

City of Casey

Quarterly Community Report

APRIL TO JUNE 2023



Statement of Acknowledgement

The City of Casey proudly acknowledges the traditional owners, Casey's Aboriginal Communities and their rich culture and pays respect to their Elders past, present and future.

We acknowledge Aboriginal people as Australia's first peoples and as the traditional owners and custodians of the land on which we work and live.

Diversity Statement

The City of Casey is home to remarkable diversity with many cultures, languages, faiths and communities of worship, ages, LGBTIQA+ identities, and landscapes together forming our rich and dynamic community story.

From our first Australians to our most recent arrivals and every wave between, the City of Casey welcomes and represents all community members and their respective ambitions to live healthy, rewarding, and happy lives. We recognise this diversity as our strength and we aim to share, nurture, and celebrate it.

OUR ADMINISTRATORS

The Minister for Local Government announced the panel of administrators for the City of Casey on 14 May 2020.

The panel includes:

- Noelene Duff PSM — Chair of Administrators
- Miguel Belmar
- Cameron Boardman

The panel of administrators was appointed following the passing of the Local Government (Casey City Council 2020) Bill by the Victorian Parliament on 19 February 2020 and the subsequent dismissal of Casey Councillors.

Also in February 2020, the Municipal Monitor released a report on the City of Casey Council.

This report included two recommendations for Council's Administrators to undertake:

1. a thorough review and embedding of policies, procedures and processes for more effective decision-making and responsibilities; and
2. the development and implementation of an extensive municipal-wide program to develop more and diverse community leaders, greater participation in setting a vision for Casey, and more awareness and interest in local democracy, the role of Council and the responsibilities of Councillors.

In support of these recommendations, Council's Administrators conducted a Governance Audit in April 2020 which then informed the Integrity and Ethics Action Plan.

As part of our ongoing commitment to addressing these recommendations, Council Plan Strategic Objective 6 (Ensure good governance and transparent decision making) has been embedded into our reporting framework.

CHAIR OF ADMINISTRATORS MESSAGE



Noelene Duff PSM
Chair of Administrators
City of Casey

I am pleased to present the Quarterly Community Report for the April to June 2023 period, and last quarterly report for Year 2 of the *Council Plan 2021-25*.

The Panel of Administrators, comprised of myself, Miguel Belmar and Cameron Boardman, feel very privileged to work on behalf of the community to plan for the future and deliver services and facilities for the benefit of Casey's residents.

The majority of the initiatives outlined in the *Annual Action Plan 2022/23* are now complete.

Highlights include:

- **Bunjil Place Precinct Concept Master Plan**
In June, the precinct concept master plan was endorsed following community consultation. This plan sets Council's vision for the future of the site, with the aim of revitalising the precinct and attracting local jobs as well as creating opportunities for further growth and development in the Fountain Gate-Narre Warren CBD.
- **New 'Connected Libraries' trading name**
Following approval of the new Regional Library Agreement, community consultation was undertaken to find a new trading name for Casey libraries. With 750 responses received 'Connected Libraries' was the chosen name.
- **Environmental community events**
Several biodiversity/sustainability education programs and events were held during the quarter to encourage the community to learn more about climate change, waste management and the natural environment. This included engaging with residents at the Casey Food and Wine Festival and hosting the Community Tree Planting Day where over 3,500 plants were planted.

During the financial year, there were 34 actions planned for delivery. Thirty-one actions from the *Annual Action Plan 2022/23* and three actions carried over from the previous annual action plan.

Of the 34 actions planned for delivery, three actions have carried over to the new financial year. For more information, please see page 3 of the report.

Casey's Capital Works Program features an investment of \$227 million to deliver approximately 540 projects during the 2022/23 financial year.

Within the quarter, a number of projects achieved practical completion, including the Browns Road and Lochaven active open space reserves and the signalised intersection at Glasscocks Road and South Gippsland Highway. The Clyde Recreation Reserve also progressed with the tennis pavilion completed.

The final quarter of the financial year also featured eight important community engagements, which included inviting Casey residents to vote on their preferred name for the new Tulliallan Estate Reserve in Cranbourne North. The three proposed Aboriginal names were Kowan, Perripe and Topiran.

Other notable engagements included the Aquatic and Leisure Facilities survey designed to better understand who visits the facilities and what they are most commonly used for and the Casey Coastal Framework survey which asked the community what they value most about our coastline and how these areas are used and enjoyed.

I would like to thank all members of the community who participated in community engagement activities and events and encourage everyone to take the opportunity to get involved to help shape a better future for our city.

CONTENTS

INTRODUCTION	2
COUNCIL PLAN PERFORMANCE	3
Strategic Objective 1	4
Deliver sustainable infrastructure and activate places	
Strategic Objective 2	9
Grow Casey's current and emerging sectors	
Strategic Objective 3	12
Foster environmentally sustainable practices and work towards being climate ready	
Strategic Objective 4	15
Advocate to State and Federal Governments for key service and infrastructure delivery	
Strategic Objective 5	17
Create a resilient, active and connected community	
Strategic Objective 6	20
Ensure good governance and transparent decision making	
Strategic Objective 7	22
Create an adaptable, innovative and financially sustainable organisation that delivers maximum community benefit	
ADMINISTRATOR ENGAGEMENT WITH THE COMMUNITY	25
COMMUNITY ENGAGEMENT	26
CAPITAL WORKS HIGHLIGHTS	29
CONTRACTS AWARDED GREATER THAN \$5M	32

INTRODUCTION

Welcome to the City of Casey's Quarterly Community Report for the April to June 2023 period.

The Quarterly Community Report provides a detailed statement of Council's performance against the *Council Plan 2021-25*.

It also outlines the progress of delivering the *Annual Action Plan 2022/23*, financial performance, capital works project delivery, community engagement updates and other details as requested by the Minister for Local Government.



COUNCIL PLAN PERFORMANCE

This section provides a detailed update on Council's progress in delivering the *Annual Action Plan 2022/23*, for the April to June 2023 period.

There were 34 actions planned for delivery in 2022/23 and at the conclusion of the financial year, three actions were in progress (listed below), one action was deferred (page 10) and one action had not started (page 20).

The three actions in progress that will carry over to 2023/24 are:

1. Advocate to the Victorian and Australian Governments for funding to help deliver the Doveton Pool in the Park Masterplan (page 6).
2. Work with Melbourne City Football Club to introduce the first year of the club's Community Initiatives program, which will offer the community a chance to participate in local programs and events, while enhancing the partnership (page 11).
3. Work in partnership with the community to support the activation of a new Family and Community Centre in Clyde North to increase opportunities for families to access key services (page 17).

For a full list of Council actions for 2023/24, please view [City of Casey Annual Action Plan 2023/24](#).



Strategic Objective 1

Deliver sustainable infrastructure and activate places

Strategy 1.1 Advocate and build an accessible and well-connected local transport network

Due date: 30 June 2023

Action: Facilitate the timely delivery of arterial roads and intersections in Council's growth areas through the active management of contributions from developers to address traffic congestion.

Status: Completed ■

Latest update: Developer contributions are payments or in-kind works, facilities or services that developers and landowners provide towards the supply of infrastructure. Council actively manages developer contributions to facilitate the timely delivery of arterial road and intersections in Council's growth areas through the terms of developer agreements.

In 2022/23, developers constructed more than \$18.3 million (excluding in kind works) of road and intersection projects under developer agreements. Council issued certificates of practical completion for key sections of Bells Road in Berwick and Clyde North and Hardys Road in Clyde North, which are now open to traffic.

Action: Advance partnerships with the Victorian and Australian Governments to ensure major rail and road upgrades deliver an integrated and dependable network.

Status: Completed ■

Latest update: Highlights for the quarter:

- The Hall Road Upgrade project saw a full intersection closure at Hall Road, Evans Road and Cranbourne-Frankston Road intersection between 28 April 2023 and 26 June 2023. Council worked with Major Road Projects Victoria (MRPV) contractors to ensure safety risks were being mitigated for traffic detours within the local road network.
- The Narre Warren North Road duplication project reached practical completion during the quarter with streetlighting activation the only outstanding item. The project includes an extra lane in each direction between Fox Road and Belgrave-Hallam Road, an extra through-lane in each direction on Narre Warren North Road and a dedicated right turning lane from Heatherton Road to Narre Warren North Road (northbound).
- There was significant progress on the Narre Warren-Cranbourne Road project with upgrades completed at three key intersections between Thompsons Road and Linsell Boulevard. Once complete, the Narre Warren-Cranbourne Road will become the straight-through movement when travelling north from South Gippsland Highway, reducing traffic on Cranbourne's High Street and improving travel through Cranbourne.

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- Planning commenced on the Thompsons Road and Berwick-Cranbourne Road intersection upgrade in Clyde North and Cranbourne North. As an input for the State Government's business case for the project and to ensure best outcomes for the community, council coordinated a submission to outline value creation and capture potential opportunities for the intersection upgrade.

For more information on these projects, visit <https://bigbuild.vic.gov.au/projects>

Strategy 1.2 Foster partnerships that ensure Casey remains a destination for arts, culture, sport and leisure

Due date: 30 June 2023

Action: Develop and deliver a Cultural Equity Action Plan for Bunjil Place which will create opportunities for the community to participate, contribute and create stronger cultural connections.

Status: Completed 

Latest update: The Cultural Equity Action Plan (CEAP) for Bunjil Place has been developed and will inform the organisations operational and programming approach to Bunjil Place, improving opportunities for the community to participate, contribute and create stronger cultural connections. The implementation of the CEAP has been referred to the proposed actions of the Arts and Culture Strategic Service Plan.

Strategy 1.3 Design, build and cultivate places that create a sense of belonging, connection and pride

Due date: 30 June 2023

Action: Deliver three new recreation reserves in Clyde, Cranbourne West and Botanic Ridge to provide residents with increased access to sporting fields and playgrounds for improved physical health.

Status: Completed 

Latest update:

The following two reserves have now achieved practical completion:

- Browns Road Active Open Space Reserve - Botanic Ridge
- Lochaven Active Open Space Reserve - Cranbourne West

The Clyde Recreation Reserve is progressing well and is expected to reach practical completion in August 2023.

For detailed project information, please see Capital Works Highlights (page 29).

Action: Advocate to the Victorian and Australian Governments for funding to help deliver the Doveton Pool in the Park Masterplan.

Status: In progress ■

Latest update: On 18 May, Council officers met with Federal Member for Bruce Julian Hill MP and Federal Minister for Regional Development, Local Government and Territories, Kristy McBain, to discuss funding options. Delivery of the Doveton Pool in the Park Masterplan remains contingent on 50 per cent contribution from the State and Federal governments.

This action will carry over and be reported on as part of the 2023/24 council reporting.

Strategy 1.4 Manage urban growth and deliver future-focused infrastructure that is innovative, sustainable and adaptable

Due date: 30 June 2023

Action: Partner with the Victorian Planning Authority to commence the preparation and implementation of precinct structure plans to create vibrant new communities in Croskell, Casey Fields South, Clyde South and Devon Meadows.

Status: Completed ■

Latest update: Council partnered (and continues to partner) with the Victorian Planning Authority (VPA) to prepare the Precinct Structure Plan (PSP) for Croskell, Casey Fields South, Devon Meadows and Clyde South precincts.

Highlights for the quarter include:

- Council officers participated in the Croskell PSP Employment Planning Controls workshop
- Landowners and developers worked with the VPA to progress the Casey Fields South and Devon Meadows PSP to the next Agency Validation stage.

Action: Increase digital accessibility for community through the provision of more public WiFi access points and by advocating for mobile network access connection across the municipality.

Status: Completed ■

Latest update: The successful completion of the Digital Equity Living Lab has yielded valuable insights and outcomes. Through this initiative, Council has identified several trials that have shown promising results and the team have commenced planning to expand this initiative.

The smart bus shelters trial also continues, with plans to expand this innovative infrastructure concept to other street furniture, creating a seamlessly connected urban environment.

Also continuing is the procurement process to extend the free public Wi-Fi sites, tailored to the specific needs of residents.

Strategy 1.5 Prioritise investment that revitalises our existing infrastructure and services to meet changing needs

Due date: 30 June 2023

Action: Advance the master planning of Council owned land within the Fountain Gate-Narre Warren CBD, to outline the vision for the precinct.

Status: Completed 

Latest update: On 20 June 2023, Council considered the feedback received from earlier community consultation and resolved to endorse the final Bunjil Place Precinct Concept Master Plan. This plan sets Council's vision for the future of the site, enabling its potential future sale and development.

The proposed sale and development of the land will revitalise the precinct, attract new local jobs and provide opportunities for further growth and development in Fountain Gate-Narre Warren CBD.

Action: Complete the transition of the Casey Cardinia Libraries Corporation to ensure library services within the city meet community needs.

Status: Completed 

Latest update: On the 22 May, the proposed Regional Library Agreement was approved by the Minister for Local Government and officially notated in the Victoria Government Gazette.

Community consultation was also undertaken on the new trading name for Casey libraries, which saw more than 750 responses received in 10 days. Many suggestions included "connected" or "connect" and 'Connected Libraries' as part of the name, and the decision was made to name the new entity Connected Libraries.

Strategy 1.6 Create and maintain safe and clean open spaces and places

Due date: 30 June 2023

Action: Investigate partnership opportunities for the expansion of the Safe Around Schools Program, which will enable additional schools across the municipality to access road safety education.

Status: Completed 

Latest update: The Safe Around School's Program continued to progress, with additional funding secured from Department of Transport for expansion into four more schools over the next financial year.

The kindergarten road safety program created and distributed 85 kits to local kindergartens during the quarter and online resources were made available to every kindergarten in the City of Casey. This initiative follows on from the partnership with the Little Blue Dinosaur Foundation.

A new Safe Around School's ambassador program was developed during the quarter and interested schools will be able to opt in. The target for the 2023/24 financial year is for 10 schools to join the program over the coming year.

Strategic Objective 2

Grow Casey's current and emerging sectors

Strategy 2.1 Support the creation of new jobs, by focusing on developing local businesses, attracting investments, revitalising activity centres and facilitating employment pathways

Due date: 30 June 2023

Action: Deliver the Casey Jobs Victoria Advocate program through a series of face to face and virtual sessions to help local jobseekers find pathways towards sustainable employment.

Status: Completed ■

Latest update: During the quarter, the Casey Jobs Victoria Advocate (CJVA) contract term concluded, with all key performance indicators and project milestones achieved.

Whilst program funding wasn't announced as part of the State Government's budget in May, additional funding was procured from the State Government on a short-term basis (up to end of September) due to the high capacity and excellent results of the program.

To support the future conclusion of the program (post September) and minimise the impact to residents, plans are currently underway to provide weekly outreach services via City of Casey community centres and hubs. Support will be provided by Chisholm Skills and Jobs Centre who will provide career counselling and job search assistance.

Action: Commence delivery of initiatives that support an increase in education, awareness and an uptake of circular economy practices among local businesses.

Status: Completed ■

Latest update: Over the past year, Council embedded a renewed focus on supporting local businesses to adopt environmentally sustainable practices. This included a dedicated officer to develop and implement programs that support an increase in education and uptake among our business community.

The City of Casey Business Insights Survey highlighted that 62 per cent of businesses had little to no understanding of circular economy. This result emphasised the importance of education and awareness initiatives to promote sustainable practices and maximise resource efficiency within the business community.

Council successfully hosted its first Sustainability Business Breakfast on 10 March, with more than 70 per cent of attendees saying they learnt new information and are more inclined to adopt sustainability practices in their businesses. The City of Casey aims to continue hosting the Sustainability Business Breakfasted annually.

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Council has also worked closely with the newly established Hallam Business Network, facilitating conversations with external organisations who can support the group through a resource sharing app. This will enable Hallam businesses to share resources, reuse waste and source materials locally.

Action: Work to remove unnecessary business regulation and simplify the business permit process to foster a thriving local economy and sustained local job growth.

Status: Completed ■

Latest update: During the quarter, Council officers finalised the strategy for the draft planning scheme amendment to implement the Planning Reform for Economic Growth pilot project.

Targeted engagement with the Department of Transport and Planning (DTP) and finalisation of the draft planning scheme amendment for lodgement with DTP will occur in the 2023/24 financial year.

Further progress updates will be included as part of the 2023/24 council reporting for the following action:

- *Review and amend Council's regulatory process for local businesses to make it easier to do business in Casey and increase economic activity.*

Action: Develop an advocacy plan for creative industries in the outer suburbs to support our professional creatives in Casey and continue to grow the industry.

Status: Deferred* ■

Latest update: During the last quarter, a survey was undertaken by each of the Victorian Growth Arts groups to understand the alignments and shared challenges when forming a joint advocacy position.

We have defined our intentions and identified key aspects of our approach to scope an appropriate arts and culture advocacy platform.

* Creation of the advocacy plan for creative industries has been deferred to ensure alignment with organisational priorities.

Strategy 2.2 Build and leverage partnerships that enhance service provision, infrastructure delivery and funding opportunities

Due date: 30 June 2023

Action: Work with Melbourne City Football Club to introduce the first year of the Club's Community Initiatives program, which will offer the community a chance to participate in local programs and events, while enhancing the partnership.

Status: In progress 

Latest update: Construction continued this quarter, with new buildings now mid-way through construction. At the completion of building works, community initiatives will become a compulsory requirement of the partnership with Melbourne City Football Club.

This action will carry over and be reported on as part of the 2023/24 council reporting.

Strategic Objective 3

Foster environmentally sustainable practices and work towards being climate ready

Strategy 3.1 Conserve, enhance and restore the natural environment

Due date: 30 June 2023

Action: Identify Casey's flora, fauna and ecological communities at greatest risk of decline, including the driving factors, to help prioritise management strategies to ensure that we can conserve and restore our natural biodiversity.

Status: Completed ■

Latest update: During the quarter, a review of the City of Casey Significant Tree Register was undertaken by Council officers. It was determined that since the Casey Significant Tree Strategy was adopted in 2014, there has been a loss of approximately nine per cent of significant trees in Casey.

A review of the draft Vegetation Protection Overlay- Brookland Greens Native Vegetation Report (VPO1) was completed by an ecological consulting firm. The draft report evaluates the effectiveness of VPO1 and is in the final stages of review, which is expected to conclude at the end of July.

An ecological consulting firm has commenced a targeted biodiversity review to inform the broader environment overlay review. To date, surveys have focused on Powerful Owl and Southern Toadlet species, with consideration given to schedule additional species surveys consistent with approved industry survey methods, seasonal timing and site selection.

Action (carried over from 2021/22): Develop and commence implementation of the Urban Forest Strategy which will cultivate strong natural assets and foster a greener Casey.

Status: Completed* ■

Latest update: The Greening Casey draft plan (formerly known as Urban Forest Strategy) commenced the community consultation phase during the quarter. At the conclusion of the consultation phase in July, all feedback will be considered to finalise the draft plan. Endorsement of the plan will be approximately September 2023.

* Outstanding deliverables for this action will be transferred to a new council action (as per below)

Further progress updates will be included as part of the 2023/24 council reporting for the following action:

- *Implement initiatives that will increase biodiversity and tree canopy cover to work towards achieving climate resilience.*

Strategy 3.2 Contribute towards a circular economy through waste management and resource recovery

Due date: 30 June 2023

Action: Implement the next phase of the Victorian Government Waste Kerbside Reform Program, including community engagement, to ensure consistency across Victoria and enable the increased recovery of recyclable materials.

Status: Completed 

Latest update: The Waste Kerbside Reform Program aims to change how Victorians recycle so that materials collected from households are high quality and can be re-used to make new products. The program includes changing over bin lids, which has now commenced, and the introduction of a glass service (fourth bin) by the end of 2027.

Work has progressed on the Waste Services Strategic Service Plan, which focuses on aligning current Council services to the Victorian Kerbside Reform Program. It is anticipated that the plan will be completed in August 2023. The tender specification for acceptance and processing of kerbside collected recyclables includes provision for elements of the reforms such as separated glass, container deposit legislation and a standardised list for recycling.

Further progress updates will be included as part of the 2023/24 council reporting for the following action:

- *Continue rollout of the first stages of the Victorian Government Waste Kerbside Reform Program to ensure consistency across Victoria and enable the increased recovery of recyclable materials.*

Strategy 3.3 Support a climate-ready city through climate change mitigation and adaptation

Due date: 30 June 2023

Action: Actively encourage the community to learn more about climate change, waste management and the natural environment to empower them to undertake environmentally sustainable practices.

Status: Completed 

Latest update: Environment education on waste, biodiversity and sustainability continued this quarter, with several programs and events delivered, including:

- **Casey Food and Wine Festival:** Council officers engaged with approximately 630 residents at the event. Reusable wine glasses were also provided at the event to reduce single use plastics.
- **Gardens for Wildlife:** Council conducted three visits with Gardens for Wildlife.
- **Plant giveaways:** 3,589 plants were given away to the community.
- **Biodiversity/sustainability education sessions:** Council held four sessions with approximately 119 attendees.
- **Community tree planting:** 3,542 plants planted with 121 participants.

In addition, the waste education team engaged with more than 1,300 residents across 27 different activities and sessions.

Action (carried over from 2021/22): Develop and implement the Community Climate Change Action Plan which will provide an approach to dealing with a changing climate and further reducing greenhouse gas emissions.

Status: Completed 

Latest update: The Climate Action Plan 2022-2030 has been adopted and is available on the City of Casey website. The plan covers feasible, effective and meaningful actions that set both the community and Council on the path to net zero emissions.

Strategic Objective 4

Advocate to State and Federal Governments for key service and infrastructure delivery

Strategy 4.1 Secure funding through Council's advocacy campaign, Connecting Casey, to provide transport, infrastructure and community services

Due date: 30 June 2023

Action: Actively contribute to the Greater South East Melbourne group of Councils' strategic work with a focus on advocating for priority projects, developing the Creative Industries and Cultural Tourism Regional Strategy, and driving investment into growing and emerging markets.

Status: Completed ■

Latest update: Advocacy for the upgrade/extension of Thompsons Road from Clyde to Pakenham remains a top priority for the regional Greater South East Melbourne Group (GSEM). The project is being re-imagined, highlighting benefits beyond the construction of the road.

Together with Cardinia Shire Council, Casey made a joint submission to Infrastructure Victoria's 30-year Infrastructure Strategy. The submission focussed on the benefits that would be delivered to the region and the state by the upgrade and extension of Thompsons Road, including unlocking the south east employment corridor and enhancing the liveability of the region by attracting business, investment and job growth.

GSEM also concentrated its efforts on jobs and skills with the establishment of a jobs and skills working group for the region. The group will support and complement existing employment networks in the region and promote south east Melbourne as a future-focused economy.

Action: Advocate, with the Casey Community, for priority projects in the lead up to the 2022 Australian Government election and Victorian State Election, and subsequent State and Federal Government budget submission processes to secure funding for priority transport, infrastructure and community services in the City of Casey.

Status: Completed ■

Latest update: In the lead up to the state election, more than \$1.3 billion in election commitments were made by both parties, with the Victorian Labor Government committing \$166 million. In the lead up to the Federal election, the Federal Government committed \$2.5 million towards local park and playground upgrades in the Bruce electorate. All of the election commitments were made in line with Council's advocacy priorities.

The City of Casey made a formal submission to the Federal Government's 2023/24 pre-budget consultation, outlining our key advocacy priorities. Although the State Government does not conduct a formal pre-budget submission process, we shared our priority projects with newly elected local State MPs.

The 2023/24 State and Federal budgets were announced earlier this quarter. The State Government committed to delivering on its 2022 election commitments, including \$70 million to redevelop the intersection at Thompsons Road and Berwick-Cranbourne Road. This funding commitment aligns with our advocacy for a Clyde Road corridor upgrade. Funding was also announced for several other projects in Casey that align with our advocacy priorities, including upgrades to a number of local recreation facilities, funding for the continuation of bus services in Casey, and funding for health and mental health services. However, the Growing Suburbs Fund was reduced from \$50 million in 2022/23 to \$10 million in 2023/24.

The focus of the Federal Budget was cost of living relief and investment in health. The Federal Government also announced it would undertake an independent strategic review of the Infrastructure Investment Program and, as a result, the Clyde Road Upgrade project has been put on hold pending the outcome. The City of Casey was allocated \$942,352 in nominal funding as part of the additional Phase 4 funding within the Local Roads and Community Infrastructure Program.

Strategic Objective 5

Create a resilient, active and connected community

Strategy 5.1 Address key health and wellbeing needs within the community, by connected people to community and services

Due date: 30 June 2023

Action: Work in partnership with the community to support the activation of a new Family and Community Centre in Clyde North to increase opportunities for families to access key services and feel a sense of belonging at a local level.

Status: In progress ■

Latest update: Due to continued delays with the construction of the building, consultation on services has been put on hold. Once the building has been completed, Council will re-engage with the community for further consultation.

This action will carry over and be reported on as part of the 2023/24 council reporting.

Action: Continue to support the community through challenges associated with the COVID-19 pandemic and implement initiatives to support community resilience in future emergencies.

Status: Completed ■

Latest update: During the quarter, initiatives outlined in the COVID-19 Recovery Report were embedded in the development of organisational actions for 2023/24. These actions aim to ensure that the impact of COVID-19 and the emerging needs of the Casey community are considered.

Initiatives outlined in the report will continue to be delivered as part of business as usual activities, and guide Council's direction of service provision to the overall municipality, building resilience and preparedness for any future emergencies.

Action (carried over from 2021/22): Implement the Casey Affordable Housing Strategy and Regional Local Government Homelessness and Social Housing Charter to increase affordable housing options and support services in Casey.

Status: Completed ■

Latest update: Engagement continued with State Government regarding local opportunities for social and affordable housing, including the development of a local partnership agreement with Homes Victoria.

The Regional Local Government Homelessness and Social Housing Group Charter has successfully gained financial support from all 13 member councils to undertake social research to develop public awareness campaigns. These campaigns will aim to garner support for increased social and affordable housing projects, as well as homelessness services.

The Manager's Alliance, made up of funded organisations in the housing and homelessness sector, is developing a joint advocacy agenda towards greater service support for local communities in Casey and the region.

Further progress updates will be included as part of the 2023/24 council reporting for action:

- *Advocate and partner to enable greater access to safe, affordable and appropriate housing options into the future.*

Strategy 5.2 Improve Council decision-making to reflect community needs and priorities

Due date: 30 June 2023

Action: Implement community-led initiatives within the Gender Equality and Prevention of Violence Against Women Strategy to promote a safe and equal Casey.

Status: Completed ■

Latest update: During the quarter, taskforce members contributed to the co-design process for training and activities under the Free From Violence (FFV) project.

The Youth Boxing and Respectful Relationship (Gender Equality) Program was delivered to approximately 30 students from secondary schools. This program is a community led initiative involving Council officers, the Gender Equality taskforce members and RecLink Australia. It is delivered to secondary students in a culturally appropriate way by involving community leaders and provides interpretation in languages preferred by students.

Community workshops and consultations were conducted as part of the Gender Equality and prevention of violence against women 10-year strategy. These workshops build trust within community and will assist council to developing the Community Engagement Action Plan by capturing the communities needs and priorities.

Action: Implement Council's Reconciliation Action Plan to enable Council to build a culturally safe organisation with strong relationships with Aboriginal and Torres Strait Islander communities through learning, collaborating and sharing knowledge, skills and expertise.

Status: Completed* ■

Latest update: Council's Reconciliation Action Plan (RAP) aims to embed understanding and value of Aboriginal and Torres Strait Islander cultures, knowledge and history within the planning and delivery of council services.

During the quarter, work continued on the development of the RAP. Consultation was undertaken at the Aboriginal Gathering Place to ensure the Aboriginal and Torres Strait Islander voice is reflected in the plan. A draft of the RAP is expected to be completed by the end of July.

* Outstanding deliverables for this action will be transferred to a new council action (as per below)

Further progress updates will be included as part of the 2023/24 council reporting for action:

- *Integrate principles of access and inclusion into Council policy and programs, partners and community organisations through the development and implementation of the Reconciliation Action Plan and LGBTIQ+ Action Plan.*

Strategic Objective 6

Ensure good governance and transparent decision making

Strategy 6.1 Grow the capacity of community leadership through dedicated leadership programs and pathways

Due date: 30 June 2023

Action: Deliver year two of the Community Leadership Program to increase leadership skills in the community, build capacity and enhance reputation and trust in civic democracy and Council.

Status: Completed ☒

Latest update: During 2022/23, year two of the Community Leadership Program was delivered successfully and culminated in a leadership masterclass with the CEO and Administrators in October 2022, as well as the graduation ceremony. Graduates of the 2022 program were inducted into the Casey Catalysts Alumni on 15 November 2022.

Strategy 6.2 Continue to identify opportunities to improve better Council decision making through governance and community engagement

Due date: 30 June 2023

Action: Respond to recommendations provided through the Independent Broad-based Anti-corruption Commission (IBAC) *Operation Sardon* investigation to address their report findings.

Status: Not started ☐

Latest update: Council is still awaiting the report findings and recommendations of the investigation. Once the report findings have been released, Council will work with IBAC to implement their recommendations. Throughout the investigation and public hearings, the City of Casey has cooperated fully with IBAC and remains focused and committed to upholding integrity and transparency through clear, contemporary policies and decision-making.

A new action, regarding council responding to recommendations identified in the IBAC report, has been included in the *City of Casey Annual Action Plan 2023/24*.

Action: Expand upon the good governance education program for Council officers to further enhance understanding, build capability and support compliance with good governance, ethical decision making, safety and risk.

Status: Completed 

Latest update: Internal education sessions continued throughout the quarter, raising awareness of statutory obligations and processes. These highly valued sessions will continue for the rest of the year and into 2024.

Custom e-learning modules are expected to be delivered from July 2023 and will include core governance topics to ensure targeted sessions with officers.

Strategic Objective 7

Create an adaptable, innovative and financially sustainable organisation that delivers maximum community benefit

Strategy 7.1 Enhance our services with a focus on innovation and partnerships, to ensure positive outcomes are delivered to the community

Due date: 30 June 2023

Action: Deliver the 2022/23 Strategic Service Planning program to ensure Casey's services are innovative, partnership driven and deliver maximum value to the community.

Status: Completed* ■

Latest update: Council's Strategic Service Plans (SSP's) aim to ensure key services are meeting the needs of our community now and into the future.

This quarter, the Arts and Culture and Information Technology SSP's were finalised and significant progress was made on the following SSP's that are due for completion in the first quarter of the new financial year:

- Child, Youth and Family
- Finance
- People
- Waste

* Outstanding deliverables for this action will be transferred to a new council action (as per below)

Further progress updates will be included as part of the 2023/24 council reporting for action:

- *Develop strategic plans for key services to ensure they are innovative, partnership driven and deliver maximum value to the community.*

Strategy 7.2 Identify and implement a sustainable operating model which enhances Casey's future-readiness

Due date: 30 June 2023

Action: Implement year one of Council's Transformation Strategy to ensure Casey is an adaptable, capable and sustainable Council into the future.

Status: Completed 

Latest update: The first year of Council's Transformation Strategy Year saw many actions successfully completed, and several multi-year actions carried over for inclusion in the year two action plan.

Highlights during the quarter include:

- Preparation and implementation of a new framework to assist Council officers to prioritise and focus on community priorities and initiatives, as well as increased accountability through regular performance reporting.
- The migration of Council's core technology platform to the Cloud.
- Implementation of the Library Service Review, which will see an improved library service for the community.

Action: Create and enhance customer contact channels to best suit the customers' needs, with a focus on first contact resolution and increasing the speed of delivery and customer experience and satisfaction.

Status: Completed 

Latest update: During the quarter, several initiatives were undertaken to improve customer experience, including:

- Commencement on the development of the detailed service model, which is due for completion in late August. The detailed model will guide the implementation of centralised tiered services to customers, providing a consistent and easy way to interact with Casey.
- Preliminary work that was conducted on Council's website saw an 92 per cent increase in its useability and accessibility.
- A training program commenced to ensure consistent customer experiences across our channels, which will continue to roll out over the next year.
- Commencement of the automation and digitisation of online forms to increase self-service options and reduce request times.

Further progress updates will be included as part of the 2023/24 council reporting for action:

- *Implement a range of automated and digital solutions to make it easier and faster for customers to make requests online.*

Strategy 7.3 Build Council's ability to pursue innovative partnerships for greater community outcomes

Due date: 30 June 2023

Action: Investigate opportunities for a shared service with other Councils for the management and operation of immunisation services, to improve health outcomes for the community.

Status: Completed 

Latest update: The Shared Service Immunisation Contract commenced from 1 January 2023. Member councils (City of Casey and Cardinia Shire Council) and contractor (Kernow) are meeting monthly to provide governance to the shared contract and resolve any operational matters that arise.

ADMINISTRATOR ENGAGEMENT WITH THE COMMUNITY

During the quarter, the Administrators attended 16 events in the community.

These events included:

- Multiple citizenship ceremonies
- International Day Against Homophobia, Biphobia and Transphobia (IDAHOBIT) event
- Reconciliation Day event



Image: Miguel Belmar (left) at the Casey Reconciliation Day event at Bunjil Place Plaza

COMMUNITY ENGAGEMENT

Between April and June, the City of Casey ran eight consultations with our community using a mix of online engagement activities on Casey Conversations, and conventional media channels.

During this period 11,721 people visited the Casey Conversations page, with a total of 1,350 community feedback submissions made using this platform.

Casey's Aquatic and Leisure Facilities Survey

Following a comprehensive review of Council's leisure centres, Council announced in October that it intended to streamline the management and operations of seven aquatic and leisure centres, to increase health and wellbeing opportunities for the benefit of our local community.

Between 1 April and 30 June, Council sought input from the community to better understand how often they have visited the centres over the last 12 months and the reason for their visit.

A total of 164 people completed the survey and results will be used to inform future management and operations.

Snapshot of findings

Top five reasons for visiting a leisure centre were:

1. keep children active
2. fun and entertainment
3. improve general health and wellbeing
4. spend time with family
5. personal fitness (e.g. lap swimming)



Council is currently reviewing community feedback and will provide a report on the survey findings in due course.

For more information, visit <https://conversations.casey.vic.gov.au/caseys-aquatic-and-leisure-facilities-community-survey>

Want to have your say?

Be the first to hear of new opportunities to have your say by registering your details on our dedicated community engagement website, [Casey Conversations](#).

Your feedback is crucial in helping us provide the services and infrastructure needed to support Casey's growing community.

Casey's Coastal Framework Survey

To help prepare for changing climate conditions and increase the resilience of Casey's coastal areas, the City of Casey is developing the Casey Coastal Framework.

Between 1 April and 30 June 2023, we asked the community to let us know what their favourite coastal or marine place is, what their experience has been with our coastline and what they would like to see in the future.

A total of 52 people provided feedback, with results used to help inform the City of Casey Coastal Framework.

Snapshot of findings

Overview of what community members would like to see in future for marine and coastal areas:

1. more walking tracks and boardwalks
2. additional or updated infrastructure, e.g. jetty's
3. protection of the environment and habitats
4. flood mitigation initiatives

Council is currently reviewing community feedback and will provide a report on the survey findings in due course.

For more information, visit <https://conversations.casey.vic.gov.au/city-casey-coastal-management-framework>



New Tulliallan Estate recreation reserve name poll

The new Tulliallan Estate Reserve, located at 35 Mountainview Boulevard in Cranbourne North, needed a name that recognised Casey's Aboriginal heritage so council officers consulted with the Bunurong Land Council Aboriginal Corporation (BLCAC) regarding appropriate Traditional Owner language for the name of the reserve. BLCAC provided several indigenous words and their meaning, and after careful consideration, three Aboriginal names/meanings were selected to go out for community consultation.

These were:

1. Kowan Recreation Reserve — translates to Echidna
2. Perripe Recreation Reserve (pronounced Pear Rip) — translates to Spring
3. Topiram Recreation Reserve – translates to Star

Between 1 April and 30 June 2023, we received a total of 169 poll responses and the preferred name will be announced to the community in due course.

For more information, visit <https://conversations.casey.vic.gov.au/name-city-caseys-new-recreation-reserve-tulliallan-estate>

CAPITAL WORKS HIGHLIGHTS

Browns Road Active Open Space Reserve, Botanic Ridge

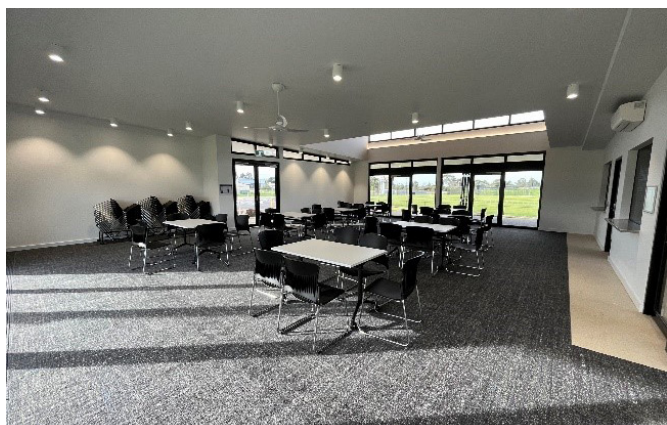
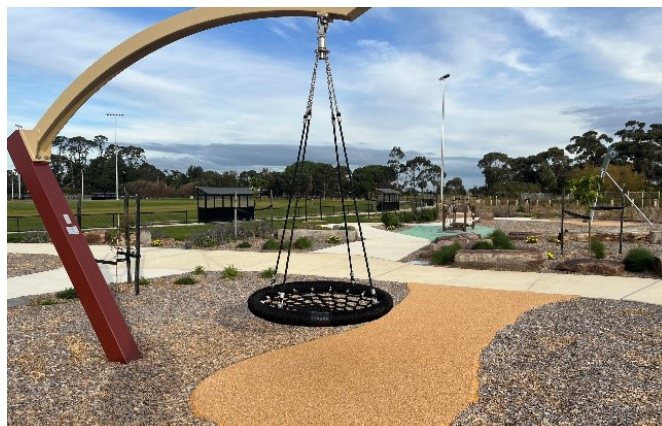
Status: Practical completion ■

Latest update: The total cost of this project is \$15.1 million and is jointly funded by Council and the Victorian Government with a grant of \$2 million through the Community Sport Infrastructure Stimulus Program.

The reserve will include two new full-sized AFL/cricket ovals, an AFL/cricket/netball pavilion, two netball courts, sports lighting, cricket nets, playground, public art, shared paths, and other supporting infrastructure such as car parking, drainage, irrigation, fencing and landscaping.

Project update as of 30 June 2023:

- This project reached practical completion on 16 March and will officially open on 16 July 2023. The reserve is now called 'Booring Recreation Reserve'.



CAPITAL WORKS HIGHLIGHTS

Clyde Recreation Reserve (Elliston Estate), Clyde

Status: In progress ■

Latest update: The total cost of this project is \$20.8 million and is jointly funded by Council and the Victorian Government with a \$3 million grant through the Community Sport Infrastructure Program.

The facility will include three new full-sized AFL/cricket ovals with rugby capability, an AFL/cricket/netball/rugby pavilion, tennis pavilion, two netball courts, eight tennis courts, improved sports lighting, cricket nets, playground, public art, shared paths, and other supporting infrastructure.

Works completed as of 30 June 2023:

- Civil: Footpath works almost complete. High voltage electrical tie in works complete and awaiting meter installation.
- Main pavilion: Flooring underway and joinery installation almost complete.
- Tennis pavilion: Work complete.
- Landscaping: Topsoil and seeding works are underway. Planting and soft scaping almost complete.



CAPITAL WORKS HIGHLIGHTS

Lochaven Active Open Space Reserve (Lochaven Estate), Cranbourne West

Status: Practical completion ■

Latest update: The total cost of this project is \$12.05 million and is jointly funded by Council and the Australian Government with a grant of \$4.5 million through the Local Roads and Community Infrastructure Program.

The reserve will include two new full-sized AFL/cricket ovals, an AFL/cricket/netball pavilion, two netball courts, sports lighting, cricket nets, playground, public art, shared paths, and other supporting infrastructure such as car parking, drainage, irrigation, fencing and landscaping.

Project updates as of 30 June 2023:

- This project reached practical completion on 14 June 2023.



CAPITAL WORKS HIGHLIGHTS

Glasscocks Road and South Gippsland Highway signalised intersection

Status: Practical completion ■

Latest update: The total cost of this project was \$10.7 million, jointly funded by developer contribution funding totalling \$5.9 million and Council rates funding totalling \$4.8 million.

The signalised intersection works included widening of South Gippsland Highway from four lanes to six through the new intersection, constructing dedicated turning lanes to Glasscocks Road from South Gippsland Highway and 1.2 kilometres of new shared path pathways on the south side of Glasscocks Road.

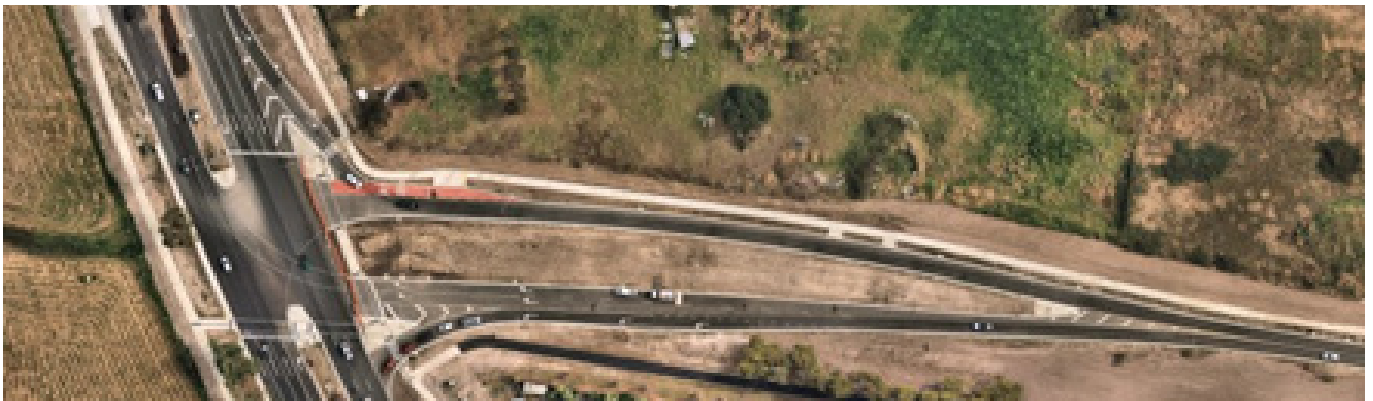
Project updates as of 30 June 2023:

- This project has reached practical completion and the intersection is open and fully operational.

Pre-construction



Post construction



CONTRACTS AWARDED GREATER THAN \$5M

Background

Council's contract awarding processes are underpinned by a strong governance framework and best practice procurement processes which enable procurement decisions that:

- use public resources efficiently, economically and ethically
- facilitate accountable and transparent decision making
- encourage competition and are non-discriminatory
- encourage appropriate engagement with risk
- are proportional to the scale and scope of a requirement
- allow for continuous improvement and innovation

Financial year to date

Title	Supplier	Amount (incl. gst)	Date awarded	Awarded by
Transition and online licensing of TechnologyOne SaaS	Technology One	\$14,482,946.01	01/07/2022	Chief Executive Officer
Public litter contract	Hallaway Services Pty Ltd	\$5,312,428.00	28/07/2022	Chief Executive Officer
Provision of park and playground equipment	MaV Panel of Suppliers (21 suppliers on the panel)	\$8,500,000.00	10/08/2022	Chief Executive Officer
Robert Booth Football Pavilion demolition and new build	Circon Constructions	\$5,113,900.00	01/09/2022	Chief Executive Officer
Supply, Planting and Establishment of Trees	Panel of suppliers (2 suppliers)	\$8,419,788.34	01/05/2023	Chief Executive Officer
Supply and Install of Energy	Panel of suppliers (3 suppliers)	\$9,075,000.00	03/05/2023	Chief Executive Officer
Recycling Processing Services	Cleanaway Pty Ltd	\$40,239,401.40	20/06/2023	Council
Reactive Tree Works	Panel of suppliers (3 suppliers)	\$21,530,435.34	21/06/2023	Council
Cyclic Tree Works	Active Tree Services Pty Ltd	\$18,041,431.11	21/06/2023	Council

Contact City of Casey

03 9705 5200

NRS: 133 677 (for the deaf,
hearing or speech impaired)



TIS: 131450 (Translating and Interpreting Service)

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caseycc@casey.vic.gov.au
casey.vic.gov.au

PO Box 100
Narre Warren VIC 3805



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Customer Service Centres

Cranbourne

Customer Service Centre Cranbourne
Park Shopping Centre, Shop 156,
South Gippsland Highway, Cranbourne

Narre Warren

Bunjil Place,
2 Patrick Northeast Drive,
Narre Warren



City of
Casey