



Quarterly Community Report

QUARTER 3

January - March 2023



Q3



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



It is pleasing to be able to present the Community Report for the third quarter of 2022-23. There have been so many highlights over the past three months, with Council staff focussed on continuing to deliver for the growing Wyndham community.

The Community Report is one of the ways the community can understand how public money is being used to deliver vital community services and infrastructure across Wyndham.

Summer and Autumn are a great time for community to gather and enjoy all that Wyndham has to offer. Council supports many events and programs; two events were highlights for the quarter and enjoyed by our community. The Kite Festival in Tarneit, delivered as part of the 'Revitalise Tarneit' project in partnership with the Victorian Government, started as a community suggestion and gained traction to become an unprecedented success that the community really supported. The second was 'LIT', back for another year and now a signature event for the city, with over 60,000 people attending. That's the equivalent to filling Marvel Stadium for those that have embraced the return of the football season.

With over 60 service areas, Council is more than just roads, rates, and rubbish to our community. Some highlights from service areas this quarter included:

- 7,209 Key Ages and Stages Maternal and Child Health visits undertaken
- 529,168 visitations to major leisure facilities, a 12 per cent increase on the last quarter
- 829 young people attended the street surfer bus sessions (KIRRUP), a 55 per cent increase on the last quarter
- 22 Citizen ceremonies with 5,870 new Australian citizens conferred
- 37 arts and cultural programs delivered with 12,578 attendees
- 32 Green Living education programs delivered to increase knowledge and care of the environment, with 7,984 program attendees
- 293 new small business start-up enquiries and permits facilitated, an increase of 45 per cent from the last quarter
- \$690,790 of community initiatives funded including, 13 Community Pathway scholarships (\$7,700), 25 Large Grants (\$621,805) and 38 Small Grants (\$61,285).

Council continued to deliver its significant capital works program, and in the first three months of 2023, was able to:

- Open the Birnbial Family Centre at Manor Lakes North
- Commence construction of the Werribee West Community Centre

- Complete landscaping at the Webster Street Reserve (formerly Bensonhurst Parade Reserve) and Brookdale Road Reserve sportsground, with the offsite construction of pavilions at both reserves now underway
- Complete Sports pavilion retrofitting projects at Goddard Street Reserve in Tarneit and Saltwater Tennis Centre in Point Cook, with Arndell Park Reserve in Truganina completed in early April.

I would like to take this opportunity to thank all Council staff and Councillors for their commitment to delivering for the community.

One of the greatest pleasures of working in local government is that you can see the impact we have on the lives of the community. Each year, during this quarter we undertake significant work to set up our Budget and Annual Plan for the next financial year, and I look forward to ensuring we continue to do our best for the Wyndham community.

Stephen Wall
Chief Executive Officer

About Our Council Plan 2021-25

The Council Plan sets out Council’s strategic direction for its four-year term.

It guides Council’s work and how it allocates our resources.

Through its Council Plan, Council will work towards achieving the Wyndham 2040 Community Vision, whilst remaining financially viable and sustainable. The Council Plan is made up of eight strategic areas, aligned to the Wyndham 2040 Community Vision.

Implementation of the Council Plan is supported through the Major Initiatives and Initiatives (major projects, services or programs) identified annually in the Council’s budget. The completion of these is critical to the successful implementation of the Council Plan.

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

To support the implementation of the Council Plan, a suite of [Council adopted strategies and plans](#) exists. Some of these are required by legislation, others are necessary to inform or guide a service or specific priority for Council and/or the community.

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.

Work against our Council Plan Strategic Areas



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 2022/23. Tracking of these over the year is important to ensure they are being delivered on time and within budget.

Initiative	Status	Progress Comment
Undertake planning for three new community facilities at Black Forest North in Werribee, Riverdale in Tarneit and Tarneit by completing the service planning, defining the scope, developing concept plans and refining the business cases for funding.		Service planning complete for Black Forest Road North, Riverdale, and Tarneit Community Facilities. Visioning process now concluded for the Black Forest Road North project and is underway for Tarneit and Riverdale. The visioning process captures the outcomes we aim to deliver to the community through these facilities. The outcomes will inform the services provided and shape the operational model, ultimately influencing the design of the building. Creative Victoria is participating in regular working group meetings for the planning of Tarneit Performing Arts Centre which will assist with developing a functional brief over the next quarter. Revised timelines for the delivery of the centres will be incorporated into capital works business cases and are tied to land availability and staging delivery of these multi-purpose facilities.
Complete and open the Integrated Family Centre at Manor Lakes North.	✓	The Birnbial Family Centre at Manor Lakes North opened on 6 February 2023. Council's early years' service partner, KU, is delivering three- and four-year-old kindergarten from the site. A Toy Library and Maternal Child Health Services are due to commence operations in April and May respectively.
Commence construction of two new Community Centres in the future town centres of Truganina and Werribee West.	✓	Construction commenced at the Truganina facility in November 2022 and is set to be completed in early 2024. The Werribee West facility commenced construction in March 2023 and is set to be completed in mid-2024.
Undertake detailed design of Stage 1 of the redevelopment of the Cultural Centre in Werribee.		A review of design options and cost implications has resulted in the project team needing to re prioritise and focus on the delivery of a larger gallery space.

Initiative	Status	Progress Comment
		Further work is underway to explore new design options. This change in focus for the project has resulted in a delay in the delivery of the detailed design.
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.	●	The sportsground/landscape elements of Webster Street Reserve (formerly Bensonhurst Parade Reserve) and Brookdale Road Reserve were completed and are now open for community use. The offsite construction of pavilions at both reserves are now underway. A tender for the construction of Tarneit North Reserve will be released in April 2023.
Delivery of the Sports Pavilion Retrofitting Program through the delivery of pavilion redevelopments at Arndell Park in Truganina, Tom Roberts and Saltwater Reserves in Point Cook.	●	The construction of retrofitting projects at Arndell Park Reserve and Saltwater Tennis Centre is complete and handover back to club/tenant occupation is underway. The Tom Roberts Reserve retrofitting project is forecast for completion by the end of April 2023.
Work with local communities to establish clubs and user groups to activate new active open spaces at Truganina South East, Bensonhurst Parade Reserve and Brookdale Road Reserve in Point Cook.	●	At Alcock Road Reserve in Truganina, support continued for the recently established Soccer and Tennis clubs as they approach their inaugural seasons in 2023. Work will commence during quarter four on cricket/summer activation of the site. At Webster Street Reserve (formerly Bensonhurst Parade Reserve), West Point Soccer Club and Point Cook Tennis Club commenced some activities from the site in parallel with the pavilions being constructed. Both clubs will relocate to the reserve upon the completion of the pavilions. Work will commence during quarter 4 on baseball/softball activation of Brookdale Road Reserve.
Complete the review of the Wyndham Sports Strategy 2045.	●	<p>Progress on this strategy update is three months behind schedule owing to resourcing challenges.</p> <p>Progress during this quarter involved mapping of the facility network in response to the updated supply/demand analysis and in alignment with the key</p>

Initiative	Status	Progress Comment
		directions proposed in the Background and Key Directions paper. Network mapping will be completed next quarter and presented to the Reference Group for feedback. The method for modelling the cost to implement the strategy was developed and work commenced on populating this in accordance with the draft network mapping.
Implementation of Year 2 of the Domestic Animal Management Plan 2021-25.	✓	The 21 objectives within Year 2 (2022) of the Domestic Animal Management Plan have been met. The report has been sent to the Minister with 100% compliance achieved.
Enhance staff capacity to develop and deliver virtual Youth Service offerings that meet changing community needs and increase the community's access to services and supports.	●	Youth Services have been working with the Online Engagement and Communications Officer positions to look at Youth Services re-branding and also to better market youth services programs to young people in Wyndham, in particular hard to reach young people.
Improve Council's response to tragic events in the community by establishing a youth response team who can provide targeted youth engagement and counselling activities.	●	Youth mobilisation and response roles have been recruited. The first position has been filled with a second position commencing this quarter. Work plans are currently being developed for these positions as well as connection to stakeholders.
Improve families' access to local support services by establishing a specialist early years community connector program.	●	Program established, recruitment options for suitable candidate in progress to continue program.
Continue to implement the Lifecourse Framework for early years, middle years, and older residents.	●	Implementation continues on the Lifecourse Framework after being adopted on 27 September 2022.
Undertake detailed design to implement the Jamieson Way Community Centre and Reserve Masterplan in Point Cook.	●	Detailed design is well underway for Stage 1 (Community Centre). The project is running to schedule.

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

3 (22%) initiatives have been completed

2 (14%) initiatives are behind schedule

9 (64%) initiatives are progressing on schedule

Services Snapshot

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

Animal Management

- 28,720** Dogs and cats registered
- 1,062** Dog off lead patrols conducted **+43%**



Child, Family Health and Wellbeing

- 4,589** Immunisations administered * **-32%**
- 7,209** Key Ages and Stages Maternal and Child Health visits undertaken



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

Community Connections and Care

- 12,052** Group services hours delivered
- 8,003** Meals delivered
- 261** Residents connected to local services and supports
- 519** Referrals received **+20%**
- 94%** High priority assessments actioned within 3 business days



Early Education (Kindergarten)

- 2,984** Enrolments at council run kindergarten for 2023



Environmental Health Services

- 116** New premises registered **+63%**
- 64** Food sampling program completed for the calendar year
- 100%** Food samples registering satisfactory results **+12%**
- 65** Public health inspections completed



Family and Sector Partnerships

- 65** Requests for early intervention support for children in kinder received (Pre School-Field Officer program)
- 49** Families connected to family services and supports
- 43** Community led playgroups supported
- 319** Families supported through Council run playgroups **+159%**



Sport, Recreation and Physical Activity

- 77** Physical activity programs delivered with **1049** attendees **+285%**
- 529,168** Visitations to major leisure facilities **+12%**
- 4,347** Average number of hours of programmed use across outdoor facility network (per week)



Youth Services

- 56** New counselling referrals received **-55%**
- 67** Young people on the waitlist for counselling
- 288** Counselling sessions provided
- 271** New young people attending programs **+87%**
- 98** Youth programs delivered with **1,599** young people attending
- 13** Youth events delivered with **1,718** young people attending **+18%**
- 64** Parenting programs delivered with **165** attendees
- 829** Young people attended the street surfer bus (KIRRUP) **+55%**



Percentage represents an increase/decrease of greater than 10% when compared to quarter 2 (22/23) reported results.

When comparing to the same quarter last financial year (21/22), this quarter Council has delivered:



Animal Management

+126% Dog off lead patrols conducted



Child, Family Health and Wellbeing

-56% Immunisations administered



Community Connections and Care

+74% Group services hours delivered
+56% Residents connected to local services and supports
-43% Referrals received



Environmental Health Services

+49% New premises registered



Family and Sector Partnerships

+299% Families supported through Council run playgroups
+10% Requests for early intervention support for children in kinder received (Pre School-Field Officer program)



Sport, Recreation and Physical Activity

+28% Visitations to major leisure facilities



Youth Services

+156% Parenting programs delivered with **-16%** attendees
+128% New young people attending programs
+63% Youth events delivered with **+15%** young people attending
+26% Young people on the waitlist for counselling
-33% Young people attended the street surfer bus (KIRRUP)
-30% Youth programs delivered with **+165%** young people attending
-25% Counselling sessions provided
-21% New counselling referrals received

Strategy Updates

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:

Priority 1 – Opportunity Equity and Inclusion

Outcome 2 - We can access to formal or informal learning opportunities

- Libraries have initiated adult reading circles to build confidence in reading and understanding English. The free program is for people aged 18+.
- New courses at Tarneit Community Learning Centre for 2023 include the Adult Migrant English Program (AMEP) and the Introduction to Hospitality Course.

Priority 2 – Mental Wellbeing

Outcome 3 – We are a cohesive and inclusive society, socially connected and able to ask for help when we need it.

- [River Whispers](#) a free self-guided twenty-five-minute audio experience best enjoyed in the surrounds of Werribee River, available as a podcast on Council's website. Through the voices of the custodians of the river, residents and local artists listeners can learn of the provenance of Werribee River and its importance within our local community. The podcast is also available onsite at Wyndham Park via QR Code.

Outcome 4 – We enjoy formal and substantive equality

- Australia's U-20 female football team, the CommBank Young Matildas held their training camp at Galvin Park Werribee from 13 to 22 February 2023. An open training session provided an opportunity for local girls aged 12-16 years to meet the CommBank Young Matildas, supporting the growth and development of Australia's young female footballers.

Priority 4 – Accessible Services

Outcome 5 – We can access safe and culturally appropriate services.

- The Community Connector program has expanded to five community connectors to connect residents with support and empower people to make informed decisions. This program began during the health crisis and has grown to become a valued community program.
- Wyndham continues to experience the impacts of the health crisis, including ongoing staff shortages, combined with increased service demand for Maternal Child Health (MCH) services due to Wyndham's growing population. Council is now targeting services to children and families who have missed multiple Key Age and Stage visits due to changes in MCH service delivery arrangements during the pandemic. To ensure families across Wyndham can access information on MCH services, Council launched a new online tool for parents. The [interactive video](#) provides information on child growth and development between the ages of 0 – 4 years.
- Council's immunisation team visits secondary schools annually to deliver vaccinations to Year 7 and 10 students. Due to the health crisis restrictions many students had missed regular vaccinations. Year 7 students were offered booster doses against

Diphtheria/Tetanus/Whooping Cough and the Human Papilloma Virus (HPV) to provide protection against HPV-related cancers. Year 10 students were offered Meningococcal ACWY vaccine.

Priority 7 – Community Safety

Outcome 10 – Our neighbourhoods are safe and inclusive

Outcome 11 – Local spaces and places are age friendly and promote independence

- Council has a responsibility in making sure residents are safe around local schools. This includes providing school crossing supervisors and infrastructure to support safe travel for pedestrians and motorists. Through funding received from the TAC Local Government Grant Program, Council sought feedback on safety issues around Woodville Primary School, Bellbridge Primary School, and Truganina South Primary School from 6 December 2022 to 26 February 2023. All Wyndham schools were encouraged to provide feedback. Community engagement findings are being compiled into a report which will recommend safety initiatives to be implemented mid-year.

Priority 8 – Healthy Living

Outcome 15 – We support smokers and e-cigarette users who want to quit

- ‘Ditch the Flick’ campaign promoted at Werribee train station with new cigarette butt bins installed at hotspots to encourage cigarette butts to be binned instead of ending up as litter on the ground and in waterways. Clear directional signage makes the bins easy to identify and convenient to use. Wyndham City is the first local government in Melbourne to start implementing the ‘Ditch the Flick’ campaign in response to the previous research.

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.

This quarter the number of animal related infringements issued reduced, indicating a higher level of pet owner compliance. This is an encouraging trend given that the Christmas/ New Year period is normally a peak period. This was further reinforced with the number of infringement review outcomes, indicating a consistency in the enforcement approach.

Dog barking complaint numbers have remained consistent. Council has resolved 98 per cent of dog barking complaints to the resident’s satisfaction. Only 2 per cent of complaints were unresolved or not resolved to the resident’s satisfaction, generally because the offence of dog barking could not be substantiated.

Continued education and social media articles on the importance of reporting wandering dogs and dog attacks has seen an increase in reporting, which has identified the majority of offending dogs not being registered. Pets not registered continues to be a key focus of the ‘Register to Reunite’ Campaign.

Seasonal social media posts covering stray and wandering cats, cat diseases, and responsible pet ownership continued, with a 28 per cent increase in cat trap hire requests from the last quarter. Cat season has seen a 23 per cent increase in impounded cats and kittens.

Domestic Animal Business registration renewal commences on April 9. There have been no new animal businesses identified this quarter. Inspections will commence and be reported on next quarter.

Active Wyndham Strategy 2019-2024

The Active Wyndham strategy contains four pillars:

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

Council's Capital Works Program drives progress across the **Active Places** pillar. Work in the third quarter focused on:

- The second stages of Brookdale Road Reserve in Point Cook and Webster Street Reserve in Point Cook (formally Bensonhurst Parade) reaching completion and being opened for community use
- Sports Pavilion retrofitting projects culminating at Saltwater Tennis Centre in Point Cook, Arndell Park Reserve in Truganina and Goddard Street Reserve in Tarneit
- Completion of sportsground lighting construction at Galvin Park Pitch 1, in Werribee
- Commencement of detailed design for a new reserve in Holyoake Parade, Manor Lakes
- Asphalt renewal works at the Heathdale / Glen Orden BMX Track Start Hill, in Werribee

Activation programs form the basis of the **Lifelong Participation** and **Inactive to Active** pillars.

Quarter three highlights included:

- Delivery of the Active Holidays Program and continuation of the Active Tarneit Program
- Delivery of 'Learn to Ride' programs for both participants and instructors
- Facilitation of a training camp for The Young Matilda's, which included an opportunity for 50 local girls to watch training and engage with the players afterwards
- Coordination of the seasonal changeover, marking the conclusion of summer sport for 2022/23 and commencement of Winter sport for 2023

Under the **Strategic, Planning and Evaluation** pillar, work continued to update the Wyndham Sports Strategy 2045 as well as Feasibility and Concept Planning for Wyndham's Future Indoor Facilities. A final draft of both projects is forecast for completion mid-year.

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.

Feasibility and concept planning for three of Wyndham's future indoor facilities was the focus during this quarter, work included:

- Engagement with consultant to finalise report on options for aquatic/dry programming at the Riverdale facility

- Preparation of design briefs required to appoint architects for the Tarneit (Major Town Centre) and Riverdale sites
- Liaison with architect to develop and refine concept plans for Point Cook site
- Commencement of operational cost modelling for each of the three sites

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.

Progress continued on the development of Alfred Road Reserve in Werribee. Delivery of this site will facilitate the relocation of Werribee Cricket Club from Chirnside Park, enabling it to become a standalone AFL venue, a key action within this strategy.

Following the expression of interest process conducted during quarter two for contractors to undertake the construction works, shortlisted contractors were invited to participate in the second stage of the procurement process which included submitting a price for the works. Evaluation of the submissions will take place during the fourth 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.

No further progress can be reported this quarter. A tender for the construction of the Youth/Gateway Hub, which includes a Skate Park, as part of the Lawrie Emmins Reserve Master Plan implementation is expected to take place in the fourth quarter of 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.

During this quarter, work towards the implementation of this strategy included progression of the construction of greenfield sites at:

- Alcock Road Reserve in Truganina,
- Webster Street Reserve (formally Bensonhurst Parade Reserve) in Point Cook; and
- Brookdale Road Reserve in Point Cook

Pavilion retrofitting works were completed at Arndell Park Reserve, Saltwater Tennis Centre and Goddard Street Reserve. Sportsground lighting construction was completed at Galvin Park Pitch 1. This strategy is currently being reviewed, with a draft forecast for completion mid-year.

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

No further progress on this strategy occurred during quarter 3.

Service Highlights

Maternal and Child Health Update

Council's Maternal Child Health (MCH) service has been operating within a 'restricted model' of service delivery for the past 18 months. The service has increased service delivery levels and has transitioned to a 'targeted' model of service delivery. Based on current workforce availability, Wyndham is providing MCH services for:

- Youngest infants, children, and families first
- All Aboriginal infants, children, and families
- All children and families with additional needs or concerns, including families on the Enhanced Maternal and Child Health Program and those with COVID-19

Council is also targeting services to children and families who have missed multiple Key Age and Stage (KAS) visits. In February, Council completed 94 more KAS appointments than the previous month and delivered 52 Lactation Consultant appointments. In March, we recommenced the 2-year-old group KAS catch-up sessions.

Service staffing levels have been stabilised, while there is still a current deficit in the nursing workforce of 25 per cent, this deficit is no longer increasing. This can be attributed to the current workforce initiatives that have been implemented such as the student scholarship program and Nurse Educators. These initiatives have enabled Council to recruit nurses into the service to replace vacancies which have been caused by resignations it is hoped that over time this deficit will decrease as these initiatives continue to gain momentum.

Supporting Student Placement

Each year Council supports the placement and allocation of students into kindergarten services. This is an ongoing partnership with Universities and Educational Institutions, such as Victoria University, Federation University, RMIT, Melbourne University and The Gordon.

There have been 70 student placement requests so far for 2023, with 95 per cent of these requests being allocated a placement throughout 2023. These placements not only provide students with the opportunity to learn onsite but also provides Council with the opportunity to train, support and invest in Wyndham's future recruitment. "Our children, Our focus, Our future"

Major Projects and Capital Works

Alfred Road Reserve (Werribee) Master Plan

Ward: Iramoo

Total Cost: \$ 19.6M

Development Contributions: \$2.5M

Grants: \$ 1.4M

Tender for construction

The first phase of construction will include cricket and AFL facilities as well as a family recreation and play area. Council has secured a grant of \$1.4M from the Growing Suburbs Fund, which will supplement the cost of delivering this project.



The detailed design has been completed. The tender for construction is currently under evaluation. The Cultural Heritage Management Plan report is being finalised and expected to go for approval prior to end of the financial year.

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

Under construction

This project will see the delivery of a new active open space reserve for the Point Cook community. Construction of the sports field and landscape components of the new reserve are nearing completion and will be followed by construction of the pavilion. Cricket, soccer, and tennis facilities will be available for community use upon completion of the reserve.



Construction for the Pavilion works has commenced. Site conditions have caused a delay. The Landscaping for this project has been completed and the park is now open to the public.

Brookdale Road Reserve (Point Cook) Master Plan Implementation

Ward: Harrison

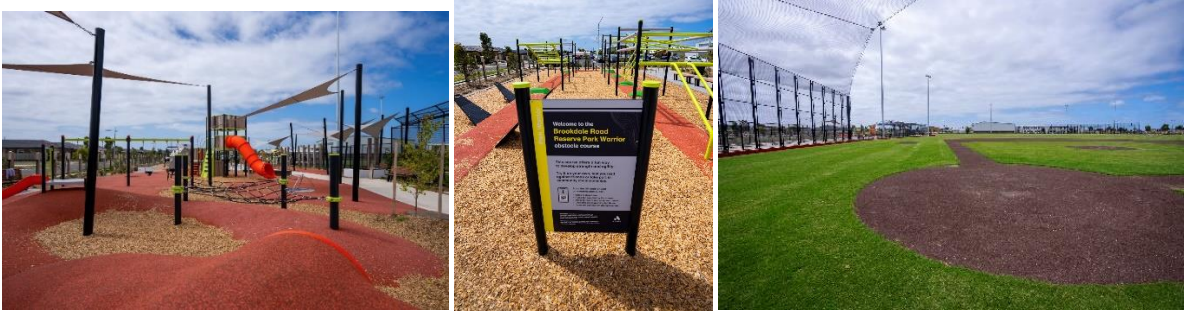
Total Cost: \$ 8.07M

Development Contributions: \$4.67M

Under construction

This project will see the delivery of a new active open space reserve for the Point Cook community. Construction of the sports field and landscape components of the new reserve are nearing completion and will be followed by construction of the pavilion. Softball/baseball facilities will be available for community use upon completion of the reserve.

The design and plans for the Pavilion have been finalised and production of the modular building has commenced offsite. The delivery of the modules is expected around August 2023 with installation to occur around October 2023. The sports field and the landscape have reached practical completion.



Birnbial Family Centre (previously referred as Manor Lakes North Family Centre)

Ward: Iramoo
Total Cost: \$ 8.2m
Development Contributions: \$2.87M
Grants: \$ 4m

Completed

The Integrated Family Centre is located on Holyoake Parade and will provide kindergarten, maternal child health and associated services to the Manor Lakes North community. This facility is being delivered in partnership with the State Government, who are contributing \$1M from the Growing Suburbs Fund and a further \$3M from the Building Blocks Program. This project has been completed. The occupancy permit was granted in February 2023.



Jamieson Way Community Centre and Reserve Masterplan (Point Cook)

Ward: Harrison
Total Cost: \$ 10.99M
Grants: \$3.5M

Detailed design underway

The Jamieson Way Community Centre and Reserve is located on a residential street in the heart of Point Cook and is one of Wyndham longest running and popular community centres, tennis courts, netball courts, open space and carparking. The project will be staged for delivery. Detailed design is well underway for Stage 1 (Community Centre). The project is running to schedule.



Sports Facility Capital Development Guide Retrofitting Project

Ward: All
Total Cost: \$ 4.4M
Grants: \$ 500K

Renewal upgrades are currently planned for the following Sports Pavilions:

Goddard Reserve, Tarneit	Project on track to be completed in early April 2023.
Galvin Park, Werribee	This project is being re-tendered, closing 1 May 2023.
Little River Reserve, Little River	This project reached practical completion in November 2022 but there is a need to extend the septic system drainage. This is expected to be completed by early 2023.
Saltwater Tennis and Saltwater Soccer Pavilion's, Point Cook	Retrofitting works on the Tennis Pavilion completed in March 2023.
Tom Roberts Reserve, Point Cook	Project on track to be completed in early April 2023.
Arndell Park, Truganina	Project on track to be completed in early April 2023.

Tarneit North Master Plan Active Open Space

Ward: Chaffey
Total Cost: \$ 15.6M
Development Contributions: \$ 4.1M
Grants: \$ 2.4M

Tender for Design and Construction

The project includes the design and construction of sports fields, a sports pavilion and an Integrated Family Centre that will provide kindergarten, maternal child health and associated services. The adjoining Bembit Bag-rook Community Centre has been completed.

The Active Open spaces within the masterplan are scheduled to go out to tender 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
- Festivals and Events
- Neighbourhood Activation and 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 2022/23. Tracking of these over the year is important to ensure they are being delivered on time and within budget.

Initiative	Status	Progress Comment
Upgrade the Wyndham Cultural Centre website and ticketing system to enhance the ways that community access culture programs and performances.		The website project brief has been reviewed internally and will be updated with new requirements before the procurement processes begins. The ticketing system has been completed.
Develop a partnership program with community-based arts and culture providers to further grow Wyndham Cultural Centre programming opportunities.		Partnership programs for the Cultural Centre have been initiated with various local arts organisations to support local talent. These partnerships and programs were ongoing and provide an opportunity to promote performing arts in Wyndham and Melbourne's West.
Develop a reimagined Council Major Events Program.		This program of work has been created and is now being implemented.
Work collaboratively with relevant stakeholders to define service models for the new community centres being constructed in Truganina and Black Forest Road South, Werribee are scheduled for opening in 2024.		Service models for Truganina and Black Forest Road South Community Centres have been developed with relevant stakeholders and service providers. Services are finalising plans to commence service provision once construction is complete. Construction remains on-track for completion in early 2024.
Adopt and implement the Council's second Reconciliation Action Plan (RAP).		Work continues towards Council adopting its second Innovate Reconciliation Action Plan (RAP) 2023-2025. The Draft RAP was endorsed for 6-week public consultation at the February Council meeting. Following the public consultation period feedback will be considered and any necessary changes made. The RAP is scheduled to go to the July Council meeting for adoption, after final endorsement from Reconciliation Australia.

Develop and adopt a new Accessibility Action Plan.	●	Work is progressing on the development of a new Accessibility and Inclusion Plan. This quarter, two community workshops were held to inform the development of the new plan. During the community workshop the vision for the Access and Inclusion Plan was reviewed and affirmed. It is anticipated that the draft Accessibility and Inclusion Plan will be presented at the June Council meeting for public consultation.
Embed the role of public art into our built environment through the development of the Wyndham 2022-2032 Public Art Plan which aims to deliver on policy, investment and partnerships that create art works reflecting our curatorial framework and our growing communities.	✓	Wyndham 2022-2032 Public Art Plan was adopted at the 27 September Council Meeting. The plan sets the foundation for Year One programs which are in development.
Consider the needs of LGBTIQ+ people, and culturally and linguistically diverse communities, as well as those living with a disability through the review of the Council’s Social and Economic Inclusion Framework which aims to enhance equity and inclusion in line with the Municipal Public Health & Wellbeing Plan.	●	Work continues in the development of the discussion paper, which promotes the principles of inclusion, equity, participation and rights and responsibilities, this will inform the next steps in the process.

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





2 (25%) initiatives have been completed

3 (37.5%) initiative is behind schedule

3 (37.5%) initiatives are progressing on schedule

Service Snapshot

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

Arts and Culture			354 bookings received for creative spaces - Cultural Centre's, Encore and Civic Centre +40%
37	Programs delivered with 12,578 attendees +16%		
80	Wyndham creatives engaged with +13%		
114	Diverse artists employed +90%		
Festivals and Events			
3	Events held with 64,532 attendees +70%		
20	Wyndham local businesses engaged with +100%		
22	Citizen ceremonies with 5,870 citizens conferred +216%		
			Neighbourhood Activation and Development
			
		2,483 Requests received from the community for local services and information +86%	
		85% Programs and activities at community centres delivered or led by community	
			School Crossings
			
		155 School crossings in operation	

Percentage represents an increase/decrease of greater than 10% when compared to quarter 2 (22/23) reported results.

When comparing to the same quarter last financial year (21/22), this quarter Council has delivered:

	Arts and Culture	+56% Diverse artists employed
		+12% Programs delivered
<hr/>		
	Festivals and Events	+70% Event attendees
		-20% Wyndham local businesses engaged with
<hr/>		
	Neighbourhood Activation and Development	+30% Requests received from the community for local services and information

Strategy Updates

Wyndham Public Art Plan 2022-2032

The 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:

- Supporting the commissioning of Tarneit Community Battery mural with Powercor
- Supporting the install of a local artist's artwork into Wyndham Vale Train Station as part of (Public transport Victoria (PTV) and V/Line's Transporting the Arts Program
- Working with Public Art Commission and Deakin University to launch a program of temporary public art commissions as part of TREATMENT III at the Western Treatment Plant
- Coordinating an open call for artists to work with leading artist Mick Douglas
- Project development on two new significant artworks, a temporary artwork and a mural for the Hunter Building
- Commencing the commissioning of art works for five new community centres

In addition to these commissioning works, there have been conservation and remedial works carried out on key sculptural art works in the collection including:

- Frog Dreaming by Maree Clarke, Vicki Couzens and Jeph Neale located in Point Cook
- The fountain by Helen Bodycomb located in Werribee
- The Guardians by Brigit Heller located at Iramoo Community Centre

Accessibility Action Plan

Wyndham's Accessibility Action Plan (AAP) seeks to increase the access, inclusion, and equitable participation of people with disability within Council and the greater community.

The Accessibility Action Plan 2019- 2022 is now completed, with a review of the plan being incorporated into the planning and development of Council's next three-year Accessibility and Inclusion Plan.

This quarter, two community workshops were held to inform the development of the new plan. During the community workshop the vision for the Access and Inclusion Plan was reviewed and affirmed. The draft Accessibility and Inclusion Plan will be presented at the June Council Meeting with further community engagement to follow.

Affordable Housing Strategy 2022-2025

1. Lead and influence change by facilitating and building strategic partnerships

1.4 Advocate to improve older women's housing outcomes in Wyndham.

In February 2023, in regard to a social housing development at the Allura Estate, Truganina, Council supported Women's Housing Limited by facilitating community engagement on the development. This was an opportunity to advocate on behalf of Women's Housing and its future female tenants,

predominantly older women, a priority group of the Affordable Housing Strategy. A positive outcome was achieved. Having initially been resistant to the development, residents were keen to welcome the women once the homes are completed. The development comprises 42 homes, with a mix of one, two and three-bedroom apartments and will add to Wyndham social housing stock.

1.6 Work with State and Federal Governments to develop a clear and transparent plan to guide investment in social and affordable housing in Wyndham.

Regular meetings have been initiated with State Government partners Homes Victoria to partner in pursuing Wyndham's Affordable Housing Strategy actions including around planning scheme amendments to incorporate objectives and mechanisms for affordable housing. Work has begun to formulate the Wyndham Local Social and Affordable Housing Plan, a joint local/state government partnership.

1.11 Facilitate a forum for Housing Agencies to present to developers on housing needs and partnership models and opportunities.

A Wyndham Affordable Housing Forum was delivered on 8 February 2023. The invitation-only Forum brought together 100 stakeholders with housing knowledge to discuss Wyndham's diverse housing needs. Council's new Affordable Housing Strategy was presented, roundtable discussions covered the challenges, big ideas and next steps following the forum. To support a sustained consistent approach a report on the outcomes of the forum were circulated to Planning, Building and Health, Strategic Planning and Property departments of Council and the Health, Housing and Homeless Alliance partners in March 2023.

3. Update the Wyndham planning scheme to emphasise affordable housing

3.19 Update the Wyndham City Planning Scheme to incorporate specific objectives and strategies to facilitate Affordable Housing.

The Wyndham Planning Scheme comprises state and local planning policies, Council's Municipal Strategic Statement (MSS), zoning maps and planning controls which specify how land in the municipality may be used and developed.

This action also relates to 1.6 and is an aspect of ongoing liaison with Homes Victoria partners. The action is also an aspect of the Planning Scheme Review process which is underway. The Review project and Social Policy teams are working together to progress this action.

3.20 Make the Affordable Housing Strategy a reference document to the Wyndham Planning Scheme.

3.24 Negotiate Affordable Housing agreements where applications meet the Strategy Guidelines.

These actions are also incorporated within the broader Planning Scheme Review which is now underway.

5. Build back better in covid-19 pandemic recovery through improved and equitable service and support outcomes

3.27 Support the work of the H3 Alliance in its advocacy for long-term investment in Affordable Housing.

The Council's Community Strengthening team provided local area coordination of the Health, Homelessness and Housing (H3) Alliance Strategic Partnership Group (SPG) supported by funding from Homes Victoria & Housing. For the past 15 years Wyndham City has worked collaboratively through the H3 Alliance to provide advice to those in need. Two meetings were held in 2023 including an initial strategic planning meeting to identify alignment with the Affordable Housing Strategy and ongoing advocacy positions.

3.28 Continue to support the H3 Alliance through project facilitation and in-kind support.

The Council's Community Strengthening team has initiated the following:

- Swim and Shower Access Pilot
- Proactive Policing Partnership with H3 Alliance project
- Connect Respect training for Council staff and local traders
- Additional H3 Alliance members: Refuge Victoria, IPC Health Gamblers Help

5.29 Collaborate with other Councils including growth area and interface Councils to share knowledge, resources and experience.

Meetings were held with Yarra, Brimbank, Darebin, Hobsons Bay and Maribyrnong City Councils to share knowledge, resources and experiences in scoping and developing projects and initiatives that H3 Alliance and Council are jointly committed to.

5.32 Identify Council practices where interaction with at-risk or homeless households may be increased and identify training opportunities.

Council staff (Community Connectors, Libraries, Community Centres, Local Laws) are working with Council for Homelessness Persons (CHP) to complete an online training package called 'Connect Respect'. Connect Respect is a resource and training package to inform local councils, business, and employees who have direct contact with people without a home.

Council are finalising Privacy Impact Assessments of any information collected about community during intake and referrals at Council sites, to ensure it is managed and stored appropriately and staff are confident on how to do this with dignity and respect.

Service Highlights

One word - LIT

The second annual LIT event was held at Wyndham Park from 17-26 March 2023. This event was enthusiastically embraced again by the community with 61,722 people turning up to enjoy the spectacle over 10 evenings, an increase of 117% on 2022 and surpassing projected crowd estimates.

In anticipation of the larger attendance, the event had an expanded footprint utilising new areas of the park. A unique program was curated including local artist Rukz One's dynamic zigzag gobo walk, Skunk Control's The Great Escape and Yandell Walton's sublime Human Effect featuring interactive video projections. The Indirect Object brought a playful element to the event with their two installations, the inflatable Cortex and the glowing neon Morphology. The hero of the event though, were the lasers above the main lawn that luminated the sky with a brilliant 10-minute show every half hour before settling on an evocative rainbow canopy overhead.

LIT was received positively by the community with extremely positive feedback received via social media and surveys.

From its inception, LIT was designed as an event that would support local businesses, particularly food and beverage retailers, by capitalizing on its location in Wyndham Park, adjacent to the Werribee City Centre. The event had a positive impact on the city's night economy. Marketing and communications messaging consistently referenced the idea of making a night of it – head out to dinner, then over to the park to experience LIT and then back to the city for an ice cream to wrap up a great night out. Feedback and comments from local traders praised the impact on the vibrant effect the event had on the city.

LIT received considerable attention from the public on the website (32,537 unique page views), social media (total reach of 108, 384). Media highlights included key lifestyle outlets, along with local coverage.

Following its second iteration, it's clear that LIT is hugely popular and has taken on the mantle of Wyndham's signature event. Not only did people attend in their droves, but it also captured the hearts and minds of the community with an overwhelming number of positive comments about the overall experience reaching Council.



Arts Community Connects at The Annex

The arts have found a new home at The Annex, located at the front of the Wyndham Cultural Centre. Council looks forward to showcasing the talents of local artists throughout 2023 here. In the first week of activity, three events were held with over 300 people coming through the door.

The Annex will be programmed to showcase the work of local creatives and building a program of content, exhibitions and experiences through a curated program developed to support the local creative community to have opportunities to activate and program into the space.

The Annex provides a platform for local creatives to connect with Council's arts program and a call out for proposals for local artists and organisations to use the space is scheduled for May. The space will be open from Wednesday to Saturday, 11:30 am to 3:30 pm during exhibition periods. Visitors can expect to see a variety of artworks from local artists on display.

Connecting Community at Dianella Community Centre

Since the beginning of 2023, the centre has hosted three Tarneit Twilight Markets. The markets are a great opportunity for local community to connect and showcase centre's programs. Local groups were invited to run activities at the market, including:

- Building Cultural Connections group facilitated board game activities
- Table Tennis group ran mini competitions
- Junior Empowerment team facilitated craft activities
- Wyndham With One Voice Choir, Wynduke Ukestra (Ukulele) and Hosana Kingdom Praise Choir all performed.

Many community members who partook in the activities and watched the performances sought to be actively involved in the following market. In response to suggestions from local community, the Centre team organised a 'Dog Show' during the last market on 17 March 2023. This was a huge success, attracting many community members who provided overwhelming support for similar future events. The Market and Dog Show combined had the highest numbers of attendees out of all the markets with over 600 people attending.

The groups and performers involved in the markets provided feedback about their experience, highlighting the following:

- this opportunity lifted the groups profile and increased their membership
- provided performance opportunities elsewhere
- helped to build confidence
- it was a great way to build community connections

Point Cook Community Learning Centre supporting multicultural community

Point Cook is the country's most multicultural suburb which inspires centre staff to actively support local diverse groups to connect in the centre and in the neighbourhood.

The centre worked with the Point Cook Cultural Community members to link, connect and plan the Wyndham Multicultural Lunar Festival in the town centre in February. This resulted in broadening the cultural representation on the planning committee by connecting members from the Indian, South Sudanese and Fijian community. The centre staff also connected a range of activity providers and groups from other centres across Point Cook to be actively involved in the festival.

The centre also worked with Co-Local to support underrepresented groups to be part of the Point Cook Pop Up Park. This resulted in an African Festival on 18 March and a Persian New Year “Nowruz” on 26 March.

The African Festival was an opportunity to break down some barriers with members from seven different African nations coming together for the first time in Wyndham, collaborating to share their culture. These included South Sudan, Zimbabwe, Eritrea, Congo, Rwanda, Ethiopia, and Ghana. Each providing residents a taste of their homelands with performances, activities, and flavours of their local cuisines.

The Persian New Year “Nowruz” brought a group of local Persian residents together to make it a reality. The idea organically evolved into a wonderful celebration and opportunity to share their Persian culture with the wider community. The group set up a Haftsin Table and explained its relevance and the day was full of performances, activities and sharing a Persian Food.

Mother Language Day

The Tarneit Community Learning Centre hosted International Mother Language Day in February 2023; a worldwide annual observance recognised by UNESCO to promote multilingualism. Activities included a parade, laying of flower wreaths, art exhibition, cultural performances, live music, a book fair, multicultural food vans and children’s activities.

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 Collections and Hard Waste Services
- Long Term Planning and Design
- Parks Management
- Subdivisions
- Town Planning
- Traffic Management
- 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 2022/23. Tracking of these over the year is important to ensure they are being delivered on time and within budget.

Initiative	Status	Progress Comment
<p>Implement all actions identified in the Wyndham Industrial Land Use Strategy (WILUS), which seeks to guide the future use and development of Wyndham’s industrial precincts.</p>	<p>●</p>	<p>The WILUS implementation actions are now being pursued, including the incorporation of the WILUS as a background document in the Wyndham Planning Scheme. Planning Scheme Amendment (PSA) C263 is also being pursued, it has been publicly exhibited and will soon proceed to an Independent Panel Hearing, it seeks to update the Truganina Employment Precinct Structure Plan (PSP). The updates sought by this PSA support the implementation of actions identified in the WILUS.</p>
<p>Continue to construct new active transport paths and associated supporting infrastructure to implement the priority actions from the Wyndham Active Transport Strategy.</p>	<p>●</p>	<p>Footpath upgrades are being constructed for the neighbourhood path connections within the Cambridge estate, Hopper Crossing. Planning nearing completion for the Bellbridge estate neighbourhood path connections in Hoppers Crossing. Six solar lights have been installed on a section of Black Forest Road shared user path leading to the rail overpass not covered by street lighting. Background work continues on the Higher Order Paths, to enable construction of concrete shared use paths for sections of Laverton Creek, Skeleton Creek, within Arndell Park that are currently not constructed or only a gravel path.</p>
<p>Advocate to review and amend the Engineering Design and Construction Manual (EDCM) to extend the Defects Liability Period on gifted assets in Civil Infrastructure.</p>	<p>●</p>	<p>A review of road condition is currently underway which will provide insight into the areas of focus for gifted assets with a view to recommending changes to the EDCM into the future. Council has identified a trial site for the use of recycled plastic drainage pipes and is working with the developer on the technical specifications required for the trial.</p>

Initiative	Status	Progress Comment
Continuation of the Heritage Gap Study implementation and place a greater emphasis on Wyndham Heritage matters.	●	Stage 2 of the Heritage Review Gap Study is underway with reporting being prepared on recommendations and engagement options for mid-year. Recruitment of a new Principal Cultural Heritage Planner and Senior Heritage Planner has been finalised to support and placing greater emphasis on Wyndham Heritage matters.
Deliver year one actions in the Road Safety Strategy.	●	<p>Actions include the implementation of a 40km/h speed limit in the Wattle Avenue precinct and the introduction of a truck ban in the Wattle Avenue precinct.</p> <p>Safety messaging program is continuing at schools, using variable message signs (VMS) signs, and a truck study is underway for the Thames Blvd precinct.</p>
Review Community Amenity Local Law 2015 and adopt Community Amenity Local Law 2023.	●	The Draft Community Amenity Local Law 2023 community engagement period has ended, after being open from 1 December 2022 to 28 February 2023, with only minor changes coming out of community feedback. The proposed Community Amenity Local Law 2023 is currently being reviewed by an external lawyer for certification as required by Local Government Act 2020.
Deliver Year one actions in the refreshed Wyndham Integrated Transport Strategy (WITS) to improve transport operations, provide more transport choice and a sustainable transport system, which maximises safety, health, equity, social inclusion, quality of life, environmental outcomes, and economic prosperity.	●	Council adopted the 2023 WITS at the 28 February Council Meeting. The majority of the actions are ongoing with only one Year 1 action, '8.3: Monitor how electric vehicle charging infrastructure and usage develops within the municipality and seek the best transport outcomes now and in the future.'
Develop and deliver a campaign with community leaders to build civic pride and improve city amenity.	●	<p>Two key campaigns in progress are:</p> <p>1) The New Estate Project, whereby local laws officers are proactively working in new areas of the municipality to build greater awareness and knowledge of their obligations as property owners, landowners and tenants. This is being embedded as an ongoing activity.</p>

Initiative	Status	Progress Comment
		2) Wyndham's Litter Strategy Taskforce, collaborative efforts continue to build civic pride and improve city amenity. A cross organisational Litter Blitz was held on 21 March 2023 in Point Cook, in partnership with the Wyndham Litter Warriors. Litter Strategy Taskforce continued its collaborative efforts to build civic pride and improve city amenity.
Undertake quarterly Litter Blitzes to tackle litter and presentation issues in problem areas across the municipality.	●	On Tuesday 21 March 2023, twenty council staff from across City Amenity, Local Laws and Waste Collections and Education teams, came together for a Litter Blitz with Councillors and volunteers from the community run Wyndham Litter Warriors. Held on bin collection day at Saltwater Promenade Point Cook Estate, the blitz focused on addressing household bins being left out too long, overflowing bins, and incorrect use of bins. The blitz also addressed rubbish dumping, parking concerns and abandoned vehicles, obstructions on Council land, unsightly properties and building site compliance issues.
Continue to advocate for enhanced transport opportunities across Wyndham, with a focus on Council's resolved position for new train stations.	●	<p>Advocacy efforts continue for enhanced transport opportunities across Wyndham.</p> <p>Key highlights include:</p> <ul style="list-style-type: none"> ● Participation in a Better Buses for the West campaign ● Direct advocacy to local MPs for Flexi-Ride bus services in newly developed communities ● Continued advocacy for improved access to the train network ● Organising a Roads Forum with the Minister for Roads and Road Safety ● Participating in media opportunities highlighting the case for improved transport opportunities in Wyndham
Development of a Public Toilet Strategy to inform the establishment and maintenance of facilities across the municipality.	●	A draft Public Toilet Policy has been prepared and approved by Council for community engagement commencing in April 2023. The Policy includes an

Initiative	Status	Progress Comment
		implementation plan that nominates 30 parks as locations requiring a public toilet. Implementation of the plan is proposed to commence, subject to Council endorsement of the Policy and the capital budget approvals process, in 2023 -2024.

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

100% (11) initiatives are progressing on schedule

Service Snapshot

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

Building Control and Permit Services



2,115	Building and occupancy permits issued	-23%
163	Building investigations commenced and completed	+94%
119	Pool safety inspections	-34%

Civic Compliance



249	Parking patrols of schools	-25%
787	Building site inspections	-31%
2,105	Property inspections	

Parks Management



381	Playgrounds inspected (Council owned and maintained)	+263%
1,055	Parks/open space inspected (regardless of whether Council owned or not)	
3,567	Total area Open Space requiring mowing	-26%
214	Graffiti requests responded to	+15%

Kerbside Bin Collections and Hard Waste Services



13,436	Refuse Disposal Facility (RDF) customers	
15,762	Hard waste collections	
2,745	Tonnes of litter / dumped rubbish collected	-22%
1,269,773	Garbage bins collected	
99.8 %	Garbage collections completed	
139kgs	Garbage collected per household (average)	

Engineering Construction, Asset Rehabilitation & Civil Maintenance



17kms	Roads constructed	+55%
52kms	Roads graded	-42%
1,765kms	Road (sealed and unsealed) Completed repair (reactive) works on roads	
2,371		
4,335kms	Roads swept	+34%
31.5kms	New footpaths constructed	
2,600m2	Footpaths repaired	+17%
2,250kms	Total footpath	
838kms	Road inspected and 155 defects identified	-14%
650kms	Footpath inspected and 10,200 defects identified	+18%

Subdividing and Town Planning



65%	Regular and VicSmart planning application decisions made within legislated time frames	-15%
68	Days taken to decide planning applications	+13%
61%	Planning sub-division requests issued within 3 business days (subject to satisfaction of conditions)	

Percentage represents an increase/decrease of greater than 10% when compared to quarter 2 (22/23) reported results.

When comparing to the same quarter last financial year (21/22), this quarter Council has delivered:



Building Control and Permit Services

-54% Building investigations commenced and completed



Civic Compliance

+255% Building site inspections
+108% Property inspections
+15% Parking patrols of schools



Engineering Construction, Asset Rehabilitation & Civil Maintenance

+97% New footpaths constructed
+42% Roads constructed
-20% Roads graded
-18% Completed repair (reactive) works on roads



Subdividing and Town Planning

+36% Days taken to decide planning applications
+36% Days taken to decide planning applications
+32% Regular and VicSmart planning application decisions made within legislated time frames

Strategy Updates

Road Management Plan 2021-2025

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

Council continues to meet road management plan requirements for road and footpath assets. The new footpath inspection system installed in late 2022 is functioning well. Development of the road inspection system is due to be completed in mid-2023, which will provide additional functionality, particularly around reporting and works management.

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:

- Implementation of a 40km/h speed limit in the Wattle Avenue precinct and the introduction of a truck ban in the Wattle Avenue precinct
- The safety messaging program is continuing at schools, using Variable Message Signs (VMS)
- A truck study is underway for the Thames Blvd precinct

Wyndham Active Transport Strategy 2020-2025

[The Wyndham Active Transport Strategy 2020](#) aims to turn walking and cycling into a genuine transport mode of choice for residents going about their daily business. The Strategy provides 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.

This quarter achievements included:

- Footpath upgrades are being constructed for the neighbourhood [path connections](#) within the Cambridge estate in Hoppers Crossing
- Planning nearing completion for the Bellbridge estate neighbourhood path connections in Hoppers Crossing
- Six solar lights installed on a section of Black Forest Road shared user path leading to the rail overpass not covered by street lighting
- Supported students participating in Ride2School Day 2023 through Wyndham's Active Travel to School Program at Dohertys Creek Primary School, Bellbridge Primary School, Woodville Primary School, and Garrang Wilam Primary School

Wyndham Integrated Transport Strategy

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

Council adopted the updated strategy at the 28 February Council Meeting.

Service Highlights

The Wyndham Plan

A draft of The Wyndham Plan was out for public consultation via [The LOOP](#) between 30 November 2022 and 3 March 2023, with community engagement sessions running in February 2023.

This Plan supports development in locations that are or will be well supported by infrastructure and services and enables better connections of people and places.

The Plan seeks to create a cohesive urban area with a City Heart and National Employment and Innovation Cluster at its core. The objective is to create the types of places the community asked for in the Wyndham 2040 Community Vision. It facilitates integrated planning and development in alignment with the Wyndham 2040 Community Vision.

The Plan provides the strategic foundation for changes to the Wyndham Planning Scheme. The Wyndham Planning Scheme comprises state and local planning policies, Council's Municipal Strategic Statement (MSS), zoning maps and planning controls which specify how land in the municipality may be used and developed.

Following incorporation of community feedback, The Wyndham Plan will be presented to Council for adoption mid-year.

Supporting Road Safety for Cyclists

Council is providing a free program of 'Learn to Cycle' beginners cycling activities and an instructor training course to support the Wyndham community get out on their bikes safely.

The Adult Learn-to-Ride course aim to help parents, guardians or anyone 18 years + boost their confidence and develop skills to ride a bike safely.

The Instructor Training course is a 3-part course that will upskill competent riders to gain a qualification that allows them to teach their own learn to ride programs in the future. This could be in schools, community events or even future Council programs.

Sessions were held during March. This Learn to Cycle program was enabled by a VicRoads Community Road Safety Grant and is being delivered by *Cycling Safe Victoria*.

Major Projects and Capital Works

Active Transport Network

Ward: All

Total Cost: \$ 4.95M (including footpath Renewal)

Grants: \$ 2M

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.

Wyndham City has committed \$2M in 2022/23 along with the State Government \$2M Local Roads and Community Infrastructure grant program.

Construction is underway at:

- Armstrong Road, Manor Lakes
- Bodmin Court, Truganina
- Oaktree Avenue, Wyndham Vale
- Regent Street, Hoppers Crossing
- Riverside Avenue, Werribee
- Shaftsbury Boulevard, Point Cook

Planning is being done for the following:

- Altair Street, Williams Landing
- Finch Road, Werribee South
- River Street, Little River
- Yanga Avenue, Tarneit

Playground Park upgrades

Ward: All

Total Cost: \$ 1.07M

Rosslare Court Reserve, Hoppers Crossing	<p>The project is now moving from Concept Design to Detailed Design and now includes an upgrade to on-street car parking on Rosslare Court.</p> <p>Council is undertaking an external Crime Prevention Through Environmental Design (CPTED) assessment to provide advice on new public toilet location. The external consultation will use CPTED principles and design theory around safety and deterring anti-social behaviour, to recommend the best location for the toilet.</p>
Possy Newland Reserve, Little River	<p>This project is in early planning phase. Stakeholder engagement has been undertaken and community consultation reports are currently being finalised.</p>
Riverbend Historic Park, Werribee	<p>Currently in planning stage. Scope of works to be determined post approval by Council.</p>

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
- Conservation and Arboriculture
- Green Living
- Refuse Disposal Facility
- Resilient Open Spaces
- 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 2022/23. Tracking of these over the year is important to ensure they are being delivered on time and within budget.

Initiative	Status	Progress Comment
Continue Council's annual investment in building up park tree canopy by planting 3,600 additional trees in 2022/23.	●	Tree planning locations identified and confirmed for all 3,600 park trees to be planted in the upcoming planting season, commencing in April 2023.
<p>As part of Year 2 of the WYN-R program, deliver:</p> <ul style="list-style-type: none"> public electric vehicle charging infrastructure at The Hunter Building Werribee Public Carpark, Wyndham Civic Centre and Council use chargers at the Wyndham Depot implement solar PV (and where applicable battery) deployment at all new capital buildings and retrofits occurring in 2022/23, investigate a large-scale battery for AquaPulse and Encore Events Centre investigate a microgrid at AquaPulse and Encore Events Centre 	●	<p>Design for Civic Centre Electric Vehicle charging infrastructure has been finalised with install scheduled for mid-year.</p> <p>A grant application is being progressed for chargers at the Wyndham Depot.</p> <p>Solar PV continues to be installed across all new and refurbished Council facilities.</p> <p>Energy Auditing of AquaPulse and Encore Events Centre has been completed and will inform detailed electrical engineering assessments.</p>
Review and update Wyndham City Council's Open Space Strategy.	●	<p>Background work to inform the new Open Space Strategy, including updated open space hierarchy and catchment mapping, is underway to identify sites for upgrade or acquisition. An update to the Landscape Development Levels of Service is being prepared.</p> <p>An Open Space Public Lighting Policy, and a Community Garden Policy & Guidelines are also being developed.</p>
Continue implementation of the Wyndham Marine and Coastal Management Plan.	●	Implementation of the management plan continues with planning underway for project delivery in accordance with the adopted plan. See page 47 for details.

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

75% (3) initiatives are progressing on schedule

25% (1) initiative is behind schedule

Service Snapshot

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

Conservation and Arboriculture



75,225 Trees maintained/inspected
Tree planting session occurs from April to August

+47%

Waste Diversion



37.06 % Kerbside collection waste diverted from landfill

-15%

75 kgs Green waste collected per household (average)

-35%

51 kgs Recycling collected per household (average)

99.8% Recycling collections completed

98.9% Green waste collections completed

618,006 Recycling bins collected

170,673 Green waste bins collected

-13%

Green Living



32 Educational programs delivered to increase knowledge and care for the environment with **7,984** program attendees

+36%

Percentage represents an increase/decrease of greater than 10% when compared to quarter 2 (22/23) reported results.

Water and Coastal Governance



100% Coastal planning referrals actioned within 10 days

93% Drainage requests actioned with 10 days

When comparing to the same quarter last financial year (21/22), this quarter Council has delivered:



Green Living

+42%

Educational programs delivered to increase knowledge and care for the environment with **+63%** program attendees



Waste Diversion

-32%

Green waste collected per household (average)

-15%

Green waste bins collected

Strategy Updates

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.

Some highlights of work undertaken this quarter against this strategy included planning and ground truthing for the 5,100 Street Trees, 3,600 Park Trees, and 10,000 tube stock to be planted in the 2023 planting season.

Community engagement this season has included a postcard to each resident of a street targeted for infill tree planting and a targeted letter to each household where a street tree is planned in the nature strip. The 2023 planting season will commence in April.

Environmental education this quarter included:

- an environmentally focused 'Green Living' stall at the three Tarneit Market, engaging approximately 300 people
- engagement at the opening of Moondara Street Park
- a discovering waterbugs workshop

Dog Off Lead 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.

Implementation of Year 2 of the Wyndham Dog Off-leash Plan continues with the commencement of works at the Bulban Road Dog Off-leash park. In addition, designs for the new off-leash facilities at: The Strand, Point Cook; Williams Landing Reserve, Williams Landing; and Werribee South Beach have been finalised with tender documentation issued and construction to commence by mid-2023.

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:

- The upgrade of Times Square Park has been tendered with construction to commence in April 2023 and due to be complete by mid-year
- Detailed design of the District Park upgrade at Rosslare Court Reserve, Hoppers Crossing is underway following community consultation in late 2022. The upgrade includes a new district level playground and picnic area, public toilet, large green kickabout space, wetland, and fenced dog off-leash area. Construction of Stage 1 will occur in the 2023/24 financial year
- Concept plans are being developed for Riverbend Historical Park for its upgrade to a District Park in conjunction with investment by Melbourne Water into a new pontoon that will improve access to the water for canoes and kayaks. The upgrade will include play, public toilet, improved picnic facilities and a sealed car park

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.

During the quarter works have commenced at Aquarius Street Park in Tarneit and the tender for works has been awarded for a new playground at Times Square Park, Sanctuary Lakes.

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.

During this quarter:

- Council was successful in receiving funding from Sustainability Victoria's Circular Economy Fund to establish a Tool Library at the Wyndham Park Community Centre. A memorandum of understanding has been signed between the two organisations and recruitment has commenced to gain inaugural volunteers for the library
- Council's partnership with 'Sustain - The Australian Food Network' has continued with the Strengthening Farming in Wyndham workshop being held with on 21 February 2023 and the Strengthening Edible and Community Gardening in Wyndham workshop held on 26 March 2023
- A Neighbour Day event was held in partnership with Lend Lease at the Harpley Estate in Werribee, the event aimed to connect neighbours as well as connecting that community with local services
- Audits were completed on seven community centres to better understand how they are positioned to handle extreme heat events; recommendations have been provided to facilities management for consideration
- The draft Wyndham Plan and Black Forest Road North Activity Centre are being developed around the concept of 20-minute neighbourhoods. [The 20-minute neighbourhood](#) is all about 'living locally'—giving people the ability to meet most of their daily needs within a 20-minute walk from home, with safe cycling and local transport options.

Development of the Year 3 Actions are underway.

Coastal and Marine Management Plan 2020-2025

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 – a community engagement report was published on [The Loop](#) in March 2023, following community feedback on the draft master plan
- Campbells Cove and Baileys Beach - work was completed on five erosion mitigation projects along the coast
- Point Cook Bike Park - a community engagement report was published on [The Loop](#) and the design for the park upgrade was finalised

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.

Council has committed to regular collaboration meetings with Southern Rural Water to work through challenges being faced in Werribee South.

Integrated Water Cycle Management Plan 2017-2022

Through this plan, Council aims to achieve a holistic approach to water management. The objectives for this plan are set around creating a resilient and liveable city and improving the health and amenity of Wyndham's waterways through a more collaborative approach.

Council continues to work with Melbourne Water on a project to naturalise the D1 Drain between Heaths and Derrimut Roads in Hoppers Crossing. Upgrade works to wetlands at Lysterfield Walk and Amber Place continued and are near completion.

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.

Progress on implementation of this strategic plan this quarter included:

- Progress with capping of Cell four, with lining installation completed on approximately 40 per cent of the total area and soil placement on approximately 10 per cent of the total area
- Appointment of a tenderer to undertake the process design for the Resource Recovery and Baling Facility has been delayed due to changes in market conditions
- Commissioning of the new resource recovery area at the Transfer Station commenced with full operation scheduled for next quarter

Service Highlights

Resilient communities adapt to changing conditions

Council have been working on our resilience and building community capacity. Here are two great examples.

Zero-emission mowers

Council purchased two Ecoteq EVO ZTR Mowers with the larger 35-kilowatt mower to service Wyndham's larger assets, such as Wyndham Park, and a smaller 22-kilowatt mower to be used City-wide. The mowers produce zero emissions, with one electric zero-turn mower equivalent to taking 140 cars off the road each year.

Wyndham Green Living Map

Updates to the [Green Living Map](#), an online resource creating opportunities for community connection via Wyndham's diverse and unique natural environment to get involved with local groups running community gardens, seed sharing and markets and swaps. The map includes biodiversity sites, markets and swaps, community garden locations and seed sharing opportunities.

A Leading Role in Establishing the Victorian Climate Resilient Councils

With a changing climate, local governments are responding to more frequent emergency events, operational risks and service delivery impacts. In response to these challenges, Wyndham Council is co-leading the establishment of the Victorian Climate Resilient Councils (VCRC) with the [Western Alliance for Greenhouse Action](#) (WAGA) and has successfully applied for a \$235,000 grant from Emergency Management Victoria 'State and Regional Priority Projects' Grants Program to develop the VCRC program.

The VCRC program will guide local governments through a clear step-by-step process to manage climate change risks and implement actions to manage impacts to their operations, assets and local communities. In the two-year development project, the focus will be on helping Council's manage and reduce increased disaster risk of heatwaves/extreme heat, storms and other hazards due to climate change. The aim of VCRC is to accelerate best-practice climate change adaptation for the direct benefit of Victorian communities.

Some project outcomes include:

- Helping local governments and their key partners take a strategic, long-term approach to responding to climate change
- Engaging and informing senior decision makers to provide leadership and support for climate resilience across their council
- Supporting sustainability officers to build their council's response and access resources
- Developing resources and processes for risk and governance teams to oversee climate resilience as a whole-of-council response

Detailed information is available at [Victorian Climate Resilient Councils](#)

Major Projects and Capital Works

Wyn-R Project: Reduction- Renewals-Resilience

Ward: All

Total Cost: \$ 4.67M

Grants: \$ 95K

Wyndham City has committed over \$4.5M to the Wyn-R program, along with the State Government’s \$95k from the Destination Charging Across Victoria grant.

Works to include design reviews, appropriate solar PV and battery sizing, tender scope development, component specifications, and system design for an integrated delivery of new renewable energy systems.

EV Charging

The fast charge project contract has been awarded and the Electrical hardware are being manufactured. Works are expected to start in April 2023.

Energy Auditing

Community Centres: Four sites including Central Park Community Centre, Mainview Integrated Family Centre, Point Cook Community Centre and Wyndham Cultural Centre have been confirmed for level 2 energy audits using a benchmarking tool (high energy use Community Centres). The contract has been awarded. Site inspections are planned for post Easter.

AquaPulse and Encore

Final audit reports have been received and are under review. Thermal models are still being developed. A stakeholder meeting is expected in May to review audit documents and discuss opportunities to reduce energy consumption in these venues.

Solar PV & Battery Program

<p><u>Black Forest Road South Community Centre</u> Awaiting confirmation of solar package and nominated contractor by builder.</p>	<p><u>Tarneit Train Station Container Walkway</u> Installed solar panels and battery units and commissioned to run LED lighting. Waiting for fabrication of metal enclosure before opening to public</p>
<p><u>Brookdale Road Reserve Pavilion</u> Solar PV design completed. Awaiting structural drawings to confirm final locations. To be installed with heat pumps once the modular structure is manufactured and delivered to site.</p>	<p><u>Truganina L2 Elements Estate</u> Currently working to confirm quality of solar components being supplied and to confirm nominated solar/electrical contractor.</p>
<p><u>Goddard Street Pavilion</u> Structural review completed, with install including up to 30kw of solar panels.</p>	<p><u>Webster Street Pavilion</u> Awaiting confirmation of solar package and nominated contractor by builder.</p>
<p><u>Sayers Road Regional Football Pavilion</u> Structural review completed and design with wind loading considerations finalised. Solar panels and framing expected to be loaded onto the roof in early May.</p>	

Wyndham Coastal & Marine Management Plan Implementation – K Road Cliffs Master Plan

Ward: Iramoo and Harrison

Total Cost: \$ 4M

Grants: \$1.5M

All permits have now been granted including Melbourne Water.

The K Road Cliffs are iconic to Wyndham. Located on the banks of the Werribee River, the K Road Cliffs are known for their sculptural red clay formations, significant habitat for migratory birds and as a much-loved local fishing spot. The design of the K Road Cliffs Master Plan will provide improvements to the current drainage, visitor facilities, public access, amenity, and vegetation at the K Road Cliffs.

K Road Cliffs – There has been a delay in the design documentation. Tender planned for May 2023.

Campbells Cove – The community engage report has been released and updated on the LOOP. Erosion work has been completed and the project is now in the monitoring phase.

Point Cook Bike Park – Construction expected in early May 2023, with the possibility of a slight rollover into July 2023.

Boardwalk Parks Victoria Project – Tracking well and is expected to start in April 2023.

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.

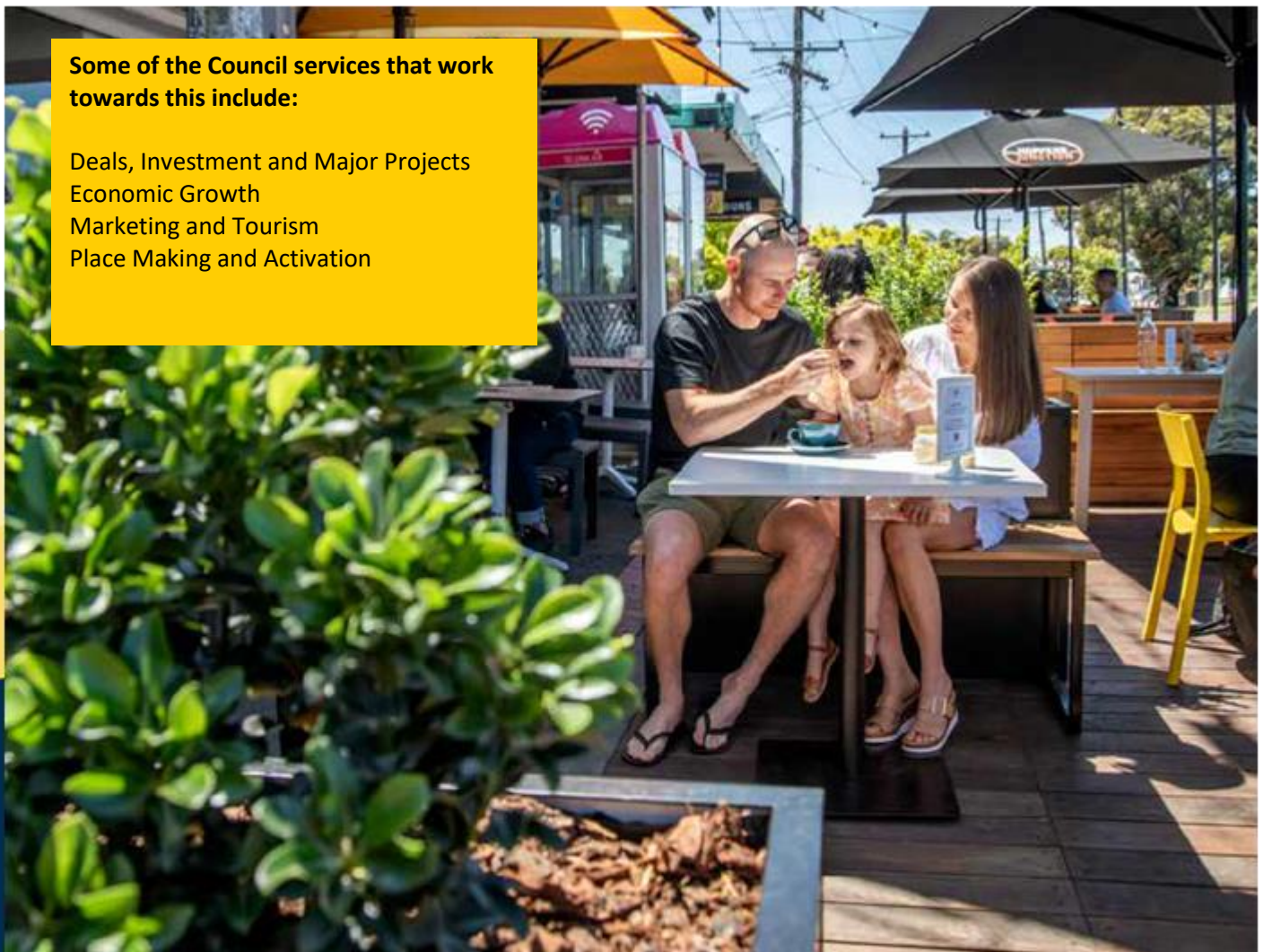
Take an active role in attracting investment opportunities that grow the local economy and create more job opportunities.

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:

- Deals, Investment and Major Projects
- Economic Growth
- Marketing and Tourism
- Place Making and Activation



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.

Initiative	Status	Progress Comment
Continue to work with key stakeholders to deliver the 1160 Sayers Road Regional Training Facility (5,000 capacity 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 Regional Football Training Facility is under construction progressing for completion in mid-late 2023. The installation of pitches is underway with grass to establish for the spring and summer 2023.
Deliver the Wyndham City Stadium Precinct Integrated Strategic Plan to inform the Urban Design Framework for the Riverdale Town Centre, the revision of the Riverdale Precinct Structure Plan and the Development of the Oakbank Precinct Structure Plan.		A final draft of the report will be provided by the consultancy team in April. Consultation with external stakeholders, including landowners and government agencies has been scheduled for May. It is proposed to report to Council mid-year.
Commence construction at the Cherry Street Catalyst site aimed at attracting jobs and commercial opportunities to support the growth of the Werribee City Centre.		The developer is continuing to work towards construction in late 2023. A Victorian Civil and Administrative Tribunal (VCAT) objection to the recently approved Planning Permit Amendment is in the process of being resolved.
Development of a new Economic Growth Strategy to benefit all of Wyndham.		The Economic Development Strategy 2022-2026 (revised name) was adopted at the 29 November 2022 Council Meeting, following community engagement and consideration of community feedback.
Finalise the Werribee City Centre Streetscape Framework, with detailed engagement of stakeholders and tenants, to guide upgrades to streetscapes and public spaces within the Werribee Activity Centre Zone.		A draft Streetscape Framework has been prepared. To enable a coordinated and consistent approach it will be refined in parallel with the Werribee City Centre Strategic Framework Refresh project. Community engagement, as part of the refresh project, included a community

		survey on The Loop and three targeted stakeholder-group workshops.
Work with relevant stakeholders to activate the East Werribee Employment Precinct (EWEP) which aims to create 60,000 jobs and support existing community needs.	●	Following the State Election, advocacy efforts have continued for the activation of the EWEP. Focus remains on a governance structure, allowing community representatives to help shape the development of a Road Map for the site (funded in the 2022-23 State Budget). Discussions continue with relevant stakeholders in the Department of Jobs, Skills, Industries and Regions (DJSIR) as well as the Member for Werribee and Treasurer Tim Pallas. An invitation has been sent to Minister Jacinta Allan to discuss the need for a governance structure, highlighting the benefits of such an arrangement for East Werribee.
Develop a plan and business case scenarios for the future use of the Discovery Centre.	●	An investigation has been undertaken into the works and cost involved in bringing the Discovery Centre building to warm shell standard. This information will inform planning for the site in the 2023/24 financial year.
Complete the Expression of Interest (EOI) process and report on year one activity at the Spark Innovation Hub which aims to support local businesses across Wyndham to thrive.	●	A second round of EOIs has been completed in February 2023. There are currently 15 digital tech start-ups and emerging businesses operating from the site.

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

12.5% (1) initiative is completed

12.5% (1) initiative is behind schedule

75% (6) initiatives are progressing on schedule

Service Snapshot

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

Economic Growth



- 6** Training session for businesses delivered with **141** attendees **+100%**
- 6** Business events delivered **630** with attendees **+100%**
- 18** Business engagement meetings and site visits undertaken **-36%**
- 15** SPARK innovation hub member businesses
- \$92.507m** Commercial and industrial permits issued **-32%**
- 293** New small business start-up enquiries and permits facilitated **+45%**

Marketing and Tourism



- 4,673** Visitors to Visitor Information Centre **-13%**
- 87.6%** New website users to *Visit Werribee website*
- Top pages visited:
 - Werribee Open Range Zoo
 - See and Do
 - Events
 - Food and Wine
 - Werribee Park Mansion

Place Making and Activation



- 25** Placemaking initiatives delivered across Wyndham's activity centres
- 5** Shopping streets where placemaking/activations engaged with

Percentage represents an increase/decrease of greater than 10% when compared to quarter 2 (22/23) reported results.

When comparing to the same quarter last financial year (21/22) this quarter Council has delivered:

Economic Growth



- +200%** Training session for businesses delivered
- +20%** Business events delivered
- 85%** Business engagement meetings and site visits undertaken
- 32%** Commercial and industrial permits issued

Place Making and Activation



- +14%** Placemaking initiatives delivered across Wyndham's activity centres

Strategy Updates

Economic Development Strategy 2022-2026

The Economic Development Strategy has four key themes. Following Council's endorsement in November 2022, implementation of selected actions for the 2022-2023 action plan have commenced, highlights include:

Business Engagement and Connection

- International Women's Day Luncheon with a record 210 attendees
- Six business training sessions with 141 registrations, including Innovators Mindset Business Training, Starting a business, Growing Brave, Business Planning, Cyber Security and Create your Budget to Success

Entrepreneurship and Innovation

- WYNNnovation Summit, five events over a week with a total of 420 attendees
- The Spark Innovation Hub currently has 15 digital tech start-ups and emerging businesses. Spark provides networking opportunities with businesses, industry, academia, not-for-profit organisations, Victorian Government, and Wyndham City Council stakeholders. Expressions of Interest completed in February 2023, with the next round of Expressions of Interest in June 2023

Investment and Trade

- The Werribee City Centre Structure Plan is in the process of being refreshed, as part of a project to refresh the overall Werribee City Centre Strategic Framework. In the last quarter, community engagement was undertaken as part of the refresh project. The engagement included a community survey on [The Loop](#) and 3 targeted stakeholder-group workshops
- There was a total of 293 small business permit enquiries and \$92.5M in permits issued for commercial and industrial developments for the period

Activity Centre Enhancement and Development

Initiatives were carried out in five distinct activity centres, including the Werribee City Centre, Tarneit, Vincent Cres, Woodville, and Hoppers Junction during this period. These initiatives aimed to improve the quality of life for residents and visitors, by enhancing local businesses, promoting cultural diversity, improving public amenities, and upgrading infrastructure. Two highlights included:

- Kite Festival in Tarneit provided the perfect setting for the community to come together and connect
- Valentine's Day celebrations in the Werribee city centre supporting retail and dining businesses

Development of the 2023-24 action plan has commenced, which will include existing initiatives, projects, collaborations, and considers emerging opportunities that align with, evolve and drive the strategy's vision, objectives and impact for Wyndham's local economy.

Werribee City Centre Parking Strategy 2019 - 2024

In the last quarter, community engagement was undertaken as part of a project that will refresh the Werribee City Centre Parking Strategy. This engagement included a community survey on [The Loop](#) and three targeted stakeholder-group workshops.

Service Highlights

Help Woodville Thrive

A Place Plan is being developed for the Woodville Neighbourhood Activity Centre to boost the local economy and create better connections to shops, facilities, and services.

Woodville residents and visitors were asked to share what they value about their activity centre, and what can be improved during consultations 1 February – 5 March 2023. There will be further opportunities for community input at the end of the year when the draft Place Plan will be exhibited and residents can review any feedback from the consultation [online](#).

Prior work at Woodville included both activations and urban design improvements in a partnership which saw investment by Council, the Victorian Government and Shopping Centre owners. This was a successful project that enhanced the shopping centre through improved pedestrian connections, landscaping, furniture and distinctive murals.

International Woman's Day – Woman in Business Luncheon

Over 200 Wyndham business leaders celebrated International Women's Day at Wyndham's Women in Business Luncheon on 8 March.

Held at the Holiday Inn, guests were treated to a keynote from Carman's Fine Foods founder, Carolyn Creswell. Carolyn was both inspirational and uplifting as she spoke about her journey that helped the home-grown muesli company become a \$100 million business, while finding time to raise four children. Providing valuable insights and advice to local business leaders and entrepreneurs.

Guests had the opportunity to network and support local female makers and entrepreneurs showcasing and selling their products. The event was organised by Council and sponsored by The Gordon. It was a great success, leaving attendees feeling inspired and motivated.

Meet Me in Tarneit – Summer Program Series

The Meet Me in Tarneit summer series ran from November 2022 to March 2023 with all events delivered by Wyndham City in partnership with the Victorian Government and the Tarneit Suburban Revitalisation Board. The program included:

Monthly Markets, which comprised of more than 40 stalls and up to 10 food vendors. A big database of makers has been created with a wait list of up to 20 sellers for each market and new stallholders prioritised. A range of performers and activities run by community members accompanied each market, including a new community dog show run in collaboration with Dianella Community Centre

Movie and Music Nights sessions offered a range of children's movies and most recently a Bollywood film at the newly upgraded Moondara Park on 4 March. The last music event will take place on 22 April, featuring local musicians including a finalist of Australia's Got Talent 2022.

Kite Festival, inspired by requests from the local community, the kite Festival was very successful and attracted a crowd of 9000 people to Hummingbird Reserve in Tarneit.

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 2022/23. Tracking of these over the year is important to ensure they are being delivered on time and within budget.

Initiative	Status	Progress Comment
Establish a new Library Programs Pop Up Van delivering services across the community.	✓	The brand-new Wyndham Pop-Up Library Van hit the road in July 2022 delivering all ages programs at community centres across Wyndham.
Open the new Williams Landing Library Lounge.	✓	The Williams Landing Library Lounge officially opened to the public on 15 August 2022.
Establish a traineeships and apprenticeships program as part of Council's employment pathways program.	●	<p>Our pilot Traineeships Program resulted in four business units participating to provide opportunities to local residents:</p> <ol style="list-style-type: none"> 1. City Amenity – Service and Administration Trainee 2. Community Support - Service Integration and Excellence – Administration Trainee 3. Neighbourhood Hubs Pilot - First Nations Traineeship at the Wunggurrwil Dhurrung Community Centre 4. People and Capability – HR Business Partner Trainee <p>Due to current challenges recruiting trainees, three of the traineeship opportunities are still in recruiting or interviewing stage. All traineeships are anticipated to be delivered throughout 2023-2024.</p>
Review the Volunteering Strategy and Growing Wyndham's Community Strength Policy and Framework and propose a revised approach to communicating Council's approach to Community Strengthening activities including grants, volunteering, governance and community leadership.	●	Council has commenced a service review of the Community Strengthening service; recommendations on the future of both the Volunteer Strategy and the Wyndham Community Strength Policy and Framework are to be considered by the end of this financial year.
Support Year 1 of the Building Safer Communities Program initiative, aimed at empowering the community to lead on issues of local concern.	●	In partnership with the Local Action Group (LAG), Council's Community Strengthening Unit have achieved progress in alignment with the agreed project milestones.

		<p>During quarter 3, focus has been on the development and design of an innovative partnership funding model. This model will involve the distribution of \$370k grant funds to enable community-based projects or activities to be delivered through collaborations with local community partners. Funded activities and projects will align with:</p> <ul style="list-style-type: none"> • The common goal: <i>building perceptions and changing perceptions</i> • The two priority areas: <ol style="list-style-type: none"> 1. Strengthening local connection; 2. Childhood & adolescent development <p>To date, the LAG has:</p> <ul style="list-style-type: none"> • Agreed to fund both new and existing initiatives • Agreed to provide larger funding amounts for greater community impact • Identified a partnership funding model that will enable collaboration with community • Agreed to focus on projects and activities that demonstrate sustainability beyond the funding period <p>Further information and progress can be found on both The Loop and Council website.</p>
<p>Implement a paid workplace immersion initiative as part of Council’s Employment Pathways Program that enables 12 women living in Wyndham experiencing barriers to employment to gain paid work experience with Wyndham City.</p>	<p>●</p>	<p>The #herbrightfuture initiative this year focuses on adult work experience opportunities for all local women in Wyndham.</p> <p>Council staff were engaged through the International Women’s Day Event this quarter to share the #herbrightfuture initiative and gain commitment.</p>

		One work experience placement and three opportunities are openly recruiting for #herbrightfuture positions.
Commence development of a new Library Service Action Plan 2023-2028.	✓	A new Library Action Plan 2023-2028 has now been finalised.
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.	●	Further work is being undertaken on the scope of work for this initiative after feedback from potential contractors quoting on the project. Next quarter update will confirm scope and the Request for Quote outcome.

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

37.5% (3) initiatives have been completed

12.5% (1) initiative is behind schedule

50% (4) initiatives are progressing on schedule

Service Snapshot

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

Community Strengthening



- 3** Programs delivered with **64** attendees **-40%**
- \$690,790** Worth of community initiatives funded including:
 - 13 Community Pathway Scholarships totalling \$7,700
 - 25 Large Grants totalling \$621,805
 - 38 Small Grants totalling \$61,285

Library Services



- 4,339** New active members **+20%**
- 192,282** Visits to libraries **+19%**
- 74%** of library resources are less than 5 years old
- 530,812** Library loans made up of **61%** of physical loans and **29%** of digital loans
- 1,103** Activities/events delivered within libraries with **20,248** participants **+42%**
- 28,033** WI-FI sessions provided to community **-28%**

Inclusive Employment



- 7** New businesses committed to providing employment opportunities
- 4** People placed into employment or further education
- 2** career building programs delivered with **35** attendees
- 438** individuals experiencing barriers to employment who received one on one support

Percentage represents an increase/decrease of greater than 10% when compared to quarter 2 (22/23) reported results.

When comparing to the same quarter last financial year (21/22) this quarter Council has delivered:



Library Services

- +158%** Activities/events delivered within libraries with **+147%** participants
- +73%** Visits to libraries
- +17%** New active members
- +10%** of library resources are less than 5 years old
- 13%** WI-FI sessions provided to community

Strategy Updates

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. Progress made this quarter includes:

- Action 1. Planning has begun for Wyndham Learning Festival 1-7 September
- Action 5. The Principal's Breakfast has been planned for 31 May
- Action 4. Education Roundtable planning has commenced for 15 June

[Community engagement](#) took place over February and March to evaluate the current Learning Community Strategy, with consultation for the development of the Learning Community Strategy 2024-2029 to follow in April 2023.

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](#) has been finalised, identifying priority actions to be taken over the next five years – listed against the seven major service elements in the strategy.

Social and Economic Inclusion Framework 2020-2023

Council's Social and Economic Inclusion department work across, business, community, and government to provide local people with better connections to work and community life.

The formal evaluation of the Social and Economic Inclusion Framework 2020-2023 is in progress and an update will be provided next quarter on both successes and areas for learning and improvement.

In this quarter the priority has been setting up the Opportunity Wyndham Priority Workforce Project.

The Priority Workforce Projects component of the Jobs Victoria Fund supports large scale job creation, including helping organisations recruit, train and support local community members experiencing barriers to employment.

Our Priority Workforce Project is being delivered in collaboration with the Opportunity Wyndham Partnership connecting local people into the Horticulture and Land Management, Agribusiness and Food Processing and Community Services and Community Health industries.

Opportunity Wyndham will look to support 150 local people through pre-employment training into local work, while supporting the local business partners to develop more inclusive recruitment and business practices. Part of this will be providing support to both the new employee and the business after employment to ensure strong and sustainable inclusive employment outcomes.

Wyndham Volunteer Strategy 2019 – 2024

Implementation of the strategy has been achieved through the following pieces of work this quarter:

- Delivery of the Volunteer Expo on Saturday 18 March was the main event this quarter. Volunteer-involving organisations were recruited as stallholders and provided with informational and networking opportunities prior to the Expo. The Expo was attended by 450 community members and 55 volunteer-involving organisations.
- Volunteer training continued. Planning for 2023 was informed by evaluation and results of feedback from 2022 training sessions
- Volunteering was promoted through monthly spotlight a volunteer articles published in the Wyndham News
- Activities to support Council-run volunteering programs have included, piloting a new sign-in functionality of Better Impact Volunteer Management software, volunteer supervisor training and quarterly volunteer supervisor network meetings

Service Highlights

Industry Insights into Inclusive Employment

Industry Insights is a monthly panel discussion which brings together business representatives and community members to discuss industries and employment opportunities.

The Industry Insights into Tourism online webinar was hosted on Tuesday, 28 March, to focus on tourism in Wyndham. The event aimed to provide an understanding the tourism industry and its breadth and diversity, with representatives from different aspects of the industry sharing their perspectives.

The webinar was a great success and provided informative insights into the tourism industry in Wyndham. The session began with an introduction from The Gordon Skills and Jobs Centre, followed by a panel discussion featuring representatives from Council's Visitor Information Centre, Holiday Inn Werribee, School of Culinary and Tourism at The Gordon, and Parks Victoria. Each speaker provided detailed information into their respective areas of the industry, highlighting its diversity and potential.

The discussion was engaging, informative, and concluded with a Q&A session.

Industry Insights is an initiative delivered monthly by Council in partnership with The Gordon TAFE.

Wyndham Volunteer Expo

The Wyndham Volunteer Expo was held on Saturday 18 March 2023 at Encore Events Centre. 55 local volunteer-involving organisations were represented, and 450 community members attended to seek information about volunteering. This was a significant increase on numbers from the 2022 Volunteer Expo. Formal feedback surveys are being analysed, however, feedback on the day from stallholders and attendees was extremely positive.

Allies in Leadership

The Building Blocks Community Leadership program 'Allies in Leadership', commenced in March with 15 participants ranging in age, cultural background and understanding about reconciliation in Australia.

The program provides an opportunity for eligible community members to build and strengthen their capacity in community leadership and participation. This program aims to support the contribution of individuals towards Wyndham as a diverse, active and well supported and connected community with high participation in local and municipal community life.

This quarter the program has included:

- Welcome to Country and smoking ceremonies with the Wadawurrung Aboriginal Corporation
- Yarning circles with Torres Strait Islander woman Terori Hareko-Avaivilla
- A deep dive into the personal and cultural approaches to community leadership

Sessions in the next quarter will include yarns with First Nations elders, a truth-telling panel, and an introduction to cultural protocols.

Chess returns to Point Cook Library

Term 1 2023 witnessed much excitement as we returned our annual Wyndham City Libraries Junior Chess Tournament and All Ages Chess Club to Point Cook Library. The Junior Chess Tournament took place on January 19. This was the first time since 2019 that the library service has been able to host an in-person chess tournament.

The tournament saw 31 young people aged 8-13 compete and was held in partnership with our facilitators, Tornelo. The tournament provided a great opportunity for Wyndham's young chess players to demonstrate their skills. For many participants, this was their first experience of a chess tournament.

The Junior Chess Tournament preceded the successful return of the All Ages Chess Club after-school program at Point Cook Library on Tuesday afternoons. The chess club has also been very well-received with a full house of players from all age groups, ranging from kids to teens to adults, joining together each week to share their enthusiasm and enjoy this popular game.

YOUR Library Co-Design Workshops for Young People

During March, Wyndham City Libraries hosted two YOUR Library co-design workshops, where young people aged 13 to 19 participate in a series of activities designed to capture their impressions and experiences using the library; identify how programs, collections and spaces can be improved; and imagine their ideal library of the future.

Point Cook library host the first YOUR Library workshop on 17 March and the Hoppers Crossing Library hosted a second workshop on 30 March.

These workshops have generated a huge number of ideas ranging from the very practical to the fantastical! The next step in this project will involve inviting our co-designers back for a second workshop to analyse and prioritise the ideas gathered from our first round of co-design sessions. This will enable us to identify a series of projects and programs that we can then progress further.

The YOUR Library project is being delivered as part of the Libraries for Health and Wellbeing youth co-design pilot program and is supported by VicHealth and State Library Victoria. In addition to funding the co-design process, this grant has enabled the Library Education and Youth Team to be trained in co-design principles, which we plan to use to further adopt a community-led approach to our work with young people.

Successful Adult Summer Reading campaign

Community members were invited to participate in a new Adult Summer Reading campaign, *Summer Reads (Just For You)*, where Library Staff matched readers with their own personalised reading list based on their preferences. All readers had to do was collect their chosen titles from the library, find their favourite reading spot and enjoy!

We had 67 submissions across the December-January campaign period. This also included six submissions from new members who joined the library to participate.

Feedback from participants showed how much they enjoyed and appreciated the service with 8.90 out of 10 saying they would recommend the service. Participants made the following comments:

- *It was a great way to discover new books!*
- *The titles picked for me were perfect ... I found new authors.*

Overall, Summer Reads (Just for You) was a great success with strong engagement from the community, as well as staff involved.

Libraries After Dark at Point Cook Library

Libraries After Dark started at Point Cook Library from Thursday 2 February. Point Cook Library is open until 9pm and offers a great range of programs and events. The community also enjoy our regular range of services during the extended hours and can come in and chat with friendly staff, borrow a book, use a computer or relax in our welcoming space.

In the first two months at Point Cook Library over 1,000 people visited the library during Libraries After Dark. Some of the programs and events offered included:

- Book Club Kit Selection Night for our 31 registered book clubs
- Habitat Garden and Seed Saving session
- A presentation on personal empowerment from Self Defence Hub
- A Street Photography Workshop
- A community reading event, Reading after Dark, which invited adults to share their readings or come along and discover the joy of being read to.
- Sessions of our popular Craft and Conversation program.

Libraries After Dark is a local government initiative that seeks to increase social connections and reduce social isolation, a well-established risk factor for gambling harm. These free community spaces and activities are highly valued by our community.

A Transition to School Life Parenting Talk at Point Cook Library

Timed with the start of the school year, Council hosted a successful parent information session at Point Cook Library on 8 February, focusing on supporting children with the transition to school life. Activities for children were provided on the night, making it easier for families without care options to attend.

The transition to school life can be difficult for many families, particularly following the disruption of the COVID-19 pandemic. Victorian data reveals that school refusal has grown by 50 percent between 2018 to 2021, with 11,825 students in state schools officially absent due to school refusal in 2021.

Ben Ellis (Parent Educator, Drummond Street Services) facilitated the session, covering topics such as learning how to help settle your child into school, common experiences, building communication, responding to school refusal and when to ask for help. The session was well-attended, and parents were highly engaged with the discussion, sharing their own tips and experiences.

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 Intergovernmental Relations
- Community Engagement
- Council and Corporate Governance
- Emergency Resilience
- Information Management
- 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.

Initiative	Status	Progress Comment
Implement securing Wyndham's Future Advocacy Strategy with a focus on advocacy for the services and infrastructure Wyndham needs in the lead up to the State election.	✓	Advocacy to all candidates took place over the course of the State election campaign held in November 2022. The Australian Labour Government was re-elected with a range of commitments secured on many of Council's advocacy priorities.
Continue to build the community's ability to respond and recover from significant events by implementing the Wyndham Resilient Strategy Year 2 Action Plan.	●	Year 2 Action Plan of the Resilient Wyndham Strategy is progressing on schedule. Details on page 47.
Continue to educate the Wyndham community on the responsibilities for delivery of each level of Government.	●	Materials have been developed highlighting the roles and responsibilities of each tier of government, for distribution at upcoming Mayoral Morning Teas. A communications plan is being developed to highlight the roles and responsibilities of the tiers of government with a goal of informing and educating the community.
Partner with community groups and faith groups to assist with their advocacy endeavours.	●	Council continues to partner, collaborate and support advocacy within local organisations, groups and networks. New and strengthened connections this quarter have included: Sustain: The Australian Food Network , Pasifika Community of Australia Inc., the Aboriginal Services Network of the West , Wyndham Park Community Shed, Little River Railway Station Revival Committee, and the Melbourne Grand Mosque. Planning for recognition and awareness-raising about upcoming days of significance is underway with Brotherhood of St Lawrence for IDAHOBIT, and with the First People's Assembly of Victoria for National Sorry Day and National Reconciliation Week.

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

25% (1) initiative has been completed

75% (3) initiatives are progressing on schedule

Service Snapshot

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

Community Engagement



- 10** Community engagement projects open for consultation **+25%**
Top visited projects:
 - The Wyndham Plan
 - Help grow the future of Tarneit Major Town Centre
 - Kinder Reform
 - Werribee City Centre Plan Refresh
 - Local Law Review
- 25,652** Visits to the Loop, resulting in an average of **2,506** contributions made by community members **+79%**
- 8,754** Total Loop members with **819** new members signed up to the Loop during the quarter **+10%**
- 56.9%** Female participants **40.2%** Male and **3%** prefer not to say
- 50%** Participants from postcode 3030 (Werribee, Point Cook, Werribee South, Cocoroc & Quandong)
- 34.8%** Participants from postcode 3029 (Hoppers Crossing, Tarneit & Truganina)

Strategic Communications



- Wyndham City Council Website** **+17%**
 - 656,536** Visits
 - 77%** New visits
 - Top pages visited:
 - Libraries homepage
 - LIT
 - Hard and Green Waste Collection Service
 - Contact Us
 - Household Bin Services
- Facebook**
 - 74,869** Fans
 - 111,167** Post link clicks **+56%**
 - 612,679** Engagements **+41%**
 - Top posts visited:
 - Encore Events Centre
 - Libraries in Wyndham
 - Mayor of Wyndham City
 - Visit Werribee and surrounds
 - Werribee City Centre
- Instagram**
 - 16,593** Followers
 - 15,590** Engagements
 - Top posts visited:
 - encoreeventscentre
 - visitwerribeeandsurrounds
 - wyndham_city
 - wyndhamculturalcentre
 - youthinwyndham

Percentage represents an increase/decrease of greater than 10% when compared to quarter 2 (22/23) reported results.

When comparing to the same quarter last financial year (21/22) this quarter Council has delivered:



Community Engagement

- +121% New members signed up to the Loop
- +27% Total Loop members
- +17% Visits to the Loop



Strategic Communications

- +46% Instagram - Followers
- +41% Facebook - Engagements
- +17% Facebook - Fans

Strategy Updates

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.

Over the past quarter, several meetings have taken place with elected State officials including:

- Two meetings with Dylan Wight, MP for Tarneit
- Initial meeting with Mathew Hilakari, MP for Point Cook
- Meeting with Tim Pallas, MP for Werribee
- Sarah Connolly, MP for Laverton

These regular bi-monthly meetings paved the way for a strong, collaborative working relationship with elected officials, working together towards positive outcomes for the community.

Council met with Minister for Planning Sonya Kilkeny to discuss the opportunities and challenges that come with growth, the sequencing of Precinct Structure Plans, opportunities to better allocate funding via the Growth Areas Infrastructure Fund, and the importance of activating East Werribee to create 60,000 jobs for Melbourne's fast-growing west.

Meetings with Federal MPs Joanne Ryan (Lalor) and Tim Watts (Gellibrand) have also taken place.

Other highlights from the past quarter include:

- Formal submission to the Federal Budget
- Development of motions for the Municipal Association of Victoria State Conference and the Australian Local Government Association General Assembly
- Participating in joint advocacy opportunities including the organising of a LeadWest function with local MPs
- Working with the Department of Education, developers and independent providers in relation to the provision of a non-government school in Truganina
- Responding to several constituent queries from MP offices



Image: Mayor Cr Susan McIntyre, Minister for Planning Sonya Kilkeny, CEO Stephen Wall and Peter McKinnon

Service Highlights

Community Engagement

Council is committed to genuine, transparent, and appropriate community engagement. [The Loop](#) is the key tool that the Wyndham community can use to share ideas and opinions on decisions, projects and services that affect the Wyndham community. Highlights from community engagement this quarter include:

- Consultation on the Wyndham Plan. A concerted effort has been made by Council to reach all residents regarding The Wyndham Plan (Draft). The Wyndham Plan (Draft) was open for community engagement from 30 November 2022 until 3 March 2023. The level of engagement on The Wyndham Plan (Draft) has been amongst the highest recorded for a planning consultation exercise at Wyndham in recent memory and this is evidence that the concerted effort to reach all residents has been successful
- Werribee City Centre Plan Refresh
- Help Grow the Future of Tarneit Major Town Centre
- Engaging with our First Nations community members, including a yarning workshop held to better understand how we communicate and engage with First Nations Community members of Wyndham
- We also closed the loop with participants on six previous engagements by sharing engagement reports, those included Point Cook Bike Park, Lawrie Emmins Reserve Gateway and Youth Precinct, Wilandra Drive Park, Aquarius Street Reserve, Werribee South Beach Master Plan and the Rosslare Court Reserve

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
- Legal Services
- Occupational Health and Safety
- Organisational Project Governance and Support
- People and Capability
- Procurement
- Risk Management
- Service Planning
- Smart Wyndham
- Spatial Systems
- Strategic Asset Management
- Strategic Property Portfolio Management
- Technology 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 2022/23. Tracking of these over the year is important to ensure they are being delivered on time and within budget.

Initiative	Status	Progress Comment
Implement the Year one improvement actions of Council's Asset Plan to ensure the municipality's assets are managed effectively including their maintenance, renewal and disposal.	●	Annual Asset Plan actions are currently in progress. In 22/23, Council has committed to undertaking a condition audit of the entire road and footpath network and to revalue our roads assets. The condition audit is complete, with results being finalised to inform the revaluation process.
Deliver enhanced functionality for the majority of Council's revenue systems through the implementation of further phases of the Changing Systems project which aims to improve productivity through a more integrated IT system.	●	The Wyndham Transformation Program is continuing to progress, and work is underway to develop specifications documentation.
Develop long-term, innovative service plans for Council's major services that meet the future needs of the community and inform asset management and financial modelling.	●	Service Planning work is continuing on multiple services in City Life prioritising major service areas. Youth Services planning is in its final stages, Community Development and Kindergarten service planning are underway. Community engagement for kindergarten services has been undertaken with over 1000 residents participating. Service planning for community infrastructure in established suburbs of Wyndham has progressed with stage one complete and multiple sites identified for further planning. All service planning work will provide financial and asset implications for service options.
Conduct negotiations, staff engagement activities and statutory obligations required to develop a replacement Enterprise Agreement approved by the Fair Work Commission.	●	Early this quarter Union and bargaining representatives had the opportunity to present their logs of claims to the bargaining committee. Fortnightly meetings have followed to discuss claims raised.

Initiative	Status	Progress Comment
<p>Deliver year four of the Smart City Strategy 2019-2024 implementation plan and imbed the work across the broader organisation.</p>	<p>●</p>	<p>During the quarter, Council:</p> <ul style="list-style-type: none"> Established and adoption of Terms of Reference for a new Smart City Steering Committee to oversee a revised Smart City Workplan Created and tested an organisation-wide engagement process and assessment process for the evaluation of new smart city initiatives Various enhancements to field mobility apps including vacant land, footpath and road condition inspection apps. Testing of 3D based GIS systems and live data integration to 3rd party providers
<p>Hold two Smart City Summits each year.</p>	<p>●</p>	<p>First event successfully delivered on 11 November 2022.</p> <p>The second summit is being planned with a proposed May-June 2023 date.</p>
<p>Explore, identify, and where appropriate, implement collaborative procurement with other Councils and Government agencies.</p>	<p>●</p>	<p>Procurement Planning Activity Report (PPAR) is in draft phase.</p> <p>A dashboard is being developed to capture upcoming procurement activity and will allow visibility and forecast of procurement activity to assist with decision making and support social procurement outcomes.</p> <p>Procurement is currently in early discussions with the Western Region Group on potential collaboration opportunities identified by the dashboard data.</p>
<p>Promote social procurement through supply chain settings to support economic outcomes in alignment with our policy setting.</p>	<p>●</p>	<p>A dashboard is currently in design stage to provide insight into social procurement activity using the supplier category naming convention (Business Classification) from Oracle.</p>
<p>Deliver an Employment Engagement survey to monitor and respond to employee sentiment and create a high performing and engaged workforce.</p>	<p>●</p>	<p>Leaders have been working with their teams to identify focus areas relevant to their teams to further improve engagement.</p> <p>Training continues for leaders to understand their survey results and how to use the reference materials within the platform to</p>

Initiative	Status	Progress Comment
		<p>support conversations and selection of focus areas.</p> <p>During March, a high-level view of the focus areas activity across the business was presented to directors and their management teams.</p> <p>The next phase of activity will centre around a refresh of the organisation's values.</p>
Implement Year 1 actions of the Gender Equality Action Plan (GEAP) 2021-25.	●	Full details on actions completed are outlined on page 81.

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

20% (2) initiatives are behind schedule
80% (8) initiatives are progressing on schedule

Service Snapshot

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

Customer Service



52,710	Calls received	
4,227	Webchats	+23%
2,223	Mail received	-15%
27,343	Emails received	
11,896	Digital requests received <i>(from snap send solve, oracle customer portal and hard waste online bookings)</i>	+11%
3,866	Counter visits received	
29,829	Service requests received	
422	Customer complaints	+51%
38	Customer compliments received	+12%
0	Ombudsman complaints received	-100%

Information Management



67%	Privacy complaints actioned within 10 days	
19	Freedom of Information requests received and 13 processed	
3	Privacy complaints/breaches reported, investigated and resolved	-70%

Percentage represents an increase/decrease of greater than 10% when compared to quarter 2 (22/23) reported results.

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	Q2 Results	Q3 Results	Q4 Results
Overall business	+71	+68	+66	

Customer Satisfaction has dipped during the quarter with negative sentiment about response time and communication being the main drivers for this decline.

When comparing to the same quarter last financial year (21/22) this quarter Council has delivered:

Customer Service



- +41%** Customer compliments received
- +32%** Customer complaints
- +27%** Webchats
- +24%** Counter visits received
- +11** Emails received
- 100%** Ombudsman complaints received

Information Management



- +60%** Freedom of Information requests received and processed
- 33%** Privacy complaints actioned within 10 days

Strategy Updates

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.

In 2022-2023, Council has committed to undertaking a condition audit of the entire road and footpath network and to revalue our roads assets. The condition audit is complete, with results being finalised to inform the revaluation process.

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.

This past quarter has seen the GEAP goals moving forward due to the recruitment of a second dedicated full-time advisor in late 2022. Two permanent positions ensure this initiative is embedded into our organisational culture and real change is achieved.

Actions completed from the GEAP this quarter included:

- Ongoing initiatives to educate and inform staff about GEAP and its implications and benefits
- Regular engagement opportunities provided for staff to share gendered experiences in the workplace
- Completion of a Gender Pay Gap review highlighting where improvement to our gender pay gap can be focused, which has been tabled for discussion by our executive ensure Gender Equality principles are embedded within our organisation
- Gender Impact Assessments (GIA) are underway and will be completed for all external projects, major policy changes or implementations throughout Wyndham. GIA's support implementation of the GEAP and GIA processes and findings are reported to the Commission. GIA's are a way to improve gender equality throughout our community and ensure all new infrastructure consider gender in their design, positively impacting the flow on effects to all genders

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.

Key completed works this quarter include:

- Planning the second Smart City Summit Event
- Establishment of Smart City Steering Committee
- Field Testing for Road Inspection Application
- Development of new Capital Works Dashboard

Service Highlights

Citizenship Ceremonies Moving Forward

Late last year Council received a petition from residents concerned about the growing backlog for citizenships and with the growing number of new approvals, there was a desire from the community to understand our plan moving forward. At the end of January this year, around 5,000 residents were on the waiting list for a ceremony and that number was to grow by 900 per month. Last year our program was conferring around 500 citizenships each month.

To respond, Council has redesigned the program, introducing additional ceremonies, to allow for these large numbers of Wyndham residents to become Australian Citizens in a timely manner. For the first three months of 2023, Council has already conferred over 5,000 new residents and in April an additional 1,500 will be conferred.

With the waitlist now cleared, the program will return to an alternating weekday and weekend program in the second half of 2023.

The additional ceremonies have been achieved with the assistance of the Department of Home Affairs staff, who attended our weekday ceremonies to help with administration.

Financial Snapshot



Finances

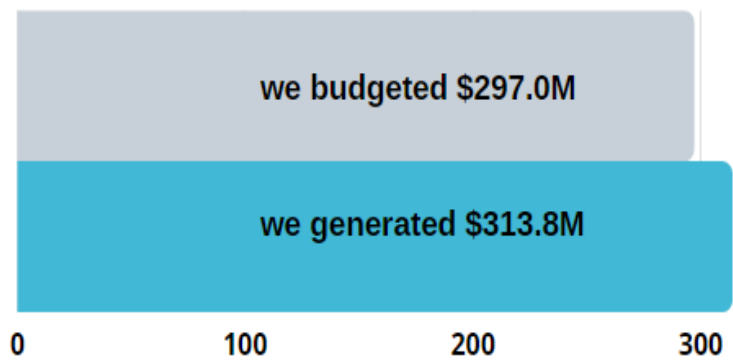
The report provides an overview of Council’s financial results for the first 3 quarters of the 2022/23 financial year covering the period from 1 July 2022 to 31 March 2023 (Year to Date March) and compares the actuals against the 2022/23 budget set for the equivalent period.

The Underlying year to date (YTD) March results highlight an operating deficit after depreciation and amortisation of \$13.1M which is \$27.1M favourable when compared to YTD budget:

Operating Revenue

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

Total operating revenue was \$313.8M which is \$16.7M higher than the budgeted amount of \$297.0M. 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.

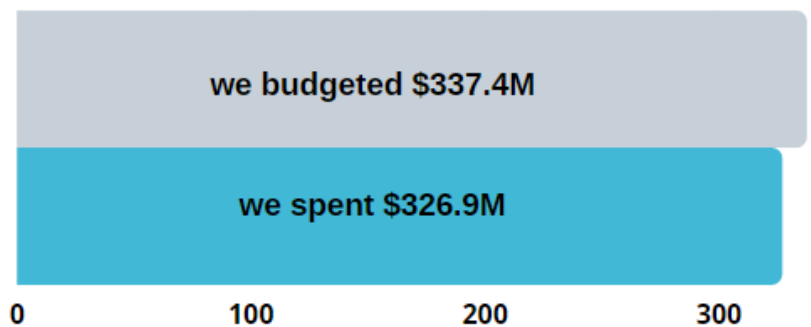


Favourable by \$16.7M

Operating Expenses

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

Total operating expenses including depreciation and amortisation was \$326.9M which is \$10.5M lower than the YTD budgeted amount of \$337.4M. The key reason for the favourable result is vacant positions during some parts of the first three quarters in different areas of the organisation and timing between the actual delivery of services and goods and budget expectations.

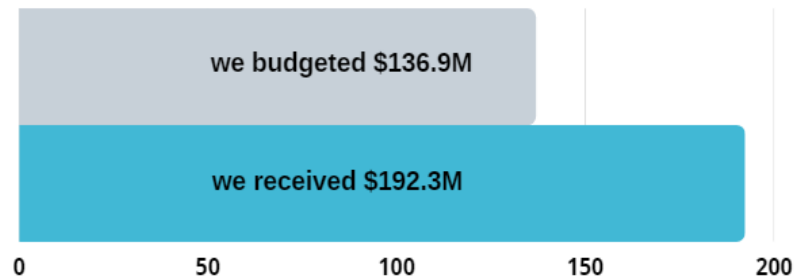


Favourable by \$10.5M

Capital Revenue

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

Capital revenue is \$192.3M which is \$55.4M above budget due to higher monetary and non monetary contributions received of \$19.8M and \$27.5M respectively along with \$8.6M of additional Capital grants.



Favourable by \$55.4M

Forecasts

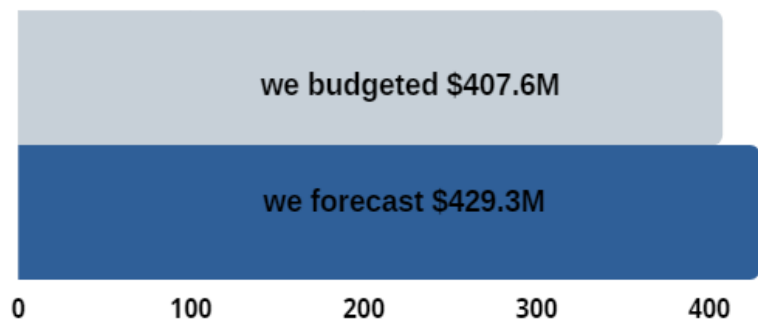
At the end of quarter three, a forecast exercise is undertaken which compares the 2022/23 YTD results against the full year budget in order to identify the expected variations from Council's original annual expectations.

Based on the review conducted at quarter three, variances have been identified across some revenue and expenditure categories, with an expected Underlying Operating result after depreciation and amortisation of -\$19.6M which is \$18.5M favourable when compared to the 2022/23 Full year budget of -\$38.1M

This can be explained as follows:

Operating Revenue (e.g., rate revenue, grants)

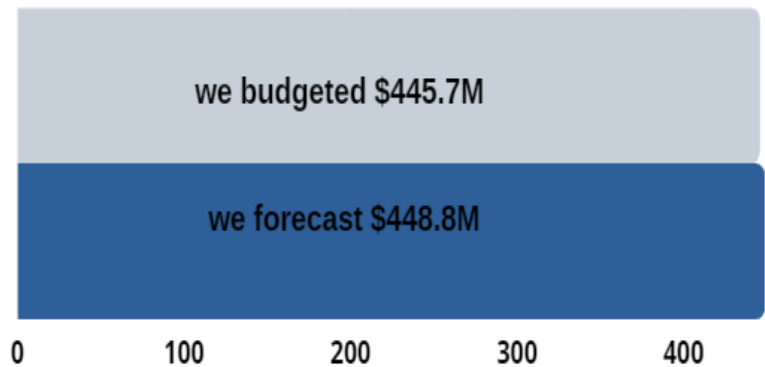
Total operating revenue is forecasted at \$429.3M which is \$21.6M higher than the full year budgeted amount of \$407.6M. The key reason for the increase is the interest expected to be received from Council's term deposits which relate to funds held for Developer Contributions reserves and other additional cash balances.



Favourable by \$21.6M

Operating Expenses (e.g. labour, materials)

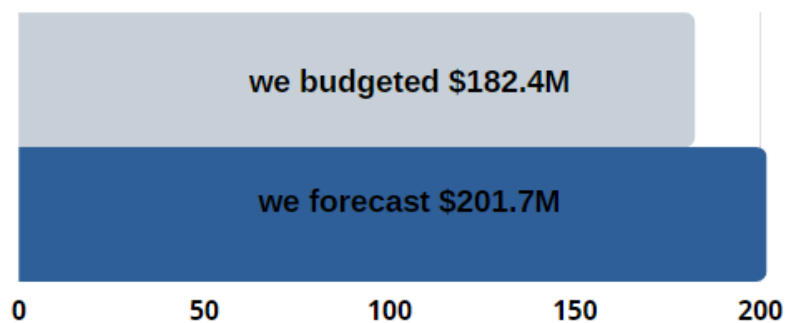
Total operating expenses including depreciation & amortisation is forecast to be \$448.8M, which is unfavourable to the budgeted position by \$3.1M. The quarter three forecast assumes a rise in the Materials and Services category of \$7.5M due to the increased inflationary impact as a consequence of the current global economic conditions and from additional commitments not included in the 2022/23 budget - some of which were unspent and carried over from 2021/22 Financial year.



Unfavourable by \$3.1M

Capital Revenue (e.g. developer contributions, capital grants)

Capital revenue is forecast to be \$201.7M which is \$19.3M higher than budget mainly due to the additional Monetary Contributions expected as a result of the volume of development occurring in the municipality



Favourable by \$19.3M

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 three.

Income Statement Report – From 1 July 2022 to 31st March 2023:

	Actual YTD Mar 2023	Budget YTD Mar 2023	Variance YTD Mar 2023	Q3 Forecast Full Year	Budget Full Year	Variance
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Revenue from ordinary activities						
Rates and charges	\$199,457	\$199,992	-\$534	\$264,973	\$266,656	-\$1,683
Operating Grants	\$31,799	\$25,111	\$6,688	\$52,699	\$46,348	\$6,351
User fees	\$51,653	\$52,701	-\$1,048	\$68,544	\$69,473	-\$930
Statutory fees and fines	\$17,106	\$15,215	\$1,891	\$22,247	\$19,397	\$2,850
Other revenue	\$13,775	\$4,060	\$9,715	\$20,817	\$5,743	\$15,073
Total Operating Revenue	\$313,791	\$297,080	\$16,711	\$429,280	\$407,618	\$21,662
Expenses from ordinary activities						
Employee benefits	\$131,233	\$139,723	\$8,490	\$174,519	\$181,683	\$7,164
Materials & Services	\$107,880	\$109,582	\$1,702	\$154,197	\$146,637	-\$7,560
Other expenses	\$4,436	\$5,045	\$608	\$6,021	\$6,688	\$667
Total Operating Expense	\$244,471	\$255,289	\$10,818	\$336,221	\$336,261	\$40
Underlying Operating Surplus before Depreciation & Amortisation	\$69,320	\$41,791	\$27,529	\$93,059	\$71,356	\$21,702
Depreciation & amortisation	\$82,483	\$82,131	-\$352	\$112,657	\$109,507	-\$3,149
Underlying Operating (Deficit) after Depreciation & Amortisation	-\$13,163	-\$40,340	\$27,177	-\$19,598	-\$38,151	\$18,553
Capital grants	\$21,442	\$12,771	\$8,671	\$21,937	\$17,029	\$4,909
Contributions – monetary cash	\$51,076	\$31,239	\$19,838	\$56,543	\$41,652	\$14,892
Contributions - non monetary assets	\$120,406	\$92,882	\$27,524	\$123,843	\$123,843	\$0
User Fees - Capital	\$21	\$0	\$21	\$0	\$0	\$0
Net Proceeds on sale of assets	-\$636	\$0	-\$636	-\$636	-\$150	-\$485
Capital Income	\$192,310	\$136,893	\$55,417	\$201,688	\$182,373	\$19,315
Net Surplus	\$179,147	\$96,553	\$82,594	\$182,090	\$144,222	\$37,868

(Note: +/-1 variances in these statements will be due to rounding of source data)

Capital Works

Council’s 2022/23 capital works program includes an investment of \$167.2 million. The capital works program is made up of three different categories. Council spend as at Quarter 3 2022/23 is as follows against each category of asset.

Property

Land, Land Improvements, Buildings and Building Improvements



Land*

Budget 2022/23 \$ 5.42m

Spent so far \$24.98m



Buildings

Budget 2022/23 \$9.35m

Spent so far \$2.54m



Building Improvements

Budget 2022/23 \$1.65m

Spent so far \$ -

**The actual spend on land projects is higher than budget due to the timing of land transfers related to development in growth areas. These land transfers are paid through income derived from Developer Contributions, and not Council rates.*

Plant and Equipment

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



Plant Machinery and Equipment

Budget 2022/23 \$3.27m

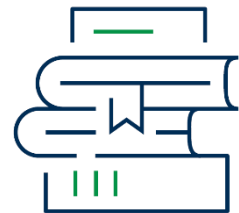
Spent so far \$1.70m



Computers and Telecommunications

Budget 2022/23 \$2.55m

Spent so far \$1.28m



Library Books

Budget 2022/23 \$1.30m

Spent so far \$0.73m

Infrastructure

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



Roads

Budget 2022/23 **\$31.87m**

Spent so far **\$10.54m**



Footpaths and Cycleways

Budget 2022/23 **\$5.19m**

Spent so far **\$2.14m**



Drainage

Budget 2022/23 **\$2.38m**

Spent so far **\$1.08m**



Recreational, Leisure and Community Facilities

Budget 2022/23 **\$65.60m**

Spent so far **\$30.89m**



Waste Management

Budget 2022/23 **\$15.19m**

Spent so far **\$2.19m**



Parks, Open Spaces and Streetscapes

Budget 2022/23 **\$23.45m**

Spent so far **\$11.69m**

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.

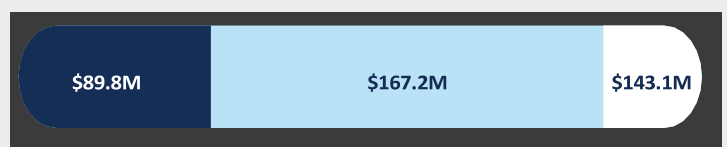
Progress at Quarter 3

At the end of Quarter 3, Council is looking to deliver a forecasted amount of \$143.1M of Capital works.

Completed for Q1, Q2 & Q3 2022-23

Total Budget

Current Forecast



Glossary/Definitions

Views:

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

FURTHER INFORMATION

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

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