



ANNUAL PLAN 2018/19
QUARTERLY PROGRESS REPORT
MARCH 2019

Introduction

The Yarra City Council adopted its Council Plan 2017 – 21 on 1 August 2017. The Council Plan 2017 – 21 sets out the medium-term direction of Council and the outcomes sought by Councillors for their term. For the first time, the Council Plan incorporates the Health and Wellbeing Plan. This financial year, 2018/19 is Year two of the Council Plan 2017 – 21.

Under the Local Government Act 1989 (the Act), each council is required to produce a four-year Council Plan by 30 June in the year following a general election. The Plan must include Strategic Objectives, Strategies, Strategic Indicators and a Strategic Resource Plan.

Council has identified a number of initiatives under each Strategic Objective which are significant projects and activities that are proposed to be worked on over the term of the Council Plan, subject to approval through the annual budget process.

Council produces an Annual Plan alongside each year's Budget, setting out specific projects and activities that Council will undertake towards achieving the Strategic Objectives. This will include priority projects, capital works projects, actions in response to initiatives in the Council Plan and other Council strategies and plans as well as service reviews and improvements.

The Council Plan 2017 – 21 has seven Strategic Objectives which relate to a different aspect of service delivery :

A healthy Yarra: Community health, safety and wellbeing are a focus in everything we do. Council plays a key role in contributing to our community's health and wellbeing. From delivering maternal and child health services to ensuring access to open space, enforcing noise regulations to supporting community and cultural initiatives, community health, safety and wellbeing is central to everything we do.

An inclusive Yarra: Inclusion, diversity and uniqueness are welcomed, respected and celebrated. Identity was a passionate and recurring theme throughout community consultation for the Council Plan. Our community values its diversity. Creating a safe place where people of all ages, genders, sexualities, abilities, cultures and backgrounds feel welcome and connected is a priority for Council.

A sustainable Yarra: Council leads on sustainability and protects and enhances its natural environment. As Victoria's first carbon-neutral council, we are proud of our commitment to sustainability. Protecting our natural environment and supporting our community to reduce its environmental footprint will continue to be a priority for Council.

A liveable Yarra: Development and growth are managed to maintain and enhance the character and heritage of the city. With demand for inner city housing increasing, Council is mindful of the importance of balancing the needs of new and existing residents, and ensuring that development does not encroach on the amenity or heritage of our city.

A prosperous Yarra: Local businesses prosper and creative and knowledge industries thrive. Yarra is a great place to do business and to work. Supporting local businesses and creative industries not only contributes to Yarra's economy, but also increases local employment opportunities, enhances street life and fosters community connectedness.

A connected Yarra: Connectivity and travel options are environmentally sustainable, integrated and well-designed. Council is committed to creating a city that is accessible to all irrespective of levels of personal mobility, to support a fulfilling life without the need for a car.

A leading Yarra: Transparency, performance and community participation drive the way we operate. Council is committed to change through an energised, cohesive team of professionals, recognised for our leadership, innovation and service.

In response to its Strategic Objectives, Council has committed to 47 projects and activities from a broad cross-section of services in the 2018/19 Annual Plan.

Progress of these projects and actions will be reported in the 2018/19 Annual Plan Quarterly Progress Reports. Further information can be found in the published version of the Council Plan 2017 – 21 on the City of Yarra's website (<https://www.yarracity.vic.gov.au/about-us/council-information/council-plan>).

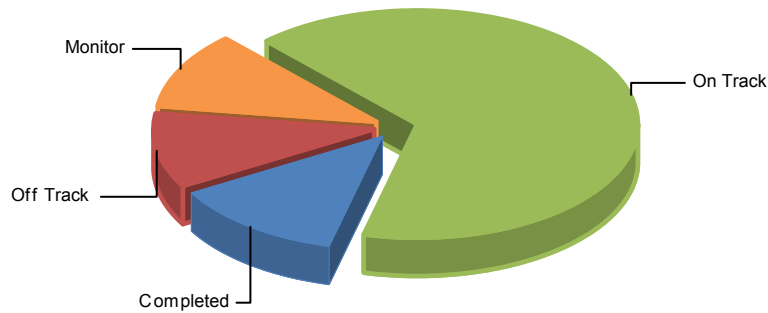
Council Plan 2017-2021 : Year 2

2018/19 Annual Plan Quarterly Progress Report - March

Quarter Summary

Council has committed to 47 actions across a range of services. Any variations to the Annual Plan are made openly and transparently in the context of priorities that arise over the course of the year.

The status of actions is classified based on the percentage of targets achieved as assessed by the responsible officer (forecast milestones compared to actual work completed).



Strategic Objective	No. of Actions Reported	Complete	On track (>=90%)	Monitor (75-90%)	Off track (<75%)	Not Started
A healthy Yarra	7	2	4	0	1	0
An inclusive Yarra	4	0	4	0	0	0
A sustainable Yarra	8	1	6	0	1	0
A liveable Yarra	13	3	3	5	2	0
A prosperous Yarra	5	0	4	0	1	0
A connected Yarra	6	0	6	0	0	0
A leading Yarra	4	0	4	0	0	0
	47 (100%)	6 (12.77%)	31 (65.96%)	5 (10.64%)	5 (10.64%)	0 (0.00%)

1. A healthy Yarra

a place where...Community health, safety and wellbeing are a focus in everything we do

Council plays a key role in contributing to our community’s health and wellbeing . From delivering maternal and child health services to ensuring access to open space, enforcing noise regulations to supporting community and cultural initiatives, community health, safety and wellbeing is central to everything we do.

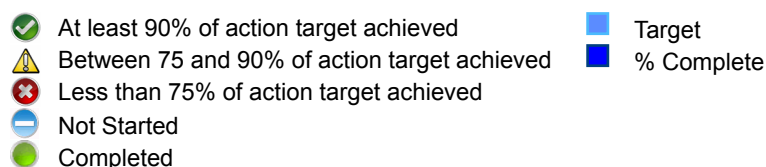
Strategies

Council’s work to achieve this Strategic Objective includes the following strategies :

- 1.1 Maintain and enhance Yarra’s open space network to meet the diverse range of community uses
- 1.2 Promote a community that is inclusive, resilient, connected and enjoys strong mental and physical health and wellbeing
- 1.3 Provide health promoting environments that encourage healthy eating and active living
- 1.4 Assist to reduce the harms from alcohol and drugs on individuals and the community in partnership with State Agencies and key service providers
- 1.5 Promote environments that support safe and respectful sexual practices, reproductive choices and gender equity
- 1.6 Promote a gender equitable, safe and respectful community
- 1.7 Promote an effective and compassionate approach to rough sleeping and advocate for affordable , appropriate housing
- 1.8 Provide opportunities for people to be involved in and connect with their community

The following actions are being undertaken in 2018/19 to work toward achieving Council’s strategic objective of A healthy Yarra.

Action Progress Summary



Action	Start Date / End Date	Progress	Status
1.01 Support prevention of family violence initiatives and respectful relationships	01/07/18 30/06/19		
1.02 Reduce primary and secondary supply of alcohol to under age adolescents	01/07/18 30/06/19		
1.03 Develop new Open Space Strategy	01/07/18 30/06/19		
1.04 Implement National Aged Care and Disability Reforms	01/07/18 30/06/19		
1.05 Advocate for an indoor sports stadium	01/07/18 30/06/19		
1.06 Youth space in Richmond	01/07/18 30/06/19		
1.07 Develop Leisure Centres Master Plan	01/07/18 30/06/19		

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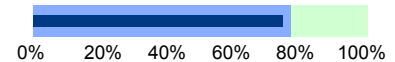
1.01 Support prevention of family violence initiatives and respectful relationships

Council Plan initiative:

Work with local and regional partners for greater awareness and intervention to prevent family violence

Work with local and regional partners to lead work to advance gender equity , prevent violence against women and promote respectful relationships

Council is committed to the prevention of family violence in the Yarra community and to partner with key service providers, police, schools and community members to raise awareness to prevent family violence. This year Council will endorse and launch its public statement against Family Violence – No Place for Violence .



Branch *People, Culture and Community*

Quarterly Milestones

September Q1. Work with Women’s Health In the North to evaluate the Building Respectful Communities partnership and identify projects to address family violence and gender inequity with children, young people and families

December Q2. Deliver Respectful Relationships initiative at Fitzroy High School

Q2. Endorse Council’s Family Violence Organisational Statement, No Place for Violence

Q2. Participate in key networks such as the Building Respectful Communities (BRC) and Northern Prevention of Violence Against Women (NPVAW), Yarra Family Violence Network (YFVN)

Q2. Publish Council’s Family Violence Organisational Statement, No Place for Violence

Q2. Participate in ‘16 Days of Activism Against Gender-Based Violence’ (a global campaign to raise awareness of the prevalence and impact of violence against women and girls)

March Q3. Deliver projects to address family violence and gender inequity with children, young people and families

June Q4. Participate in key networks such as the BRC and NPVAW, YFVN

Q4. Review projects to address family violence and gender inequity with children, young people and families Participate in key networks such as the BRC and NPVAW, YFVN

Quarterly Progress Comments Secured funding and agreement for redevelopment of Malcolm Graham Pavilion in Kevin Bartlett Reserve and the Jack Dyer Pavilion. Both projects will include improved facilities for women to encourage participation.

Collingwood Football Club, hosted two AFL women’s matches in February and March at Victoria Park. These matches were an excellent opportunity to show case women’s football and celebrate the return the of AFL football to Collingwood Football Club’s spiritual home.

Childrens Services

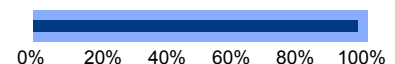
- Free to be me program happening at Yarraberg & Richmond Kinder
- Other Children’s Services sites to commence Gender Bias project (based off free to be me program) in all programs.
- Gender equality agenda items added into the team meeting agendas
- Supported one child at Richmond West to transitioned, including follow up support to family.
- Sharing of resources for families across the children’s services branch
- Gender neutral bathrooms introduced at Richmond West Outside School Hours Care after family feedback

1.02 Reduce primary and secondary supply of alcohol to under age adolescents

Council Plan initiative:

Work with local partners and agencies to increase health and education , community partnerships and harm minimisation from the abuse of drugs and alcohol

As part of the Communities that Care Smart Generation program, supply monitoring of packaged liquor outlets will be undertaken. This involves monitoring packaged liquor retail sales to those who look under 18 years of age to determine whether appropriate identification was sought.



Branch *Social Policy and Research*

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Quarterly Milestones

September Q1. Conduct supply of alcohol study with Yarra licenced outlets as part of Communities that Care (CTC) program

December Q2. Conduct analysis and report on supply of Alcohol initiative (CTC)

March Q3. Provide report to licenced outlets on supply of alcohol (CTC)

Quarterly Progress Comments Sales of alcohol to confederates who appear under the age of 18, were tested and recorded in partnership with Deakin University .

93% of packaged liquor outlets in Yarra were visited . Of concern, the sales rate in Yarra has increased in 2018 to 61.0%, from a baseline of 53% measured in 2017. Feedback letters were sent to all licensees and store managers

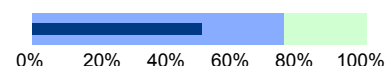
1.03 Develop new Open Space Strategy

Council Plan initiative:

Develop an open space strategy to ensure Yarra's public open space is managed as a functional network that encourages shared use and active living

The Yarra Open Space Strategy guides the future provision , planning, design and management of public open space in Yarra. A new Open Space Strategy will result in a renewed direction for the provision and enhancement of the open space network, including changes in community needs since the last strategy was developed. The strategy aims to achieve a cohesive, linked and well managed network of open space to meet the full range of residents' needs.

Development of the strategy will occur over a two year period with the first year focussing on land use and landscape analysis, with extensive consultation, while Year Two will involve adoption of the Strategy, followed by an amendment to the Yarra Planning Scheme.



Branch *City Strategy*

Quarterly Milestones

September Q1. Analyse consultation results and commence drafting the Yarra Open Space Strategy

December Q2. Engage with Councillors on key directions

March Q3. Present draft Yarra Open Space Strategy to Council to endorse for community consultation

June Q4. Undertake community consultation on draft Yarra Open Space Strategy

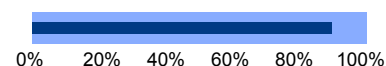
Quarterly Progress Comments The Project is approximately six months behind anticipated schedules, due to delays in obtaining population forecast data. The draft strategy will be available in May and engagement with Councillors will follow.

1.04 Implement National Aged Care and Disability Reforms

Council Plan Initiative:

Continue to implement the National Aged and Disability Care reforms and develop new strategic directions for support of older people and people with disability

The Federal Government is making major changes to the aged and disability care service system and this requires Council to determine its role and implement changes already announced.



Branch *Aged and Disability Services*

Quarterly Milestones

December Q2. Finalise decision on Council's role in providing Commonwealth Home Support Program (CHSP) services

March Q3. Work with northern councils in determining future role in Regional Assessment Service (also subject to Federal Government policy decision)

June Q4. Commence transition of CHSP services in readiness for 2020/21 changes determined by Federal Government

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Q4, Finalise the transition of the Linkages program to the Home Care Packages program

Quarterly Progress Comments A Community Panel was convened and undertook a deliberative process to assist Council in its decision-making. The outcomes from the Panel were presented to Councillor representatives at the end of November. Due to on-going delays in the Commonwealth confirming the final system design, it has not been possible to make a final decision on Council's position. Further analysis of the Options will occur over the next two quarters and a report is scheduled for Council in May 2019. The last 2 milestones are dependent on the Commonwealth finalizing its system design and therefore cannot be progressed at this stage.

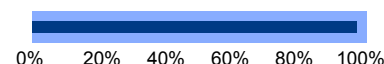
Council worked with Northern councils to provide a submission to the Commonwealth on the Streamlined Consumer Assessment for Aged Care Discussion Paper. This was submitted in February 2019. The Commonwealth has presented one model for consideration and once a final design is articulated, councils will be able to determine their role post June 2020.

1.05 Advocate for an indoor sports stadium

Council Plan Initiative:

Advocate to state government for an indoor sports stadium at 433 Smith Street redevelopment

Council has advocated for the State Government to commit to development of a six court indoor stadium on the former Gas and Fuel site in Smith Street. A response is expected to be received early this financial year.



Branch Office of the Director City Works and Assets

Quarterly Milestones

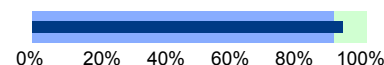
September Q1. Seek meetings with relevant Ministers, advisors and senior bureaucrats from State Government to influence and confirm a commitment to the delivery of a 6 court stadium at this site.

March Q3. In the event confirmation is not provided by September 2018, and/or in the event of a change in State Government, seek further meetings with relevant Ministers, advisors and senior bureaucrats from State Government to influence and confirm a commitment to the delivery of a 6 court stadium at this site.

Quarterly Progress Comments The State Government has confirmed its commitment to this project, which will result in the provision of a 6 court stadium, 1000m2 gym and 107 car parks to be managed by Council. Officers are working with State Government representatives to progress this project.

1.06 Youth space in Richmond

Council will work with Department of Health and Human Services to seek to provide upgrades of existing community facilities to deliver a Youth Hub in the Richmond Housing Estate. Once a suitable youth space is established a business plan will be developed for the management of the youth space.



Branch Family, Youth and Children's Services

Quarterly Milestones

September Q1. Commence preparation of a business case for the establishment of a youth space in Richmond
Q1. Monitor progress on advocacy to Department of Housing and Human Services to identify a preferred site

December Q2. Finalise business case and present to Council
Q2. Report on progress of consultation and planning with stakeholders to inform operational business planning

March Q3. Prepare an operational and activation plan

June Q4. Report on progress of advocacy to Department of Housing and Human Services towards establishing a dedicated youth space and programming on the Richmond Housing estate

Quarterly Progress Comments Officers continue to meet with senior Department of Health and Human Services representatives and have provided copies of the Hub Business Plan, together with copies of concept drawings to support a future capital works initiative.

Council is continuing to advocate to State Government seeking confirmation of ongoing operational funding

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to support a dedicated resource being made available on the Estate to coordinate programs and services.

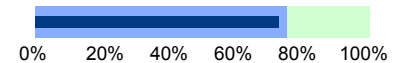
Officers are currently drafting a MOU which will be used to clarify and confirm stakeholder funding contributions, roles and partnership expectations.

1.07 Develop Leisure Centres Master Plan

Council Plan initiative:

Investigate a Leisure Centres Master Plan

Council manages leisure facilities in Richmond, Collingwood and Fitzroy. These facilities are highly valued by the community and attract in the order of 1 million visits per annum. A high level facilities plan will be developed to guide future investment in these facilities.



Branch *Recreation and Leisure Services*

Quarterly Milestones

December Q2. Appointment of Consultant
Q2. Project brief finalised and budget approved by Executive

March Q3. Key Findings Report presented to PCG and Executive

June Q4. Presentation of final report to Executive

Quarterly Progress Comments A draft report has been completed for the purpose of internal engagement. The report includes a review of existing programs, services and facilities, a literature review, demographic and leisure trend analysis, demand and gap analysis, benchmarking and internal consultation. This will inform the draft Master Plan which is due to be completed by June 2019.

Highlights and Achievements

Branch *Family, Youth and Children's Services*

Unit *Children's Services*

Roll out across the children's services of increased technology accessibility including :

- Wifi installation at all Children Centres and Kindergartens enabling internet access for mobile devices.
- Roll out of Qikkids Kiosks in all children's services to enable electronic sign in and out of children to comply with Child Care Subsidy; enabling real time attendance data and greater administrative efficiency .
- Roll out of QK Enrol software to enable families to manage their own children's enrolment and child care bookings leading to a higher degree of data accuracy and greater administrative efficiency .

Branch *Family, Youth and Children's Services*

Unit *Service Planning and Development*

Evaluation of casual care trial framework established with a focus upon participant experience and utilisation of casual and occasional care.

On 11 April 2017 Council resolved to evaluate the Cubbies program, and to run an open and competitive process for any funding related to programs at the Fitzroy Adventure Playground beyond 2018-19. Evaluation commenced with full cooperation of Save the Children the provider of Cubbies. Evaluation includes feedback from feedback from families and young people.

Community consultations on the Draft Priority of Access Policy approved by Council for the purpose of consultation were carried out in March 2019. 96 individual responses were received on the Have Your Say page, largely from parents with children enrolled in a Council service or on the waitlist for a place.

Branch *Social Policy and Research*

Unit *Social Policy*

Amendment C209, Licensed Premises Policy Gazetted in Yarra Planning Scheme.

Project managed market research for Yarra Open Space Strategy.

Working with DHHS, VicPol and NRCH on community Health and safety for Victoria Street Precinct post MSIR/MSIF.

Produced a Discussion Paper and presentation on the setting of Fees and Charges at Council, options and directions.

Completed planning referrals for GasWorks scheme amendment, focussing on affordable social housing inclusion.

Provided advice and project support on consultation (market research) for Council's consultation program on the transition to My Aged Care.

Program development, speakers and presentation for Yarra Future Ready Leadership Program at Bargoonga Nganjin

Provided support (i.e. data and policy information) on the topic of social and affordable housing to Strategic Planning in finalising the Draft Housing Strategy for public consultation.

2 . An inclusive Yarra

a place where...Inclusion, diversity and uniqueness are welcomed, respected and celebrated

Identity was a passionate and recurring theme throughout community consultation for the Council Plan. Our community values its diversity. Creating a safe place where people of all ages, genders, sexualities, abilities, cultures and backgrounds feel welcome and connected is a priority for Council.








Strategies



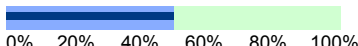



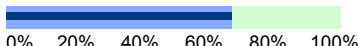

Council's work to achieve this Strategic Objective will include the following strategies :

- 2.1 Build resilience by providing opportunities and places for people to meet, be involved in and connect with their community
- 2.2 Remain a highly inclusive Municipality, proactive in advancing and advocating for the rights and interests of specific groups in the community and community issues
- 2.3 Continue to be a local government leader and innovator in acknowledging and celebrating Aboriginal history and culture in partnership with Traditional Owners
- 2.4 Acknowledge and celebrate our diversity and people from all cultural backgrounds
- 2.5 Support community initiatives that promote diversity and inclusion

The following actions are being undertaken in 2018/19 to work toward achieving Council's strategic objective of An inclusive Yarra.

Action Progress Summary

-  At least 90% of action target achieved
 -  Between 75 and 90% of action target achieved
 -  Less than 75% of action target achieved
 -  Not Started
 -  Completed
-  Target
 -  % Complete

Action	Start Date / End Date	Progress	Status
2.01 Implement Aboriginal Partnerships Plan	01/07/18 30/06/19		
2.02 Develop Volunteer Strategy	01/07/18 30/06/19		
2.03 Renew Active and Healthy Ageing Strategy and Action Plan	01/07/18 30/06/19		
2.04 Renew Access and Inclusion Strategy and Action Plan	01/07/18 30/06/19		

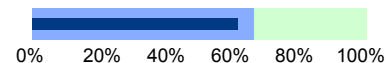
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2.01 Implement Aboriginal Partnerships Plan

Council Plan Initiative:
Implement the Aboriginal Partnerships Plan

The Aboriginal Partnerships Plan sets out Council's commitment and work with the Aboriginal and Torres Strait Islander community. Council is seen as a leader, not only in its programs, but also in its commitment to social justice and the way it approaches issues, opens discussion, and listens to the community. Council will continue to implement its Aboriginal Partnerships Plan through annual action plans endorsed by Council.



Branch *People, Culture and Community*

Quarterly Milestones

December Q2. Complete community consultation and engagement for the next four year Aboriginal Partnerships Plan

March Q3. Present draft Aboriginal Partnerships Plan 2019-2022 to Council

June Q4. Complete final version of Aboriginal Partnerships Plan 2019-2022

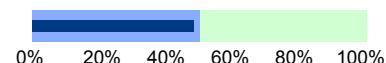
Quarterly Progress Comments Consultation for the next Aboriginal Partnerships Plan began in August with an online survey via Your Say Yarra and multiple engagements with Aboriginal community members. These engagements were through a special forum of the Aboriginal Advisory Group and visits to Aboriginal organisations in Yarra and Darebin. The consultation period concluded in November with meetings with Wurundjeri and the Aboriginal Advisory Group. A final draft of the new strategy went back to the Aboriginal Advisory Group and Wurundjeri in December.

The draft Aboriginal Partnerships Plan 2019-2022 is scheduled for presentation to Council in April.

2.02 Develop Volunteer Strategy

Council Plan initiative:
Develop and adopt a Volunteer Strategy

A Volunteer Strategy will be developed by consultation and engagement with stakeholders. A draft strategy will be presented to Council. A Volunteer Strategy will provide clear direction for Council in how it supports volunteering in Yarra.



Branch *People, Culture and Community*

Quarterly Milestones

December Q2. Complete consultation

June Q4. Present draft Volunteer Strategy to Council to endorse for public exhibition

Quarterly Progress Comments Formal consultation began on developing the draft Volunteer Strategy in August. Consultation methods have included both qualitative and quantitative methods; an online survey via Your Say Yarra, focus groups, listening posts (pop-up stalls), one-on-one interviews, promotion via Yarra City Council's social media/newsletters and email correspondence via the Yarra volunteer organisations contacts list.

The types of volunteer organisations contacted have included local sports/recreation, creative industries, education/employment pathways, housing/homelessness, heritage, health, community radio, community gardens/ environmental, cultural, elderly services, churches/multi-faith and groups eg. Lions, Rotary, Scouts, Fareshare, St Vincent de Paul to name a few.

2.03 Renew Active and Healthy Ageing Strategy and Action Plan

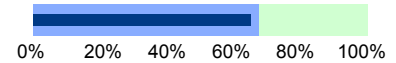
Council Plan Initiative:
Work with the community and other levels of government and advocate to challenge discrimination, and address disadvantage, whether based on income, age, gender, sexuality, cultural background, religion or abilities

The current Positive Ageing Strategy and Action Plan is due for renewal with the support of Council's Active Ageing Advisory Group (AAAG), a new strategy and plan will be prepared. In the midst of the national aged care reforms, it

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provides an opportunity to consider strategic directions to ensure our 50+ residents remain engaged, active and independent.



Branch *Aged and Disability Services*

Quarterly Milestones

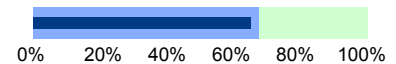
- September** Q1. Finalise draft Active and Healthy Ageing Strategy and Action Plan 2018 – 2022 and complete public exhibition process
- December** Q2. Present Active and Healthy Ageing Strategy and Action Plan 2018 – 2022 to Council for adoption
- June** Q4. Complete 2018/19 actions arising from the new Active and Healthy Ageing Action Plan 2018 – 2022
- Quarterly Progress Comments** The Active and Healthy Ageing Strategy and Action Plan 2018 – 2022 was endorsed by Council in October and was launched at the Seniors Christmas Party in December 2018, including a flash mob which was attended by 450+ residents.

2.04 Renew Access and Inclusion Strategy and Action Plan

Council Plan Initiative:

Work with the community and other levels of government and advocate to challenge discrimination , and address disadvantage, whether based on income, age, gender, sexuality, cultural background, religion or abilities

The current Access and Inclusion strategy and plan is due for renewal and with the support of Council's Disability Advisory Committee (DAC), a new strategy and plan will be prepared this year. In the midst of the national disability care reforms, it provides an opportunity to consider Council's strategic directions to ensure people with disability remain engaged, active and empowered.



Branch *Aged and Disability Services*

Quarterly Milestones

- September** Q1. Finalise draft Access and Inclusion Strategy and Action Plan 2018 – 2022 and complete public exhibition process
- December** Q2. Present Access and Inclusion Strategy and Action Plan 2018 – 2022 to Council for adoption
- June** Q4. Complete 2018/19 actions arising from the new Access and Inclusion Action Plan 2018 – 2022
- Quarterly Progress Comments** The Access and Inclusion Strategy and Action Plan 2018 – 2022 was endorsed by Council in October and was launched in December as part of International Day for People with Disability held by the City of Yarra .

Highlights and Achievements

Branch *People, Culture and Community*

Unit *Community Partnerships*

Draft Multicultural Partnerships Plan endorsed by Council (19 Feb), and gone out for public exhibition and community feedback.

Bridges to Harmony festival celebrating cultural diversity week, collaboration with Fitzroy Learning Network and Yarra Libraries.

Taste of Harmony lunches conducted across 3 sites at Council, celebrating cultural diversity at Yarra.

Ask Me Anything – panel Q&A at Yarra in early Feb on the topic of faith and religion. Yarra staff members generously answered questions on their views on their own spirituality and religion, with the aim of breaking down myths and fostering a spirit of inclusion and diversity.

Commenced partnership with Carringbush Adult Education on a support program for women and children from newly arrived communities escaping family violence.

Yarra hosted a workshop on the research conducted by Vic Uni on Far-right groups. The workshop was limited to local government reps only with about 40 in attendance.

Continued active involvement in Mayoral Taskforce supporting People Seeking Asylum. Yarra is on the executive of this group and work so far has involved a coordinated effort among several LGA's, and a media campaign urging Federal Government to reinstate the SRSS program for PSA (the cut to this program last year has created destitution for many PSA and placed an extra burden on material aid and housing agencies).

Official Mayoral visits to all the Neighbourhood Houses.

Training on Collective Impact with Neighbourhood Houses.

3 . A sustainable Yarra

a place where...Council leads on sustainability and protects and enhances its natural environment

As Victoria’s first carbon-neutral council, we are proud of our commitment to sustainability. Protecting our natural environment and supporting our community to reduce its environmental footprint will continue to be a priority for Council.








Strategies



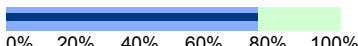

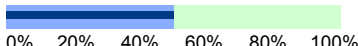

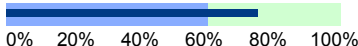

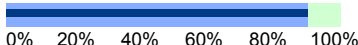

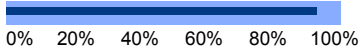

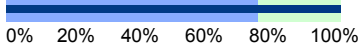

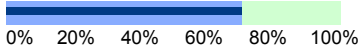

Council’s work to achieve this Strategic Objective will include the following strategies :

- 3.1 Investigate strategies and initiatives to better manage the long term effects of climate change
- 3.2 Support and empower a more sustainable Council and Community
- 3.3 Lead in sustainable energy policy and deliver programs to promote carbon neutral initiatives for the municipality and maintain Council as a carbon neutral organisation.
- 3.4 Reduce the amount of waste-to-landfill with a focus on improved recycling and organic waste disposal
- 3.5 Promote responsible water usage and practices
- 3.6 Promote and facilitate urban agriculture with a focus on increasing scale and uptake in the community
- 3.7 Investigate strategies and initiatives to improve biodiversity

The following actions are being undertaken in 2018/19 to work toward achieving Council’s strategic objective of A sustainable Yarra.

Action Progress Summary

-  At least 90% of action target achieved
-  Between 75 and 90% of action target achieved
-  Less than 75% of action target achieved
-  Not Started
-  Completed
-  Target
-  % Complete

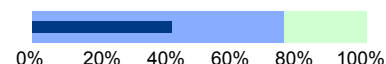
Action	Start Date / End Date	Progress	Status
3.01 Develop Biodiversity Strategy	01/07/18 / 30/06/19		
3.02 Reduce energy use and emissions	01/07/18 / 30/06/19		
3.03 Re-use, Reduce, Recycle, Recover	01/07/18 / 30/06/19		
3.04 Trial Food and Green Organics Waste service	01/07/18 / 30/06/19		
3.05 Embedding Green Infrastructure project	01/07/18 / 30/06/19		
3.06 Develop Climate Emergency Plan	01/07/18 / 30/06/19		
3.07 Investigate urban agriculture and community garden opportunities	01/07/18 / 30/06/19		
3.08 Integrate climate adaptation principles and environmental and sustainability policies and strategies	01/07/18 / 30/06/19		

3.01 Develop Biodiversity Strategy

Council Plan Initiative:

Develop and adopt a Biodiversity Strategy. Utilise findings contained in the biodiversity health survey to inform future planning across the City

Over the past year, a biodiversity study was undertaken in the City of Yarra. Council will draw on the research completed as part of the Biodiversity Health Survey to inform a city-wide strategy that will help in preserving and enhancing biodiversity values on public land in the municipality.



Branch City Works

Quarterly Milestones

- September** Q1. Complete consultation on the draft Biodiversity Strategy
- December** Q2. Present report to Council on draft Biodiversity Strategy seeking endorsement
- March** Q3. Develop implementation Action Plan (if strategy is endorsed by Council)
- June** Q4. Commence implementation of Action Plan

Quarterly Progress Comments Although the project has not met the Milestones as outlined in the Annual Plan, solid progress has been made on the draft Biodiversity Strategy. Internal staff and external expert consultations are complete.

The Draft Strategy is being prepared currently and is proposed to be presented internally for comment and review in mid April 2019. After internal comments are considered the draft Strategy will be release for 8 weeks of public consultation. Public comments will be reviewed and where relevant included in a Draft Final Strategy that will be reviewed internally before being presented to Councillors for endorsement in June/July 2019.

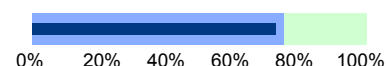
The Action Plan will form the delivery component of the Strategy.

3.02 Reduce energy use and emissions

Council Plan Initiative:

Continue to invest in initiatives to reduce energy use and emissions from Council operations

Over many years Council has endeavored to dramatically reduce its energy use and emissions. Previous programs have included the Energy Performance Contract and various capital works programs to install solar panels on many Council buildings. Council has participated in a tender process and is contracted for a new Victorian renewable energy supply to meet Council's energy needs, the project will commence delivery of energy in 2019.



Branch Sustainability and Strategic Transport

Quarterly Milestones

- September** Q1, Submit paperwork for certification of Council's Carbon Neutral Status
- December** Q2. Public report to Council with a prioritized list of building energy efficiency projects on council buildings
- March** Q3. Commence Melbourne Renewable Energy Project contract (start 1 January 2019)
- June** Q4. Present new Carbon Neutral Action Plan to Council for endorsement

Quarterly Progress Comments Council has retained its Carbon Neutral certification for National Carbon Off-sets Standards, Council first achieved this 2012.

Comments The Melbourne Renewable Energy Project contract was commenced on 1 January 2019.

3.03 Re-use, Reduce, Recycle, Recover

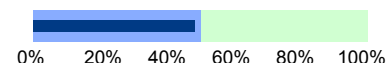
Council Plan Initiative:

Reduce volume of kerbside waste collection per capita by behaviour change programs and increase of recycling

Develop and deliver education/engagement program to encourage residents to consume mindfully as an initiative to reduce the volumes of waste materials going to landfill.

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Branch City Works

Quarterly Milestones

March Amended by Council Resolution 19 February 2019
Q3. Develop a trial education/engagement program about the 4Rs (Re-use, Reduce, Recycle, Recover);

June Amended by Council Resolution 19 February 2019
Q4. Deliver trial program to 500 households in Yarra

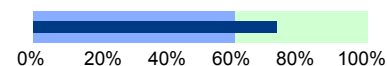
Quarterly Progress Comments A range of project options are in the process of being scoped to for suitability, effectiveness, budget and resource requirements. Initial scoping has identified the potential requirements to conduct a research piece, which would inform the future education program development and implementation. Proposed project options were presented to Council in March.

3.04 Trial Food and Green Organics Waste service

Council Plan Initiative:

Investigate, implement and promote initiatives to divert organic waste from landfill

Yarra's Waste and Resource Recovery Strategy has identified the opportunity to potentially significantly reduce landfill costs by removing organic waste from the waste stream. Council has purchased the necessary infrastructure to develop and deliver a food and green waste service trial.



Branch City Works

Quarterly Milestones

September Q1. Commence collection of food and green organics waste in selected trial areas

December Q2. Evaluate trial program and brief Council on outcomes

March Amended by Council Briefing 18 March and Council Resolution 14 May 2019
Q3. Develop plan for delivery of holistic waste system trial in selected areas

June Amended following Council Briefing 18 March and Council Resolution 14 May 2019
Q4. Commence holistic waste system trial in selected areas.

Quarterly Progress Comments In light of the changes to the waste/recycling industry in a Holistic Waste Systems A trial scope was approved by Executive in March 2019. The purpose of the trial is to test the best model for separate collection of glass, comingled and food/green from the household, the best education material required for satisfactory participation and low contamination, appropriate logistics required for modelling and processing and best market options for the end product.

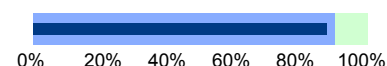
The new trial supports the change in milestones which will see the current Food Organic Green Organic trial area expanded to approximately 1000 households including both single and multi-unit development and the expansion of the trial to holistic system to include separation of glass in recycling and comingled organics.

3.05 Embedding Green Infrastructure project

Council Plan Initiative:

Improve integration across environmental and sustainability policies and strategies

The Embedding Green Infrastructure project aims to encourage greater use of Water Sensitive Urban Design and, increased tree and vegetation planting and improved irrigation design within existing Council works. Council will develop resources to support staff to apply the project design principles in capital works projects .



Branch Sustainability and Strategic Transport

Quarterly Milestones

September Q1. Develop proposed tool for Embedding Green Infrastructure project
Q1. Complete staff consultation (engagement and training)

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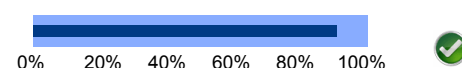
December	Q2. Progress Embedding Green Infrastructure project
June	Q4. Promote and share outcomes with other Councils (via council website)
Quarterly Progress Comments	The Green Infrastructure project is progressing very well towards completion by end 2018/19. The staff consultation is complete and resulted in strong internal buy-in. The tool is complete and will be very useful for Yarra staff and those at other Councils.

3.06 Develop Climate Emergency Plan

Council Plan Initiative:

Promote programs that monitor and reduce emissions across the municipality and strive to achieve carbon neutral status

Council will develop a Climate Action Plan (previously called Community Greenhouse Action Plan) (CAP) in partnership with the Yarra Energy Foundation (YEF) to work to reduce greenhouse emissions across the municipality.



Branch Sustainability and Strategic Transport

Quarterly Milestones

September	Q1. Commence development of CGAP in collaboration with YEF
December	Q2. Undertake community consultation on development of the CGAP
March	Deferred by Council Resolution 18 December 2018 Q3. Present draft CAP to Council for consideration Q3. Report to Councillors in March 2019 outlining timelines and next steps for development of Climate Emergency Plan (CEP).
June	Deferred by Council Resolution 18 December 2018 Q4. Present report to Council seeking endorsement of the CAP
Quarterly Progress Comments	The development of the Community Greenhouse Action Plan with the Yarra Energy Foundation is underway. Community consultation has occurred and both parties are working to summarise outcomes and develop a draft for discussion.

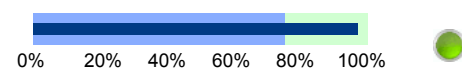
In December Council deferred the Quarter 3 and Quarter 4 milestones and elevated the future focus to the wide issue of Climate Emergency. Development of the Climate Emergency Plan and Actions is in progress.

3.07 Investigate urban agriculture and community garden opportunities

Council Plan Initiative:

Showcase urban agriculture and support community initiatives in sustainable practices

Investigate the potential for council to facilitate the public use of a privately owned site via a leasing arrangement. The council shall partner with community groups to develop a demonstration site for an urban food garden. Council will undertake community consultation on the potential for a community garden in Butler Street Park.



Branch City Works

Quarterly Milestones

September	Q1. Investigate lease options or other suitable mechanisms to support the use of private land for the purpose of urban agriculture and food gardens in Yarra
December	Q2. Develop a process to support the design and implementation of community gardens
March	Q3. Consult the community on the opportunity to create a community garden in Butler Street Park
June	Q4. Present a proposal to Council on the opportunity to create a community garden in Butler Street Park (subject to officer consultation and community feedback)
Quarterly Progress Comments	Investigation was undertaken to develop private land for the purpose of urban agriculture and food garden however we were unable to come to an agreement with the land owner.

The process to support the design and implementation of community gardens is being informed by Officers

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work with the North Carlton Railway Neighbourhood House and gardening group on licence arrangements (including a service agreement with the Council). This will feed into a review of community gardens guidelines to be endorsed by Council in 2020/21.

Following further investigation of the site and internal consultation, it was determined that Butler Street Park would not be an appropriate location for a community garden.

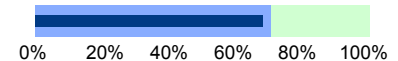
Officers are instead working closely with the North Carlton Railway Neighbourhood House and associated gardening subcommittee to develop a new community growing space on the bocce courts in Hardy Gallagher Reserve. Consultation of the design for the new Hardy Gallagher Community Growing Space in Princes Hill is programed to launch in early April.

3.08 Integrate climate adaptation principles and environmental and sustainability policies and strategies

Council Plan Initiative:

Embed adaptation sustainability across Council decision making processes.

Council has several environmental and sustainability policies. It has also developed a Climate Adaptation Guidance Tool and Training that can inform Council operations. These strategies and tools will be further embedded within the organisation.



Branch *CEO Office*

Quarterly Milestones

- September** Q1. Develop a plan for how the organisation intends to embed the use of the Climate Adaptation Guidance Tool and Training in their operations in 2018/19 and beyond, and a plan for how strategies and policies to be developed in 2018/19 will integrate with environmental and sustainability policies and strategies
- December** Deferred and amended by Council Resolution 18 December 2018
Q2. Receive reports from the organisation (particularly from relevant branches) outlining; the ways they have engaged the Climate Adaptation Guidance Tool and Training to-date, all strategies developed in 17/18 and how they integrated environmental and sustainability policies and strategies
- June** Added by Council Resolution 18 December 2018
Q4. Council will receive in a report outlining the ways the organisation (and different departments) have engaged the Climate Adaptation Guidance Tool and Training to-date, and Council endorsed strategies developed and how they integrated sustainability (QBL).
Deferred by Council Resolution 18 December 2018
Q4. Receive a further status report from the organisation.
- Quarterly Progress Comments** in December 2018, Council endorsed the planned way forward to further embedded sustainability and adaptation into Council operations. Activities included converting the Adaptation training to the online system, establishing a new process for all strategies and policies to review against the QBL tool and report on sustainability integration actions, and to run Embedding sustainability training and engagement for senior staff. This will commence in 2019.

4 . A liveable Yarra

a place where... Development and growth are managed to maintain and enhance the character and heritage of the city

With demand for inner city housing increasing, Council is mindful of the importance of balancing the needs of new and existing residents, and ensuring that development does not encroach on the amenity or heritage of our city.

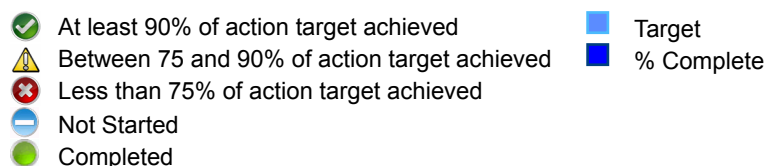
Strategies

Council's work to achieve this Strategic Objective includes the following strategies :

- 4.1 Protect Yarra's heritage and neighbourhood character
- 4.2 Actively plan for Yarra's projected growth and development and advocate for an increase in social and affordable housing
- 4.3 Plan, promote and provide built form, open space that is accessible to all ages and abilities
- 4.4 Protect Council assets through effective proactive construction management
- 4.5 Encourage and promote environmentally sustainable building, urban design, place-making and public realm outcomes
- 4.6 Provide direction and improve decision making on infrastructure projects through the application of the Strategic Community Infrastructure Framework
- 4.7 Encourage engagement with the community when developments are proposed

The following actions are being undertaken in 2018/19 to work toward achieving Council's strategic objective of A liveable Yarra.

Action Progress Summary



Action	Start Date / End Date	Progress	Status
4.01 Develop and implement Development Contributions Plan	01/07/18 / 30/06/19	0% 20% 40% 60% 80% 100%	
4.02 Negotiate Joint Use Agreement with Richmond High School	01/07/18 / 30/06/19	0% 20% 40% 60% 80% 100%	
4.03 Review and develop new Heritage Strategy	01/07/18 / 30/06/19	0% 20% 40% 60% 80% 100%	
4.04 Develop Social and Affordable Housing Strategy	01/07/18 / 30/06/19	0% 20% 40% 60% 80% 100%	
4.05 Yarra Planning Scheme	01/07/18 / 30/06/19	0% 20% 40% 60% 80% 100%	
4.06 Queens Parade Design and Development Overlay	01/07/18 / 30/06/19	0% 20% 40% 60% 80% 100%	
4.07 Heidelberg Road, Nicholson Street Bus Depot, Wellington Street built form analysis	01/07/18 / 30/06/19	0% 20% 40% 60% 80% 100%	
4.08 Major Activity Centres built form analysis	01/07/18 / 30/06/19	0% 20% 40% 60% 80% 100%	

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Action	Start Date / End Date								
4.09 Major Activity Centres structure planning	01/07/18 30/06/19		0%	20%	40%	60%	80%	100%	
4.10 Strategies for the hospital and education precincts	01/07/18 30/06/19		0%	20%	40%	60%	80%	100%	
4.11 Develop options to plan for and further enhance key community precincts	01/07/18 30/06/19		0%	20%	40%	60%	80%	100%	
4.12 Planning for projected growth and housing	01/07/18 30/06/19		0%	20%	40%	60%	80%	100%	
4.13 Alphington Paper Mill site redevelopment	01/07/18 30/06/19		0%	20%	40%	60%	80%	100%	

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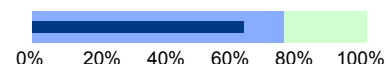
2018/19 Annual Plan Quarterly Progress Report - March

4.01 Develop and implement Development Contributions Plan

Council Plan Initiative:

Progress a Planning Scheme amendment to implement a Development Contribution Plan

Council will prepare a Planning Scheme Amendment to implement a Development Contributions Plan (DCP) for submission to the Minister of Planning for approval. A DCP will be used to collect payments towards the provision of infrastructure triggered by new development. Contributions will assist with the cost of providing roads, drainage, open space and community infrastructure to respond to the needs of a growing population.



Branch Office of the Director Planning and Place Making

Quarterly Milestones

September Q1. Prepare for Panel Hearing following exhibition (once authorisation to exhibit received)

December Q2. Prepare for Panel Hearing of Amendment

March Q3. Report to Council with Panel Report (if received)

June Q4. Present final Development Contribution Plan to Council for adoption and forward to Minister for Planning requesting approval

Quarterly Progress A Panel hearing was undertaken in February and a report is expect by mid-April.

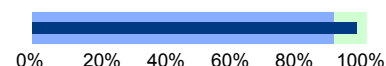
Comments Preliminary work on report to Council is being done, findings from the Panel report to be added. Scheduled to be presented to Council in May 2019.

4.02 Negotiate Joint Use Agreement with Richmond High School

Council Plan Initiative:

Campaign for appropriate joint use agreements for shared use community facilities as part of the Richmond High School project

Council will work with the Department of Education and Training to develop a Joint Use Agreement for community facilities as part of the Richmond High School project.



Branch Office of the Director City Works and Assets

Quarterly Milestones

September Q1. Continue to engage with School Principal and Victorian School Building Authority about the scope and nature of the Joint Use Agreements, including which school facilities will be available for community use

December Q2. Continue to engage with School Principal and Victorian School Building Authority regarding use of facilities in the precinct to determine the details of the Joint Use Agreements, including potential stakeholders and user groups for the school facilities

March Q3. Finalise draft Joint Use Agreement with the School Principal

Q3. Seek School Council and Yarra City Council endorsement of Joint Use Agreement

June Q4. Seek signoff of Joint Use Agreement by all the relevant parties

Quarterly Progress Officers have had ongoing conversations with the Principal Richmond High School, and both parties agree in principle to develop a Joint Use Agreement (JUA) to enable school use of Council and community facilities, and community use of school facilities. The Richmond High School Principal has indicated a preference to formalise a JUA in the latter part of 2019, once the operations and needs of the school are better understood. The Principal has also informed officers that the school facilities in Gleadell St are already being heavily utilised for both formal and informal community uses, and that the school will continue to support and facilitate this.

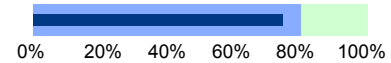
On this basis, officers recommend Council note the change in timeframe and carry forward outstanding actions into 2019/20 for negotiation, drafting and reporting back to Council.

4.03 Review and develop new Heritage Strategy

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The existing Heritage Strategy 2015-18 sunsets during the council term. Council will review and prepare a new Heritage Strategy and Action Plan which will commence in 2018.



Branch CEO Office

Quarterly Milestones

September Q1. Appoint a consultant to prepare a new Heritage Strategy
Q1. Complete the review of the current Heritage Strategy 2013-18

December Q2. Initiate preparation of the draft Strategy

March Q3. Complete an initial draft for public comment

June Q4. Present report to Council on the outcome of the exhibition and adoption
Q4. Exhibit draft Heritage Strategy

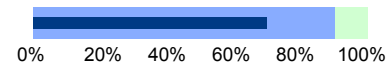
Quarterly Progress Comments A consultant has been appointed and preparation of the draft Strategy is underway. Initial draft will be completed by April 2019.

4.04 Develop Social and Affordable Housing Strategy

Council Plan Initiative:

Advocate to federal and state governments through Yarra IMAP, MAV, ISMMF, VLGA on affordable and community housing.

Through Council Plans and other strategic documents, Council has expressed its commitment to maintain and support a socially, economically and culturally diverse community. This commitment is further evidenced by the financial support it has provided to the community housing sector, its resolute pursuit of affordable housing outcomes at major development sites and strategic advocacy to state and commonwealth governments. In 2018/19, a Policy Guidance Note will be published so that property development applicants, and other interested parties, can understand Council's expectations relating to affordable housing outcomes at significant redevelopment sites. A broader Social and Affordable Housing strategy, encompassing strategic directions for Council through its roles as a planning authority and community advocate, will be developed.



Branch Social Policy and Research

Quarterly Milestones

March Q3. Present Social and Affordable Housing Strategy to Council seeking endorsement for public exhibition

June Q4. Seek endorsement of Social and Affordable Housing Strategy

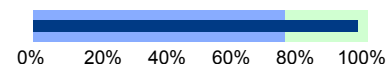
Quarterly Progress Comments The analysis of Housing Demand and Affordability in the City of Yarra, and Consulting October 2018 (including March 2019 updates on unmet housing need) has been completed.

Comments There is a working draft of the strategy, including policy context, primary and secondary research, and (DRAFT) strategies. Internal stakeholder workshop scheduled for 10 April with key representatives from within the organisation.

Affordable Housing Industry workshop scheduled for 16 April, with representatives from community housing, property development, banking and finance and academic sectors participating in a facilitated session. The Social and Affordable Housing Strategy will be presented to Council in the next quarter.

4.05 Yarra Planning Scheme

Council is making revisions to the Municipal Strategic Statement and Local Planning Policies sections of the Yarra Planning Scheme to actively plan and manage projected growth and development in Yarra.



Branch City Strategy

Quarterly Milestones

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September	Q1. Brief Council on the proposed revisions to the Municipal Strategic Statement and amended Local Planning Policies to the Yarra Planning Scheme
December	Q2. Present draft revisions of the Municipal Strategic Statement and amended Local Planning Policies to the Yarra Planning Scheme to Council and recommend Council seeks 'authorisation' from the Minister for Planning to exhibit the revisions through an amendment to the Yarra Planning Scheme in accordance with the Planning and Environment Act 1987
March	Q3. Exhibit Planning Scheme Amendment (if 'authorisation' provided)
June	Q4. Review submissions and continue analysis
Quarterly Progress Comments	The planning scheme is now part of the Department of Environment Land Water and Planning translation project. In July 2018 the State Government gazetted VC148 which implemented changes to the Victoria Planning Provisions and planning schemes. This included the introduction of a new Planning Policy Framework (PPF) and Municipal Planning Strategy (MPS).

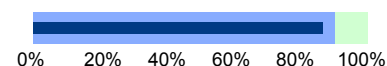
Council's are required to translate their previously drafted local planning policy to comply with the new framework. The basis of the new PPF integrates state, regional and local policy. This project is scheduled to be completed early 2019. A report will then go to Council to seek authorisation.

4.06 Queens Parade Design and Development Overlay

Council Plan Initiative:

Prepare a Planning Scheme amendment seeking permanent development and design overlay controls for Queens Parade North Fitzroy

Council will prepare and exhibit a new Design and Development Overlay for the Queens Parade area of Fitzroy North to introduce improved planning policy and guidance for the area within the Yarra Planning Scheme .



Branch City Strategy

Quarterly Milestones

September	Q1. Seek community and stakeholder input through exhibition of the planning scheme amendment (subject to Ministerial 'authorisation')
December	Q2. Brief Council on the progress of the amendment, including submissions from any exhibition of the amendment
March	Q3. Brief Council on submissions to the amendment, including recommendations post exhibition and referral to a Panel
June	Q4. Brief Council on the outcomes of any panel report received

Quarterly Progress Council report on submissions presented to Council in March 2019.

Comments Council report recommending referral to Panel programmed for May 2019.

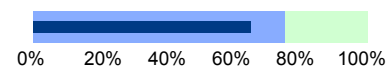
4.07 Heidelberg Road, Nicholson Street Bus Depot, Wellington Street built form analysis

Council Plan Initiative:

Develop planning controls for:

- Heidelberg Road, Alphington in conjunction with Darebin Council
- The Nicholson Street Bus Depot, North Fitzroy and
- Wellington Street, Collingwood

Undertake built form analysis for Heidelberg Road, Nicholson Street Bus Depot and Wellington Street to enable planning controls to be sought from the Minister for Planning in the Yarra Planning Scheme .



Branch City Strategy

Quarterly Milestones

December	Q2. Review current controls for Nicholson Street Bus Depot
	Q2. Progress discussions with Darebin on funding and preparation of draft planning controls for Heidelberg Road

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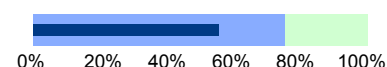
March	Q3. Brief Council on the review of current controls for Nicholson Street Bus Depot and discussions with Darebin Council on Heidelberg Road and progress of preparation of draft planning controls
June	Q4. Brief Council on the progress of preparation of draft planning controls
Quarterly Progress Comments	<p>A planning report that reviews the current controls for Nicholson St Bus Depot has been prepared and is proposed to be issued to Councillors inviting them to contact officers should they wish to discuss the report .</p> <p>Letters from Yarra's Mayor and CEO were sent to Darebin in March 2019 outlining that officers have found a common approach to preparation of the Heidelberg Road Local Area Plan draft that will help communicate general areas for improvement and ensure alignment between any future, detailed work undertaken by each municipality.</p>

4.08 Major Activity Centres built form analysis

Council Plan Initiative:

Prepare a built form analysis as part of the preparation of structure plans for major activity centres

Council will prepare a Built Form Analysis to inform Structure Plans for the Brunswick Street/Smith Street Major Activity Centres in Yarra and to support the future preparation of Design and Development Overlays in the Yarra Planning Scheme.



Branch City Strategy

Quarterly Milestones

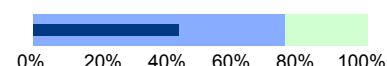
September	Q1. Advance the Built Form Analysis for Brunswick/Smith Street Major Activity Centres
December	Q2. Advance the Built Form Analysis for Brunswick/Smith Street Major Activity Centres
March	Q3. Brief Council on Draft Built Form study and options for proposed Planning Scheme provisions for Brunswick and Smith Street Major Activity Centres
June	Q4. Finalise Built Form Planning Scheme Amendments for Brunswick and Smith Street Major Activity Centres and seek Council endorsement for progression
Quarterly Progress Comments	The built form project work for the Johnston Street precinct is near completion. Built form project work for Smith and Brunswick Streets has commenced. Project work to be completed mid year with council considering Design and Development Overlays in September.

4.09 Major Activity Centres structure planning

Council Plan Initiative:

Continue to develop structure plans for Yarra's major activity centres which build on the unique character of each precinct

Council will prepare Built Form Analysis and Structure Plans for Major Activity Centres in Yarra to support the future preparation of Design and Development Overlays in the Yarra Planning Scheme .



Branch City Strategy

Quarterly Milestones

September	Q1. Scope and progress structure plans that build on the Built Form Analysis for the Brunswick , Smith and Victoria Streets and Bridge Road Major Activity Centres
December	Q2. Brief Council on the progress of the structure plans preparations
March	Q3. Seek Council authority to exhibit the draft Victoria and Bridge Road Structure Plans for community and stakeholder comment
June	Q4. Complete exhibition of the draft Victoria and Bridge Road Structure Plans
Quarterly Progress Comments	Project Plan is being prepared for Victoria Street/Bridge Road. Councillors have been briefed on structure plan processes and will be further briefed once the project plan is finalised.

4.10 Strategies for the hospital and education precincts

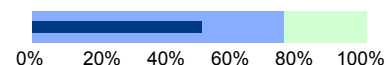
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Council Plan Initiative:

Prepare strategies for the Epworth and St Vincent's hospital precincts and the Australian Catholic University education precinct identified in Plan Melbourne 2017-2050

Prepare strategies for the hospital and education precincts around St Vincent's and Epworth hospitals , and the Australian Catholic University.



Branch *City Strategy*

Quarterly Milestones

September Q1. Hold further discussions with senior DELWP and VPA officers

December Q2. Brief Councillors on progress of discussions

March Q3. Scope issues and study areas for the hospital and education precincts including Australian Catholic University, around St Vincent's and Epworth Hospital, following discussions with the State Government and Victoria Planning Authority

June Q4. Prepare briefs that address the issues identified in the scoping exercise for analysis to be undertaken

Quarterly Progress Comments Discussions have occurred with the CEO of Victorian Planning Authority regarding involvement in a project and clarity around the Plan Melbourne directions for these precincts. No action has been initiated by VPA as yet.

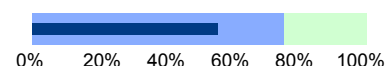
4.11 Develop options to plan for and further enhance key community precincts

Determine a preferred outcome and approach to deliver maximum community benefit in the Collingwood Town Hall precinct (Vere Street and Sailors and Soldiers Buildings), and from the Fitzroy Town Hall precinct.

Yarra Council owns key sites within the Collingwood Town Hall (CTH) precinct which are identified within the CTH Urban Design Framework as development opportunities, and which present an opportunity to meet community needs.

The Fitzroy Town Hall precinct is home to the iconic Fitzroy Town Hall, and associated buildings. Whilst providing a range of highly valued and sought after spaces, the precinct is not meeting its potential in terms of amenity, access or utilisation.

This year, Council will consider the future of both precincts and the best way to maximise the opportunity each presents.



Branch *Office of the Director City Works and Assets*

Quarterly Milestones

September Q1. Develop options for the process to consider the future of these precincts
Q1. Report to Council on these options

December Q2. Confirm a plan to progress options endorsed by Council, pending the outcomes of the report to Council

June Q4. Report to Council on the status of planning for the respective precincts

Quarterly Progress Comments Officers were awaiting the adoption of the Property Strategy to provide guidance , and now that the Property Strategy has been adopted by Council, this informs the approach to reporting to Council on these precincts.

Following a Notice of Motion in October 2018, Council called for a formal public report on the property at 152 Hoddle St (Sailors and Soldiers building); this report was presented to Council in November, and resulted in a resolution to seek narrow scope Expressions of Interest (EOI) responses for refurbishment of the building and uses that provide support services and assistance to returned services veterans. Officers will present a proposed process and draft EOI criteria to Council in the first half of 2019.

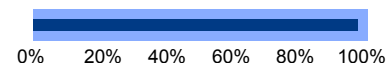
A report outlining options for Fitzroy Town Hall is also intended to be presented to Council by June 2019.

4.12 Planning for projected growth and housing

Council Plan Initiative:

Prepare a Housing Strategy to manage residential growth

Council will prepare and exhibit a Housing Strategy to actively plan and manage projected growth and development in Yarra, including social and affordable housing.



Branch City Strategy

Quarterly Milestones

September Q1. Present report to Council seeking adoption of the Housing Strategy

Quarterly Progress Council adopted the Housing Strategy in September 2018.

Comments

4.13 Alphington Paper Mill site redevelopment

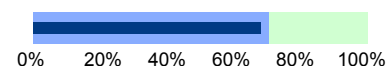
Council Plan Initiative:

Implement the 2016 approved development plan for the former Alphington Paper Mill (AMCOR)

The Alphington Paper Mill site is a 16.5 hectare parcel of land located on the corner of Heidelberg Road and the Chandler Highway and extending down to the Yarra River. The site is set to be developed into a major residential precinct with shops, offices, open spaces and community facilities.

On 2 December 2015, Yarra City Council unanimously approved the revised Development Plan for the Alphington Paper Mill subject to conditions including extra protections for the Yarra River frontage and the establishment of a community reference group.

This year Council will implement the Development Plan through statutory approval processes and infrastructure approvals.



Branch Office of the Director Planning and Place Making

Quarterly Milestones

September Q1. Continue to assess works and development application proposals against the approved Development Plan

Q1. Brief Council on proposed designs of the three open space areas in the redevelopment scheme

December Q2. Continue to assess works and development application proposals against the approved Development Plan

March Q3. Continue to assess works and development application proposals against the approved Development Plan

June Q4. Brief Councillors on options for use of the community facility space to be provided by Alpha Partners (proponent)

Q4. Continue to assess works and development application proposals against the approved Development Plan

Quarterly Progress There are three current large applications, these are:

Comments Application to amend planning permit which allows mixed use development comprising dwellings, supermarket, shops, food and drink premises, office (including medical centres), childcare centre, education centre (primary school) and community centre, reduction in the car parking requirements and creating access to Heidelberg Road.

Planning application for use and development of the land for a mixed use development containing 97 dwellings and 9 food and drinks premises with associated landscaping and reduction in the car parking.

Planning application for construction of 46 townhouses and a reduction in the car parking requirements.

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Reports are being prepared for consideration with respect to these applications.

Council and the Community Reference Group will be briefed on the proposed designs of the three open space areas once the final plans have been provided by the developer and considered by officers .

5 . A prosperous Yarra

a place where...Local businesses prosper and creative and knowledge industries thrive

Yarra is a great place to do business and to work. Supporting local businesses and creative industries not only contributes to Yarra’s economy, but also increases local employment opportunities, enhances street life and fosters community connectedness.








Strategies

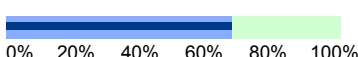

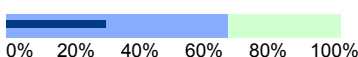

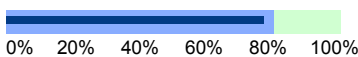

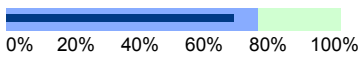

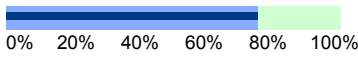

Council’s work to achieve this Strategic Objective include the following strategies :

- 5.1 Maintain and strengthen the vibrancy and local identity of retail and commercial precincts
- 5.2 Strengthen and monitor land use change and economic growth including new and emerging economic clusters
- 5.3 Create local employment opportunities by providing targeted and relevant assistance to facilitate business growth, especially for small and medium size enterprises and entrepreneurs through the attraction and retention of businesses
- 5.4 Develop Innovative Smart City solutions in collaboration with government, industry and community that use technology to embrace a connected, informed and sustainable future
- 5.5 Facilitate and promote creative endeavour and opportunities for the community to participate in a broad range of arts and cultural activities
- 5.6 Attract and retain creative and knowledge industries in Yarra
- 5.7 Ensure libraries and neighbourhood houses support lifelong learning, wellbeing and social inclusion

The following actions are being undertaken in 2018/19 to work toward achieving Council’s strategic objective of A prosperous Yarra.

Action Progress Summary

-  At least 90% of action target achieved
-  Between 75 and 90% of action target achieved
-  Less than 75% of action target achieved
-  Not Started
-  Completed
-  Target
-  % Complete

Action	Start Date / End Date	Progress	Status
5.01 Partnerships Program	01/07/18 30/06/19		
5.02 Develop shopping strip masterplans	01/07/18 30/06/19		
5.03 Shop improvement project	01/07/18 30/06/19		
5.04 Young Entrepreneurs program	01/07/18 30/06/19		
5.05 Neighbourhood Houses Partnership Strategy and Action Plan 2018-2021	01/07/18 30/06/19		

Council Plan 2017-2021 : Year 2

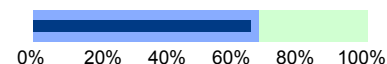
2018/19 Annual Plan Quarterly Progress Report - March

5.01 Partnerships Program

Council Plan Initiative:

Identify opportunities to support retain and expand the arts sector as a viable and thriving industry in Yarra

The creative sector is important to Yarra socially, culturally and economically. Supporting this sector to flourish has many benefits to the City of Yarra, this includes providing financial support, skills development opportunities and facilitating other activities that promote sustainability.



Branch *Arts, Culture and Venues*

Quarterly Milestones

September	Q1. Identify and facilitate discreet projects in partnership within Council, such as Economic Development, Strategic Planning and external organisations, such as Melbourne Polytechnic, that provide employment, development and presentation opportunities to artists and creative organisations
March	Q3. Advocate for the consideration of the needs of the creative sector in the development of the new draft Yarra Planning Scheme
June	Q4. Develop strategic partnerships with key organisations such as the Contemporary Music Centre at Collingwood Arts Precinct, Visit Victoria, Australian Catholic University and Melbourne Polytechnic
Quarterly Progress Comments	Draft local planning policy has been prepared, which includes policy and discussion about the creative sector. The draft local policy is now part of a State Government translation project, to meet the new structure introduced by the Minister for Planning via VC148.

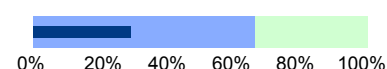
This project is due to be completed in mid 2019.

5.02 Develop shopping strip masterplans

Council Plan Initiative:

Undertake at least three streetscape masterplans for shopping strips based on Place Making principles

Masterplans for the main shopping centres are used to guide capital works proposals of Council and State agencies and to advocate for specific improvements. Preparation of Brunswick Street Streetscape Master Plan (BSSMP) and Swan Street Streetscape Masterplan (SSSMP), undertaking consultation and adoption of final masterplans by Council.



Branch *City Strategy*

Quarterly Milestones

September	Q1. Develop background report (SSSMP) Q1. Complete background report (BSSMP)
December	Q2. Prepare Draft Masterplan (BSSMP) Q2. Complete background report (SSSMP)
March	Q3. Complete Draft Masterplan including Council endorsement for consultation (BSSMP) Q3. Prepare Draft Masterplan (SSSMP)
June	Q4. Council consider final Masterplan (BSSMP) Q4. Complete Draft Masterplan including Council endorsement for consultation (SSSMP) Q4. Complete consultation (BSSMP)
Quarterly Progress Comments	Preparation of the background report and investigations for the Swan Street and Brunswick Street Streetscape master plans are in progress.

5.03 Shop improvement project

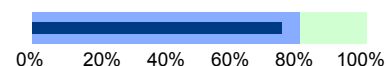
Council Plan Initiative:

Engage with local traders, leasing agents and property owners to strengthen the viability of Yarra's activity centres such as Bridge Road including the activation of empty spaces

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Council is working to strengthen the viability of Yarra's retail and activity centres. This year officers will work with traders to encourage a refresh of shopfronts along Victoria Street and trial a vacant shopfront decal project on Bridge Road.



Branch *City Strategy*

Quarterly Milestones

- September** Q1. Work with a sample of traders on shopfront presentations and roller shutter improvements.
- December** Q2. Work with Bridge Road Main Street Incorporated and leasing agents, to seek the occupation of vacant shops along Bridge Road
Q2. Evaluate the Victoria Street shopfront refresh project and the Bridge Road vacant shopfront decal project
- March** Q3. Roll out year two of the Victoria Street shopfront refresh project
- June** Q4. Evaluate the success of the Victoria Street shopfront refresh and the Bridge Road vacant shopfront decal programs

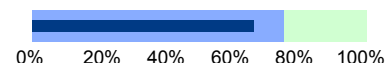
Quarterly Progress Comments Year two of the Victoria Street shopfront refresh project has been completed.

5.04 Young Entrepreneurs program

Council Plan Initiative:

Promote local employment and facilitate initiatives to assist small business to enter the local market

Economic Development and Youth Services in partnership with Moreland City Council will deliver the Young Entrepreneurs in the North (YEN) Program. The YEN aims to provide specifically designed training, skills, resources and support to committed young people aged 17–25 to establish and operate sustainable small businesses and social enterprises.



Branch *City Strategy*

Quarterly Milestones

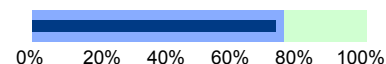
- September** Q1. Deliver workshop for 2018 YEN program
- December** Q2. Review and evaluate 2018 YEN program
- March** Q3. Promote and recruit for 2019 YEN program
- June** Q4. Deliver workshop for 2019 YEN program

Quarterly Progress Comments Economic Development plans to work closely with Yarra Youth Services to assist with the recruitment and promotion of the YEN program, however due to negotiation delays with the consultant this has been deferred to Quarter 4.

5.05 Neighbourhood Houses Partnership Strategy and Action Plan 2018-2021

Council Plan Initiative:

Run targeted events and programs promoting health, life-skills and life-issues and showcase their choirs and other creative talents.



Branch *People, Culture and Community*

Quarterly Milestones

- September** Q1. Deliver and report on Neighbourhood House community event
- December** Q2. Deliver and report via the Annual Plan Progress Report on sustainability projects undertaken by the Neighbourhood Houses.
- March** Q3. Deliver and report via the Annual Plan Progress Report on projects and events that celebrate diversity and inclusiveness
- June**

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Q4. Deliver and report via the Annual Plan Progress Report on projects that build community capacity and leadership

Quarterly Progress Comments Several Houses celebrated cultural diversity and inclusiveness by running community festivals eg, Chinese New year Celebrations, Bridges 2 Harmony, Harvest Festival, Taste of Harmony, Sustainable Living Festival and Movies in the Park, Alphington Community Show.

6 . A connected Yarra

a place where...Connectivity and travel options are environmentally sustainable, integrated and well-designed

Council is committed to creating a city that is accessible to all irrespective of levels of personal mobility, to support a fulfilling life without the need for a car.

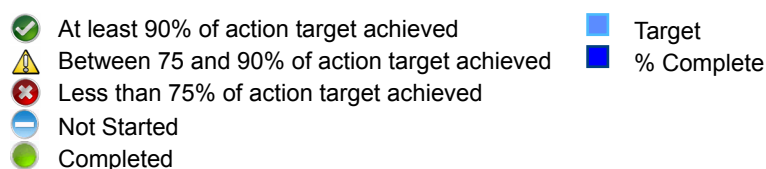
Strategies

Council's work to achieve this Strategic Objective includes the following strategies :

- 6.1 Manage traffic movement and promote road safety within local roads
- 6.2 Work in partnership with Vicroads and influence traffic management and road safety on main roads
- 6.3 Investigate and implement effective parking management options
- 6.4 Improve accessibility to public transport for people with mobility needs and older people
- 6.5 Develop and promote pedestrian and bicycle infrastructure that encourages alternate modes of transport, improves safety and connectedness
- 6.6 Advocate for increased infrastructure and performance of public transport across Melbourne

The following actions are being undertaken in 2018/19 to work toward achieving Council's strategic objective of A connected Yarra.

Action Progress Summary



Action	Start Date / End Date	Progress	Status
6.01 Low speed environments and community education	01/07/18 / 30/06/19	0% 20% 40% 60% 80% 100%	✔
6.02 Advocate for Disability Discrimination Act compliant tram stops	01/07/18 / 30/06/19	0% 20% 40% 60% 80% 100%	✔
6.03 Advocate for improved tram stops near key school sites	01/07/18 / 30/06/19	0% 20% 40% 60% 80% 100%	✔
6.04 Advocate for improved public and strategic transport	01/07/18 / 30/06/19	0% 20% 40% 60% 80% 100%	✔
6.05 Undertake Bridge Road parking trial	01/07/18 / 30/06/19	0% 20% 40% 60% 80% 100%	✔
6.06 Progress Wellington Street Bike Lane (Stage 2)	01/07/18 / 30/06/19	0% 20% 40% 60% 80% 100%	✔

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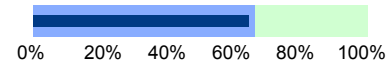
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6.01 Low speed environments and community education

Council Plan Initiative:

Continue to provide low speed environments and community education for pedestrians, cyclists, motor-cyclists and vehicle drivers and passengers

Undertake a trial of 30km/h speed limits in the Fitzroy and Collingwood precinct.



Branch Traffic and Civil Engineering

Quarterly Milestones

September Q1. Commence 30km/h trial

March Q3. Review 30km/h trial data

June Q4. Provide trial data to Council in order to consider any further action

Quarterly Progress Comments The 30km/h trial started in late September and will run for 12 months in the neighbourhood streets bordered by Alexandra Parade, Johnston Street, Hoddle Street and Nicholson Street. Traffic counts were undertaken in February 2019 and the results reviewed.

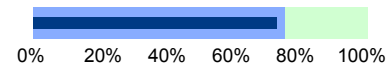
6.02 Advocate for Disability Discrimination Act compliant tram stops

Council Plan Initiative:

Continue to facilitate the upgrade of local tram stops to comply with the Disability Discrimination Act to support both access and viability of activity centres

Advocate to the state government for improved accessibility to public transport services

Public transport in the City of Yarra needs to be made more accessible for people with disability and to comply with the provisions of the Commonwealth Government's Disability Discrimination Act (1992) (DDA) and the Disability Standards for Accessible Public Transport (2002). Accessibility is at the forefront of ensuring independence and engagement for people 50+ and people with disability in our municipality. Council will focus on DDA compliant tram stops at Swan Street Punt Road as part of the Streamlining Hoddle Street project and Brunswick Street and Nicholson Street (Route 96).



Branch Sustainability and Strategic Transport

Quarterly Milestones

September Q1. Commence design work for complementary works associated with Route 96 tram upgrade, following receipt of partial funding by Public Transport Victoria (PTV)

December Q2. Facilitate PTV progression of program for installation of remaining platform stops on Route 96

March Q3. Advocate for PTV to program upgrade of remaining Bridge Road tram stops

June Q4. Commence complementary capital works associated with Route 96 tram stops upgrade

Quarterly Progress Comments Advocacy is on-going for Public Transport Victoria to program upgrade of remaining Bridge Road tram stops.

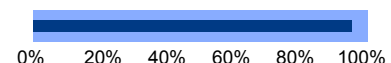
6.03 Advocate for improved tram stops near key school sites

Council Plan Initiative:

Monitor and manage traffic, road safety and parking and advocate to the State Government for improvement to tram stops and pedestrian safety measures around schools such as the Richmond High School development

Advocate to the state government for improved accessibility to public transport services

With the opening of a new high school in Richmond, it is important to ensure that students are able to access safe and sustainable transport options as part of their independent trips. Existing schools also attract students from wider Melbourne and provision of improved tram stops assists in improving safety around schools.



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Branch Sustainability and Strategic Transport

Quarterly Milestones

September Q1. Complete initial travel behaviour engagement with Richmond High School

December Q2. Deliver new pedestrian crossing on Gleadell Street beside Richmond High School

March Q3. Continue to advocate for State to program upgrade of Bridge Road Richmond Town Hall tram stop

Quarterly Progress Comments The upgrade of the Bridge Road Richmond Town Hall tram stop resulted in it being widened but not DDA compliant. Officers are working with Yarra trams to advocate to Public Transport Victoria for a full compliant upgrade.

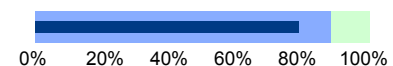
6.04 Advocate for improved public and strategic transport

Council Plan Initiatives:

Advocate to the state government for improved public transport services to meet population growth including Chandler Highway north-south bus route, Doncaster Rail, Hoddle Street Study, Airport Rail and Alexandra Parade

Advocate for the trial of an electric bus scheme

Much of Melbourne's transport network is under the authority of VicRoads rather than local government. Major state funded road infrastructure projects can also improve public transport service and reliability for the tram and bus network. To achieve an electric bus trial it is necessary to engage with bus service contractors and advocate to the State Government to implement a trial of the vehicles. Advocacy before as well as during development of these major projects can greatly improve the transport outcomes of the projects.



Branch Sustainability and Strategic Transport

Quarterly Milestones

September Q1. Advocate for provision of high quality Disability Discrimination Act compliant bus stop at Chandler Highway to be included in scope of North East Link Doncaster busway.

Q1. Advocate for retention of train capability along Eastern Freeway reservation as part of North East Link Authority project

Q1. Write to bus operators seeking status of any plans to implement electric buses in their operations

December Q2. Engage with VicRoads to discuss expected project outcomes at Swan Street/Brunton Avenue and brief Councillors

Q2. Continue advocacy and brief Councillors on North East Link Authority Project

March Q3. Write to the Department of Transport to formally request a budget bid is submitted for a new bus route on Chandler Highway

Q3. Advocate for improved bus service across the Chandler Highway (Burnley Station to La Trobe University route)

June Q4. Advocate for progression of PTV planning for tram stop upgrades for Routes 86 and 11

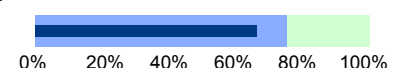
Quarterly Progress Comments State Government is fully aware of Yarra City Council's desire for a better bus service. It will not be progressed until the Chandler Highway bridge upgrade has been completed.

6.05 Undertake Bridge Road parking trial

Council Plan Initiative:

Continue to utilise data, technology and community consultation in considering the appropriate management of parking

Council will complete a parking trial and management strategy for Bridge Road to be used as a model for other precincts. The trial will include the installation of in ground sensors to allow for detailed data collection and analysis that could lead to a review parking restrictions and/or the fee charged for parking.



Branch Compliance and Parking Services

Council Plan 2017-2021 : Year 2

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Quarterly Milestones

September Q1. Finalise project timelines and model for trial

December Q2. First quarter review of trial data

March Q3. Second quarterly review and report to Council

June Q4. Third quarterly review of trial data

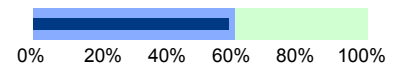
Quarterly Progress Comments The interim report for Council is being prepared but the data will not be available until after the end of March, the report along with data is scheduled for Council briefing at the end of April .

6.06 Progress Wellington Street Bike Lane (Stage 2)

Council Plan Initiative:

Complete construction of the Wellington Street Bike (Copenhagen style) Lane to Johnston Street

Wellington Street Bicycle Lane (Stage 1) involved the construction of a fully separated bicycle lane on both sides of the road from Victoria Parade to Gipps Street and was completed in 2015. The original concept for project extended the bicycle lane to Johnston Street; resulting in 1km of fully separated bicycle infrastructure. This project will complete the second stage of the original concept.



Branch *Sustainability and Strategic Transport*

Quarterly Milestones

September Q1. Process planning application

March Q3. Retender contract for construction of Wellington Street bicycle lane

Q3. Obtain planning permit for construction of remaining Wellington Street bicycle lane (if application approved)

June Q4. Seek Council approval of tender

Q4. Commence construction of Wellington Street bicycle lane (if tender approved)

Quarterly Progress Comments A permit has been obtained and the tender process is complete and has been approved by Council . Works will commence by May and take approximately four months to complete.

7 . A leading Yarra

a place where...Transparency, performance and community participation drive the way we operate

Council is committed to change through an energised, cohesive team of professionals, recognised for our leadership, innovation and service.








Strategies

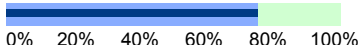

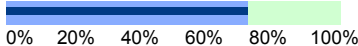

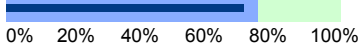

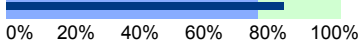

Council’s work to achieve this Strategic Objective includes the following strategies :

- 7.1 Ensure Council’s assets and financial resources are managed responsibly to deliver financial sustainability
- 7.2 Continue to develop a culture of continuous improvement and innovation
- 7.3 Maintain a culture of transparency, governance, ethical practice and management of risks that instils a high level of community respect and confidence in Council decision-making
- 7.4 Ensure Council services are efficient, well-planned, accessible and meet community needs
- 7.5 Provide the community with meaningful and genuine opportunities to contribute to and participate in Council planning and decision making processes with a focus on young people, hard to reach and traditionally underrepresented communities
- 7.6 Enable greater transparency and access to the conduct of Council Meetings
- 7.7 Develop innovative Smart City solutions in collaboration with Government, Industry and Community which will use open data technology
- 7.8 Continue a ‘customer centric’ approach to all service planning and delivery
- 7.9 Advocate for the best interests of our community

The following actions are being undertaken in 2018/19 to work toward achieving Council’s strategic objective of A leading Yarra.

Action Progress Summary

-  At least 90% of action target achieved
-  Between 75 and 90% of action target achieved
-  Less than 75% of action target achieved
-  Not Started
-  Completed
-  Target
-  % Complete

Action	Start Date / End Date	Progress	Status
7.01 Engage young people	01/07/18 / 30/06/19		
7.02 Business Improvement	01/07/18 / 30/06/19		
7.03 Focus on customer responsiveness	01/07/18 / 30/06/19		
7.04 Develop Open Data Project	01/07/18 / 30/06/19		

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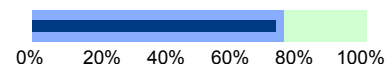
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7.01 Engage young people

Council Plan Initiative:

Promote programs to educate and encourage young people in decision making and participation in their local community

Communications and engagement projects will be designed to maximise involvement of young people, in partnership with Yarra Youth Services.



Branch *Family, Youth and Children's Services*

Quarterly Milestones

September	Q1. Continue to deliver and develop the Youth Peer Leader and Youth Ambassadors Programs and Youth Advisory Committee
December	Q2. Develop a media project to engage young people in discussing issues and decision making in their local communities
March	Q3. Continue to deliver and develop civic participation activities including the Youth Peer Leader and Youth Ambassadors Programs and Youth Advisory Committee and other appropriate activities for young people
June	Q4. Improve engagement of young people in the Council annual budget process
Quarterly Progress Comments	The Youth Peer Leader developed and delivered a Sports Day event in Fitzroy (January 2019) that had almost 100 young people participating. As well as this event, the role continues to inform youth engagement practice within Yarra Youth Services (YYS).

Youth Ambassadors continue to meet weekly at the Youth Centre, and are planning an event as part of Victorian Youth Week in April 2019.

The Youth Advisory Committee (YAC) is currently under review, as the current two-year term finished in February 2019. YYS staff, young people and Councillors representing the YAC met late-March 2019, and are developing plan for the next iteration of the YAC.

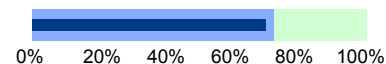
7.02 Business Improvement

Council Plan Initiatives:

Continue to train staff in the application of appropriate continuous improvement methodologies
Continue to implement the service review program

Executive endorsed the Business Improvement Framework in 2017/18. Framework identifies the operating context, goals, key activities, outputs and outcomes to be delivered. Building on the work in recent years for Branch Service Plans and Service Reviews, it incorporates a stronger and more consistent approach to continuous quality improvement.

Implementation of the framework and staff training in continuous improvement methodologies will ensure that Yarra's business improvement priorities are driven by a stronger customer-focussed approach in a financially sustainable way.



Branch *Corporate Planning and Performance*

Quarterly Milestones

September	Q1. Endorse 2018/19 work program for improvement projects
	Q1. Develop staff training program for improvement methodologies
December	Q2. Implement Improvement Projects in accordance with agreed priorities
	Q2. Implement training program for improvement methodologies
March	Q3. Implement Improvement Projects in accordance with agreed priorities
June	Q4. Implement Improvement Projects in accordance with agreed priorities
	Q4. Review training program for improvement methodologies

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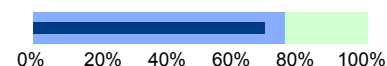
Quarterly Progress	The following activities and projects were carried out by the Business Improvement Unit in Q3:
Comments	<p>Staff Training The Business Improvement Unit (BIU) is co-ordinating advanced training in business improvement methods. This has involved - 3 staff commenced Green Belt certification in Lean Six Sigma 7 staff commenced Lean Practitioner training 5 staff consulted BIU to discuss future training needs</p> <p>Process Mapping The BIU has carried out process mapping across the following areas - Mapped HR Processes for People & Culture Mapped multiple processes across 2 Divisions for the Complaints, Infringements & Prosecutions Project Revenue Services & Claims Management are working with BIU to map processes</p> <p>Improvement Projects The BIU was involved in the following projects as either Project Lead or in a project support role: Reportable Conduct Process and Child Safety Reporting Process - The child safe reporting process has been updated to better reflect the steps required when staff have a concern about a child . The updated flowchart is designed to provide support to staff in managing incidents of child safety .</p> <p>Complaints, Infringements and Prosecutions Project (Compliance and Construction Branches) - The complaints, infringements and prosecutions processes vary between the Construction Management and Compliance Branches. The aim of this project is to streamline processes to reduce variation and to ensure consistency thereby resulting in better outcomes for the community.</p> <p>Member of Project Team for Better Approvals - The aim of the Better Approvals Project is to reduce the regulatory burden to make it easier to open or expand small business by streamlining the permit approval process. The project was funded through the Dept of Jobs, Precincts and Regions. A “showcase” of the project was presented to Executive and internal stakeholders on Wednesday 13th March and was extremely well received.</p> <p>Analysis of Reception Data for Customer Service - The BIU has analysed data for all reception points of Access Yarra. This analysis will help to build understanding of customer needs and to identify opportunities for improved customer experiences.</p>

7.03 Focus on customer responsiveness

Council Plan Initiative:

Continue to implement strategies that enhance customer and community experience with Council across services

Council's customer responsiveness is focused on providing exceptional customer service , delivering seamless experiences and resolving enquiries at the first point of contact.



Branch *Customer Service*

Quarterly Milestones

September Q1. Implement a reporting framework for customer feedback and complaints

December Q2. Utilise Customer Experience group to drive and develop customer personas

March Q3. Develop customer journey maps for high volume/high impact requests

June Q4. Develop Customer Experience Strategy

Quarterly Progress Specialist training in journey mapping identified and procured. Implementation of specialist training targeted to take place in April.

Comments Consultant's brief developed for Customer Experience Strategy and is in procurement phase.

7.04 Develop Open Data Project

Council Plan initiative:

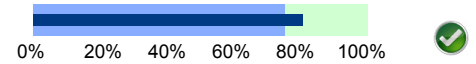
Establish the digital direction for the next 10 years with actions aimed to support customer experience, economic

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competitiveness, accelerate innovation and deepen engagement with the community to transition Yarra into a nationally recognized digital economy

Council has an Open Data Policy that aims to foster greater transparency, responsiveness and accountability, to drive innovation and economic opportunities within the City of Yarra. The Open Data Project includes the delivery of a data audit, organisational engagement to identify and synthesis data, establishment of a data registry, development of internal skill and capability and increased rigor around data governance. And aims to empower and help shape Yarra in the future.



Branch *Information Services*

Quarterly Milestones

September Q1. Finalise Data Governance Steering Group Terms of Reference, establish group

December Q2. Explore opportunity to establish Data Asset Register in Asset Management System

March Q3. Commence Data Audit Program

June Q4. Complete Data Audit Program

Quarterly Progress Comments The Data Audit Program is now complete with all council data captured. A final report and recommendation will be presented to the Executive team in May.