation towards a set of service/issue specific goals. Copies of all Council Adopted Strategies and Plans can be [found on Council's website](#).

Securing Wyndham's Future - Advocacy Strategy

The Securing Wyndham's Future Advocacy Strategy focuses on advocacy for the services and infrastructure the Wyndham community need.

A new Advocacy Strategy is being developed to replace Securing Wyndham's Future, after a thorough evaluation. The draft of the updated advocacy strategy is due for Councillor consideration at the November Council Meeting and will be followed by a period of community engagement.

The new strategy aims to provide a uniform framework for considering all advocacy priorities, identifying key stakeholders, audiences and partners, and provides an updated guide for securing support and investment for the infrastructure and services needed by our fast-growing community.

Service Highlights

Engaging Culturally and Linguistically Diverse (CALD) Voices

With almost 50% of people living in Wyndham born overseas, Council has been working on broadening our reach and diverse participation in our projects.

Focus groups have been organised with community groups identified as having low English proficiency. Council has begun connecting with these communities to ask their preferences for receiving information and participating in community engagement opportunities.

The inaugural session with the Iraqi Cultural Group Australia (ICGA) was held on 11 July, including 21 members ranging in age, gender and English proficiency. Three hours of great conversation, shared food and stories provided great insights into their preferences for information and engagement. Key learnings from the session that guided the program included:

- Receiving emails and letters in Arabic and English
- Face to face sessions with a translator (Ideally a Council officer)
- Respect for cultural values and preference to not participate in certain topics
- The top three topics that this group was interested in discussing were Libraries, Environment and Community buildings and facilities.

Additionally, the group requested information about Wyndham's recycling program. The Waste and Litter Education team delivered a session to the group in Arabic. This example highlights two teams coming together to deliver a request from the community meeting their cultural and educational needs.

With the success of this initial session, Council has met with four more groups between July and September including:

- Chinese Friendship Association, Point Cook
- Australian Karen Organisation
- Indian community members via Wyndham Community Education Centre
- South Sudanese, Junubi Group Leaders at Wyndham Community Education Centre

People's Advisory Panel Induction Information Sessions

Council hosted two information sessions for members of the Wyndham People's Advisory Panel. The sessions were an opportunity for Council to welcome new members to the Panel and to give an overview of their role and responsibilities as members. In total, 67 members attended the webinar, and 125 members attended the in-person session.

The sessions involved a presentation of the importance of community engagement to Council, an overview of the range of activities the Panel may be involved in and the ways Council may choose to engage with the Panel to provide local specialised feedback to support Council's decision making process. Members were also given the opportunity to have meaningful conversations about their reasons for joining the Panel and their aspirations for what they hope to achieve as members. We received a breadth of questions from the Panel about a range of topics of interest to members.

The sessions provided a great opportunity for members to meet each other and to kick start their involvement in a range of Wyndham's community engagement activities until October 2024.

Strategic Area 8:

Delivering Public Value and Excellence

Council is a financially responsible, high performing, accountable organisation that is responsive to the needs of the community.

Council will

Secure its financial sustainability into the future through responsible management of Council’s annual budgets and long-term financial outlook.

Attract and invest in a high performing and engaged workforce that is committed to a culture of occupational health and safety, continuous improvement, and innovation.

Achieve improved customer service and experiences by enabling a customer-focused approach to service delivery.

Increase the efficiency and effectiveness of service delivery across the organisation and improve service and asset planning.

Leverage technology to enable a modern and agile workforce and translate data into actionable insights to optimise operations.

Align service delivery expectations with available funding so that the sustainable management of all required supporting assets is achieved.

Ensure risks and legal processes are identified and managed effectively to achieve organisational priorities and strategic objectives.

Provide high quality and timely procurement to support the delivery of capital works projects and services whilst achieving value for money.

Some of the Council services that work towards this include:

- Customer Service
- Finance
- Fleet Management
- Information and Technology Services
- Legal, FOI and Privacy
- Occupational Health and Safety
- Organisational Project Governance and Support
- People and Capability
- Procurement
- Risk Management
- Service and Asset Improvement
- Service Planning
- Smart Cities
- Spatial Systems
- Strategic Asset Management
- Strategic Property Portfolio Management



Major Initiatives and Initiatives Progress

Major Initiatives and Initiatives are major projects, services, programs or works that the Council has committed to delivering in 2022/23. Tracking of these over the year is important to ensure they are being delivered on time and within budget.

	2023/24 Initiatives	Status	Progress Comment
8.1	Deliver year one of the Customer Experience Strategy which aims to improve Council's customer service to the community.	●	The Customer Experience (CX) Strategy launched in July 2023. Council is currently working on the delivery of a Customer Charter outlining Council's service standards.
8.2	Deliver year five of the Smart City Strategy 2019-2024 implementation plan and imbed the work across the broader organisation.	●	Completed an organisation-wide engagement process to refresh the smart city workplan which was adopted through the Smart City Steering Committee. Planning has been initiated for the Geographic Information System (GIS) Server Upgrade.
8.3	Continue to deliver the Digital Twin Initiative which aims to create 3D data to allow for virtual representation of our City and future capital works projects to allow for better design, planning and community consultation.	●	Completed engagement process with the organisation to identify highest priority use cases for digital twin. Exploring options for acquisition of 3D models for residential areas. Scoping underway for the base application.
8.4	Scope the development of an enhanced Council website and intranet.	●	Initial meetings have been held with relevant stakeholders to discuss the requirements of an enhanced Council website and intranet.

Key: ● Not Started ● Behind schedule ● On track ✓ Completed ⌚ Deferred

1 (25%) initiative is behind schedule

3 (75%) of initiatives are progressing on schedule

2022/23 Initiatives

Council continues to work on progressing the following initiatives that were not completed in 2022/23.

	2022/23 Initiatives	Status	Progress Comment
8.4	Conduct negotiations, staff engagement activities and statutory obligations required to develop a replacement Enterprise Agreement approved by the Fair Work Commission.	✓	Enterprise Agreement negotiations concluded in August 2023 with bargaining representatives from Council, Australian Services Union (ASU), Australian Nursing and Midwifery Federation (ANMF) and Professional's Australia. Voting on the agreement took place from 14 September to 19 September 2023 with 95.8 per cent of employees voting yes to the agreement. The agreement was lodged with the Fair Work Commission (FWC) on 27 September 2023 for approval.
8.5	Deliver year four of the Smart City Strategy 2019-2024 implementation plan and imbed the work across the broader organisation.	✓	All year four actions have now been completed, including: <ul style="list-style-type: none"> • Establishment of a Smart City Steering Committee • Completion of two Smart City Summits focusing on Artificial Intelligence (AI) and Urban Heat. • Development of three mobility solutions to assist field staff in remote data collection.
8.8	Promote social procurement through supply chain settings to support economic outcomes in alignment with our policy setting.	✓	The procurement dashboard captures social procurement activity from the annual capital expenditure and operational expenditure programs. The dashboard enables visibility and forecasts procurement activity to assist with decision making and meeting Council's social, economic and environmental procurement targets.
8.10	Implement Year 1 actions of the Gender Equality Action Plan 2021-25.	●	The remaining actions are progressing and include: <ol style="list-style-type: none"> 1. Updating of systems and onboarding forms to better enhance our intersectional data collection to meet legislative requirements.

	2022/23 Initiatives	Status	Progress Comment
			2. Development of training to be delivered in quarter two aimed at increasing Councillor’s capacity and confidence to lead on intersectional gender equality - Gender Equitable and Inclusive Leadership Practice training for Councillors.

Key: ● Not Started ● Behind schedule ● On track ✓ Completed ⌚ Deferred

3 (75%) initiatives have now been completed

1 (25%) initiative continues to progress behind schedule

Service Snapshot

A snapshot of just some of what Council delivered throughout the financial year

Customer Service



48,023	Calls received		
3,688	Webchats	+40%	+23%
3,473	Mail received	+42%	-15%
24,809	Emails received		
7,983	Digital requests received		+11%
	<i>(from snap send solve, oracle customer portal and hard waste online bookings)</i>		
3,257	Counter visits received	-29%	
23,410	Service requests received		
311	Customer complaints	+21%	+51%
47	Customer compliments received	-11%	+12%
5	Ombudsman complaints received	+400%	-100%

Information Management



NIL	Privacy complaints actioned within 10 days – zero received
19	Freedom of Information requests received and 8 processed
NIL	Privacy complaints/breaches reported, investigated and resolved

Percentage represents an increase/decrease of greater than 10% when compared to same quarter last financial year (2022/23).

Voice of Customer Survey

A Voice of the Customer (VoC) survey is run monthly with an experienced Australian research company 'Resonate'. The survey measures customer satisfaction and asks a sample of customers who had a recent interaction to rate their experience with us.

Customer Satisfaction Score (CSAT)	Q1 Results 2022/23	Q2 Results 2022/23	Q3 Results 2022/23	Q4 Results 2022/23	Q1 Results 2023/24
Overall business	+71	+68	+66	+67	+67

For quarter 1 2023/24, Council received an overall Customer Satisfaction (CSAT) score of +67 (out of 100). Survey response rate continues to be high at over 21 percent of customers who were emailed the survey responding, with 61 per cent of those leaving comments.

Strategy Updates

Council Adopted Strategies and Plans further support the implementation of the objectives of this strategic area, guiding the organisation towards a set of service/issue specific goals. Copies of all Council Adopted Strategies and Plans can be [found on Council's website](#).

Asset Plan 2022 – 2032

The Asset Plan provides a strategic overview of how Council effectively manages the community's infrastructure and other assets to an agreed standard of service.

The following Asset Plan actions are currently in progress.

- Condition audit data (current and historic) is being analysed to understand the current status of roads based on their design life.
- Strategic Asset Planning - Renewal models are being built based on the condition of assets for Roads, Open Space and Facilities
- Data Cleansing - Asset data base is being reviewed and cleaned in preparation for data migration to a new system.

Gender Equity Action Plan

The Gender Equity Action Plan (GEAP) outlines a range of strategies and measures that will be implemented to support gender equality in our workplace.

Highlights this quarter include:

- Work on the Progress Report and Workplace Gender Audit report which together make up our required reporting to be submitted to the Commission for Gender Equality in the Public Sector, due February 2024. The Reports articulate and demonstrates our progress against each of the GEAP indicators and actions. They also describe all Gender Impact Assessment (GIA's) completed by our external facing departments that show the consideration of gender and intersectionality in all new and reviewed policies, projects and programs that affect the Wyndham community.
- The Workforce Gender Audit has been completed and Council are reviewing the results of the People Matter Survey data to better understand our workforce and its intersectional makeup.
- Sexual harassment training requirements for all Council staff has become mandatory
- Focused development has been organised for our Executive Leadership Team that aims on building a solid foundational understanding of equity and inclusion related topics, as well as grow the organisation's confidence when it comes to modelling equitable and inclusive leadership in all aspects of work.
- Improvements have been made to Council's process for internal employee data collection to include more relevant intersectional data. Collecting this data will allow us to have a deeper understanding of our diverse workforce. These fields will also be added to our onboarding forms to assist in collecting the data from new employees entering the organisation.

You can view our GEAP and the indicators we have committed to on Council's [website](#).

Smart Cities Strategy 2019-2024

The Smart Cities Strategy supports Council's vision for Wyndham to become a connected digital city and defines how the city can use emerging technology and innovation to shape how our citizens, visitors and businesses work, play and live in our future city.

During this quarter, the Smart City Steering Committee adopted a workplan for 2024-25.

Current initiatives underway include:

- A system upgrade to GIS (Geographic Information Systems)
- Scoping the construction of a new 3D Geospatial/ Digital Twin Platform
- Planning phase for new dashboard tools to aggregate live city data into a central platform.

Service Highlights

10,000 Australian Citizens Conferred in 2023

On 24 August, Wyndham City achieved a significant milestone during the delivery of its second super citizenship ceremony for the day. Encore Events Centre was abuzz with 300 conferees plus their families and guests in attendance when it was announced that Council had conferred 10,000 Australian citizens during 2023, with the 10,000th part of the 43rd ceremony for the year.

To mark the occasion, Mayor McIntyre and the Federal Member for Lalor, Joanne Ryan MP, cut a celebratory cake. The room was a sea of Australian flags with attendees waving them to the thunderous applause. The cake cutting was symbolic of the partnership between the Australian Government, Wyndham City and the community. Special entertainment was also a highlight with local Bollywood dancers opening the ceremony and local Yangtze Choir members closing the ceremony.

Three Council venues now house ceremonies, allowing for the flexibility to scale up or down as required and to grow community awareness of the range of Council facilities in particular the Wyndham Cultural Centre which previously had not housed citizenship ceremonies.

With a sustained average of 800 to 900 monthly approvals by the Department of Home Affairs, Wyndham will continue to deliver ceremonies on a regular basis to ensure the timely conferral for its residents.



Financial Snapshot



Finances

Council's financial results for the first quarter of the 2023/24 financial year covering the period from 1 July 2023 to 30 September 2023 (Year to Date September) and compares the actuals against the 2023/24 budget set for the equivalent period.

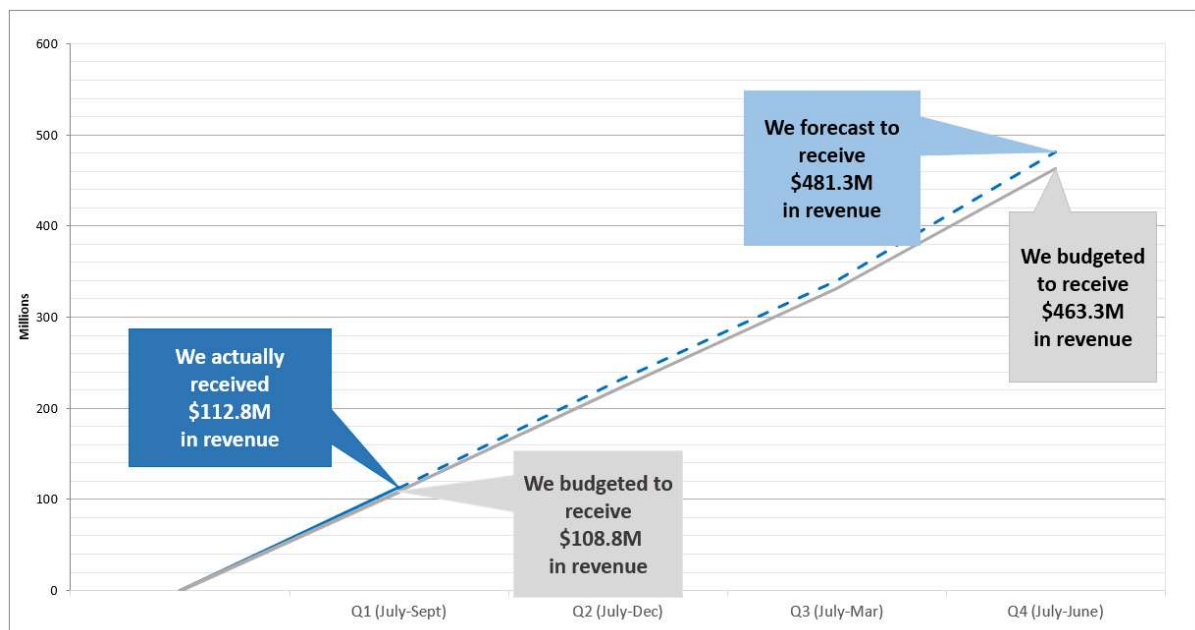
The Underlying year to date (YTD) September results highlight an operating deficit after depreciation and amortisation of \$7.8M which is \$11M favourable when compared to YTD budget.

At the end of quarter one, a forecast exercise is undertaken to compare the 2023/24 YTD results against the full year budget, to identify any expected variations from Council's original annual expectations.

Based on the review conducted variances have been identified across some revenue and expenditure categories, with an expected Underlying Operating result after depreciation and amortisation of -\$24M which is \$11.4M unfavourable when compared to the 2023/24 Full year budget deficit of -\$12.6M.

Operating Revenue

Total operating revenue relates to cash inflows from activities such as rates and charges, user fees, statutory fees and grants.



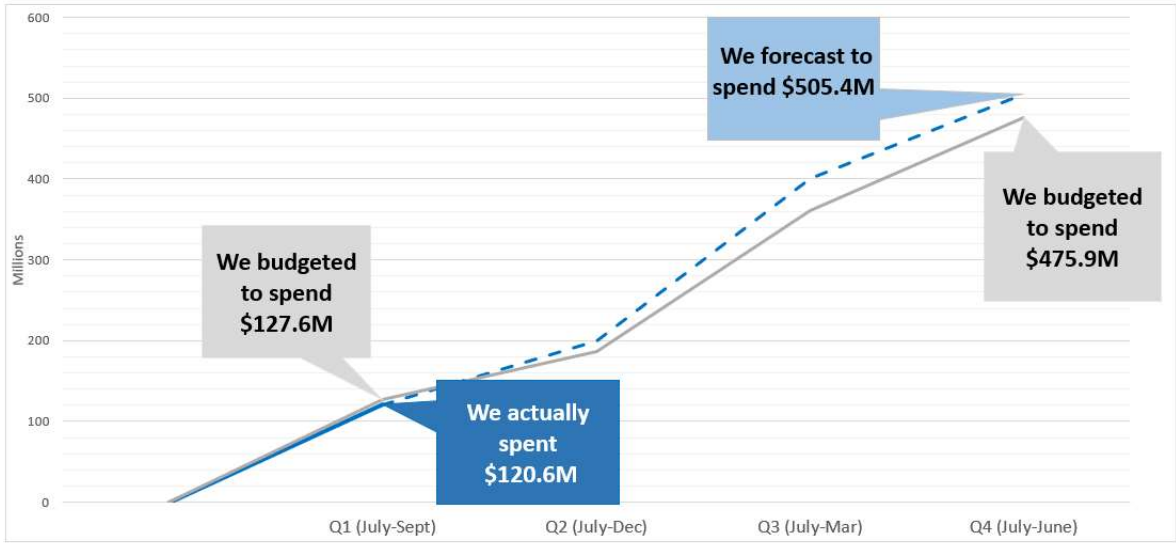
Actual: Favourable by \$4.0M | Forecast: Favourable by \$18.0M

Total operating revenue was \$112.8M which is \$4M higher than the budgeted amount of \$108.8M. The higher revenue is primarily due to increased interest rates for term deposits in line with interest rate increases from banking institutions and some unbudgeted operating grants received.

Total operating revenue is forecast at \$481.3M which is \$18M higher than the full year budgeted amount of \$463.3M. The key reason for the increase is the interest expected to be received on Council’s term deposits which mostly relate to funds held for Developer Contributions reserves and other additional cash balances and new additional grants Council is now expected not included at budget time.

Operating Expenses

Total operating expenses relates to outgoings such as employee costs, maintenance costs, utilities, depreciation that are used in delivering council services.



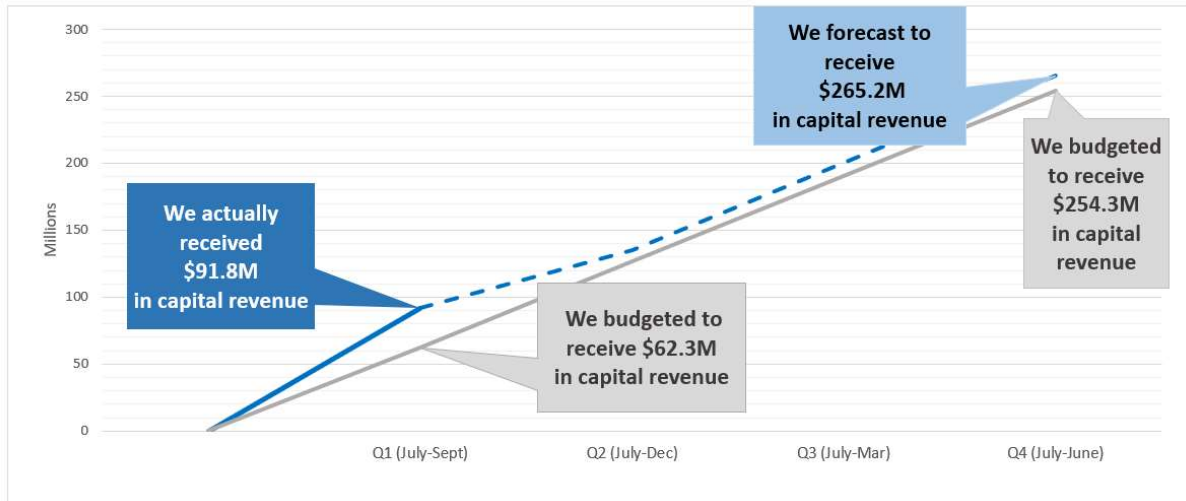
Actual: Favourable by \$7.0M | Forecast: Unfavourable by \$29.5M

Total operating expenses including depreciation and amortisation was \$120.6M which is \$7M lower than the YTD budgeted amount of \$127.6M. The key reason for the favourable result is the timing between the actual delivery of services and goods and budget expectations.

Total operating expenses including depreciation & amortisation is forecast to be \$505.4M, which is unfavourable to the budgeted position by \$29.5M. The quarter one forecast includes additional expenditure for delayed projects carried over from previous years, which Council is now in a position to undertake (\$5.9M) and adjustments to current contracts (\$5.0M) to reflect the current inflationary environment or an additional scope of budgeted works. It also includes \$14.2M of extra depreciation and amortisation expense due to higher revaluations and reduced useful life of assets.

Capital Income

Capital revenue relates to cash inflows such as developer contributions and capital grants used to construct new, renew or upgrade existing assets.



Actual: Favourable by \$29.5M | Forecast: Favourable by \$10.8M

Capital revenue is \$91.8M which is \$29.5M above budget due to higher monetary and non monetary contributions received of \$18.3M and \$8.9M respectively along with a slight increase in Capital grants of \$1.1M.

Capital revenue is forecast to be \$265.2M which is \$10.8M higher than budget mainly due to the additional Monetary Contributions expected as a result of the volume of development occurring in the municipality.

Income Statement

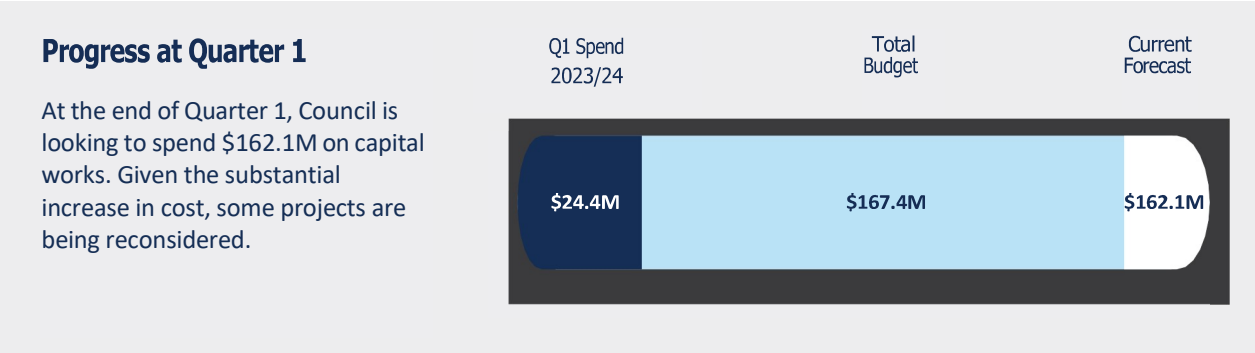
The table below provides the Income Statement highlighting the results and variances together with the end of year forecast as at the end of quarter one.

Income Statement Report – From 1 July 2023 to 30 September 2023:

	Actual YTD Sep 2023	Budget YTD Sep 2023	Variance YTD Sep 2023	Q1 Forecast Full Year	Budget Full Year	Variance
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Revenue from ordinary activities						
Rates and charges	\$70,293	\$70,842	-\$549	\$284,426	\$285,243	-\$818
Operating Grants	\$10,544	\$8,266	\$2,278	\$66,750	\$60,424	\$6,326
User fees	\$17,446	\$18,724	-\$1,279	\$73,516	\$74,010	-\$494
Statutory fees and fines	\$6,412	\$4,980	\$1,432	\$24,147	\$21,609	\$2,539
Other revenue	\$8,123	\$5,961	\$2,162	\$32,511	\$22,059	\$10,452
Total Operating Revenue	\$112,817	\$108,773	\$4,044	\$481,349	\$463,345	\$18,005
Expenses from ordinary activities						
Employee benefits	\$50,251	\$50,828	\$577	\$193,353	\$189,737	-\$3,616
Materials & Services	\$39,767	\$46,674	\$6,907	\$177,223	\$166,316	-\$10,907
Bad Debt	\$347	\$348	\$1	\$1,718	\$1,391	-\$327
Other expenses	\$1,965	\$1,770	-\$196	\$6,665	\$6,266	-\$399
Total Operating Expense	\$92,330	\$99,619	\$7,289	\$378,958	\$363,710	-\$15,249
Underlying Operating Surplus before Depreciation & Amortisation	\$20,487	\$9,154	\$11,333	\$102,391	\$99,635	\$2,756
Depreciation & amortisation	\$28,311	\$28,048	-\$263	\$126,392	\$112,193	-\$14,200
Underlying Operating (Deficit) after Depreciation & Amortisation	-\$7,824	-\$18,894	\$11,070	-\$24,001	-\$12,557	-\$11,444
Capital grants	\$4,765	\$3,632	\$1,133	\$21,641	\$18,464	\$3,177
Contributions – monetary cash	\$29,183	\$10,856	\$18,327	\$51,124	\$43,425	\$7,699
Contributions - non monetary assets	\$57,060	\$48,141	\$8,920	\$192,563	\$192,563	\$0
User Fees - Capital	\$44	\$0	\$44	\$0	\$0	\$0
Net Proceeds on sale of assets	\$777	-\$375	\$1,152	-\$80	-\$80	\$0
Capital Income	\$91,829	\$62,254	\$29,575	\$265,248	\$254,372	\$10,876
Net Surplus	\$84,005	\$43,360	\$40,645	\$241,247	\$241,815	-\$568

(Note: +/- variances in these statements will be due to rounding of source data)

Capital Works



Council’s 2023/24 capital works program includes an investment of \$167.4 million for financial year 2023/24. At quarter one, Council is forecasting to spend \$162.1 million on capital works. With the significant increase in construction costs, staging of the delivery of some of the projects are being reconsidered.

The capital works program is made up of three different categories. Council spend as at quarter one 2023/24 is as follows against each category of asset.

Property

Land, Land Improvements, Buildings and Building Improvements



Land Improvement

Budget 2023/24 **\$4.07M**

Spent so far **\$14K**



Buildings

Budget 2023/24 **\$19.4M**

Spent so far **\$58.7K**



Building Improvements

Budget 2023/24 **\$810k**

Spent so far **\$ 3K**

Infrastructure

Roads, Footpaths and Cycleways, Drainage, Recreational, Leisure and Community Facilities, Waste Management, Parks, Open Space and Streetscapes Other Infrastructure.



Roads

Budget 2023/24 **\$33.25M**

Spent so far **\$3.85M**



Footpaths and Cycleways

Budget 2023/24 **\$5M**

Spent so far **\$1.34M**



Drainage

Budget 2023/24 **\$6.98M**

Spent so far **\$118K**



Recreational, Leisure and Community Facilities

Budget 2023/24 **\$67.0M**

Spent so far **\$15.78M**



Waste Management

Budget 2023/24 **\$7.57M**

Spent so far **\$143K**



Parks, Open Spaces and Streetscapes

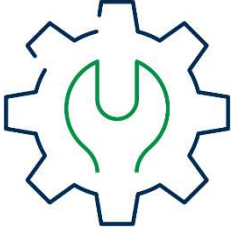
Budget 2023/24 **\$12.3M**

Spent so far **\$3.5M**

Many of these projects are funded by grants from state and federal government, and developer contributions, in addition to the investment made directly by Council.

Plant and Equipment

Plant, Machinery and Equipment, Fixtures, Fittings and Furniture, Computers and Telecommunications and Library Books.



Plant Machinery and Equipment

Budget 2023/24 **\$6.24M**

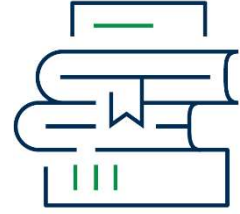
Spent so far **\$1.36M**



Computers and Telecommunications

Budget 2023/24 **\$1.60M**

Spent so far **\$36.6K**



Library Books

Budget 2023/24 **\$1.37M**

Spent so far **\$200K**

Glossary/Definitions

Views:

The total number of times a user views any page. Page views are recorded each time a page is visited, regardless of if the user has previously visited that page.

Visits:

Visits refers to the number of individual 'browsing sessions' a user, or visitor has.

Visitors:

Visitors are defined as the number of unique users. A single visitor may make more than one visit over the course of the same day or several days but are only counted once.

Contributions:

The total number of responses collected through participation activities. Multiple contributions may be made by a single contributor.

Contributors:

The unique number of visitors who have left feedback or contributions.

Followers:

The number of visitors who have 'subscribed' to a project by selecting the 'Follow' button on the project website.

Engagements:

The number of reactions, shares, comments, and clicks on post links, videos, and images.

Link Clicks:

The number of clicks on link within the ad that led to destinations or experiences, on or off Facebook.

Visits:

One individual visitor who arrives at your web site and proceeds to browse.

Capital Works:

Plan – refers to preliminary planning

Design – includes 2 stages: between Concept Design and Detailed Design

Construction – refers to the construction/ implementation stage.

Completed – is the final stage where the project is in practical completion stage or open to the public.

FURTHER INFORMATION

For more information or to receive a copy of this document in an alternate format, please contact:

WYNDHAM CITY COUNCIL

45 Princes Highway, Werribee, VIC 3030

Phone: 1300 023 411

Translating and Interpreting services: 13 14 50

mail@wyndham.vic.gov.au

www.wyndham.vic.gov.au

www.facebook.com/wyndhamcitycouncil

