



Ordinary Meeting of Council Agenda

**to be held on Tuesday 2 July 2019 at 7.00pm
Richmond Town Hall**

Arrangements to ensure our meetings are accessible to the public

Council meetings are held at either the Richmond Town Hall or the Fitzroy Town Hall. The following arrangements are in place to ensure they are accessible to the public:

- Entrance ramps and lifts (off Moor Street at Fitzroy, entry foyer at Richmond).
- Interpreting assistance is available by arrangement (*tel. 9205 5110*).
- Auslan interpreting is available by arrangement (*tel. 9205 5110*).
- A hearing loop is available at Richmond only and the receiver accessory is available by arrangement (*tel. 9205 5110*).
- Proposed resolutions are displayed on large screen.
- An electronic sound system amplifies Councillors' debate.
- Disability accessible toilet facilities are available at each venue.

Recording and Publication of Meetings

An audio recording is made of all public Council Meetings and then published on Council's website. By participating in proceedings (including during Public Question Time or in making a submission regarding an item before Council), you agree to this publication. You should be aware that any private information volunteered by you during your participation in a meeting is subject to recording and publication.

www.yarracity.vic.gov.au

Order of business

- 1. Statement of recognition of Wurundjeri Land**
- 2. Attendance, apologies and requests for leave of absence**
- 3. Declarations of conflict of interest (Councillors and staff)**
- 4. Confidential business reports**
- 5. Confirmation of minutes**
- 6. Petitions and joint letters**
- 7. Public question time**
- 8. General business**
- 9. Delegates' reports**
- 10. Questions without notice**
- 11. Council business reports**
- 12. Notices of motion**
- 13. Urgent business**

1. Statement of Recognition of Wurundjeri Land

“Welcome to the City of Yarra.”

“Yarra City Council acknowledges the Wurundjeri as the Traditional Owners of this country, pays tribute to all Aboriginal and Torres Strait Islander people in Yarra and gives respect to the Elders past and present.”

2. Attendance, apologies and requests for leave of absence

Anticipated attendees:

Councillors

- Cr Danae Bosler (Mayor)
- Cr Misha Coleman (Deputy Mayor)
- Cr Mi-Lin Chen Yi Mei
- Cr Jackie Fristacky
- Cr Stephen Jolly
- Cr Daniel Nguyen
- Cr Bridgid O'Brien
- Cr James Searle
- Cr Amanda Stone

Council officers

- Vijaya Vaidyanath (Chief Executive Officer)
- Ivan Gilbert (Group Manager Chief Executive's Office)
- Lucas Gosling (Director Community Wellbeing)
- Gracie Karabinis (Group Manager People, Culture and Community)
- Chris Leivers (Director City Works and Assets)
- Diarmuid McAlary (Director Corporate, Business and Finance)
- Bruce Phillips (Director Planning and Place Making)
- Mel Nikou (Governance Officer)

3. Declarations of conflict of interest (Councillors and staff)

4. Confidential business reports

Item

- 4.1 Contractual matters

Confidential business reports

The following items were deemed by the Chief Executive Officer to be suitable for consideration in closed session in accordance with section 89 (2) of the *Local Government Act* 1989. In accordance with that Act, Council may resolve to consider these issues in open or closed session.

RECOMMENDATION

1. That the meeting be closed to members of the public, in accordance with section 89 (2) of the *Local Government Act* 1989, to allow consideration of contractual matters.
2. That all information contained within the Confidential Business Reports section of this agenda and reproduced as Council Minutes be treated as being and remaining strictly confidential in accordance with the provisions of sections 77 and 89 of the *Local Government Act* 1989 until Council resolves otherwise.

5. Confirmation of minutes

The minutes of the Ordinary Council Meeting held on Tuesday 25 June 2019 will be confirmed at the next Council Meeting on Tuesday 16 July 2019.

6. Petitions and joint letters

7. Public question time

Yarra City Council welcomes questions from members of the community.

Public question time procedure

Ideally, questions should be submitted to Council in writing by midday on the day of the meeting via the form available on our website. Submitting your question in advance helps us to provide a more comprehensive answer. Questions that have been submitted in advance will be answered first.

Public question time is an opportunity to ask questions about issues for which you have not been able to gain a satisfactory response on a matter. As such, public question time is not:

- a time to make statements or engage in debate with Councillors;
- a forum to be used in relation to planning application matters which are required to be submitted and considered as part of the formal planning submission;
- a forum for initially raising operational matters, which should be directed to the administration in the first instance;

If you wish to raise matters in relation to an item on this meeting agenda, Council will consider submissions on these items in conjunction with and prior to debate on that agenda item.

When you are invited by the meeting chairperson to ask your question, please come forward and take a seat at the microphone and:

- state your name clearly for the record;
- direct your questions to the chairperson;
- ask a maximum of two questions;
- speak for a maximum of five minutes;
- refrain from repeating questions that have been asked previously by yourself or others; and
- remain silent following your question unless called upon by the chairperson to make further comment or to clarify any aspects.

8. General business

9. Delegates' reports

10. Questions without notice

11. Council business reports

Item		Page	Rec. Page	Report Presenter
11.1	Yarra's Christmas Decoration Program	7	14	Kim Swinson – Coordinator Economic Development
11.2	Yarra City Council going Single Use Plastic Free	15	19	Colm Connolly – Manager City Works
11.3	Endorsement of Graffiti Management Framework 2019-2022	20	23	Aldo Malavisi – Community Partnerships Unit Manager
11.4	Multicultural Partnerships Plan 2019-2023	60	64	Aldo Malavisi – Community Partnerships Unit Manager
11.5	Appointment of Authorised Officers - Planning and Environment Act 1987	135	136	Ivan Gilbert – Group Manager Chief Executive's Officer

The public submission period is an opportunity to provide information to Council, not to ask questions or engage in debate.

Public submissions procedure

When you are invited by the meeting chairperson to make your submission, please come forward and take a seat at the microphone and:

- state your name clearly for the record;
- direct your submission to the chairperson;
- speak for a maximum of five minutes;
- confine your remarks to the matter under consideration;
- refrain from repeating information already provided by previous submitters; and
- remain silent following your submission unless called upon by the chairperson to make further comment.

12. Notices of motion

Item		Page	Rec. Page	Report Presenter
12.1	Notice of Motion No 11 of 2019 - Processing of Heritage Victoria Referrals by Council	137	139	Stephen Jolly - Councillor

11.1 Yarra's Christmas Decoration Program

Trim Record Number: D19/92481

Responsible Officer: Director Planning and Place Making

Purpose

1. This report outlines previous Christmas decoration programs and seeks a Council decision for 2019.

Background

2. Council has over a number of years, provided a limited Christmas decoration program in areas of retail activity.
3. From 1995 to 2007, Christmas banners were temporarily installed to Citipower and Yarra Trams assets. Council discontinued the banner program following changes to technical conditions and requirements in the Electricity Safety Act that rendered the fixture locations non-compliant.
4. In 2008, following consultation with business associations and representatives from Yarra's 12 retail precincts, 130 parking "pole topper" decorations were purchased with the intention of progressively adding to the decoration stock each year.
5. From 2008 to 2010, 130 bauble, 149 star and 45 tree pole toppers were purchased. Currently, only a small portion of stars and approximately half of the trees are suitable for re-use.
6. From 2010, no additional pole toppers were purchased as they were deemed too expensive and cannot be installed in every retail precinct due to overhanging awnings and variation in parking poles.



Image: Existing pole topper decoration

7. Between 2012 and 2016, the administration has attempted to be responsive to community feedback by designing and producing a different program each year. The following concepts were trialled, and, following evaluation, were not repeated:
 - (a) Roving Santas, street performers, buskers, bands and carollers;
 - (b) Christmas themed events;
 - (c) Shop window decals;
 - (d) Bin and tree-guard corflute wraps;
 - (e) Lighting and baubles in trees, fabric wrap around trees;

- (f) Light projection on Richmond Town Hall; and
 - (g) Living trees and creative tree-themed installations.
8. Limited budget however, makes it difficult to work across all precincts.

Summary

9. After five years of officers designing and trialling various programs, a longer-term solution is sought.
10. In 2017, following internal and external consultation, Council then entered a 2 year contract (2017 and 2018 programs) with *The Festive Store* for a “full service” Christmas program. This included the hire, installation/removal and maintenance of the following:
- (a) 92 wreaths of 60cm diameter with red or gold stars and garland, and 5 wreaths of 2m diameter with red and gold stars;
 - (b) Temporarily installed from late November to early January on parking poles and boundary entrance signs across the 12 retail precincts;
 - (c) Additional wreaths installed on the front of Richmond Town Hall and Collingwood Town Hall; and
 - (d) Stored and maintained by The Festive Store, and reusable.
11. It is noted that the “pole topper wreaths” received negative feedback, mostly concerned with the lack of volume or visibility.



Queens Parade



Victoria Street

12. On review, officers’ assessment concluded the large boundary entrance sign and town hall wreaths has provided the best visual impact and value for budget.



Swan Street



Richmond Town Hall

External Consultation

13. The Business Advisory Group was consulted on the Christmas program at its meeting on 2 March, 2017. Members agreed that given budget limitations, it is not possible to adequately decorate all retail precincts.
14. Council's YAARTs committee were invited to comment on the Christmas program via email. It was suggested that local artists be approached for the opportunity to be involved in future years.

Internal Consultation (One Yarra)

15. In March 2017, internal consultation was undertaken with representatives from Arts, Culture and Venues and Communications. Both units expressed concern that there is no clear purpose or guiding mission to the Christmas program, resulting in an inconsistent and inefficient approach to the program.
16. In June 2017, an assessment was undertaken to assess capacity for storage, installation and removal of remaining decorations. Key issues surrounding viability of existing pole topper decorations include:
 - (a) Changes to parking pole signs since purchase of decorations requires parking signs to be removed and placed lower to allow room for the brace to be installed, and is very labour intensive;
 - (b) Insufficient staff capacity to repair damaged pole toppers;
 - (c) Those decorations which are suitable for re-use still require cleaning and may not withstand high pressure hose; and
 - (d) Storage space is limited and unsatisfactory for maintaining decorations.
17. In mid-2017 a meeting with Councillors was held to discuss the proposed Christmas program for 2017.
18. At this meeting there was a broad request that consideration be given to having an option that:
 - (a) Can be applied consistently across Yarra retail precincts;
 - (b) Is reusable/sustainable;
 - (c) Is festive; and
 - (d) Can be applied to poles.
19. This process resulted in the 2017/18 Christmas program of hired wreaths.

Financial Implications

20. An annual budget of \$30,000 is allocated to the provision of the Christmas Program.
21. The Christmas program demands significant officer time to develop and execute. Key points to acknowledge include:
 - (a) The 2016 program required a 0.6 EFT officer for 6 months to design and implement a new, bespoke initiative. Officer commitment to the program had a total cost of approximately \$32,000;
 - (b) In 2017/18, officer time to oversee the contract for the “full service” delivery of the program was approximately \$8,850; and
 - (c) Producing a new Christmas program each year increases the amount of officer time required to develop and execute the program and significantly limits the capacity of the Economic Development team to deliver other projects that benefit retailers and retail precincts.

Economic Implications

22. The four weeks leading up to Christmas is widely acknowledged as being a key trading period for retailers. For this reason, many Councils, shopping centres and trader associations invest in Christmas decorations as a way to attract customers.
23. Very few individual retailers in Yarra invest in decorating their own shopfronts. In 2018, no traders contacted Council to provide feedback on Christmas decorations.
24. There is no particular basis to suggest that Yarra traders consider Christmas decorations to be a high priority for their business.

Sustainability Implications

25. Decorations like bin and tree wraps have proven to last no more than 2 years, even when stored carefully. Repair isn't always an easy or cost-effective option.
26. Decoration hire companies like *The Festive Store* have appropriate storage for decorations, resulting in longer lifespan than decorations stored at Council's depot.
27. A Sustainability Assessment was undertaken in June 2017, which supported the option of hiring decorations for the 2017 and 2018 programs.

Social Implications

28. All feedback on the 2018 Christmas program was from residents, suggesting this program has greater social than economic implications for Yarra's community.
29. Of those providing feedback who identified their suburb of residence, all were located in Richmond.

Human Rights Implications

30. There are no known human rights implications regarding the implementation of the Christmas program.

Communications with CALD Communities Implications

31. It is noted that different communities may have different views and opinions regarding the 25th of December.

Council Plan, Strategy and Policy Implications

32. Councils Economic Development Strategy 2015 – 2020 has provided the strategic context for Yarra's Christmas decorations to date. The purpose of the program relates to the theme Vibrant and Thriving Precincts, in particular the objective: *Working with local traders to strengthen the viability of precincts by enhancing the customer experience, improving the business mix, and offering an authentic and continually evolving experience.*

Legal Implications

33. There are no known legal implications regarding the implementation of the Christmas decorations.

Other Issues

34. Yarra has 12 key retail precincts which vary in length from 1km to 2.8km. With 6-10 wreaths allocated per precinct, there is little visual impact that can realistically be achieved by decorating the streets from end to end.
35. It is noted that traders associations are responsible for producing and funding Christmas decorations in many other municipalities. In 2017, Bridge Road Main Street contributed \$5,000 to increase the volume of hired wreaths within their precinct and funded a projection on to Richmond Town Hall but produced no program for 2018. In 2017 and 2018, Victoria Street traders installed a small amount of fabric pole wraps.
36. Yarra's Christmas decoration budget of \$30,000 is significantly less than neighbouring municipalities – a comparison is outlined below:
- (a) Darebin - \$82,000;
 - (b) Boroondara - \$103,000;
 - (c) Moreland - \$227,000;
 - (d) Stonnington - \$287,000; and
 - (e) Melbourne - \$1.25million.
37. It is important to note that Council also recognises and celebrates Christmas through community-based initiatives including Carols by Candlelight, community lunches and Christmas-themed library events.
38. Sunset is approximately 8.45pm in December. Fairy lights and projections have minimal impact on retail activity, given that retail traders operate predominantly during daytime.

Options

39. Council officers are seeking a decision from Council on any Christmas program for 2019.
40. A proposal of four options has been prepared for Council's consideration.

Option 1: Continue to hire street decorations

41. This would entail:
- (a) pole topper wreaths and garlands installed across all key retail precincts (as budget allows);
 - (b) large wreaths at Yarra's boundary entrance signs; and
 - (c) large wreaths on Richmond Town Hall and Collingwood Town Hall.

Advantages of Option 1

42. The advantages of this option include:
- (a) some decorations spread across all key retail precincts, most suburbs and all wards;
 - (b) may have perceived positive impact for traders;
 - (c) supplier is responsible for storage, maintenance, installation and removal of decorations; and
 - (d) minimal amount of officer time required to implement.

Disadvantages of Option 1

43. The disadvantages of this option include:

- (a) modest quality of individual decorations, in order to maximise coverage, resulting in poor street impact; and
- (b) parking poles are the only available and suitable Council infrastructure for installation, and can detract from the festive look of decorations, particularly in relation to visual clutter of signage.

Option 2: Decorate three key sites

44. This would entail:

- (a) high quality outdoor decorations including wreaths, garlands, baubles and lights;
- (b) located at 3 prominent council sites, spread across all Wards. The proposed sites are:
 - (i) Richmond Town Hall;
 - (ii) Collingwood Town Hall; and
 - (iii) Bargoonga Nganjin Library.
- (c) Following the feedback from Yarra Arts, officers would work with local artists from 2020 onwards.

Advantages of Option 2

45. The advantages of this option include:

- (a) significant visual impact on prominent sites demonstrating Yarra's celebration of the festive season;
- (b) narrow scope means higher quality of decorations;
- (c) easy to monitor for damage and vandalism;
- (d) supplier is responsible for storage, maintenance, installation and removal of decorations; and
- (e) minimal amount of officer time required to implement.



Images supplied by The Festive Store: Brunswick Town Hall, approx. \$8,000; Acland Street, St Kilda, 6m tree with smaller trees approx. \$12,000.

Disadvantages of Option 2

46. The disadvantages of this option include:

- (a) no coverage of retail precincts; and
- (b) locations not particularly linked to areas of Christmas retail activity.

Option 3: Allocate funds to a selected charity

47. This would entail:

- (a) Council to select one or more non-profit organisation(s) to allocate funds of \$30,000; and
- (b) this may be directed toward communities especially vulnerable around Christmas, e.g. families experiencing homelessness.

Advantages of Option 3

48. The advantages of this option include:

- (a) direct benefit to Yarra's vulnerable citizens;
- (b) opportunity to align with Council Plan objective 'A Healthy Yarra', in particular Strategy 1.2 *Promote a community that is inclusive, resilient, connected and enjoys strong mental and physical health and wellbeing*; and
- (c) no purchase or hire of decorations, which, in part, may be manufactured overseas from plastic and other materials.

Disadvantages of Option 3

49. The disadvantages of this option include:

- (a) no visible Christmas decoration program; and
- (b) may attract increased negative feedback from traders and residents.

Option 4: Not proceed with a Christmas decoration program

50. Discontinue Council's Christmas decoration program.

Advantages of Option 4

51. The advantages of this option include:

- (a) Organisational cost saving; and
- (b) No purchase or hire of decorations.

Disadvantages of Option 4

52. The disadvantages of this option include:

- (a) No visible Christmas decoration program; and
- (b) May attract increased negative feedback from traders, residents and media.

53. In summary, the four options are:

- (a) Option 1: Continue to hire street decorations;
- (b) Option 2: Decorate three key sites;
- (c) Option 3: Allocate funds to a selected charity; and
- (d) Option 4: Not proceed with a Christmas decoration program.

Conclusion

- 54. Different communities in Yarra may consider the 25 December in different ways.
- 55. Council does celebrate Christmas with its broader programs such as the Carols by Candlelight, Community Lunch and Christmas themed library events.
- 56. A consistent annual Christmas decoration program that is underpinned by an articulated objective or vision would be useful to enable programming.
- 57. Many decoration options have been trialled but have been criticised by residents, traders and Councillors either on quality, quantity or both.

58. This report provides the background and context of the approaches taken by the organisation previously in delivering Yarra's Christmas decoration program to the retail areas.
59. It is recommended that the installation of Christmas decorations at three key sites is the best option.
60. A position from Council is now sought to inform the future delivery of the program.

RECOMMENDATION

1. That Council:
 - (a) note the officer report regarding the Christmas decorations program;
 - (b) support the installation of Christmas decorations at three sites as outlined in Option 2 in this report for 2019; being the Richmond Town Hall, Collingwood Town Hall, Bargoonga Nganjin Library; and
 - (c) create a more customised Christmas program for these sites for subsequent years.

CONTACT OFFICER: Kim Swinson
TITLE: Coordinator Economic Development
TEL: 9205 5303

Attachments

There are no attachments for this report.

11.2 Yarra City Council going Single Use Plastic Free

Trim Record Number: D19/39819

Responsible Officer: Director City Works and Assets

Purpose

1. To report to Council on the proposed approach, timing and sequencing of Yarra Council's facilities becoming single use plastic free, as per resolution on 16 October 2018.

Background

2. Yarra's vision to be a sustainable city with a long term ambition to move towards zero waste to landfill is articulated in the Waste Minimisation and Resource Recovery Strategy and Action Plan 2018-22. The Action Plan was developed in consultation with the community and approved by Council in 4 September 2018.
3. Yarra has committed to delivering two actions under this strategy to reduce single use plastic.
 - (a) Year 1 Action 5.10 *In partnership with the community develop a Proudly Plastic Free Campaign to encourage food outlets to reduce the use of disposable plastics; and*
 - (b) Year 2 Action 5.12 *In the absence of any legislative change to ban or reduce the use of single use plastics, explore opportunities to take local action.*
4. The Proudly Plastic Free Campaign is currently being developed and has been launched in North Fitzroy as a trial in July 2019 with the intent to then roll this out across the broader municipality throughout 2019-2022.
5. At the 16 October 2018 Council meeting, Council received a Delegate's Report from the delegate to the Yarra Environment Advisory Committee which included the following recommendation for Council:

The Yarra Environment Advisory Committee called on Yarra Council to:

 - (a) *phase out the sale of bottled water from its Leisure Centres and all Council premises, as soon as practicable;*
 - (b) *phase out the sale of all drinks packaged in plastic from its Leisure Centres and all Council premises, as soon as practicable;*
 - (c) *phase out any other single use plastic (e.g. Straws);*
 - (d) *integrate and promote the use of reusable water bottles and availability to refill at onsite water fountains. Incorporate educational messages e.g. 'Over 50% of plastic bottles end up as landfill or litter', or 'It can take up to 3 litres of water to produce 1 litre of bottled water'. YEAC is aware that as an interim a report may be required which describes the impacts, options, available alternatives, and costs of phasing these out as soon as possible; and*
 - (e) *YEAC also recommend that Council ban all one-use plastic on council property as has been enacted by other Councils.*
6. Council resolved to note the Delegates' Report; and refer the recommendations to officers and request a report back to Council on how these might be progressed, either within existing strategies or through new initiatives.
7. Although the YEAC resolution links to the Proudly Plastic Free Campaign, phasing out single use plastic from Yarra facilities is a standalone project. It was not originally captured in the Waste Minimisation and Resource Recovery Action Plan until year 2 (2019-2020) and as a result, additional budget and staff resourcing have not been allocated for the current financial year to deliver this.

8. In November 2019 the Victorian Government will implement a state wide ban on lightweight plastic shopping bags.
9. There will be a cost to phase out single use plastic from Yarra Council. Further work needs to be completed in scoping and analysing the feasibility of this. The resourcing and budget to complete the feasibility study is captured in the Waste Minimisation Strategy New Initiative Bid currently being considered (currently above the line) as part of the budget process for 2019/20.

Timelines

Timeline	Action
June-August 2019	Deliver Action 5.10 of the Waste Minimisation Action Plan, launching a Proudly Plastic Free Campaign with food vendors.
July 2019	Establish a working group with Yarra Leisure to reduce single use plastic packaging at the Leisure Centres. Which includes; <ul style="list-style-type: none"> - The installation of new water fountains at Leisure Centres. - An education campaign around re-usable bottles with leisure facility users. - Removing single use plastic bottles and straws (by December 2019 when current supply contracts end).
January 2020	Establish a working group to scope phasing out plastics across Yarra. <ul style="list-style-type: none"> - Their role will be to deliver a report to Council on the feasibility and action plan by September-2020 on Yarra operations going plastic free. - Consultants will help develop the feasibility study in conjunction with the working group. This has been budgeted for in 2019/20.
September 2020	Feasibility report and action plan for Yarra going plastic free will come back to Council for approval.
October 2020-June 2022	The Yarra Plastic Free Action Plan will be implemented.

External Consultation

10. External consultation with key stakeholders will be completed as part of this project. Key external stakeholders include; other local councils e.g. Darebin, local sporting clubs, packaging suppliers, festivals, event and catering suppliers and contractors.

Internal Consultation (One Yarra)

11. The Environment team, the Waste Minimisation Team and Leisure have been exploring the options around eliminating the use of single use plastics in Leisure Centres.
12. The Waste Minimisation Team have had an initial conversation with the venue and events team who provided advice on the full scope of the meeting, events and festival program supported by Yarra and run at Yarra sites. (More information Appendix 1).
13. Eliminating single use plastic from Yarra operations will require extensive internal consultation. The role of the Working Group focused on phasing out plastic from Yarra is to facilitate this consultation process.

Financial Implications

14. At this time we don't know have an accurate sense of how much the project will cost. An educated guess would be that it is going to quite costly. The role of the feasibility study will be to outline this in more detail.

15. Once the feasibility report has been completed we'll have a much clearer idea of the budget needed to remove single use plastic from Yarra facilities. This will feed into budget bids over the course of the implementation period from 2020-22.
16. Current profit margins from the sale of products in plastic packaging at the Leisure Centres are captured in the table below. Total profit from products sold in plastic packaging sales is \$109,307.

Table 1 – Breakdown of plastic packaging at Yarra Leisure			
Venue	Product	QTY	Profit
Burnley Golf Course	Consumable/Merch	19,210	\$23,887
Collingwood Leisure	Consumable	14550	\$18,190
Collingwood Leisure	Merchandise	1065	\$14,576
Fitzroy Leisure	Consumable	12308	\$16,273
Fitzroy Leisure	Merchandise	1545	\$11,641
Richmond Leisure	Consumable	2058	\$6,508
Richmond Leisure	Merchandise	1274	\$18,232
Totals		52010	\$109,307

17. Based on initial conversations with Yarra Leisure, we have a good sense of the financial implications for eliminating single use plastic at Yarra Leisure. These include;
 - (a) Loss of revenue associated with the sale of consumable and merchandise goods in plastic:
 - (i) The exact revenue loss is hard to calculate as it will depend on whether Yarra Leisure can negotiate with current suppliers to replace plastic packaging and/or find new suppliers, and/or whether customers continue to purchase alternative products that may be provided.
 - (b) Costs associated with building new water drinking fountains across the Yarra Leisure venues to replace single use plastic water bottles:
 - (i) Officers are satisfied that 10 new water drinking fountains would need to be installed to replace the sale of bottled water and meet OH&S requirements for fitness centres. The break down includes 2 at each the Leisure Centres (total of 6) and 4 at the Burnley Golf Course;
 - (ii) Each water fountain costs \$1800 to purchase and install; and
 - (iii) Yarra Leisure has budgeted for 3 new water fountains in the 2019/20 budget. Given the fountains are defined as a building asset, the expectation is that the Building and Assets Management would manage the cost and install and would be delivered in 2019/20.

Economic Implications

18. There are no significant economic implications.

Sustainability Implications

19. Single-use plastic has many negative environmental impacts. It is estimated that annually Australians use four to six billion single-use plastic bags alone, with only 3% of these being recycled and 80 million of these ending up as litter. Australia recycles only 36% of PET plastic drink bottles, so around 373 million plastic water bottles end up as waste each year. As the City of Yarra continues to position itself as a 'sustainable city' and push the agenda of waste minimisation it is critical that our own Council procurement and waste practices support our sustainability credentials.
20. In November 2019 the Victorian Government will implement a state wide ban on lightweight plastic shopping bags. The ban will apply to all lightweight plastic shopping bags which have thickness below 36 microns, including degradable, biodegradable and compostable bags. It will apply to all retailers – including supermarkets, greengrocers, bakeries, pharmacies,

clothes stores, restaurants, cafes, markets, food outlets etc. Yarra Council will be promoting the ban to the community later in the year.

21. The City of Yarra going single-use plastic free aligns to a growing movement of local councils across Australia making this shift, including our neighbours at Moreland and Darebin Councils. It also supports the Victorian Government's state wide ban on plastic bags which will come into effect in November 2019.

Social Implications

22. The Yarra community are highly engaged on environmental and sustainability issues and lobbied for this initiative to be put on Council's agenda. The community therefore expects Council to embed sustainability principles and practices into our operations.

Human Rights Implications

23. There are no significant human rights implications of this report.

Communications with CALD Communities Implications

24. There are no significant implications for communications with CALD Communities.

Council Plan, Strategy and Policy Implications

25. The eliminating single-use plastic across Yarra Council supports delivery of 3 key objectives within the Council Plan.
 - (a) Objective 3 in The Plan is a Sustainable Yarra: Council leads on sustainability and protects and enhances its natural environment.

Legal Implications

26. There are no significant legal implications.

Other Issues

27. Removing single use plastics from Yarra operations is a positive step and consistent with our commitment to be a sustainable Council. However the real gains will be in the community and industry reducing their single use plastic consumption. This will require significant changes such as product stewardship and changes in design and supply chains.

Options

28. Not proceed with the project to remove single use plastic from Yarra Council immediately, but to achieve this via a staged approach.
29. Proceed with the work to remove single use plastic from Yarra and fast track the delivery of the feasibility study to June 2020. This would require redeploying resources from the Waste Minimisation Team and deprioritising delivery of current projects including Proudly Plastic Free and Waste Minimisation Behaviour Change activities.
30. Proceed with the work to remove single use plastic from Yarra and fast track the delivery of the feasibility study to June 2020, by allocating additional resources (\$50k in 2019/20) to achieve this.
31. Proceed with the work and stagger the project into two distinct part with the feasibility study coming back to Council in September 2020 and implementation period October 2020-2022. This is the option recommended by Officers.

Conclusion

32. The approach recommended by the Waste Minimisation team is Option 4. To proceed with the work to remove single use plastic from Yarra and stagger the project over the next two years.
 - (a) Part One – next 6 months:
Phase out plastic bottles/straws and install water fountains at Yarra Leisure Centres. This will be delivered with existing resources;

- (b) Part Two – January – September 2020:
Convene a cross organisational Working Group to deliver a feasibility study and action plan with detailed costings, timeframes and resourcing for removing single use plastic from Council venues. This will be presented to Council in September 2020; and
- (c) Part Three – October 2020-2022:
Implementation of action plan to remove single use plastics from Yarra Council. Officers intend to present a formal report to Council outlining these options and the recommendation in July 2019.

RECOMMENDATION

1. That Council:
 - (a) note the 'Yarra City Council going Single Use Plastic Free' report;
 - (b) note that the adopted Waste Minimisation and Resource Recovery Strategy and Action Plan 2018-22 contains actions in year 1 and 2 of the plan to address single use plastics; and
 - (c) proceed with the work to remove single plastic from Yarra operations and stagger the project over the next two years as outlined in the report as per Option 4.

CONTACT OFFICER: Lisa Coffa
TITLE: Waste Minimisation and Agriculture Coordinator
TEL: 9205 5793

Attachments

There are no attachments for this report.

11.3 Endorsement of Graffiti Management Framework 2019-2022

Trim Record Number: D19/74475

Responsible Officer: Group Manager People, Culture and Community

Purpose

1. Seek adoption of the Graffiti Management Framework 2019-2022.

Background

2. There is no definitive best practice approach towards graffiti management, with success meaning different things to different Councils.
3. 'Success' of a graffiti management approach depends on a Council's position towards graffiti (zero-tolerance or a more tolerant approach), and what it hopes to achieve through the implementation of the strategy (for example a total reduction in graffiti incidents or more opportunities for public art).
4. In the development of the Graffiti Management Framework 2015-2019, a number of key changes were made to how Council manages graffiti.
5. These included recognising and setting clear boundaries around removal of graffiti from private property, and clarifying the difference between a treatment (which is using graffiti solely as a preventative measure) and curated public art.
6. Due to the extensive work done around updating and clarifying Council's policy position for the 2015-2019 Framework, the 2019-2022 Framework only contains some minor policy revisions and additional strategies.

External Consultation

7. Council endorsed the Graffiti Management Framework to go out for community engagement at the Council meeting on 4 December 2018.
8. Over the course of February – early March 2019, a range of communication and engagement activities were undertaken to inform, consult and involve stakeholders across the community in relation to graffiti management.
9. Broad promotion of the public engagement opportunity was through a range of corporate communication channels and community networks.
10. Over 500 stakeholders were engaged with across a range of methods – predominantly online through Your Say Yarra and in person via listening posts and one on one meetings – as outlined in the consultation report (attachment 1) and summarised in Table 1 below. Almost 1500 comments from the consultation were collated and analysed by key theme.

	Method	How we engaged	Who we engaged
Online	Your Say Yarra Online portal	http://www.yoursayyarra.com.au/managing-graffiti-in-yarra - Share your feedback - 1-28 February 2019	- 499 engaged participants - >1300 comments - 2200 page visits
	Written Submissions	Open at any time during the public engagement period	- 9 submissions via email - 66 ideas
In Person	Listening Posts	Two posts held in key locations in North Fitzroy & Collingwood - Bargoonga Nganjin, North Fitzroy Library - Thursday 14 February - 3.30pm to 5.30pm	- 23 conversations - 59 ideas

		- Bunnings Collingwood - Saturday 16 February - 10am to 2pm	
	Key internal stakeholders	Meetings with relevant internal stakeholders - Ongoing	- 11 participants
	Key external Stakeholders	One on one meetings were held with key stakeholders - 21-27 February 2019	- 19 participants - 40 ideas

Table 1: Engagement Summary

Internal Consultation (One Yarra)

- Once engagement was completed and the resulting data collated and analysed, Council's internal working group comprising Community Partnerships, City Works, Arts & Cultural Services, Youth Services, Statutory Planning, Urban Design and Economic Development reviewed Council's policy positions (attachment 2) and the final Framework (attachment 3).

Financial Implications

- The graffiti budget is currently \$750,000 per annum which covers graffiti and poster removal, in accordance with the Graffiti Management Framework 2015-2019. The funds are used for in-house labour, plant/equipment, paint, chemicals and contractor payments.

Economic Implications

- There are no economic implications.

Sustainability Implications

- Council encourages the use of environmentally sensitive techniques and materials in the removal of graffiti.

Social Implications

- Research suggests that graffiti can have a negative impact on community perceptions of safety and public amenity. However, Annual Customer Satisfaction Survey results show that there is no obvious association between perceptions of safety and areas of heightened graffiti levels within the City of Yarra.

Human Rights Implications

- Yarra City Council recognises the aspirations of property owners to have their properties free from defacement and broader community desires for well-maintained local streets and neighbourhoods.
- At the same time Council supports the right to and importance of freedom of political and artistic expression, including the rights of artists to undertake legal artwork.
- Yarra City Council respects both of these sets of values, and seeks to balance them in the context of a corporate philosophy valuing inclusion and diversity.

Communications with CALD Communities Implications

- Officers consulted with Council's Community Partnership's unit about the best way to engage with CALD communities.
- The Framework and the survey on Your Say Yarra contained multilingual access information. Translated materials were available, upon request. Interpreters were available for CALD community members attending consultations, upon request.

Council Plan, Strategy and Policy Implications

- The Framework supports Objective 1 'A Healthy Yarra' in the Council Plan 2017-2021.

Legal Implications

- There are no legal implications.

Other Issues

23. There are a number of new strategies in the revised Framework, predominantly under key result area 'graffiti removal':
 - (a) Utilise the Department of Justice Graffiti Removal Services where applicable;
 - (b) Implement and evaluate a process to assess the criteria for removing graffiti from private property;
 - (c) Establish relevant Memoranda of Understanding with other authorities and asset owners where required, to facilitate ongoing removal of graffiti;
 - (d) Establish workflows that focus on proactive removal and prevention rather than reactive removal; and
 - (e) Carry out collaborative quick removal trials with the community to identify the most effective methods of minimising graffiti.
24. Council's tiered approach to graffiti removal previously prioritised support to private property owners through community education and urban design advice that avoided and reduced incidents of graffiti.
25. Now Council is prioritising support to private property owners to self-remove graffiti from their properties through provision of graffiti removal kits, discount paint vouchers and advice on graffiti removal, along with advising residents on lighting, greening of space and maintenance of space as preventative measures.
26. Due to interest from the community, Council will investigate the use of initiatives such as green walls and lighting to manage graffiti.
27. Under key result area 'planning & enforcement', the Framework includes a proposal to investigate the use of local laws as a tool to manage graffiti on abandoned buildings.
28. The current framework suggests that a planning permit is required to externally paint an unpainted surface in a heritage area, although an exemption applies when art work is carried out by, or on behalf of Council.
29. However, Heritage Advisors have noted that painting over any originally unpainted masonry surface on a heritage building will not usually be supported – irrespective of who carries out the work. In fact, the Planning Scheme encourages the removal of paint from originally unpainted masonry surfaces. This section has been rewritten to reflect this.
30. The updated Framework proposes a strong focus on engaging and supporting the community to assist in the rapid removal of graffiti.
31. The consultation process revealed a large number of respondents support the use of alternative treatment such as murals to manage graffiti. Noting that murals have proven to be more effective in some locations than others, and the tagging of murals has increased in recent years, the use of murals will still be supported subject to the location and other relevant factors.

Options

32. There are no options.

Conclusion

33. Due to the extensive work done clarifying Council's position around graffiti management for the 2015-2019 Framework, the 2019-2022 Framework only contains minor revisions and additions.
34. The majority of these sit under key result area 'graffiti removal'. Additionally, Council will investigate the use of initiatives such as green walls and lighting, and will continue to use alternative treatments such as murals, to manage graffiti.
35. It is anticipated that the Graffiti Management Framework 2019-2022 will be adopted by Council on 2 July 2019.

RECOMMENDATION

1. That:
 - (a) Council adopt the Graffiti Management Framework 2019-2022.

CONTACT OFFICER: Sarah Jaggard
TITLE: Community Advocacy Team Leader
TEL: 9205 5160

Attachments

- 1 [↓](#) Consultation Report_Graffiti Management Framework 2019-2022
- 2 [↓](#) Response Summary_Graffiti Management Framework 2019-2022
- 3 [↓](#) Graffiti Management Framework 2019-2022_Final

Attachment 1 - Consultation Report_Graffiti Management Framework 2019-2022

Consultation Report – Graffiti Management Framework 2019-2022

This report provides information on the various consultation methods used in the development of the Graffiti Management Framework 2019-2022 (Framework).

Internal stakeholders from Community Partnerships, City Works, Arts & Cultural Services, Youth Services, Statutory Planning, Urban Design and Economic Development conducted an initial revision of the Framework, addressing the questions:

- What new activities (if any) do we want to implement?
- What activities do we want to continue with?
- Which activities do we want to stop?

The draft revision was then presented to the wider community.

Communications and Engagement Approach

A range of communication and engagement activities were undertaken to inform, consult and involve participants across the community.

Broad promotion of the public engagement opportunity was through a range of corporate communication channels and community networks including:

- distribution of postcards directing people to Your Say Yarra
- corporate communications including Council's website
- advertising of process via posters and bright signs at Council venues and Bunnings Collingwood
- social media promotion via Twitter and Facebook used to promote listening post locations and times and direct people to the Your Say Yarra project page
- Yarra News article, distributed to over 45,000 Yarra households
- formal and informal email networks and e-newsletters.

Engagement and consultation occurred throughout February 2019 and included the following:

1. Online

Your Say Yarra

The Your Say Yarra website (<http://www.yoursayyarra.com.au/managing-graffiti-in-yarra>) invited participants to comment on key areas of the Graffiti Management Framework:

- Graffiti removal
- Supporting the community
- Preventing graffiti
- Street art
- Enforcement

The engagement activity was predominantly to gauge whether or not participants agreed with the proposed approaches, and offered an additional forum for further comments.

Attachment 1 - Consultation Report_Graffiti Management Framework 2019-2022

Submissions via email

As per the project plan, key stakeholders were approached to review the draft Framework. Some key stakeholders opted to provide feedback via email rather than in person. A few residents also made submissions via email.

2. In person

Listening Posts

The community was offered the opportunity to provide feedback on the Framework via attending two pop up listening posts set up at Bargoonga Nganjin and Bunnings Collingwood.

Again, the engagement activity was predominantly to gauge whether or not participants agreed with the proposed approaches.

One on one meetings

As per the project plan, key stakeholders were approached to review the draft Framework. Officers organised one on one meetings with key stakeholders who were keen to provide feedback.

Over 500 stakeholders were engaged across a range of methods, offering almost 1500 ideas. A summary of engagement is listed in Table 1 below.

Table 1: Engagement summary

	Method	How we engaged	Who we engaged
Online	Your Say Yarra Online portal	http://www.yoursayyarra.com.au/managing-graffiti-in-yarra - Share your feedback - 1-28 February 2019	- 499 engaged participants - >1300 comments - 2200 page visits
	Written Submissions	Open at any time during the public engagement period	- 9 submissions via email - 66 ideas
In Person	Listening Posts	Two posts held in key locations in North Fitzroy & Collingwood - Thursday 14 February - 3.30pm to 5.30pm - Bargoonga Nganjin, North Fitzroy Library - Saturday 16 February - 10am to 2pm - Bunnings Collingwood	- 23 conversations - 59 ideas
	Key internal stakeholders	Meetings with relevant internal stakeholders - Ongoing	- 11 participants
	Key external Stakeholders	One on one meetings were held with key stakeholders - 21-27 February 2019	- 19 participants - 40 ideas

Attachment 1 - Consultation Report_Graffiti Management Framework 2019-2022

Consultations Results

The engagement process attracted feedback from a cross-section of Yarra's community, although respondents were predominantly residents.

An analysis of the data revealed that the community was largely concerned with tagging, policing, Council removal, and continuing to support street art.

The following data focuses on the top 5 themes that were identified in the community engagement, across each key area.

Key Policy Areas	Top 5 Themes
Removal	<ul style="list-style-type: none"> • Council removal • Enforcement • Priority areas • Tagging • Rapid removal
Community support	<ul style="list-style-type: none"> • Removal kits • Council removal • Enforcement • Rapid removal • Tagging
Preventing graffiti	<ul style="list-style-type: none"> • Enforcement • Street art • CPTED • Tagging • Education
Street art	<ul style="list-style-type: none"> • Support street art • Tagging • Enforcement • Budget • Definitions
Enforcement	<ul style="list-style-type: none"> • Policing • Surveillance • Tagging • Reporting • Local Laws
Additional comments	<ul style="list-style-type: none"> • Enforcement • Removal • Tagging • Street art • Place making

The internal working group comprising Community Partnerships, City Works, Arts & Cultural Services, Youth Services, Statutory Planning, Urban Design and Economic Development convened after the consultation to review the Framework and Council's policy responses to graffiti management, according to the engagement results.

The policy responses to the key themes can be found in the community response summary.

Attachment 1 - Consultation Report_Graffiti Management Framework 2019-2022

APPENDIX 1: EXAMPLES OF QUALITATIVE RESPONSES

"I understand that you can't remove all private property graffiti but it appears that many private property owners either do not know how to or don't want to be bothered removing graffiti so it just gets worse and worse making the entire neighbourhood ugly. Can you ask property owners to take responsibility for removing it?"

"We have had graffiti a couple of times on our back fence facing the laneway. As we removed it promptly it was years between graffiti hits and we haven't had any for a couple of years now despite surrounding house being repeatedly graffitied"

"Perhaps Yarra Council could consider increased use of CCTV and public display / online publication of images of perpetrators as another form of deterrent"

"The mural on Dando street, which I have sanctioned, has recently been destroyed by graffiti. Before the mural was painted, it was just a white wall, which was encouraging to be used by graffiti painters. I had to remove graffiti weekly, sometimes with the help of the council. But since the mural was painted, it has not been painted over until recently. This is a reason to encourage more property owner to have murals"

"Is there paint removal liquid that's not toxic in our waterways?"

"Is there any way we can move towards a zero tolerance approach as a shared community value?
Could we have graffiti working bees organised as a street event for all neighbours?"

"I think we need more street graffiti murals, maybe even in subway tunnels likes Burnley station or Stawell St underpass. These areas are constantly being repainted and I feel a mural will be less targeted by graffiti"

"Encouraging green walls and possibly green fences (which cannot be successfully graffitied) would assist on a number of levels"

"Education and even perhaps cleaning up of certain sites by perpetrators can have a meaningful outcome, teaching others to respect public spaces is important"

"Will this have a reasonable budget and dedicated staff?"

Attachment 2 - Response Summary_Graffiti Management Framework 2019-2022

Response Summary: Graffiti Management Framework Stakeholder Consultations

Theme	Council Response
	Policy
Tagging	For the purpose of this policy it can be assumed that reference to management and removal of graffiti indicates the removal and management of illegal graffiti, in particular, tagging.
Advocacy <ul style="list-style-type: none"> Further restrictions around spray paint 	<p>Due to certain cultural practices pertaining to acquiring resources and materials for graffiti and street art, regulations around the sale and availability of aerosol cans demonstrate an inability to prohibit artists from their acquisition.</p> <p>Despite, for example, it being an offence to sell graffiti implements to those under the age of 18, evidence demonstrates that this demographic remains highly active in graffiti practices.</p> <p>A legacy of “do it yourself” (DIY) practices within the culture, where practitioners avail of knowledge from their own experiences, their peers or the internet to make their own mark-making devices, further demonstrates the innovative responses to regulation that sits at the heart of the culture.</p> <p>Tightening regulations upon the availability of tools for graffiti and street art will not necessarily abate practitioners’ access to them. Indeed it may well elaborate a cultural practice that has, as its cornerstone, “invention” as a modus operandi.</p>
Heritage	<p>The Framework notes that The Yarra Planning Scheme includes heritage overlays which are planning controls applied to places, mostly buildings, which have cultural heritage significance. They can apply to individual buildings or precincts. The heritage overlay helps to protect heritage properties by requiring a planning permit for external changes and through the permit application the impact on the heritage values can be considered.</p> <p>External painting of any previously unpainted surfaces associated with a property located within a heritage overlay should be avoided.</p> <p>Planning approval is required to paint a previously painted surface if the associated property is located within a heritage overlay with external paint controls.</p>

Attachment 2 - Response Summary_Graffiti Management Framework 2019-2022

	Heritage is recognised as an issue with regards to graffiti removal, however, broader issues relating to heritage protection are beyond the scope of the Framework - the Yarra Heritage Strategy has a key direction 'protecting and managing our heritage'.
Budget <ul style="list-style-type: none"> Transparency 	<p>The graffiti budget is currently \$750K per annum which covers graffiti and poster removal in accordance with the Graffiti Management framework 2015 - 2019. The funds are used for in-house labour, plant/equipment, paint, chemicals and contractor payments.</p> <p>By February 2020 Council will have the required data (see 'Monitoring & Evaluation') to link the most effective strategy actions to the 2020 – 2021 draft budget. This will allow Council to provide a graffiti budget that is linked to dealing with graffiti on retail strips and other assets including private property.</p> <p>By February 2020 Council will be in a position to provide a report that will allow Council to make informed decisions around graffiti management and the graffiti budget based on reliable data and proven methodology. The intention is to identify the most effective and efficient way to <u>prevent</u> graffiti within Yarra so we are moving from a reactive process towards a proactive process.</p>
Zero tolerance	A zero tolerance stance may be appropriate in areas where graffiti is not part of the social fabric or urban landscape. However, in an area such as Yarra where graffiti is seen by some as positively contributing to the social and cultural diversity and vibrancy of the area, a more tolerant position is suitable.
Definitions <ul style="list-style-type: none"> Graffiti vs street art 	<p>Graffiti can be an inscription, figure or mark written, painted, drawn or otherwise displayed on any surface. Tagging, a common practice of graffiti, is a calligraphic signature often illegally placed on public and private property.</p> <p>Street art is a public visual art form that has grown out of the graffiti movement and refers to works that sit outside of traditional art establishments.</p> <p>Traditionally both forms have been unsanctioned and illegal however contemporary understandings have accepted street art for its broader aesthetic appeal over graffiti. The cultural nature of graffiti maintains an illegal context to its practice; however works can be both sanctioned and unsanctioned.</p> <p>This is a complex area with a lot of grey – it is not as simple as saying graffiti is illegal and street art is legal. This is why the Framework continues to refer to both graffiti and street art.</p>
Evidence	There is no definitive best practice approach towards graffiti management, with success meaning different things to different Councils.

Attachment 2 - Response Summary_Graffiti Management Framework 2019-2022

	<p>'Success' of a graffiti management approach depends on a Council's position towards graffiti (zero-tolerance or a more tolerant approach), and what they hope to achieve through the implementation of their strategy (for example a total reduction in graffiti incidents or more opportunities for public art).</p> <p>A zero tolerance stance may be appropriate in areas where graffiti is not part of the social fabric or urban landscape. However, in an area such as Yarra where graffiti is seen by some as positively contributing to the social and cultural diversity and vibrancy of the area, a more tolerant position is suitable.</p>
Education & Capacity Building	
Civic pride	<p>There are five community trial areas in progress which are based on stimulating community engagement, generating civic pride and trialling quick removal on all assets – these are due to end in June 2019. The five trial areas will be evaluated to provide information that can be utilised for future graffiti management.</p> <p>Council has committed to creating a culture of civic pride to encourage residents to remove graffiti from private property.</p>
Capacity building	Council is committed to working in partnership with local organisations to build capacity around graffiti education and awareness.
Education	<p>Council will continue to focus on educating the community via:</p> <ul style="list-style-type: none"> • Delivering community education on graffiti management including steps that residents, businesses and property owners can take to remove graffiti from private property. • Planning, developing and delivering youth-led treatments, stencil and mural projects that enhance young people's engagement, health and wellbeing • Regularly updating and maintaining graffiti-related information on Council's website • Providing advice and information to residents on commissioning of murals on private properties • Providing advice and information to property owners on graffiti removal and prevention in heritage areas
Legal graffiti	Council has committed to identifying a suitable site for, and implementing, a 'legal graffiti' site within Yarra.
Place Management	
Diversion	<p>The Criminal Justice Diversion Program is governed the Criminal Procedure Act 2009. The Program provides mainly first time offenders with the opportunity to avoid a criminal record by undertaking conditions that benefit the offender, victim and the community as a whole.</p> <p>The offender benefits from the program by avoiding an accessible criminal record, by receiving appropriate assistance</p>

Attachment 2 - Response Summary_Graffiti Management Framework 2019-2022

	<p>through rehabilitation, counselling and/or treatment, whilst the community benefits by way of donations or unpaid community work to various charities or local community projects.</p> <p>Council is referred people from the Criminal Justice Diversion Program, however these offers are considered on a case-by-case basis.</p>
Partnerships	Council will continue to build and nurture partnerships with key stakeholders in the municipality, including State Government, relevant authorities, local businesses, residents, non-government organisations, and others.
Place management	<p>Place management involves the participation of multiple stakeholders in the development of specific responses to address local issues. This approach could be adopted as a response to unwanted graffiti or as a proactive way to minimise the occurrence of graffiti. This includes urban design elements, heritage overlays, activity centre review, physical infrastructure (e.g. planting, and lighting access to the particular site).</p> <p>Across the municipality, Council will deliver place-based interventions in consultation with the community, using a range of approaches to reduce the negative impact of graffiti in public places including urban design, landscaping, and graffiti management treatments.</p>
Prevention	<p>The theme of prevention is woven through a number of key result areas, including Graffiti Removal and Place Management.</p> <p>Council's preventative measures include advising residents on Crime Prevention Through Environmental Design (CPTED) via strategies such as lighting, greening of space, and maintenance of space, investigating technology that will assist prevention, establishing workflows that focus of proactive removal and prevention rather than reactive removal, and continuing to use alternative treatments such as traffic signal boxes and murals for precinct amenity improvement.</p>
Monitoring & Evaluation	
<p>Monitoring and evaluation</p> <ul style="list-style-type: none"> Trials 	<p>A comprehensive audit completed in July 2018 provided a base measure of 53,000 square metres of graffiti in Yarra. Based on 19 square kilometres in Yarra this is a key ratio of <i>2789 square metres of graffiti per square kilometre or 0.2%.</i></p> <p>Private property is a challenge when it comes to graffiti and adds a layer of complexity when trying to manage graffiti as quick removal is a common denominator in graffiti prevention. There are a number of activities currently happening in the graffiti space which require completion and analysis to ensure the link to the budget is based on data, science and proven methodology.</p> <ul style="list-style-type: none"> There are five community trial areas in progress which are based on stimulating community engagement, generating civic pride and trialling quick removal on all assets – these are due to end in June 2019.

Attachment 2 - Response Summary_Graffiti Management Framework 2019-2022

	<ul style="list-style-type: none"> • The five trial areas will be evaluated to provide information that can be utilised for future graffiti management. Evaluation of the trial areas to date indicates that quick and consistent removal of graffiti does slow down the return rate. • There is a focus on retail strips and the removal of graffiti from all assets including shop fronts – this will run as a trial methodology until June 2020. • Council will develop an effective strategy regarding mural maintenance and mural commissioning. • For areas outside of the retail strips, Council will trial utilising existing staff in a more flexible and efficient way to remove graffiti from the more prominent streets with a high traffic flow. This will include private properties that attract graffiti (hot spots). This is part of the Council continuous improvement focus and this trial will end in June 2020. • In around November 2019 another comprehensive graffiti audit will be completed which will measure the improvement from the base measure. <p>Council will undertake evaluations of projects as required and the Coordination Group will undertake annual reviews of the Policy and report to Council on the results.</p>
Graffiti Removal	
Council removal	<p>Council will continue to prioritise removal of offensive graffiti (defamatory or degrading remarks or graphics about race, religion, sex or personal privacy) from Council property, and will remove inoffensive graffiti from Council property as soon as possible.</p> <p>With regard to private property, Council will work with the community to remove graffiti from private premises where it has a significant impact on public amenity (for example, where it is deemed offensive), and/or is a shopping centre, a gateway or an area of high prominence OR where residents are frail aged or living with a disability.</p>
Rapid removal	<p>The key focus of Council's graffiti management approach is rapid removal. Evaluation of current graffiti management trial areas to date indicates that quick and consistent removal of graffiti does slow down the return rate.</p> <p>Council will continue to remove offensive graffiti (defamatory or degrading remarks or graphics about race, religion, sex or personal privacy) from Council property within 4 hours of notification.</p> <p>Council will continue to remove inoffensive graffiti from Council property as soon as possible within operational scheduling.</p>

Attachment 2 - Response Summary_Graffiti Management Framework 2019-2022

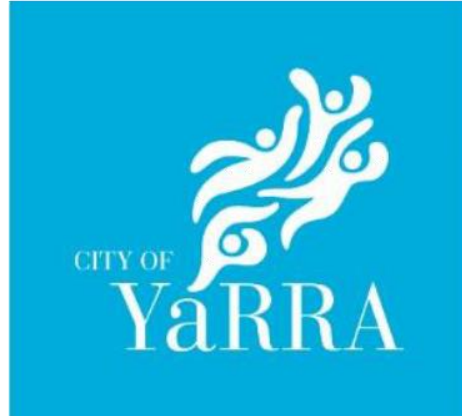
Removal kits <ul style="list-style-type: none"> Effectiveness Sustainability 	Council acknowledges that the removal kits are only effective for use on small areas. Where it is appropriate, Council will use paint rather than chemicals, and supports residents' removal of graffiti via the provision of paint vouchers.
Rental properties	<p>Under the Act, Council is required to give notice to a property owner of its intention to remove graffiti from private property. If a property owner does not give their permission, Council cannot remove it.</p> <p>Council will deliver community education on graffiti management including steps that property owners can take to remove graffiti from private property.</p>
Priority areas <ul style="list-style-type: none"> Walls backing onto public spaces such as parks Laneways Areas beyond reach (first floor etc) 	<p>Council will remove graffiti from private property that abuts public spaces when it is in an area of high prominence.</p> <p>Laneways are a low priority area for Council, and Council will support residents to remove graffiti via the provision of removal kits and paint vouchers.</p> <p>Council is looking at ways in which it can remove graffiti in shopping strips from first floors and above. Due to the prohibitive cost and need for specialised equipment, Council cannot assist residents with this. Council's website provides a list of contractors which provide graffiti removal services in the local area:</p> <p>https://www.yarracity.vic.gov.au/services/cleaning-and-maintenance/removing-graffiti</p>
CPTED <ul style="list-style-type: none"> Use of green walls Lighting 	<p>Council is committed to managing graffiti on its assets through effective environmental design Crime prevention through Environmental Design (CPTED) and the application of 'place management' principles.</p> <p>Council is prioritising support to private property owners including advising residents on lighting and greening of space. Council will be trialling the use of a light projection on the wall in Peel St Park as a means of managing graffiti, and has further committed to investigating the use of initiatives such as green walls and lighting to manage graffiti.</p>
Fee for service	Council will investigate the feasibility of entrepreneurial and innovative solutions/enterprises for removal and treatments of graffiti and tagging e.g. fee for service.
Reporting <ul style="list-style-type: none"> Vandal Trak 	<p>Graffiti can be reported via Council's website: https://www.yarracity.vic.gov.au/services/cleaning-and-maintenance/removing-graffiti</p> <p>Council has evaluated the Vandal Trak graffiti recording system and may proceed down the path of implementing the system. However, the Municipal Association of Victoria also went out to tender for a State wide graffiti recording system. The intention is to trial the software across five Councils and Yarra has expressed interest in being one of the trial Councils.</p>

Attachment 2 - Response Summary_Graffiti Management Framework 2019-2022

Private property	<p>Graffiti to private property is like all property damage and is the responsibility of the owner. Council has worked hard to set clear boundaries around removal of graffiti from private property. The tiered approach to removal from private property ensures that residents and traders are presented with options other than removal by Council.</p> <p>Council is prioritising support to private property owners to self-remove graffiti from their properties through provision of graffiti removal kits, discount paint vouchers and advice on graffiti removal, along with advising residents on lighting, greening of space and maintenance of space as preventative measures.</p> <p>Nothing in the Graffiti Prevention Act imposes a duty on Council to remove graffiti from private property.</p>
Promotion	
Use of anti-graffiti coatings	Council will use a standardised anti-graffiti coating on all Council commissioned street art.
Street art <ul style="list-style-type: none"> • More • Support • Promote 	<p>Council will continue to use alternative treatments such as murals and traffic signal boxes for precinct amenity improvement and as diversionary/early intervention/prevention strategies.</p> <p>Council will recognise, celebrate and cultivate the unique public art in Yarra's urban environment and will support and advocate for significant street art, both historical and contemporary, including commissioning and scoping preservation and restoration with stakeholders.</p> <p>Additionally Council will leverage social media to identify, document and promote street art within Yarra.</p>
Planning & Enforcement	
Enforcement <ul style="list-style-type: none"> • Surveillance 	Enforcement of the Graffiti Prevention Act is largely the responsibility of State Authorities. Council will work closely with Victoria Police to provide information on graffiti related incidents such as tagging.
Community service	<p>Through its Graffiti Removal Program, Community Correctional Services partners with 30 program partners including local councils, Public Transport Victoria, Department of Health and Human Services (Housing Services) and VicRoads to remove graffiti across metropolitan Melbourne and in major regional centres.</p> <p>Teams of supervised offenders use purpose-built trailers to clean-up graffiti from vandalised state and local government property, including road and rail assets, community areas and private property.</p> <p>Council will utilise the Community Correctional Services removal program where applicable.</p>
Managing graffiti	This is a complex issue.

Attachment 2 - Response Summary_Graffiti Management Framework 2019-2022

<ul style="list-style-type: none"> • Planning permits • Vacant buildings 	<p>Planning permits have a standard graffiti proof condition which states that before the building/s is/are occupied, any wall located on a boundary facing public property must be treated with a graffiti proof finish to the satisfaction of the Responsible Authority.</p> <p>There's a general local law about unsightly property, however it's not specific to graffiti. For it to be an offence, certain criteria needs to be considered, such as how it's detrimental to the area. If there's an area where a lot of graffiti is present this is harder to demonstrate, in an area where the group of shops are pristine and one stands out, it's easier to enforce.</p> <p>Graffiti is a criminal offence under the Graffiti Prevention Act 2007 and owners of property usually come to Council or the Police to catch the perpetrators as it vandalising their property. Council needs to be careful about enforcing and penalising the victim. However, Council will investigate using local laws to manage vacant and abandoned buildings.</p>
<p>Policing</p>	<p>The <u>Graffiti Prevention Act 2007</u> (the Act) is a key aspect of the State government's graffiti management approach. The Act is a key piece of legislation that graffiti related local government local laws and policies must be consistent with.</p> <p>Council will provide the feedback from this consultation to Victoria Police for their consideration. Council will continue to work closely with Victoria Police to provide them with information on graffiti related incidents such as tagging.</p>



Graffiti Management Framework: Policy & Strategy 2019-2022

Attachment 3 - Graffiti Management Framework 2019-2022_Final

Contents

1	Purpose	3
2	Scope	3
3	Definitions	3
4	Council Policy	9
4.1	Preamble	9
4.2	Policy	10
4.2.1	Graffiti Removal	10
4.2.2	Place Management.....	13
4.2.3	Education & Capacity Building	13
4.2.4	Promotion.....	13
4.2.5	Planning and Enforcement.....	13
4.2.6	Monitoring and Evaluation.....	13
5	Consultation	15
5.1	Related documents and attachments	15
6	Graffiti Management Strategy 2019-2022	17

Attachment 3 - Graffiti Management Framework 2019-2022_Final

1 Purpose

This document outlines Council's whole-of-community approach to graffiti management within the municipality.

2 Scope

The whole-of-community approach centres on building partnerships between Council, key stakeholders, and those who reside, work or own property within the City of Yarra.

The whole-of-community approach includes a set of key outcome areas for graffiti management comprising:

1. graffiti removal
2. place management
3. education and capacity building
4. promotion
5. planning and enforcement
6. monitoring and evaluation.

This policy applies to all Officers and Councillors of the City of Yarra, and guides Councils work from 2019 – 2022.

3 Definitions

In alphabetical order, the following section lists the terms which are commonly used within the context of illegal graffiti management. This list is not exhaustive.

Crime Prevention Through Environmental Design

Crime Prevention Through Environmental Design (CPTED) is an approach to crime prevention that takes into account the relationship between the physical environment and the users of that environment. The use of design principles to address issues of crime and antisocial behaviour has been associated with best practise initiatives both internationally and throughout Australia.

An example of CPTED is Council's use of treatments to manage graffiti, whereby a mural or other type of commissioned street art is used to improve the appearance of outdoor walls and spaces covered in tagging and as a result, reduce the chance of future incidents occurring.

Examples of treatments:

Attachment 3 - Graffiti Management Framework 2019-2022_Final

[INSERT NEW PHOTO]

Criminal Justice Diversion Program

The Criminal Justice Diversion Program is governed by the Criminal Procedure Act 2009. The Program provides mainly first time offenders with the opportunity to avoid a criminal record by undertaking conditions that benefit the offender, victim and the community as a whole. The offender benefits from the program by avoiding an accessible criminal record, by receiving appropriate assistance through rehabilitation, counselling and/or treatment, whilst the community benefits by way of donations or unpaid community work to various charities or local community projects.

Council is referred people from the Criminal Justice Diversion Program, however these offers are considered on a case-by-case basis.

Curated Street Art

Curated Street Art is planned, legal work that prioritises a sanctioned approach. These works can be commissioned by Council or privately (businesses, property owners), generally involve people with curatorial expertise, incorporate design or thematic objectives and most often involve professional artists. Sometimes these projects involve professional artists working with non-professional artists, including young people.

Curated street art:

- can often require consultation as works are generally large scale and high profile
- can be temporary or permanent
- in certain cases, will be maintained by Council for its lifespan
- is coordinated by Arts & Cultural Services.

In special cases, curated street art can form a part of Council's Art & Heritage Collection; this occurs when a permanent commission is deemed significant by the Arts & Cultural Services team and it meets acquisition criteria within Council's Collection Management Policy.

Further information around curated street art can be found in the *Yarra Public Art Policy 2015-2020*.

Example of curated street art:

[INSERT NEW PHOTO]

Graffiti Management Framework 2019-2022

Attachment 3 - Graffiti Management Framework 2019-2022_Final

Graffiti

Graffiti can be an inscription, figure or mark written, painted, drawn or otherwise displayed on any surface. Tagging, a common practice of graffiti, is a calligraphic signature often illegally placed on public and private property.

Street art is a public visual art form that has grown out of the graffiti movement and refers to works that sit outside of traditional art establishments.

Traditionally both forms have been unsanctioned and illegal however contemporary understandings have accepted street art for its broader aesthetic appeal over graffiti. The cultural nature of graffiti maintains an illegal context to its practice; however works can be both sanctioned and unsanctioned.

*For the purpose of this policy it can be assumed that reference to management and removal of graffiti indicates the removal and management of **illegal** graffiti, in particular, tagging*

Graffiti occurs in a variety of forms, with common types described in Table 1 overleaf.

Attachment 3 - Graffiti Management Framework 2019-2022_Final

Table 1: Types of Graffiti

Slogans	Any graffiti which could be offensive to particular members of the general public. This would include any obscene, racist, or discriminatory graffiti.
Tags	<p>Tagging is the most common type of graffiti. It is quick, usually in spray paint or paint marker pen or simple throw-ups (outlines of bubble letters) and simple motifs. It is a way of saying "I was here" and is used in some cases to mark out territory. They are stylised personal graphic identifiers depicting names or nicknames, which are often large and in bold colours. Tags can be pictorial, drawn free hand or employ stencils, and are usually executed with a variety of materials that can include spray paints and paint markers, but also liquid paper, sharp implements and other materials that enable a mark to be left.</p> <p>Tagging is highly prolific and is frequently seen in public places with high visibility.</p>
Capping	Capping involves covering an existing graffiti piece with paint.
Scratching	Scratching refers to the scratching or etching in to surfaces which is then extremely costly to remove or repair.
Juvenile	Generally takes the form of 'x loves y' types messages or lists of first names. They are usually written with felt tip or marker pens.
Toilet/desk graffiti	Largely involving jokes, public debate, insults and banter between anonymous contributors. The content differs according to location (school or university desks, public toilets, bus shelters) and typically involves the use of pens and markers.
Stickers	Pre-designed art, printed on stickers, and applied in public spaces. Stickers in recent years have significantly increased and generally occur in high numbers throughout particular areas.
Piece	Piece, short for the word 'masterpiece', refers to large-scale multi-coloured graffiti art containing a combination of images, patterns, symbols, and letters. Piece graffiti commonly occurs along rail corridors and other highly visible locations.
Posters	Pre-designed art, printed on large posters, and applied with glue in public spaces. Similarly to stickers, the use of posters in recent years has also increased.
Stencils	Pre-designed art which is sprayed through a stencil. Stencils are commonly applied to footpaths and walls and can vary greatly in their complexity. In recent years, stencil art has become popular with a range of artists and continues to gain recognition in the public arts space.
Throw Ups	Fat bubble style outline of a word (usually a tag name) drawn quickly.
Murals	Murals are works on walls or similar types of surfaces, generally larger in scale and can be painted, printed or involve mix media. There is usually a single theme/design for the work.
Political / protest graffiti	Political graffiti communicates a viewpoint and can challenge the legitimacy of the current political stance. It is often associated with more sophisticated street art pieces, involving highly emotive content (pictures of tanks, bombs etc.).

Attachment 3 - Graffiti Management Framework 2019-2022_Final

Graffiti Hotspots

Graffiti Hotspots are strategic or highly visible areas within the municipality (such as gateways to the municipality and retail precincts) with extreme levels of illegal graffiti determined through audit and monitoring processes.

Graffiti Prevention Act 2007

The Graffiti Prevention Act 2007 (the Act) is a key aspect of the state government's graffiti management approach. The Act is a fundamental piece of legislation that graffiti related local government local laws and policies must be consistent with.

Offences under the Act include:

1. 'Marking graffiti' – creating graffiti that is visible from a public place and done without the property owner's consent. Mark graffiti means to spray, write, draw, mark, scratch or 'deface' property by any means so that the result cannot be cleaned off with a dry cloth.
2. 'Possessing a graffiti implement on transport company property or an adjacent public place, or a place where you are trespassing', for anyone aged under 18. 'Graffiti implement' refers to any tool, object, implement or substance that you can use to mark graffiti.

Under the Act, a person must not sell spray paint to a minor unless the minor has a letter or statutory declaration from their employer stating that they require spray paint for the purposes of their employment; an authorised Council Officer may serve an infringement notice on a person who the Officer has reason to believe has committed this offence.

The Act carries significant penalties including imprisonment or fines of up to fifty penalty points.

Under the Act, Council is required to give notice to a property owner of its intention to remove graffiti from private property. If a property owner does not give their permission, Council cannot remove it.

Nothing in the Act imposes a duty on Council to remove graffiti from private property.

Attachment 3 - Graffiti Management Framework 2019-2022_Final

Heritage Overlays

The Yarra Planning Scheme includes heritage overlays which are planning controls applied to places, mostly buildings, which have cultural heritage significance. They can apply to individual buildings or precincts. The heritage overlay helps to protect heritage properties by requiring a planning permit for external changes and through the permit application the impact on the heritage values can be considered.

External painting of any previously unpainted surfaces associated with a property located within a heritage overlay should be avoided.

Planning approval is required to paint a previously painted surface if the associated property is located within a heritage overlay with external paint controls.

Place Management

Place Management involves the participation of multiple stakeholders in the development of specific responses to address local issues. This approach could be adopted as a response to unwanted graffiti or as a proactive way to minimise the occurrence of graffiti. This includes urban design elements, artistic treatments including murals, heritage overlays, activity centre review, physical infrastructure (eg planting, and lighting access to the particular site).

Attachment 3 - Graffiti Management Framework 2019-2022_Final

4 Council Policy

4.1 Preamble

Everyone reacts differently to graffiti. For some, graffiti can have real impacts on perceptions of safety. For others it represents a vibrant culture; an important form of artistic and political expression in the urban environment.

The debate between what constitutes 'art', as opposed to 'graffiti' is heavily debated and inherently subjective.

Tolerance to graffiti is also subjective – Council's Annual Customer Satisfaction Surveys consistently show that residents in areas with high levels of graffiti are less likely to identify it as an issue.

Yarra City Council recognises the aspirations of property owners to have their properties free from defacement and broader community desires for well-maintained local streets and neighbourhoods.

At the same time Council supports the right to and importance of freedom of political and artistic expression, including the rights of artists to undertake legal artwork. Yarra City Council respects both of these sets of values, and seeks to balance them in the context of a corporate philosophy, valuing inclusion and diversity.

Graffiti or street art on private property without consent is illegal. Private property owners are responsible for their property, including maintaining public amenity. Council does however have a responsibility to the community to encourage property owners to maintain their assets to appropriate standards.

Graffiti, especially tagging, is a problem for some sectors of the community because it has an impact on their perception of safety. Some people feel that an area with graffiti is unsafe and therefore they may avoid areas where graffiti is present. It can increase feelings of fear and disorder in the local community and distort perceptions around the actual level of crime and safety. For others, however, it is representative of an exciting and vibrant part of city life and culture.

Opposing perceptions of graffiti reflect the non-homogenous aspects of cities, society and cultures at large.

Attachment 3 - Graffiti Management Framework 2019-2022_Final

Effective management of graffiti is important to create and maintain quality open and public spaces and to engender civic pride. The Graffiti Management Framework 2019-2022 consists of 6 key result areas: graffiti removal, place management, education and capacity building, promotion, planning and enforcement, and monitoring and evaluation.

4.2 Policy

4.2.1 Graffiti Removal

4.1.1.1 Council Property

- Council will prioritise removal of offensive graffiti (defamatory or degrading remarks or graphics about race, religion, sex or personal privacy) from Council property.
- Council will remove inoffensive graffiti from Council property as soon as possible.
- Council commits to management of graffiti on its assets through effective environmental design Crime Prevention through Environmental Design (CPTED) and the application of 'place management' principles.
- Removal of graffiti will be consistent with heritage conservation principles.

4.1.1.2 Private Property

In order of priority:

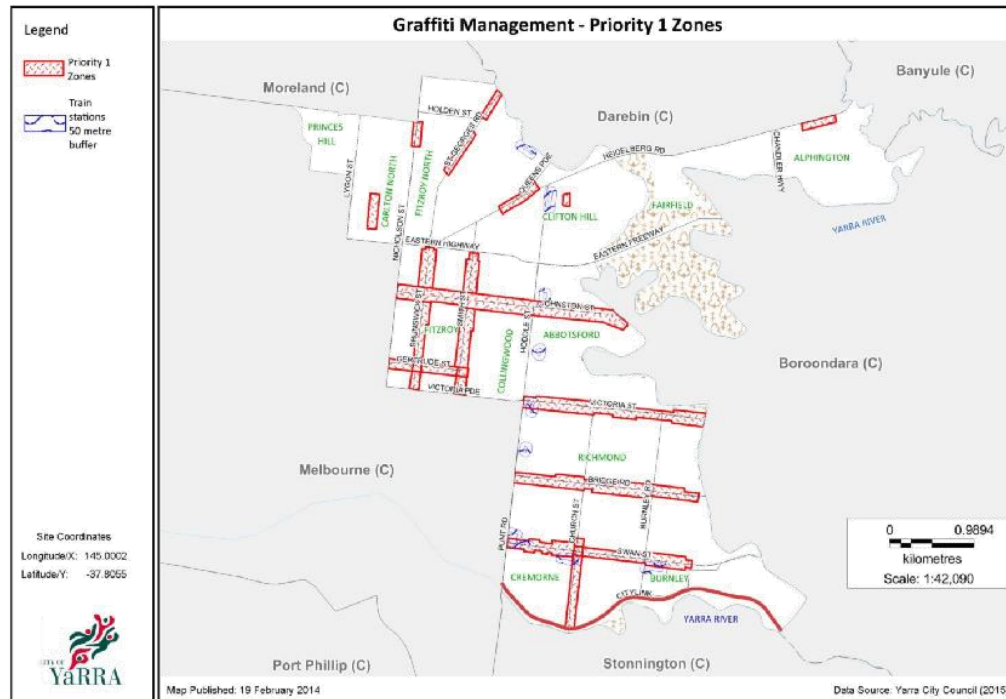
- Council will support private property owners to self-remove graffiti from their properties through provision of graffiti removal kits and discount paint vouchers.
- Council will prioritise support to private property owners through community education and urban design advice that avoids and reduces incidents of graffiti.
- Council will support local community-driven initiatives which help mitigate negative impacts of graffiti to residents and property owners.
- Council will work with the community to remove graffiti from private premises where it has a significant impact on public amenity (for example, where it is deemed offensive), and/or is a shopping centre, a gateway or an area of high prominence (see Figure 1 overleaf detailing priority 1 zones for graffiti management) OR where residents are frail aged or living with a disability.

Attachment 3 - Graffiti Management Framework 2019-2022_Final

- Removal of graffiti will be consistent with heritage conservation principles.

Attachment 3 - Graffiti Management Framework 2019-2022_Final

Figure 1: Graffiti Management Priority 1 Zones



Graffiti Management Framework 2019-2022

Attachment 3 - Graffiti Management Framework 2019-2022_Final

4.2.2 Place Management

- Across the municipality, Council will deliver place-based interventions in consultation with the community.
- Council will recognise, celebrate and cultivate the unique public art in Yarra's urban environment.
- Council will use a range of approaches to reduce the negative impact of graffiti in public places including urban design, landscaping and graffiti management treatments such as murals.

4.2.3 Education & Capacity Building

- Council's Graffiti Coordination group will contribute to effective management of public spaces, considering CPTED through statutory planning, landscaping, open space, urban design, public art and properties and building.
- Council will support delivery of community education, prevention, diversion, awareness and promotion programs on graffiti management including steps that residents, businesses and property owners can take to prevent and remove graffiti from private property.

4.2.4 Promotion

- Council acknowledges the considerable interest in Yarra's street art and graffiti and will support its promotion where appropriate.

4.2.5 Planning and Enforcement

- Illegal graffiti is a criminal offence that is dealt with under the provisions of the Graffiti Prevention Act 2007.
- Council will investigate ways in which to better manage illegal graffiti.

4.2.6 Monitoring and Evaluation

- The Graffiti Management Framework will be advanced by active monitoring and improved through robust and strategic evaluation.

Attachment 3 - Graffiti Management Framework 2019-2022_Final

- Evidence from the evaluation will be used to plan activities, monitor and improve their implementation, make judgements about their impact and the allocation of resources.
- Council will continue to monitor best practice.

Attachment 3 - Graffiti Management Framework 2019-2022_Final

5 Consultation

Yarra City Council's Community Partnerships, City Works, Arts & Cultural Services, Youth Services, Statutory Planning, Urban Design and Economic Development branches have provided input into this Framework.

Thanks to Sean Ling – Department of Justice, Hieng Lim – Neighbourhood Justice Centre, Bronwyn Boyd & Jason Perdriau – Department of Health & Human Services, Glenn McFarlane – Victoria Police, the Fitzroy Residents Association, Swan Street Business Association, Alison Young – University of Melbourne, and artists Ghost Patrol and Hayden Dewar for taking the time to provide feedback.

Special thanks to the hundreds of residents, traders, workers, property owners, and visitors to our municipality who also took the time to provide feedback.

5.2 *Related documents and attachments*

A Graffiti Management Strategy is attached and establishes a framework for Council to respond to its own property, and to working with private and public property owners, community organisations and artists.

The Graffiti Management Strategy is not an exhaustive list of all graffiti related activity at Yarra. Rather, it provides a means for Council to prioritise and drive forward strategies related to graffiti management and removal.

Other associated documents include:

- Arts and Cultural Strategy 2016-2020
- Council Plan 2017-2021
- Asset Management Policy 2011
- Yarra City Council 0-25 Years Plan 2018-2022
- Public Art Policy 2015-2020
- Yarra Economic Development Strategy 2015-2020
- Yarra Heritage Strategy 2015-2018

Attachment 3 - Graffiti Management Framework 2019-2022_Final

- Yarra Planning Scheme

Attachment 3 - Graffiti Management Framework 2019-2022_Final



6 Graffiti Management Strategy – 2019-2022

Key Result Area	Action	Responsible Unit/s	Timeline	Resources
1. Graffiti Removal <i>Council property</i> <i>Private property</i>	1.1 Continue removal of offensive graffiti (defamatory or degrading remarks or graphics about race, religion, sex or personal privacy) from Council property within 4 hours of notification	City Works	Ongoing	Existing
	1.2 Continue removal of inoffensive graffiti from Council property as soon as possible within twenty days	City Works	Ongoing	Existing
	1.3 Respond to service requests within 24 hours and where appropriate remove of graffiti from private premises as soon as possible within operational scheduling	City Works	Ongoing	Existing
	1.4 Continue removal of graffiti from Council assets including road signs, street furniture and bollards	City Works	Ongoing	Existing
	1.5 Create a workflow and process that eliminates delaying the removal of graffiti and posters in retail	City Works	Year 1	Existing

Attachment 3 - Graffiti Management Framework 2019-2022_Final



Key Result Area	Action	Responsible Unit/s	Timeline	Resources
	strips due to requiring permission of the property owner			
	1.6 Continue removal of graffiti from street litterbins and park assets including playgrounds, furniture and signs	Open Space, City Works	Ongoing	Existing
	1.7 Continue removal of graffiti and posters from all surfaces in high profile retail strips	City Works	Ongoing	Existing
	1.8 Continue to fund designated positions to identify, audit and carry out clean-up work throughout retail precincts and commercial gateways across Yarra	City Works	Ongoing	Existing
	1.9 Utilise the Department of Justice Graffiti Removal Services where applicable	City Works	Ongoing	Existing
	1.10 Implement and evaluate a process to assess the criteria for removing graffiti from private property	City Works	Year 1	Existing

Attachment 3 - Graffiti Management Framework 2019-2022_Final



Key Result Area	Action	Responsible Unit/s	Timeline	Resources
	1.11 Seek to establish relevant MOUs with other authorities such as Yarra Trams, Metro Trains, Adshel, Australia Post, Citipower and Telstra where required to allow ongoing removal of graffiti	City Works	Year 1	Existing
	1.12 Establish workflows that focus on proactive removal and prevention rather than reactive removal	City Works	Year 1	Existing
	1.13 Continue to provide free graffiti removal kits and discount paint vouchers to local residents	City Works	Ongoing	Existing
	1.14 Carry out collaborative quick removal trials with the community to identify the most effective methods of minimising graffiti	City Works	Year 1	Existing
	1.15 Investigate the feasibility of entrepreneurial and innovative solutions/enterprises for removal and treatments of graffiti and tagging e.g. fee for service	Youth Services	Ongoing	Existing

Attachment 3 - Graffiti Management Framework 2019-2022_Final



Key Result Area	Action	Responsible Unit/s	Timeline	Resources
	1.16 As part of Council's community grants program, fund community-based initiatives that seek to reduce the impact of graffiti	Community Partnerships	Ongoing	Existing
	1.17 Develop and maintain a quality assurance process to monitor graffiti removal and associated costs	City Works	Year 1	Existing
	1.18 Access Yarra will encourage the community to report graffiti to the organisation responsible for the assets via the Council website	Access Yarra	Ongoing	Existing
2. Place Management <i>Implement Place Based Interventions</i> <i>Engage the Community</i> <i>Alternative Treatments</i>	2.1 Identify opportunities to implement collaborative place management strategies for illegal graffiti hotspots and places with emerging graffiti issues.	City Works, Recreation & Open Space, Asset Management, Urban Design, Arts & Cultural Services, Youth Services	Ongoing	Existing
	2.2 Conduct programmed graffiti removal in retail precincts in partnership with business and property owners	City Works	Ongoing	Existing

Attachment 3 - Graffiti Management Framework 2019-2022_Final



Key Result Area	Action	Responsible Unit/s	Timeline	Resources
	2.3 Continue to use alternative treatments such as traffic signal boxes and murals as diversionary/early intervention/prevention strategies and for precinct amenity improvement	City Works, Arts & Cultural Services, Youth Services	Ongoing	Existing
	2.4 Investigate the use of initiatives such as green walls and lighting to manage graffiti	City Works, Urban Design, Arts & Cultural Services	Year 1	Existing
	2.5 Develop a process for implementation and oversight of treatments including consideration of an external working group to manage this	City Works, Arts & Cultural Services	Year 1	Existing
3. Education & Capacity Building <i>Strategically Coordinate Graffiti</i> <i>Deliver Community Education</i> <i>Create Civic Pride</i>	3.1 Continue to strategically coordinate graffiti based projects across Council and good management of public spaces, through the Graffiti Coordination Group	City Works	Ongoing	Existing
	3.2 Continue to plan, develop and deliver youth-led treatments, stencil and mural projects that enhance young people's engagement, health and wellbeing	Youth Services	Ongoing	Existing

Attachment 3 - Graffiti Management Framework 2019-2022_Final



Key Result Area	Action	Responsible Unit/s	Timeline	Resources
	3.3 Identify a suitable site for, and implement, a legal graffiti site within the municipality	City Works, Youth Services	Year 2	Existing
	3.4 Work in partnership with local organisations to build capacity around graffiti education/awareness	Youth Services	Ongoing	Existing
	3.5 Promote the implementation of the Graffiti Management Framework	City Works and Advocacy & Engagement	Ongoing	Existing
	3.6 Regularly update and maintain graffiti-related information on Council's website	City Works, Advocacy & Engagement	Ongoing	Existing
	3.7 Provide advice and information to residents on commissioning of murals on private properties	Arts and Cultural Services	Ongoing	Existing
	3.8 Provide advice and information to property owners on graffiti removal and prevention in heritage areas	Access Yarra / Strategic Planning (Heritage)	Ongoing	Existing
	3.9 Implement community education programs such as information workshops on graffiti management	City Works	Ongoing	Existing

Attachment 3 - Graffiti Management Framework 2019-2022_Final



Key Result Area	Action	Responsible Unit/s	Timeline	Resources
	3.10 Create a culture of civic pride to encourage residents to remove graffiti from private property	City Works	Year 1 - 4	Existing
4. Promotion <i>Leverage Social Media</i> <i>Support & Advocate</i>	4.1 Leverage social media to identify, document and promote legal graffiti and street art within Yarra	Advocacy & Engagement, Arts & Cultural Services	Ongoing	Existing
	4.2 Support and advocate for significant street art, both historical and contemporary, including commissioning and scoping preservation and restoration with stakeholders	Arts & Cultural Services	Year 1 – 4	
5. Planning & Enforcement <i>Better management</i>	5.1 Update Victoria Police quarterly with information on graffiti incidents such as tagging	City Works	Year 1 - 4	Existing
	5.2 Investigate technology that will assist with monitoring and prevention	City Works	Year 1	Existing
	5.3 Investigate the use of local laws as a tool to manage graffiti on abandoned buildings	City Works, Compliance	Year 1	

Attachment 3 - Graffiti Management Framework 2019-2022_Final



Key Result Area	Action	Responsible Unit/s	Timeline	Resources
6. Monitoring & Evaluation	6.1 Council will undertake evaluations of projects as required	City Works, Arts & Cultural Services, Youth Services	Ongoing	Existing
	6.2 The Coordination Group will undertake annual reviews of the Policy and report to Council on the results	City Works	Ongoing	Existing
	6.3 Council will investigate the best means of improving a 'live' register of Council managed street / public art installations and implement a review system for commissioned treatments on a five year lifespan	Arts & Cultural Services, City Works	Ongoing	Existing

11.4 Multicultural Partnerships Plan 2019-2023

Executive Summary

Purpose

The adoption of the Multicultural Partnerships Plan 2019-2023.

Key Issues

The development of the Multicultural Partnerships Plan (MPP) 2019-2023 spanned most of 2018, involving social research, policy analysis, and consultations with Council staff, Yarra residents, community groups, organisations and other stakeholders.

The Draft Multicultural Partnerships Plan (MPP) 2019-2023 was released for public exhibition after endorsement from Council in February this year.

Feedback from the public exhibition phase was used by the Reference Group to further hone the Action Plan for the first year of the MPP (2019-2020).

Financial Implications

All actions for the first year have been chosen according to what is achievable with the existing budget.

PROPOSAL

That Council adopts the Multicultural Partnerships Plan 2019-2023.

11.4 Multicultural Partnerships Plan 2019-2023

Trim Record Number: D19/73823

Responsible Officer: Group Manager People, Culture and Community

Purpose

1. The purpose of this report is to seek Council's adoption of the Multicultural Partnerships Plan 2019-2023.

Background

2. The development of the Multicultural Partnerships Plan (2019-2023) (henceforth referred to as MPP or the Plan) has been conducted throughout 2018, involving social research, policy analysis, and consultations with Council staff, Yarra residents, community groups, organisations and other stakeholders.
3. The MPP outlines Priorities, Strategic Goals, and a Year One Action Plan to enact the MPP's priorities.
4. The Draft MPP was endorsed by Council on 19 February 2019, and was released for public exhibition and secondary consultation.
5. The second round of consultations provided further feedback which informed the MPP and helped to consolidate the first year actions. A summary of the feedback received during the public exhibition phase can be seen at **Attachment 1**.
6. A meeting with the Reference Group was held to discuss the feedback, which was then incorporated into the final Plan, and is now presented for adoption. See **Attachment 2** for the final version of the MPP.

External Consultation

7. Initial development of the MPP involved several stages including:
 - (a) an internal review of the outgoing policy, and analysis of current multicultural socio-political climate and historical context;
 - (b) establishment of a Reference Group to inform and guide the development of the Plan;
 - (c) analysis of recent Council consultations results and feedback with reference to multicultural communities and issues; and
 - (d) engagement and consultation with Yarra stakeholders not engaged in the above consultations to ensure many diverse voices were included.
8. A Consultation Report (**Attachment 3**) outlines a summary of the methods and participants involved in these consultations.
9. A summary of all major related consultations was also prepared and used to inform the development of the Draft MPP, in order to maximise efficiency and avoid "consultation burn-out". The report can be found at **Attachment 4**.
10. The secondary consultation began after the Draft MPP was endorsed, and involved public exhibition of the Draft on the Yarra website.
11. The Draft MPP 2019-2023 was released for public exhibition from 8th March to 8th April via the Yarra Council public website "Your say Yarra", and also distributed via email to various networks, as well as internal Council branches. The webpage consultation was promoted extensively via network distribution, and social media.
12. A Summary version of the Draft was developed specifically for translation, and Arabic, Chinese (Simplified) and Vietnamese translations were sought. The Summary (English) and translated copies were all also uploaded on the website.

13. The Your Say Yarra page comprised a brief survey, along with the full Draft Multicultural Partnerships Plan, a Summary version of the Draft, and Arabic, Chinese and Vietnamese translations of the Summary version, all available for downloading.
14. A total of 267 visits to the webpage, with 22 engaged visitors to the page was recorded over this period with a total of 81% of respondents agreeing with the priorities, and 86% agreeing with the goals. A summary of results can be found at **Attachment 5**.
15. Email distribution of the Draft MPP to stakeholder networks (both internal and external) yielded minimal feedback. Translated copies of the Draft MPP were sent to ethno-specific groups and organisations, urging workers with direct client services to share with their clients and community groups.
16. Targeted discussions were also held with groups (Yarra Multicultural Advisory Group, Yarra Settlement Forum, Carringbush Classes, Cohealth Community Liaison and Participation Committee) to discuss the Draft Plan, utilising on-site interpreters and translated copies of the Plan.
17. As mentioned earlier, a summary of the feedback from the secondary consultations can be found at **Attachment 1**.
18. Overall, the secondary consultation mostly confirmed the priority issues were accurately reflected, with work undertaken by the Reference Group to tweak Actions in the first year Action Plan.

Internal Consultation (One Yarra)

19. The Draft MPP was distributed internally to all relevant stakeholders (Family and Children's Services, Aged and Disability Services, Libraries, Community Partnerships) requesting feedback.
20. The webpage and associated Draft documents (Summary Draft, translated copies and full Draft MPP) were promoted and distributed internally for sharing with stakeholder's networks, clients and community groups, encouraging re-sharing.

Financial Implications

21. All actions in Year One of the MPP are being resourced through the existing budget.
22. All actions for the first year have been chosen according to what is achievable with the existing budget. Action Plans for subsequent years will be determined by the community consultation and budgetary considerations. If the case arises whereby further funding is required for a new initiative, a new initiative bid will be lodged during the budgeting process.

Economic Implications

23. Council recognises a range of ongoing advantages of migration to Victoria and in particular to Yarra's economy. Multiculturalism boosts our economic advantage by providing the municipality with a competitive edge through a diverse, innovative, highly skilled and internationally connected workforce, in areas such as tourism, small business and industry, research and development, employment and education.
24. Strategies in the Plan which focus on opportunities, capacity building and employment diversity at Council will all contribute to positive economic contributions for Yarra.

Sustainability Implications

25. An engaged and informed multicultural community that participates in sustainability projects such as community education and awareness, community gardens and urban agriculture, (e.g. Community garden at Collingwood Housing Estate developed in conjunction with Urban Agriculture staff at Council) delivers positive sustainability outcomes for the municipality. Opportunities for linking in staff from Sustainability and Urban Agriculture with multicultural communities will be increased via the continuation of the YMAG, and other relationships, as well as the formation of new ones.

Social Implications

26. The MPP plays a key role in the development of the multicultural community through: building relationships; developing skills; increasing awareness; and resilience within the community.
27. The MPP (2019-2023) has been designed to continue to build on the work undertaken in the previous Plan; strengthening partnerships and service delivery to Yarra's multicultural residents, groups, organisations and ethno-specific agencies.
28. The principles (and many actions) behind the Plan (2019-2023) are aligned with social inclusion principles by respecting diversity and promoting a welcoming community.

Human Rights Implications

29. The Multicultural Partnerships Plan is driven by a human rights perspective and sits within a context of policies and legislation protecting human rights.
30. The Plan is aligned with the Charter of Human Rights and Responsibilities Act 2006, and other pieces of international, national and state human rights legislation, declarations and conventions. The Plan derives from (and affirms) a human rights framework.
31. The Charter protects important rights endemic to multiculturalism. In particular, freedom from discrimination, freedom of expression, the right to participate in public life and freedom of religion and cultural rights. It provides protection to people who may be marginalised or disadvantaged because of their cultural, religious or language background, and assists with these groups' sense of belonging. The Plan is a practical way of actively promoting and protecting people's human rights.

Communications with CALD Communities Implications

32. The whole process of developing the draft MPP has maintained as a central tenet, communicating with culturally and linguistically diverse communities, and more importantly, the most efficient and accessible ways of doing so. It is vital to tailor communication methods to the diversity of language and information needs in the community. Therefore, interpreters and translation services were used widely throughout any interaction with CALD communities.
33. Effective cross cultural communication and use of language services is important, however, the focus in this Plan on nurturing ongoing relationships with communities is a far more effective tool when communicating, than solely the use of language services in sporadic consultations.
34. In the development of the Plan, it was imperative to continue conversations via these relationships with CALD communities to shape each Action Plan, ensuring its relevance to community.
35. The Plan's Priorities of (a) Participation and Inclusion, and (b) Engagement and Communication in particular focus on communications with CALD communities and associated actions to reflect this.

Council Plan, Strategy and Policy Implications

36. Both Plans relate to several key objectives of the Council Plan 2017-2021, namely:
 - (a) Inclusion, diversity and uniqueness are welcomed, respected and celebrated;
 - (b) Community health, safety and wellbeing are a focus in everything we do; and
 - (c) Transparency, performance and community participation drive the way we operate.
37. All four Priorities (and associated Strategic Goals) in the MPP are closely aligned with the Council Plan objectives. They include:
 - (a) Welcoming Diversity;
 - (b) Participation and Inclusion;

- (c) Safe and Liveable Spaces; and
- (d) Engagement and Communication.

Legal Implications

38. There are a number of international, national and state pieces of legislation that underpin both the outgoing and the revised Plans. These include:
- (a) Commonwealth policy context:
 - (i) Australian Human Rights Commission Act 1986;
 - (ii) The Racial Discrimination Act 1975; and
 - (iii) The People of Australia statement by Australian Multicultural Advisory Council; and
 - (b) State Policy context:
 - (i) Equal Opportunity Act 1995;
 - (ii) Racial and Religious Tolerance Act 2001;
 - (iii) Multicultural Victoria Act 2004;
 - (iv) Charter of Human Rights and Responsibilities Act 2006; and
 - (v) Local Government Act 1989.
39. The context of these pieces of legislation ensures Council has a legal responsibility to protect the rights of individuals, which is reflected in Council's Multicultural and many other Policies.

Other Issues

40. There are no other issues.

Options

41. There are no other options.

Conclusion

42. The development of the Multicultural Partnerships Plan 2019-2023 was conducted throughout 2018 via extensive consultation and analysis.
43. The Draft Plan was endorsed by Council in February 2019, and was released for public exhibition and secondary consultation thereafter.
44. The information and feedback gleaned from the second consultation was used to further hone the MPP and Action Plan, and outlines priorities, strategic goals and actions for the next four years in relation to multicultural communities in Yarra.

RECOMMENDATION

1. That:
- (a) Council adopts the Multicultural Partnerships Plan 2019-2023.

CONTACT OFFICER: Cristina Del Frate
TITLE: Community Partnerships Team Leader, Social Policy
TEL: 9205 5174

Attachments

- 1 [!\[\]\(2824aab9645d9fab95bae27ff6828dab_img.jpg\)](#) Response Summary Public Exhibition of Multicultural Partnerships Plan
- 2 [!\[\]\(0fbf3ad74a6c8dc44ba9ea17fc2aca5e_img.jpg\)](#) Multicultural Partnerships Plan 2019-2023
- 3 [!\[\]\(c42d0234b47eca423823087b9f2f5716_img.jpg\)](#) Consultation Report MPP 2019-2023
- 4 [!\[\]\(0a4e27b70a7e12aa1778c291185d94b0_img.jpg\)](#) CPU Policies Community Consultation Report
- 5 [!\[\]\(5fd3f9e293352907910bc12719d886a8_img.jpg\)](#) Your Say Yarra Multicultural Plan Webpage Survey 2019

Attachment 1 - Response Summary Public Exhibition of Multicultural Partnerships Plan

Response Summary: DRAFT Multicultural Partnerships Plan 2019-2022 Secondary Consultations

Summary

The Draft Multicultural Partnerships Plan (MPP) 2019-2022 was released for public exhibition from 8th March to 8th April via the Yarra Council public website “Your say Yarra”, and distributed via email to various networks (Yarra Settlement Forum, Richmond Rising, Yarra Multicultural Advisory Group, Cohealth Community Liaison and Participation Committee), as well as internal Council branches (family and children’s services, aged and disability, youth services, community partnerships).

A Summary version of the Draft was developed specifically for translation, and Arabic, Chinese (Simplified) and Vietnamese translations were sought. The translated documents were provided to ethno-specific groups (eg. Australian Vietnamese Women’s Association, Yarra Chinese Seniors groups), as well as to service providers working with CALD communities (eg. Cohealth, Micare).

The Draft was also brought to a number of groups for more detailed feedback discussions including the Yarra Multicultural Advisory Group, and Carringbush Adult Learning students.

Web-based consultation

The Your Say Yarra page comprised a brief survey, along with the full Draft Multicultural Partnerships Plan, a Summary version of the Draft, and Arabic, Chinese and Vietnamese translations of the Summary version, all available for downloading.

A total of 267 visits, 65 informed visitors and 22 engaged visitors to the page was recorded over this period.

Summary of responses:

1. What do you think of our draft Multicultural Partnerships Plan 2019-2022?
Do you agree with the priorities?
Yes 81% No 9% Unsure 9%
2. Do you agree with these goals?
Yes 86% No 4% Unsure 9%
3. What is your age?
26-35 18% 36-45 31% 46-55 22% 55+ 27%
4. Were you born in a country other than Australia?
Yes 68% No 31%

Attachment 1 - Response Summary Public Exhibition of Multicultural Partnerships Plan

5. Do you speak a language other than English at home?
Yes 27% No 72%

Summary of issues raised as responses to Your Say Yarra page:

(not direct quotes)

- safety around Victoria street area
- governance support to community groups, community spaces and funding
- advocacy around discrimination and racism
- employment opportunities for CALD and Aboriginal people at Council
- Council facilitation of inter-cultural opportunities / events
- How to achieve goals set out and measure success?
- English language classes
- more opportunities for youth
- initiatives need to be community-led

Direct email responses

A summary of two responses to the Draft Multicultural Partnerships Plan 2019-2022 via email include:

"doing some research into how Yarra CALD residents seek and discover information they need, and how Council can actively advocate to other government departments (eg. Housing) on issues impacting on residents"

Direct quote:

"We noted the strategy mentions highlighting the strengths/benefits of diversity a few times but without specific action areas to address this (strategic goal 1.1). We were wondering how Council currently messages about the benefits of diversity, or what its plans are to do more in respect of this?"

"We also wanted to know how Council measures religious diversity – statistics are presented extensively about country of birth, languages spoken and reference made to religion but without the statistics. It is notable that Council has added this dimension to cultural diversity, in line with best practice in this area. We have developed a diversity measurement tool that dives into different dimensions of diversity with a specific focus on different dimensions of culture."

"Regarding strategic goal 2, a big part of participation and inclusion is employment. Whilst mentioned in 2.1 there does not appear to be a corresponding action on employment pathways for CRALD residents. This is something our organisation has developed a series

Attachment 1 - Response Summary Public Exhibition of Multicultural Partnerships Plan

of tools which could be of interest to council, including mutuality standards that help organisations in their strategic planning to better represent communities.

Related to both these points, we would suggest council add further strategic goals relating to employment pathways such as:

- Strategic goal 2.3 Council seeks out opportunities to work together with CRALD communities, other organisations and other sectors to build accessible and sustainable job pathways for people from diverse backgrounds
- Strategic goal 2.4 Council sets targets for employment and staffing based on mutuality with community diversity"

Feedback from discussions

Discussions were held with Carringbush English language students and Cohealth CLAP (Client Liaison Advisory Panel) directly relating to the Draft.

Comments from the CLAP included:

"The committee is happy with the plan and appreciated the closing feedback loop with this consultation"

"The community is changing and evolving with new communities. People need to be respected, and the plan makes this happen"

"Happy with the Plan priorities, however could mention something on physical safety being the biggest issue, around and on the public housing estates, issues of drug and alcohol, less policing, and Yarra council needs to have strategies to deal with those: ie. Increased police presence, etc"

"Safety issue for the elderly on the streets and at home. Strategy could relate to access"

"Newcomers need to feel safe too, both physically and mentally."

Comments from Carringbush students:

(not direct quotes)

-safety around Victoria st regarding open drug dealing and taking is of great concern;

-very happy and grateful that Yarra Council is supportive of multicultural communities;

Conclusion

The information collected during this second consultation period specifically relating to the draft will be shared with the MPP 2019-2022 Reference Group to discuss how the information will be incorporated.

The final draft will then go to Council for final endorsement in June 2019.

MULTICULTURAL PARTNERSHIPS PLAN 2019 – 2023

Contents Page

1) Purpose and Guiding Policies:

- Background
- Multicultural Policy Statement
- Refugee & Asylum Seeker Statement
- Welcoming Cities

2) Political & Legislative Context

3) The Culture of Yarra

- Where we are from
- Our Languages

4) Priorities and Strategic Goals

- Welcoming Diversity
- Participation & Inclusion
- Liveable & Safe Community
- Engagement & Communication

5) Yarra's Commitment to Diversity

- Achievements to date
- How this Plan will be implemented

6) Year One Actions – 2019-2020 (financial year)

Appendix 1 – Multicultural Yarra – Demographic Profile

1) Purpose and Guiding Policies

❖ Background

The development and adoption of the Multicultural Partnerships Plan (MPP) 2019 – 2023 is the continuation of a long-term commitment by the City of Yarra to DIVERSITY and INCLUSIVENESS. The key steps in the revision of the previous plan and creation of the Multicultural Partnerships Plan 2019 – 2023 has been ongoing consultation and relationship building with our diverse community, as well as an analysis of best practice approaches at a local, national and international level.

Intrinsic to developing this Plan is Yarra's commitment to its culturally, religiously, and linguistically diverse communities (CRALD). It is based on recognition of Yarra's rich cultural, linguistic and religious diversity and heritage, spirit of celebration and community harmony. It affirms a model of social inclusion and cohesion, fostered through partnership building and open communication and engagement with the community.

Yarra has developed this Plan in the context of binding commitments we have already made through our Multicultural Statement, Refugee & People Seeking Asylum Statement and our membership of the Welcoming Cities initiative (see details below).

❖ Multicultural Policy Statement

The Multicultural Policy Statement is an affirmation of Council's ongoing commitment to the multicultural community it serves. The City of Yarra will provide leadership in local multicultural issues and is committed to promoting the rights of multicultural communities.

Vision

Yarra City Council upholds that people from multicultural backgrounds are valued, supported, included and respected members of the community.

Every member of our community has the freedom to express their cultural, linguistic and religious traditions without fear of discrimination.

Yarra City Council supports multicultural communities to have equal opportunities to lead and participate in Yarra.

Yarra City Council:

- Affirms that Indigenous Australians are the first custodians of this country and continue to contribute to the cultural heritage of this land. Council recognises that cultural diversity existed before white settlement in the cultural diversity of the Indigenous nations living here pre-colonisation, and will actively work towards promoting and celebrating this.
- Recognises cultural, linguistic and religious diversity as an integral part of Yarra's history and identity, and that this diversity enriches Yarra.

Attachment 2 - Multicultural Partnerships Plan 2019-2023

- Respects and promotes the expression of culture, language and religion free from vilification or discrimination, and that these are basic human rights for ALL people.
- Acknowledges that within multicultural communities, there are potentially vulnerable groups who may be at risk of further disadvantage such as women, refugees, people seeking asylum, older people, people who are Lesbian Gay Bisexual Transgender and Intersex (LGBTI), and people with disabilities.
- Promotes an inclusive community, in which people are enabled to participate fully in the social, cultural, economic and political opportunities of the municipality irrespective of race, gender, culture, language or religion.
- Welcomes refugees, people seeking asylum and other newly arrived migrants to the municipality with respect and compassion, and has a role to play in creating a welcoming and socially cohesive community.
- Rejects all forms of racial and religious vilification, violence, harassment and unlawful discrimination, and will work towards a community free of racism.

❖ Refugee & People Seeking Asylum Statement

Yarra City Council:

- Recognises and welcomes all people who have arrived on humanitarian visas, people seeking asylum and those who come from refugee backgrounds who arrive on other visa types, including family migration and skilled migration.
- Recognises the United Nations definition of a person seeking asylum as an individual seeking international protection but whose claim has not been fully decided yet.
- Recognises the journey of people seeking asylum who are often fleeing from war and human rights violations. They have often experienced trauma and persecution and should be treated with dignity and compassion, while acknowledging these people also have strengths, which have contributed to their survival and resilience.
- Will provide opportunities for refugees and people seeking asylum to actively participate and contribute in community life.
- Will actively advocate for the rights of refugees and people seeking asylum to be free from hardship and enable them to actively participate in this community, while also challenging discriminatory beliefs and policies.
- Will celebrate and acknowledge the contributions refugees and people seeking asylum have made to Yarra and continue to do so, recognising these communities have inherent strengths and resilience.

Attachment 2 - Multicultural Partnerships Plan 2019-2023

❖ Welcoming Cities

Early in 2018 Yarra City Council officially joined the Welcoming Cities Network. This network facilitates a national network of inclusive, vibrant communities internationally recognised for their ability to foster a sense of belonging and participation.

It seeks to address and embrace the challenges and opportunities of migration. It aims to create more welcoming and inclusive communities by supporting local government leaders and communities to be more effectively resourced, networked and supported.

The steps outlined below are a process that Council will move through on its journey as a Welcoming City. Many of the requirements outlined at each stage are already being undertaken by many Councils.

1.Commit to Welcome

Local councils commit to participating in the broader welcoming city network and consulting on the development of The Australian Standard for Welcoming Cities.

Local councils commit to develop and socialise strategies that create opportunities for all members of their communities to participate in and contribute to social, economic and civic life.

2.Communicate Welcome

Messages of unity, shared values and belonging permeate the community through the media, the voices of leaders, and among residents.

Diverse voices are valued, listened to, communicated and celebrated.

3.Plan for Welcome

Local councils facilitate a multi- sector approach, working together to create a welcoming community that values social, economic and civic participation for all people.

Local councils establish policies and practices that embed welcoming and inclusion across all policy areas.

Local councils develop strategies that focus on receiving and welcoming both migrant / new & emerging communities.

4.Build Welcome

Local councils consider and benchmark their policies and practices against The Australian Standard for Welcoming Cities.

Newcomers and long-time residents increasingly find common ground and leadership is representative of the diversity of communities.

5.Sustain Welcome

Attachment 2 - Multicultural Partnerships Plan 2019-2023

Local councils audit and accredit their policies and practices against The Australian Standard for Welcoming Cities.

Social cohesion and socioeconomic indicators improve over time.

The MPP has been developed in alignment with the Welcoming Cities standards as they closely reflect Yarra's policy stance and are based on a human rights framework.

The Welcoming Cities initiative is listed as a nominee for the Australian Human Rights Awards 2018.

2) Political & Legislative Context

International, federal and state legislation clearly document that it is unlawful to discriminate on the basis of characteristics such as cultural and language background. It is Council's responsibility to respond to the needs of our CRALD residents in a manner that both reflects the requirements of the overarching legislations and responds to the nuances of our community.

The Racial Discrimination Act 1975 gives effect to Australia's obligations under the International Convention on the Elimination of All Forms of Racial Discrimination. This Act aims to promote equality for all persons, regardless of race, colour or national or ethnic origin, and to make discrimination against people on these bases unlawful.

In addition to anti-discrimination law, the government opposes racial vilification and discrimination through the National Anti-Racism Strategy (the Strategy), which was launched in 2012. The Strategy aims to promote a clear understanding in the Australian community of what racism is, and how it can be prevented and reduced.

The Victorian Human Rights Charter is a Victorian law that sets out the basic rights, freedoms and responsibilities of all people in Victoria, and requires public authorities, such as Victorian state and local government departments and agencies, to uphold the human rights in the Charter. Legally, Council is required to ensure people have the right to fully participate in public life, which necessitates the provision of information that is accessible and appropriate.

As a signatory to the Australian Human Rights Commission's National Anti-Racism Strategy, Yarra City Council has expressly embedded its principles into this Multicultural Partnerships Plan.

Yarra's whole of organisation approach to multicultural partnerships is reflected in and intersects with these related policies:

- Yarra Customer Service Guarantee
- Council Plan 2017-2021
- 0-25 Years Plan 2018-2022
- Language Services Policy and Guidelines
- Access and Inclusion Strategy 2018-2024
- Aboriginal Partnerships Plan 2019-2022
- Employee Inclusion and Diversity Strategy 2015-2017
- Active Healthy Ageing Strategy 2018 – 2024

Attachment 2 - Multicultural Partnerships Plan 2019-2023

A brief summary of the guiding legislation is outlined below.

INTERNATIONAL CONVENTIONS

UN Convention & Protocol Relating to the Status of Refugees (1951)
UN International Convention on the Elimination of All Forms of Racial
Discrimination (1996)
UNESCO Universal Declaration on Cultural Diversity (2001)
UNESCO's International Coalition of Cities Against Discrimination in Asia and
Pacific Ten Point Commitment Plan (2009)

FEDERAL (LEGISLATION)

The Racial Discrimination Act (1975)
Australian Human Rights Commission Act (1986).

STATE - VICTORIAN (LEGISLATION)

Victorian Racial and Religious Tolerance Act (2001)
Victorian Charter of Human Rights and Responsibilities Act (2006)
Equal Opportunity Act (2010)
Multicultural Victoria Act (2011)

3) The Culture of Yarra

❖ Where we are from

29% (25,055) of Yarra residents were born overseas (latest census), and have come to Yarra from over 140 countries. The 40 most common OS birthplaces are shown below. 19% of these residents came from non-English speaking countries and 10% from main English-speaking countries. *Further demographic information can be found in Appendix 1.*

Top 15 countries of birth	Number	%
England	3,314	3.8%
New Zealand	2,649	3.1%
Vietnam	2,625	3%
China	1,573	1.8%
Greece	1,131	1.3%
Italy	863	1%
USA	830	1%
Malaysia	742	0.9%
India	639	0.7%
Ireland	529	0.6%
Scotland	415	0.5%
Germany	410	0.5%
Canada	401	0.5%
South Africa	389	0.4%
Ethiopia	374	0.4%

❖ Our Languages

About 19,000, or 22%, of Yarra residents speak a language other than English at home, representing a total of 120 different languages. The 10 biggest languages in Yarra, other than English, are shown below.

TOP 10 LANGUAGES OTHER THAN ENGLISH	%
Vietnamese	3.9%
Greek	2.6%
Mandarin	2.2%
Italian	1.8%
Cantonese	1.4%
Spanish	1.0%
Arabic	0.8%
French	0.7%
German	0.5%
Somali	0.5%

4) How was this Plan developed?

Council adopted several methods in developing the Multicultural Partnerships Plan.

Research and review

- Review of historical context of multiculturalism in Australia.
- Review of current policy and action plan.
- Summary report of current multicultural socio-political context.
- Updated demographic data and forecast information on CALD communities in Yarra.

Establishment of Reference Group

A reference group comprising a Yarra Councillor, Council officers, community members and service providers guided the development of the plan. The Yarra Multicultural Advisory Group (YMAG) were also consulted throughout the development of the Plan.

Consultation with the Yarra community

Consultations were conducted throughout 2018 and included: visits to established CALD community groups, individual interviews, focus group discussions with ESL classes, and an online survey. Consultations were also held with external service providers along with Council staff. A wide range of engagement methods were employed to ensure inclusion of as many culturally and linguistically diverse communities as possible.

Cross organisation collaboration

Widespread community consultations have recently been undertaken in Yarra to inform the following Plans and Policies:

Council Plan 2017-2021

Victoria Street Reimagining (consultation 2017)

0-25 Years Plan 2018-2022

Access and Inclusion Strategy 2018-2024

Active Ageing 2018 - 2024

Results and information gleaned from these consultations were used in the development of the MPP 2019-2023, for the sake of efficiency and to avoid "consultation burn-out".

Attachment 2 - Multicultural Partnerships Plan 2019-2023

4) Priorities and Strategic Goals

An analysis of all information obtained (from community and service provider consultations, desk research and benchmarking, a review of relevant Council policies, and evaluation of the 2015 – 2018 Multicultural Plan) has led to the development of 4 Priority Areas for Council to target activities over the next four years. These 4 Priority Areas align with the Standards set by the Welcoming Cities Network. Yarra's priorities over the next 4 years are:

- Welcoming Diversity (*Welcoming Cities Standard 1*)
- Participation & Inclusion (*Welcoming Cities Standard 2, 3, 4*)
- Safe & Liveable Spaces (*Welcoming Cities Standard 6*)
- Engagement & Communication (*Welcoming Cities Standard 5*)

❖ Welcoming Diversity

The Wurundjeri people are the Traditional Custodians of the land now known as Yarra. Council deeply values the contribution and guidance of the Wurundjeri, and other Aboriginal and Torres Strait Islander people past and present, to the cultural heritage of the city.

We welcome all who have come to our municipality from 140 countries around the world. We are a proud signatory to the Australian Human rights Commission's National Anti-Racism strategy, which aims to promote a clear understanding of what racism is and how it can be prevented.

City of Yarra is committed to ensuring all residents welcome diversity in their neighbourhood and understand its benefits for the wider community. We want to lead by example, and partner with our community, to ensure there is a sense of belonging amongst all who choose to live in Yarra.

STRATEGIC GOAL 1: LEADERSHIP & PARTNERSHIPS

Yarra Council will continue to acknowledge the traditional owners in public interactions, and will seek opportunities for migrant communities to learn about Aboriginal history and culture, as the original multicultural society first living on this land.

Council will make a stand against any form of racism in the City of Yarra by continuing to educate our community on ways to eradicate racism, whilst partnering with our cultural groups to ensure greater community knowledge about, and celebration of, our multicultural heritage.

STRATEGIC GOAL 2: ADVOCACY

Council will continue to be a leading advocate for the rights of our multicultural community and will focus on building a socially cohesive and inclusive City.

Attachment 2 - Multicultural Partnerships Plan 2019-2023

❖ Participation & Inclusion

To participate in local community activities, events and programs – people need to feel included. Council is committed to removing barriers that may preclude members of our multicultural community being involved in governance activities, using our services or joining in events and activities – whether these barriers are physical, financial, language based, emotional and/or related to mental well-being. It is imperative to understand the complexity of barriers and privilege, and how they intersect to impact on a person's opportunities for participation. Yarra will strive to maintain an understanding of intersectionality in planning services.

As a leader in the community, Council needs to set the example in terms of ensuring that services and activities are sensitive to language, cultural and religious needs. Further, we need to ensure that Council's services and programs actively reach out to our multicultural communities.

Council also recognises that people from different backgrounds can bring unique skills to Yarra and therefore we should be embracing and supporting new businesses and services. Yarra will work from a strengths-based perspective in acknowledging that CRALD communities' assets and skills in developing programs and strengthening relationships.

STRATEGIC GOAL 3: CREATING OPPORTUNITIES

To build strong relationships with multicultural groups, and work closely with our local schools, Neighbourhood Houses, libraries, health services, and employment programs to support learning and employment opportunities for our migrant communities.

STRATEGIC GOAL 4: BREAKING DOWN BARRIERS

To educate and advocate across Council, and to local businesses and service providers to ensure that programs and activities provided in Yarra are done so in an equitable and inclusive manner. The intersection of barriers such as age, gender, sexuality and cultural backgrounds need to be considered when designing and delivering services, programs and activities.

❖ Liveable & Safe Community

Yarra prides itself on its parks and gardens, community facilities and public spaces. The challenge moving forward is to ensure that the public realm and facilities provided by Yarra are liveable and provide a welcoming environment for all members of our community.

The community consultation for the development of this Plan clearly identified a level of concern regarding personal safety and security. Liveability in public housing estates and around specific streets where drug use is prevalent is a concern that Council, in partnership with the relevant organisations and state government departments – must try and address.

Attachment 2 - Multicultural Partnerships Plan 2019-2023

STRATEGIC GOAL 5: SAFE PLACES & SPACES

Consult with our CRALD community on how Council parks, public spaces and facilities can be more accessible, representative and liveable. Additionally, work with other organisations and government departments (e.g. public housing estates) to improve liveability by lowering safety concerns.

STRATEGIC GOAL 6: CULTURAL EXPRESSION

When developing public spaces and/or designing and implementing public events and activities Council will consider how to create community interaction, and also how to represent our diverse multicultural communities' expression, history and means of celebration.

❖ Engagement & Communication

Council actively encourages all members of our community to participate in civic life and engage with their neighbours and local community. Fundamental to achieving this goal is ensuring that information provided by Council is in a format that is accessible and inclusive for all.

Council will continue to improve its communications to build community capacity. We need to ensure our processes are transparent and understandable for all, particularly new migrant communities. A priority for Council is ensuring that all residents have the opportunity to be active, engaged, and informed citizens.

STRATEGIC GOAL 7: CONNECTIONS

Explore ways Council can facilitate diverse cultural expression through a range of ongoing activities and one-off events. Encourage and support programs and initiatives that bring together diverse cultures thereby increasing intercultural understanding.

STRATEGIC GOAL 8: KNOWLEDGE SHARING

Encourage and support the participation of culturally diverse groups in public life by improving the way in which we share knowledge. Provide accessible, culturally appropriate information on the roles and responsibilities of local government and the opportunities to be involved in committees, community consultations, and recreational and social activities.

5) Yarra's Commitment to Diversity

❖ Achievements to date

The previous Multicultural Partnerships Plan 2015 – 2018 was evaluated and realigned annually, with an Action Plan being prepared for the forthcoming 12 months. The annual Action Plans were developed in conjunction with the Yarra Settlement Forum and the Yarra Multicultural Advisory Group in terms of capturing emerging issues, and clarifying existing actions were addressing community need.

Examples of the achievements from the previous Plan are listed below:

- Greater accessible communications for diverse groups, including the development of Language Policy and Guidelines.
- The development of the Yarra Multicultural Advisory Group (YMAG) was a direct action from the Plan, and it has proven to be highly valued by attendees. It has achieved its goals of creating opportunities for relationship building and increasing communication between Council and multicultural communities.
- The “We Stand Together” project was completed in December 2017, producing a wallet-sized fold out card for residents providing assistance in the event of being a bystander or target of racial/religious-motivated abuse. This project continues to be expanded with ongoing activities and re-prints of the resource.
- Sector strengthening activities including training workshops on Effective Advocacy for Asylum Seekers, Training and Education for CALD communities, Family Violence and CALD communities, as well as training opportunities for Yarra staff in particular, on use of language services, preparing translations and advanced working with interpreter training.

YARRA
MULTICULTURAL
ADVISORY GROUP

Key Objective

To provide a structure for on-going communication and consultation between multicultural communities and Yarra City Council across a broad range of issues impacting on those communities.

❖ How this Plan will be implemented

Actions responding to the 8 Strategic Goals outlined in this Plan will be developed annually over the four-year life of the Plan. This will enable Council to be responsive to the changing needs of the community and to changes in the social, economic and political environment. The Action Plans will span over a financial year (July – June).

The first-year actions (2019-2020) have been developed and are included in this document, along with specific information including how and when they will be implemented. At the end of each financial year, a report will be presented to Council,

Attachment 2 - Multicultural Partnerships Plan 2019-2023

outlining the actions that have been undertaken, impacts made, and future directions for the coming year.

MULTICULTURAL PARTNERSHIPS PLAN 2019-2023

The Action Plan will span over a financial year

1. Welcoming Diversity

**Please note each action will be completed by the responsible officer, Team Leader Community Partnerships, with the budget allocated to that position*

16

City of Yarra is committed to ensuring all residents welcome diversity in their neighbourhood and understand its benefits for the wider community. We want to lead by example, and partner with our community, to ensure there is a sense of belonging amongst all who choose to live in Yarra.

Strategic Goal	Action	Activities	Timeline
<p>(b) Leadership and Partnerships</p> <p>Council will make a stand against any form of racism in the City of Yarra by continuing to educate our community on ways to eradicate racism, whilst partnering with our cultural groups to ensure greater community knowledge about, and celebration of, our multicultural heritage.</p>	Advocate against racism, providing strong leadership and zero tolerance for discrimination and vilification.	<ul style="list-style-type: none"> Continue as signatory to Racism, It Stops with Me campaign. Promote anti-racism messages where necessary and possible, including promoting the We Stand Together resources. Provide advice on Council campaigns and policies where relevant. 	Ongoing
<p>1.2 Advocacy</p> <p>Council will continue to be a leading advocate for the rights of our multicultural community and will focus on building a socially cohesive and inclusive City.</p>	Advocate on behalf of CRALD communities specifically those marginalised by harsh government policies or community attitudes.	<ul style="list-style-type: none"> Participate on Mayoral and Local Government Taskforce advocating for the rights of People Seeking Asylum. Continue participation on Victorian Local Government Multicultural Issues Network (VLGMIN) -a statewide network of Council staff working in diversity and inclusion. Continue participation in appointed position on Regional Advisory Committee for the Vic Multicultural Commission. Hold Refugee Week event in 2020 highlighting the strengths of people who 	<p>Ongoing</p> <p>June 2020</p>

Attachment 2 - Multicultural Partnerships Plan 2019-2023

1. Welcoming Diversity City of Yarra is committed to ensuring all residents welcome diversity in their neighbourhood and understand its benefits for the wider community. We want to lead by example, and partner with our community, to ensure there is a sense of belonging amongst all who choose to live in Yarra. <i>*Please note each action will be completed by the responsible officer, Team Leader Community Partnerships, with the budget allocated to that position</i>			
Strategic Goal	Action	Activities	Timeline
		have sought or are seeking asylum. Event will include speakers and an art exhibition.	
2. Participation and Inclusion Council is committed to removing barriers that may preclude members of our multicultural community being involved in governance activities, using our services or joining in events and activities. It is imperative to understand the complexity of barriers and privilege, and how they intersect to impact on a person's opportunities for participation. Yarra will work from a strengths-based perspective in acknowledging that CRALD communities' assets and skills in developing programs and strengthening relationships. <i>*Please note each action will be completed by the responsible officer, Team Leader Community Partnerships, with the budget allocated to that position</i>			
Strategic Goal	Action	Activities	Timeline
2.1 Creating Opportunities To build strong relationships with multicultural groups, and work closely with our local schools, Neighbourhood Houses, libraries, health centres, and employment programs to support learning and employment opportunities for our migrant communities.	Connect CRALD groups and individuals with Council staff and services in Yarra, linking them to initiatives and enhancing capacity building.	<ul style="list-style-type: none"> ● Provide information and linkages via: <ul style="list-style-type: none"> -Visits to local community groups -Yarra Multicultural Advisory Group -Yarra Settlement Forum -Neighbourhood Houses -Libraries -Community Health Services advisory groups 	Ongoing

Attachment 2 - Multicultural Partnerships Plan 2019-2023

2. Participation and Inclusion			
<p>Council is committed to removing barriers that may preclude members of our multicultural community being involved in governance activities, using our services or joining in events and activities. It is imperative to understand the complexity of barriers and privilege, and how they intersect to impact on a person's opportunities for participation. Yarra will work from a strengths-based perspective in acknowledging that CRALD communities' assets and skills in developing programs and strengthening relationships.</p> <p><i>*Please note each action will be completed by the responsible officer, Team Leader Community Partnerships, with the budget allocated to that position</i></p>			
Strategic Goal	Action	Activities	Timeline
		<ul style="list-style-type: none"> Promote Council's Community Grants program and associated training program. 	May-June 2020
	Develop opportunities for CRALD groups to contribute their skills and knowledge to Council processes as active informed citizens who are involved in the life of the community.	<ul style="list-style-type: none"> Facilitate meetings and processes of the Yarra Multicultural Advisory Group (YMAG), including referring other Council consultations (eg. Budget) for YMAG advice. Work with libraries / other organisations to organise community information sessions aimed at building capacity in CRALD communities, eg computer literacy, use of MyGov etc. 	Ongoing
	Develop an inclusive, diverse and welcoming workplace at Yarra	<ul style="list-style-type: none"> Provide advice and advocate for conditions at Council which promote inclusion eg. Prayer spaces. Participate in induction training, contributing to and delivering cultural diversity content, with the aim of fostering an inclusive and diverse workplace. 	<p>Ongoing</p> <p>Bimonthly delivery of training</p>

Attachment 2 - Multicultural Partnerships Plan 2019-2023

2. Participation and Inclusion			
<p>Council is committed to removing barriers that may preclude members of our multicultural community being involved in governance activities, using our services or joining in events and activities. It is imperative to understand the complexity of barriers and privilege, and how they intersect to impact on a person's opportunities for participation. Yarra will work from a strengths-based perspective in acknowledging that CRALD communities' assets and skills in developing programs and strengthening relationships.</p> <p><i>*Please note each action will be completed by the responsible officer, Team Leader Community Partnerships, with the budget allocated to that position</i></p>			
Strategic Goal	Action	Activities	Timeline
		<ul style="list-style-type: none"> Investigate models offering pathways for employment opportunities, eg. placements, internships, etc for people from CRALD backgrounds with the view of potential development in the second year of the plan. 	December 2019
<p>2.2 Breaking Down Barriers</p> <p>To educate and advocate across Council, and to local businesses and service providers to ensure that programs and activities provided in Yarra are done so in an equitable and inclusive manner. The intersection of barriers such as age, gender, sexuality and cultural backgrounds need to be considered when designing and delivering services, programs and activities.</p>	<p>Provide input and advice to developing programs and strategies across Council, to include CRALD needs and highlight strengths of diversity. This advice is provided acknowledging vulnerable groups within the CRALD community eg. youth, women, LGBTIQ, people seeking asylum.</p>	<ul style="list-style-type: none"> Continue participation on Q&A (LGBTIQ working group at Yarra) providing advice on strategy and planning, highlighting intersectionality of issues for CRALD people identifying as LGBTIQ. Assist in planning events raising awareness of multicultural / LGBTIQ issues eg. IDAHOBIT Contribute to the development of the Social Justice Charter. Build relationship with Yarra Youth Ambassadors to facilitate initiatives which respond to emerging needs as identified by Youth Ambassadors. 	<p>Ongoing</p> <p>May 2020</p> <p>2019-2020</p> <p>Ongoing</p>

Attachment 2 - Multicultural Partnerships Plan 2019-2023

2. Participation and Inclusion			
<p>Council is committed to removing barriers that may preclude members of our multicultural community being involved in governance activities, using our services or joining in events and activities. It is imperative to understand the complexity of barriers and privilege, and how they intersect to impact on a person's opportunities for participation. Yarra will work from a strengths-based perspective in acknowledging that CRALD communities' assets and skills in developing programs and strengthening relationships.</p> <p><i>*Please note each action will be completed by the responsible officer, Team Leader Community Partnerships, with the budget allocated to that position</i></p>			
Strategic Goal	Action	Activities	Timeline
		<ul style="list-style-type: none"> Contribute to other developing policies at Council and external stakeholders as opportunities arise. Investigate development of a cross-Council working group focusing on CRALD issues, aiming to connect staff from CRALD backgrounds and share responsibility for inclusion and participation. Investigate development of Diversity Champions program to spread expertise and knowledge across the organisation. Promote and organise Taste of Harmony events at Council, celebrating staff diversity. Provide opportunities to Council staff and external stakeholders for training in cross cultural awareness and unconscious bias. 	<p>Ongoing</p> <p>December 2019</p> <p>December 2019</p> <p>March 2020</p> <p>Ongoing</p>

Attachment 2 - Multicultural Partnerships Plan 2019-2023

2. Participation and Inclusion			
<p>Council is committed to removing barriers that may preclude members of our multicultural community being involved in governance activities, using our services or joining in events and activities. It is imperative to understand the complexity of barriers and privilege, and how they intersect to impact on a person's opportunities for participation. Yarra will work from a strengths-based perspective in acknowledging that CRALD communities' assets and skills in developing programs and strengthening relationships.</p> <p><i>*Please note each action will be completed by the responsible officer, Team Leader Community Partnerships, with the budget allocated to that position</i></p>			
Strategic Goal	Action	Activities	Timeline
	Participate in local networks and working groups to contribute to planning which is inclusive to CRALD communities	<ul style="list-style-type: none"> Continue involvement in Richmond Rising, Fitzroy Rising, Yarra LGBTIQ+ Network, Neighbourhood House Network and seek opportunities for inclusion on other relevant networks. Facilitate and organise Yarra Settlement Forum meetings providing opportunities for workers to build networks, share information, and build capacity around working with CRALD communities. Assist the Yarra Interfaith Network to continue to meet and provide community events which raise awareness on emerging social justice issues. 	<p>Ongoing</p> <p>Bimonthly meetings</p> <p>Ongoing</p>

Ensuring that the public realm and facilities provided by Yarra are liveable and provide a welcoming environment for all members of our community.

**Please note each action will be completed by the responsible officer, Team Leader Community Partnerships, with the budget allocated to that position*

23

Ensuring that the public realm and facilities provided by Yarra are liveable and provide a welcoming environment for all members of our community.

**Please note each action will be completed by the responsible officer, Team Leader Community Partnerships, with the budget allocated to that position*

24

Attachment 2 - Multicultural Partnerships Plan 2019-2023

3. Liveable and Safe Community Ensuring that the public realm and facilities provided by Yarra are liveable and provide a welcoming environment for all members of our community. <i>*Please note each action will be completed by the responsible officer, Team Leader Community Partnerships, with the budget allocated to that position</i>			
Strategic Goal	Action	Activities	
		celebrations and promote on website and via networks.	December 2019

4. Engagement and Communication Council actively encourages all members of our community to participate in civic life and engage with their neighbours and local community. Fundamental to achieving this goal is ensuring that information provided by Council is in a format that is accessible and inclusive for all. Council will continue to improve its communications to build community capacity. We need to ensure our processes are transparent and understandable for all, particularly new migrant communities. A priority for Council is ensuring that all residents have the opportunity to be active, engaged, and informed citizens. <i>*Please note each action will be completed by the responsible officer, Team Leader Community Partnerships, with the budget allocated to that position</i>			
Strategic Goal	Action	Activities	
4.1 Connections Explore ways Council can facilitate diverse cultural expression through a range of ongoing activities and one-off events. Encourage and support programs and initiatives that bring together diverse cultures thereby increasing intercultural understanding.	Create and facilitate opportunities for intercultural exchange between community groups, providing opportunities for sharing traditions and cultural knowledge.	<ul style="list-style-type: none"> Connect groups with each other and local organisations during celebrations and events, encouraging intercultural exchange and pooling of resources. 	Ongoing

Attachment 2 - Multicultural Partnerships Plan 2019-2023

4. Engagement and Communication			
Council actively encourages all members of our community to participate in civic life and engage with their neighbours and local community. Fundamental to achieving this goal is ensuring that information provided by Council is in a format that is accessible and inclusive for all.			
Council will continue to improve its communications to build community capacity. We need to ensure our processes are transparent and understandable for all, particularly new migrant communities. A priority for Council is ensuring that all residents have the opportunity to be active, engaged, and informed citizens.			
<i>*Please note each action will be completed by the responsible officer, Team Leader Community Partnerships, with the budget allocated to that position</i>			
Strategic Goal	Action	Activities	
4.2 Knowledge Sharing Encourage and support the participation of culturally diverse groups in public life by improving the way in which we share knowledge. Provide accessible, culturally appropriate information on the roles and responsibilities of local government and the opportunities to be involved in committees, community consultations, and recreational and social activities.	Increase knowledge to Council staff on engaging and communicating with CRALD communities.	<ul style="list-style-type: none"> ● Maintain and update database of multicultural groups. 	Ongoing
		<ul style="list-style-type: none"> ● Provide tools and information on the intranet for staff to assist with communicating with CRALD communities, eg. Language Services Policy and Guidelines, tip sheets, etc 	Ongoing
		<ul style="list-style-type: none"> ● Review Language Services Policy and Guidelines and Accessible Communications Framework. 	June 2020
		<ul style="list-style-type: none"> ● Provide training on cross cultural communications eg. Working with interpreters. 	June 2020

Attachment 2 - Multicultural Partnerships Plan 2019-2023

4. Engagement and Communication			
Council actively encourages all members of our community to participate in civic life and engage with their neighbours and local community. Fundamental to achieving this goal is ensuring that information provided by Council is in a format that is accessible and inclusive for all.			
Council will continue to improve its communications to build community capacity. We need to ensure our processes are transparent and understandable for all, particularly new migrant communities. A priority for Council is ensuring that all residents have the opportunity to be active, engaged, and informed citizens.			
<i>*Please note each action will be completed by the responsible officer, Team Leader Community Partnerships, with the budget allocated to that position</i>			
Strategic Goal	Action	Activities	
		<ul style="list-style-type: none"> Investigate the need for a cross-organisational accessible communications working group to provide practical support to Council when communicating with the public. Provide advice on translating Council information where needed. Continue to distribute Council Information Packs in multiple languages. 	<p>December</p> <p>Ongoing</p> <p>Ongoing</p>

Evaluation: The Multicultural Partnership Plan activities will be evaluated on an ongoing basis for quality improvement, ensuring outcomes have been reached, and reported to Council annually. Yarra is actively committed to follow up, evaluate, and adjust our plan activities to ensure continuous improvement and responsiveness to community needs.

Appendix 1

Multicultural Yarra: Demographic profile

About the data

The demographic data used for this profile is sourced primarily from the ABS Census of population and housing. If not stated otherwise, the data is from the (latest) 2016 Census. Census data has been accessed either directly from the ABS or through Yarra's community profile¹ produced by .id consulting. Where possible the data is counting place of usual residence but for a few factors only place of enumeration was available².

N.B. Questions regarding cultural and linguistic diversity tend to have a relatively high non-response rate with "not stated" responses comprising around 9-10% of responses for both country of birth and language spoken at home.

Birthplace

29% (25,055) of Yarra residents were born overseas in 2016, in over 140 countries. 19% of residents came from non-English speaking countries and 10% from main English speaking countries³ (primarily the UK and New Zealand). This is similar to proportions of overseas born in 2011. In total, 51% were either born overseas or born in Australia with at least one parent born overseas.

The 15 top countries of birth in 2016 are shown in the table below.

Top 15 countries of birth	Number	%
England	3,314	3.8%
New Zealand	2,649	3.1%
Vietnam	2,625	3%
China	1,573	1.8%
Greece	1,131	1.3%
Italy	863	1%
USA	830	1%
Malaysia	742	0.9%
India	639	0.7%
Ireland	529	0.6%
Scotland	415	0.5%
Germany	410	0.5%
Canada	401	0.5%
South Africa	389	0.4%
Ethiopia	374	0.4%

The biggest overseas countries of birth in Yarra were England and New Zealand. Vietnamese were the biggest group from non-English speaking countries, followed by Chinese and Greek.

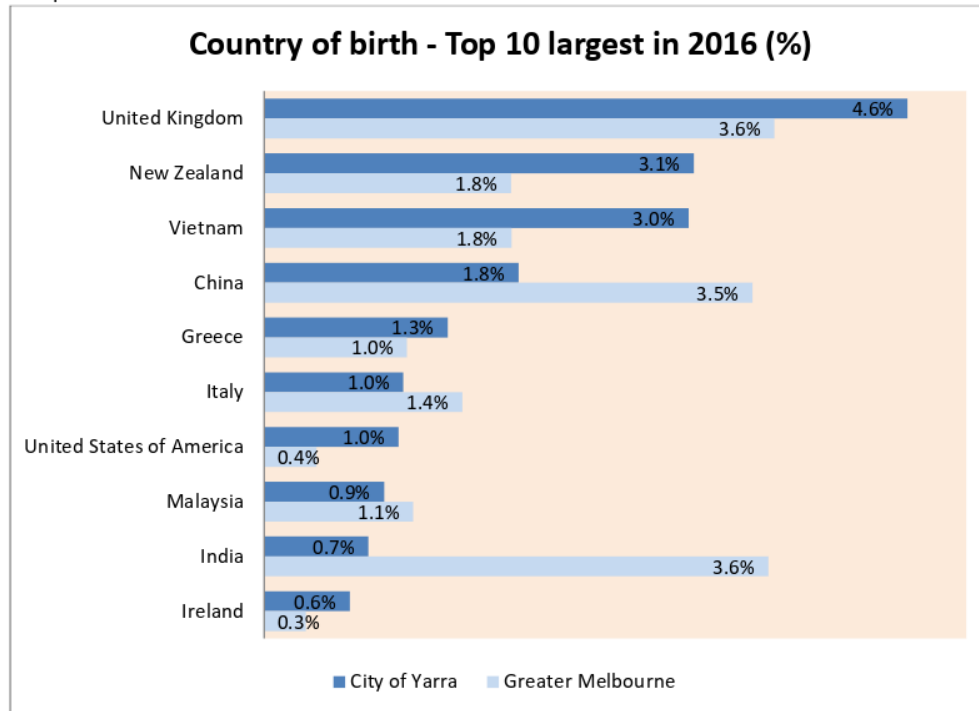
¹ <https://profile.id.com.au/yarra>

² The enumerated dataset is a count of where people actually were on Census night. The usual residence dataset records where people usually live.

³ Main English speaking countries includes the United Kingdom, Ireland, New Zealand, USA, Canada and South Africa.

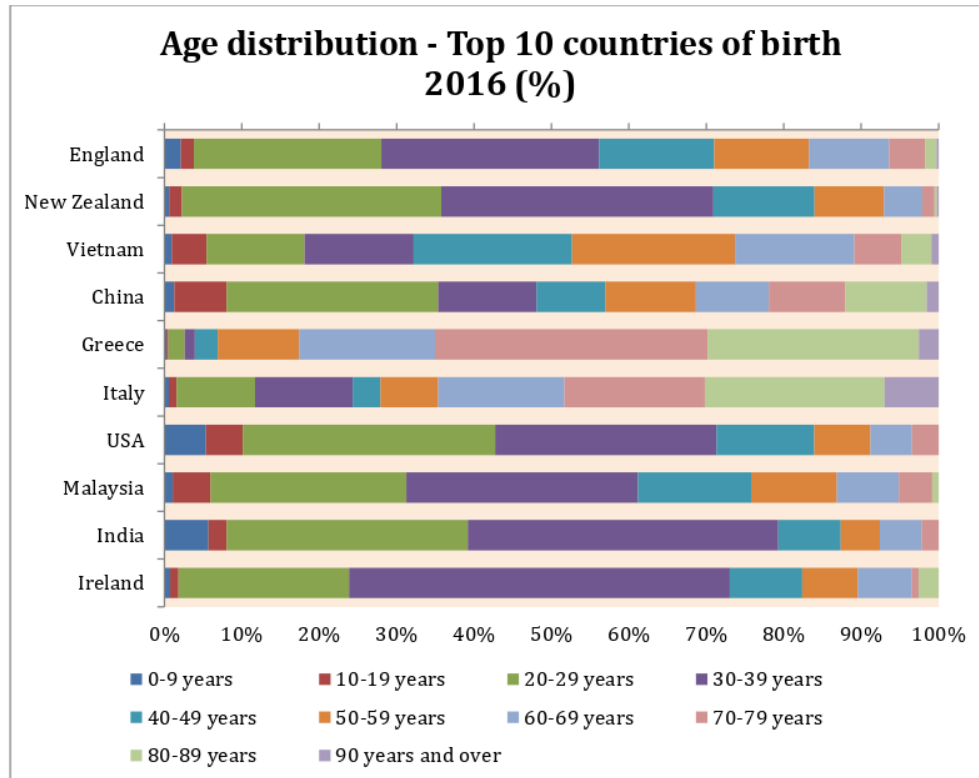
Attachment 2 - Multicultural Partnerships Plan 2019-2023

The graph below shows the proportion of people from the top 10 countries of birth in Yarra as compared to Greater Melbourne.

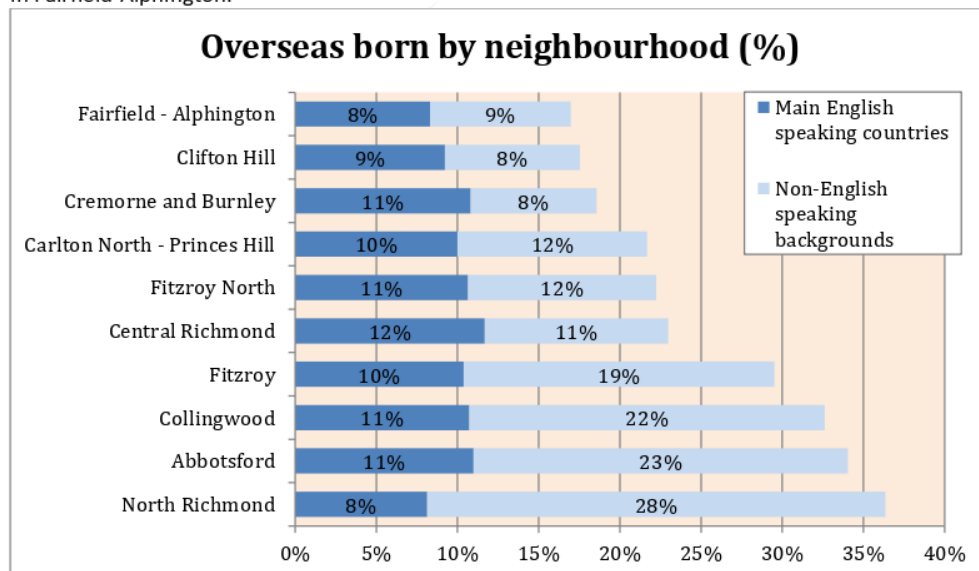


As compared to Greater Melbourne, Yarra has higher proportions born in main English-speaking countries (UK, NZ, USA and Ireland), and Vietnamese residents. Yarra has significantly lower proportions of Indian and Chinese born residents as compared to Greater Melbourne. The next graph shows the age distribution of the top 10 countries of birth in the City of Yarra in 2016. Most groups were aligned with the broader Yarra age profile, with high proportions of younger adults (20-39 years). Vietnamese residents were quite evenly spread across the age groups and Greek and Italians were distinctly older ethnic groups – notably two-thirds of all Yarra residents born in Greece were 70 years or older.

Attachment 2 - Multicultural Partnerships Plan 2019-2023



There was significant variation across Yarra, in terms of diversity, with as many as 36% of North Richmond residents born overseas (including 28% from non-English backgrounds) and as few as 17% in Fairfield-Alphington.

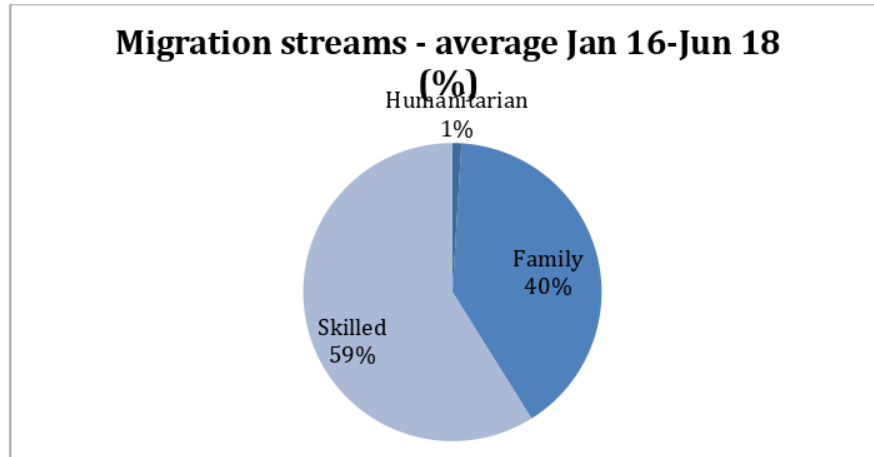


Attachment 2 - Multicultural Partnerships Plan 2019-2023

Recent arrivals and changing trends

Settlement data from the Australian Government shows the number of permanent settlers to Yarra in the last three years⁴.

Year	Humanitarian	Family	Skilled	Total
2016 (Jan-Dec)	13	425	620	1058
2017 (Jan-Dec)	10	490	674	1174
2018 (Jan-Jun ⁵)	5	240	401	646



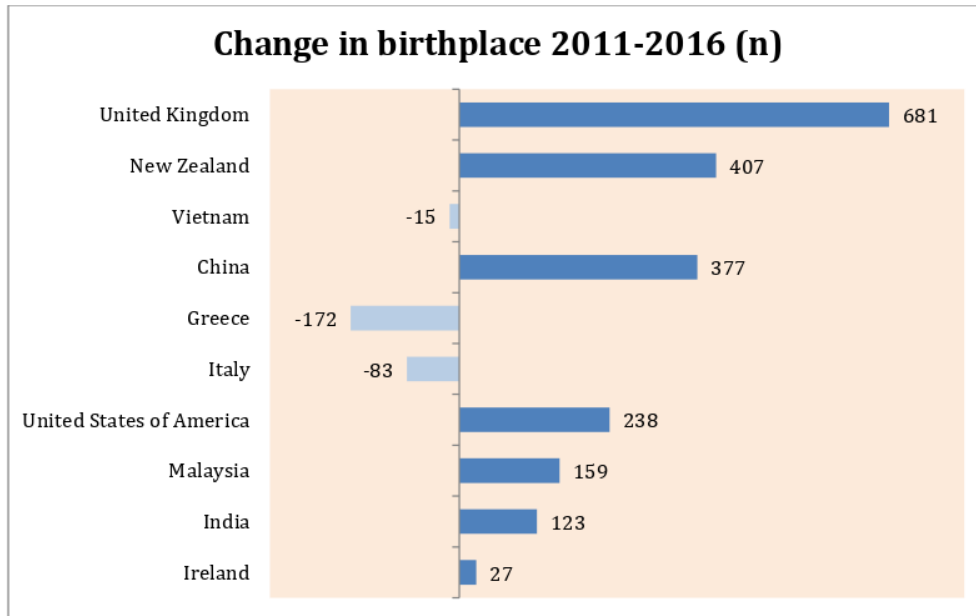
Numbers have been quite stable in the last few years, with skilled migrants making up the bulk of settlers (~60%), followed by those arriving through the family stream. As compared to Victoria, Yarra has a higher proportion using the family stream (40% as compared to 32%) and very little humanitarian settlement in the past few years.

According to the 2016 ABS Census, 28% of Yarra residents born overseas were recently arrived in Australia (2011-2016), a slightly higher proportion than that of Greater Melbourne (24%). Between 2011 and 2016, the number of people born overseas increased by 3,569 or 17%, and the number of people from a non-English speaking background increased by 2,020 or 14%. The largest increases in country of birth between 2011 and 2016 were for those born in the United Kingdom, New Zealand, China and the United States of America, as shown below.

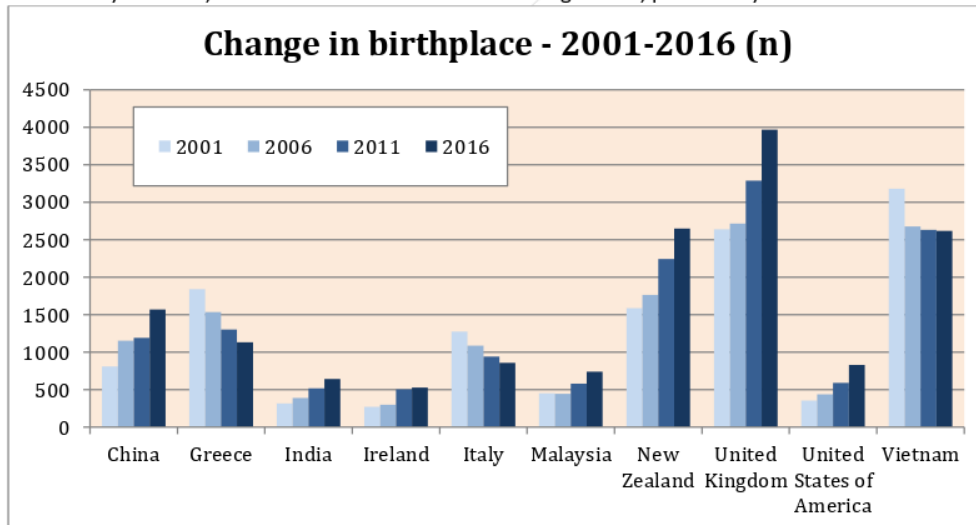
⁴ Source: Settlement Database, Australian Government, accessed August 2018

⁵ N.B. First half of the year only

Attachment 2 - Multicultural Partnerships Plan 2019-2023



Looking at the trends over a longer period, from 2001 to 2016 (below), one can clearly see the declining numbers of Southern European migrants as they age, and the stagnating number of Vietnamese born, after spiking in the late 90's to early 00's (although still relatively high). English speaking migrants from the UK, New Zealand, and to a lesser extent Ireland and the USA, have been on a steady increase, as have a number of the Asian backgrounds, particularly Chinese.



Language

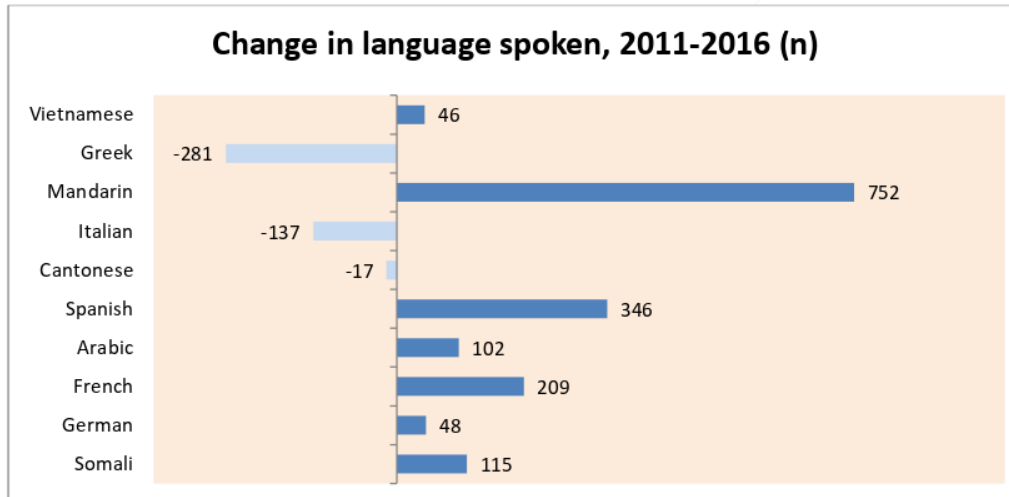
About 19,000, or 22%, of Yarra residents spoke a language other than English at home, representing a total of 120 different languages. Across Greater Melbourne, 32% spoke another language and 26% across Victoria.

The 10 biggest languages in Yarra, other than English, are shown in the table below.

Attachment 2 - Multicultural Partnerships Plan 2019-2023

TOP 10 LANGUAGES OTHER THAN ENGLISH	Number	%
Vietnamese	3,373	3.9%
Greek	2,285	2.6%
Mandarin	1,906	2.2%
Italian	1,567	1.8%
Cantonese	1,174	1.4%
Spanish	876	1.0%
Arabic	690	0.8%
French	627	0.7%
German	421	0.5%
Somali	411	0.5%

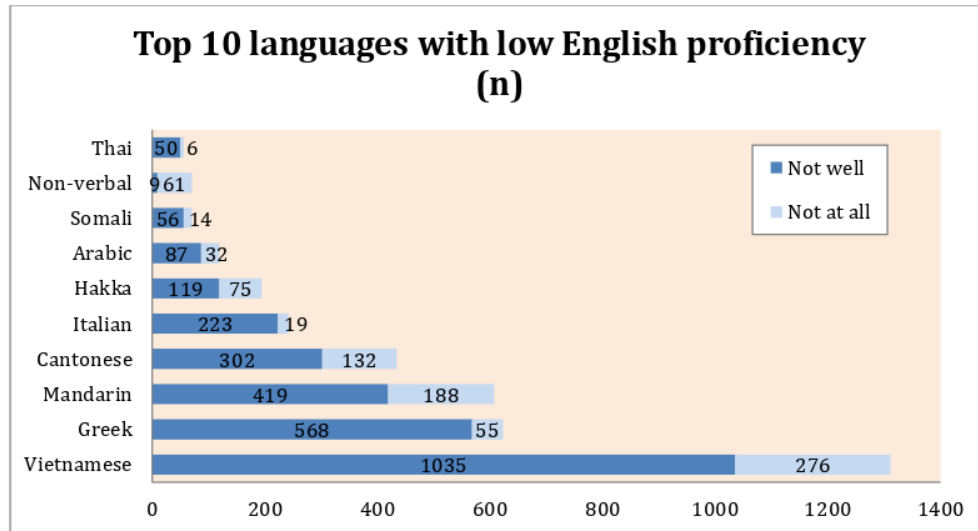
Consistent with the large proportion of Yarra residents born in Vietnam, Vietnamese is the biggest language group after English. Greek is the second biggest language group, however given the ageing profile of the Greek population in Yarra the number of Greek speakers is decreasing. Mandarin is now the third biggest non-English language and has seen the biggest increase in numbers between 2011 and 2016.



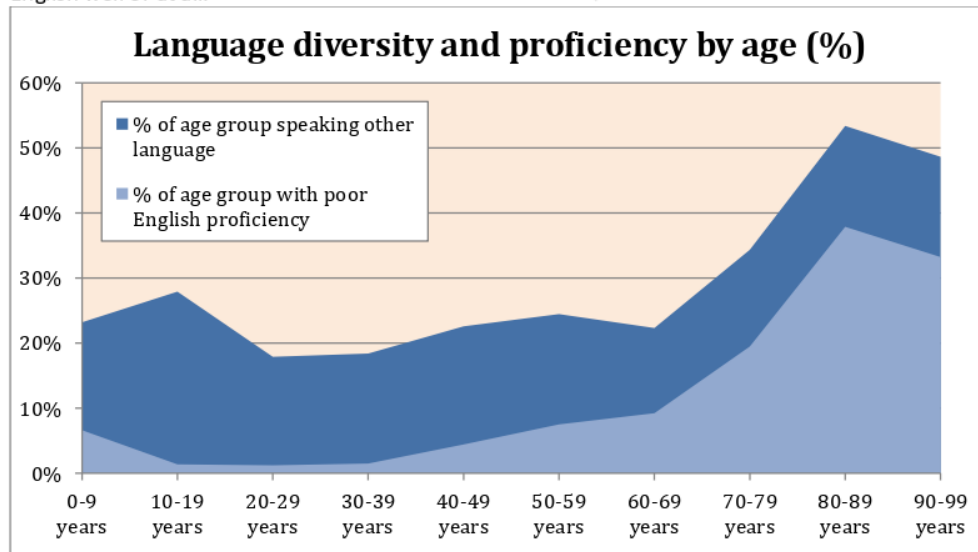
Of those who spoke another language, close to 4,500 people did not speak English well or at all, at the time of the last Census.

The Vietnamese speaking population of Yarra had the highest number of people who didn't speak English well or at all (1,311), followed by Greek (623), Mandarin (607) and Cantonese (434). The top 10 countries with low English proficiency are shown below.

Attachment 2 - Multicultural Partnerships Plan 2019-2023

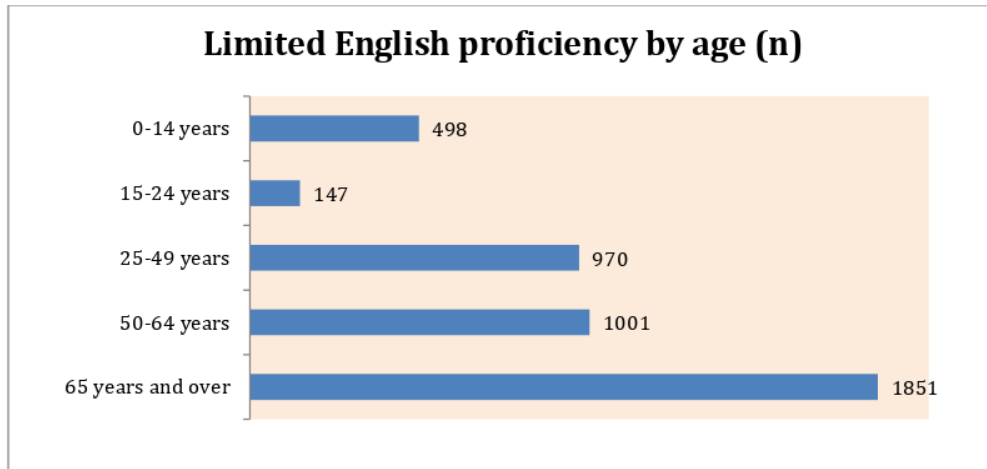


The graph below shows the proportion of persons who speak a language other than English and the proportion of poor English proficiency by 10-year age groups. As is illustrated, the ageing population, 70 years and older, have a high level of language diversity, and also a high level of poor English speakers. Younger adults are on average less language diverse and very few don't speak English well. Interestingly, close to 30% of 10 to 19 year olds speak another language, yet only 1% don't speak English well or at all.



The below graph shows the actual numbers of people who have limited English proficiency for the various age groups. Close to 2,000 people 65 years and over don't speak English well or at all, and almost 500 aged up to 14 years. Very few youth (15-24 year olds) don't speak English well.

Attachment 2 - Multicultural Partnerships Plan 2019-2023



Women were more likely to have limited English proficiency. Of those who speak English “not well” or “not at all”, 1,667 were male and 2,778 (62%) were female.

Religion

In the 2016 Census, about half of Yarra’s residents did not identify with a religion. The biggest religion when grouped was Christianity, as shown below.

RELIGION TOTALS	Number	%
Christian total	26,034	30%
Non-Christian total	6,812	7.9%
Non-classifiable religious belief	868	1%
No religion	42,767	49.4%
Not stated	10,186	11.8%
Total Population	86,657	100%

The greatest increase in a religion between 2011 and 2016 was Islam (+387), however those who identified as “no religion” increased by over 13,000 between the Census years.

Yarra residents who spoke a language other than English were more likely to identify as religious, with 40% of non-English speakers identifying as Christians (as compared to 30% on average), 15% as Buddhists (as compared to 4%) and 8% as Muslim (as compared to 2%).

CALD and Public Housing

Yarra has a significant proportion of residents living in public housing, with 9% recorded across the municipality at the time of the last Census. If you look at Yarra’s overseas born population it goes up to 17%, and looking specifically at those Yarra residents who were born in non-English speaking countries, as many as 25% were living in public housing.

Of the 7,550 residents who lived in public housing, 57% were born overseas, with 55% from non-English backgrounds. The top countries of birth for public housing residents were:

1. Vietnam (1,317, about half of Yarra’s Vietnamese population)
2. China (614)
3. Ethiopia (300)
4. Timor-Leste (294)
5. Sudan (216)

Attachment 2 - Multicultural Partnerships Plan 2019-2023

73% spoke a language other than English, including 29% who have poor English language proficiency. The 5 biggest languages were: Vietnamese, Mandarin, Cantonese, Arabic and Somali.



Attachment 3 - Consultation Report MPP 2019-2023

Consultation Report - Multicultural Partnerships Plan 2019-2023

This report provides information on the various consultation methods used for the development of the Multicultural Partnerships Plan 2019-2023. Engagement and consultation occurred throughout 2018 and includes the following:

1. Summary report of relevant Yarra consultations

The Community Partnerships Unit (CPU) is developing a number of strategies currently and in the next 12 months in the following areas:

- Aboriginal Partnerships
- Homelessness
- LGBTIQ
- Multicultural Partnerships
- Social Justice
- Volunteering

Other branches of Council are currently finalising strategies that have synergies and/or similar stakeholders as the strategies that CPU are developing and updating. Extensive community consultation has occurred in the last 6-12 months in the development of the following documents:

- Active Healthy Ageing Strategy 2018 – 2024 (Aged & Disability Services)
- Access and Inclusion Strategy 2018 – 2024 (Aged & Disability Services)
- 0-25 Plan (Family, Youth and Children's Services)
- Council Plan 2017 – 2021 (including the Municipal Public Health Plan)
- Re-Imagining Victoria Street

Rather than re-invent the wheel, these branches of Council have shared information from the various consultation processes and results with CPU to ensure that there is a whole of Council approach to responding to the needs of the community. Consultations conducted in the development of the above plans were extensive and widely diverse, providing a rich resource and valuable information with application to all the upcoming plans CPU is developing. The large amount and wide diversity of information was a valuable resource for use by the CPU.

The use of these consultation results ensures a One Yarra approach which is an efficient and effective use of resources and also avoids "consultation fatigue" of participants.

The report developed presents a summary of the key findings from the community consultation and engagement processes conducted by other branches that are pertinent to the targeted strategies CPU are developing.

2. Online

The Inclusive Yarra webpage was developed inviting users to provide examples of inclusion, ideas to increase inclusion, and the opportunity to upload video or photographic footage. This was designed to incorporate the themes for all the various policies under development by the CPU (see above) in order to maximise efficiency.

The engagement activity was predominantly a creative, ideas generation process, aiming for narratives, suggestions and examples of inclusion in Yarra and beyond, in order to create richer

Attachment 3 - Consultation Report MPP 2019-2023

information to feed into the plan's development. The purpose of this creative approach is to encourage people to consider what it means to feel included in the community, and what role Council can play in ensuring that all people, from all cultural backgrounds and with different life experiences can be involved in the Yarra community.

The objective of understanding community views through storytelling is to unearth unique, personal perspectives about the theme of inclusiveness, providing a rich understanding of what this means to people who live, visit, work and study in Yarra, and further enriching the data from which the strategies will be developed.

The prize of a voucher to social enterprise café Streat was offered as an incentive to participate, and over 100 people provided feedback to the webpage, providing a diverse breadth of responses.

3. In person

Opportunities to provide face to face feedback were aligned with the Inclusive Yarra web page in the form of "Story Pods" set up at the Peel St Festival, Atherton Gardens Community Day and the Richmond Library. The Story Pods are a tool for collecting information whereby community members are able to share their stories in a Storypod, with video gathered, analysed and edited for use in the development of the Plan.

Again, the engagement approach encouraged creative contributions of narratives and examples via video and / or storytelling. The data collected has use for the development of strategies as well as for future use in promotion of inclusive advocacy, initiatives and social media posts.

At these pop-up sessions, community members were also able to complete a hard copy form if they did not want to participate in providing video footage.

4. Targeted focus groups

After an analysis of the consultations and groups engaged across Council provided in the Summary Report above, a plan was developed to target conversations with groups whose voices were missing. These groups included newly arrived CALD groups with little to no English literacy.

The questions explored in the focus groups were aligned with the Inclusive Yarra page, namely "What do you like about Yarra?" and "What can be done to improve living / visiting Yarra".

Focus groups were conducted with the following groups: students from newly arrived communities studying English as an Additional Language (EAL) (four classes), Cohealth Community Liaison Advisory Panel, Yarra Multicultural Advisory Group members, Yarra Settlement Forum members, and Neighbourhood Houses.

The focus groups held with EAL students were constructed around an English language lesson, with the assistance of teachers to ensure full engagement by students with very low English literacy levels. These sessions were constructed to explore concepts of inclusion and diversity and local government in an educational setting, and enabled a deeper understanding and fuller participation from students than has traditionally been experienced in focus "conversation" groups.

Attachment 3 - Consultation Report MPP 2019-2023

Computer literacy classes were also engaged, to assist community members to provide input into the Inclusive Yarra page – an opportunity to include people who would not normally participate in such an exercise. The added benefit to this approach to incorporating EAL and computer classes, is that the engagement is a capacity building exercise for participants rather than solely information gathering for Council.

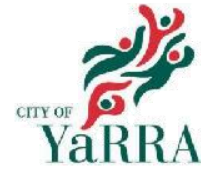
People who were engaged in this process were overwhelmingly grateful to Yarra for providing this opportunity to participate and have their voices heard - many of whom have never participated in consultations before.

Consultations Results

An analysis of all information obtained has led to the development of four Priority Areas for Council to target activities over the next four years. These four Priority Areas align with the Standards set by the Welcoming Cities Network (of which Council is a member), and will simplify Council's journey in reaching the goal of being a Welcoming City. Yarra's priorities over the next 4 years are:

- *Welcoming Diversity* (Welcoming Cities Standard 1)
Strategic Goal 1: Leadership and Partnerships – developing partnerships, eradicating racism, acknowledgement of Indigenous heritage.
Strategic Goal 2: Advocacy - advocating for the rights of our multicultural community to focus on building a socially cohesive and inclusive City.
- *Participation & Inclusion* (Welcoming Cities Standard 2, 3, 4)
Strategic Goal 3: Creating Opportunities – building relationships to support learning and employment opportunities for CALD communities.
Strategic Goal 4: Breaking down Barriers – ensuring programs, information and activities are equitable and inclusive.
- *Safe & Liveable Spaces* (Welcoming Cities Standard 6)
Strategic Goal 5: Safe Places and Spaces – ensuring spaces and facilities in Yarra are accessible, representative and liveable, while lowering safety concerns.
Strategic Goal 6: Cultural Expression – creating opportunities for interaction and celebration representing cultural, linguistic and religious diversity.
- *Engagement & Communication* (Welcoming Cities Standard 5)
Strategic Goal 7: Connections – supporting the development of programs which increase intercultural understanding.
Strategic Goal 8: Knowledge Sharing – providing accessible, culturally appropriate information to encourage participation in public life.

A first year (2019-2020) Action Plan was developed using the above Priority Areas and Strategic Goals as a framework, which will be reviewed at the completion of 2020 financial year (June), and which will contribute to the development of subsequent Action Plans.



COMMUNITY PARTNERSHIPS



SUMMARY REPORT BRANCH COMMUNITY CONSULTATIONS

Attachment 4 - CPU Policies Community Consultation Report

PREAMBLE

Council is committed to ensuring that Yarra is a place where everyone can live well. Living well means feeling included and active in the community. It means individuals being able to connect to other people and be able to participate in everyday life. In order to reach this goal Council has key objectives and strategies outlined in its Council Plan.

Two of the key objectives outlined in the Council Plan 2017-2021 are fundamental to the goals of Community Partnerships (CP):

- 1 Community health, safety and wellbeing are a focus in everything we do.
- 2 Inclusion, diversity and uniqueness are welcomed, respected and celebrated.

Over the next period of time CP will be updating and/or creating strategies and/or policies which address the best way to ensure inclusion and respectfulness for all members of the Yarra community.

Attachment 4 - CPU Policies Community Consultation Report

CONTENTS PAGE

Section 1 Introduction

1.1	Community Partnerships	1
1.2	Development of Strategies and Policies	1

Section 2 Community Consultations

2.1	Aged and Disability Services	3
2.2	Family, Youth and Children's Services	3
2.3	Council Plan 2017 – 2021 (including Public Health Plan)	4
2.4	Re-imagining Victoria Street.....	4

Section 3 Aboriginal Strategy

3.1	What the Community Told Us	5
3.2	Key Themes & Issues for Consideration.....	5

Section 4 Homelessness Strategy

4.1	What the Community Told Us	6
4.2	Key Themes & Issues for Consideration.....	7

Section 5 LGBTIQ Strategy

5.1	What the Community Told Us	8
5.2	Key Themes & Issues for Consideration.....	9

Section 6 Multicultural Strategy

6.1	What the Community Told Us	10
6.2	Key Themes & Issues for Consideration.....	12

Section 7 Social Justice Policy

7.1	What the Community Told Us	13
7.2	Key Themes & Issues for Consideration.....	14

Section 8 Volunteering Strategy

8.1	What the Community Told Us	15
8.2	Key Themes & Issues for Consideration.....	16

Attachment 4 - CPU Policies Community Consultation Report

SECTION 1 INTRODUCTION

1.1 COMMUNITY PARTNERSHIPS

During the community consultation for the development of the Council Plan, “identity” was a passionate and recurring theme. The Yarra 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. Council’s commitment to Social Justice is also clear:

“Council has a strong commitment to achieving social justice and will continue to work with the community and all levels of government to challenge discrimination and address disadvantage. Council is actively working to reduce barriers so that all residents can participate in community and access services regardless of age, gender, sexuality, income, education, cultural background, language skills or disability”. (Yarra Council Plan 2017 – 2021)

Community Partnerships is responsible for developing strategies and policies which will ensure that the commitments identified above are not just words but are actioned through the manner in which Council delivers its services and programs to, and engages with, the Yarra community.

1.2 DEVELOPMENT OF STRATEGIES/POLICIES

In the next 12 months, CP will be working on strategies in the following areas (various timelines):

- Aboriginal
- Homelessness
- LGBTIQ
- Multicultural
- Social Justice
- Volunteering

Other branches of Council are currently finalizing strategies that have synergies and/or similar stakeholders as the strategies that CP is developing and/or updating. Extensive community consultation has occurred in the last 6-12 months in the development of the following documents:

- Active Healthy Ageing Strategy 2018 – 2024 (Aged & Disability Services)
- Access and Inclusion Strategy 2018 – 2024 (Aged & Disability Services)
- 0-25 Plan (Family, Youth and Children’s Services)
- Council Plan 2017 – 2021 (including the Municipal Public Health Plan)

Attachment 4 - CPU Policies Community Consultation Report

Rather than re-invent the wheel, these branches of Council have shared information from the various consultation processes with CP to ensure that there is a whole of Council approach to responding to the needs of the community.

This report presents a summary of the key findings from the community consultation and engagement processes conducted by other branches that are pertinent to the targeted strategies CP is developing.

Community feedback from older people and people with disabilities that specifically focusses on their needs is documented in the **Community and Internal Consultation & Engagement Report (Aged and Disability Services)**

Similarly, community feedback that specifically focusses on the needs of people 0-25 is documented in the **Yarra 0-25 Plan (Families, Youth & Children's Services)**.

Both these documents will be also be reviewed and considered by CP in the development of its strategies.

Attachment 4 - CPU Policies Community Consultation Report

SECTION 2 COMMUNITY CONSULTATIONS

Numerous community consultations have occurred over the past 12 months in the development of key strategies in the Aged and Disability Services area, the Family, Youth and Children's branch, and Corporate Planning (overarching Council and Municipal Public Health Plan).

This section summarizes the consultation methodologies utilised by these branches of Council over the last 18 months.

2.1 AGED & DISABILITY SERVICES

In order to develop the Active Healthy Ageing (AHA) Strategy and the Access & Inclusion (A&I) Strategy – Aged & Disability Services asked people who live, work and visit Yarra to complete a survey and/or participate in workshops sessions to share their views on what it means to live 'well'.

On completion of the consultation stage, the following had been undertaken:

- 252 surveys;
- Two (2) forums;
- 12 workshops;
- Seven (7) pop up sessions/on-site visits (distribution of surveys);
- Bi monthly DAC and AAAG committee meeting sessions; and,
- Consultation and survey details distributed to over 20 organisations and networks.

Specific feedback from these consultations are included under the heading "Older People and People with Disabilities" in the following sections.

2.2 FAMILY, YOUTH AND CHILDREN'S SERVICES

During 2017 and early 2018 Family, Youth and Children's Services asked the community what they liked about raising children or growing up in Yarra and how Yarra could be a better community particularly for children, young people and their families.

The Yarra 0 to 25 Plan 2018 -2022 was subsequently developed and will guide Council's priorities and actions over the next 4 years relating to children, young people and their families. It is currently on public exhibition.

Attachment 4 - CPU Policies Community Consultation Report

Development of our 0-25 Plan was informed by:

- Demographic data – understanding the demographic characteristics of children and young people living in Yarra and how this is changing.
- Evidence and research – understanding what research tells us about how the social and built environment influences children and young people’s development.
- Community consultation – listening to the views of children, young people and families about raising children and growing up in Yarra.
- Review of existing plans and strategies – reflecting and building on our achievements and progress of existing strategies for child and youth wellbeing.

Specific feedback from these consultations are included under the heading “Family, Youth and Children” in the following sections.

2.3 COUNCIL PLAN 2017 – 2021 (INCLUDING PUBLIC HEALTH PLAN)

From November 2016 until mid-January 2017, Council engaged over 1100 people across the city, allowing a better understanding of community priorities.

Following a series of Councillor workshops in January and February 2017, a draft Council Plan which includes Yarra's Health Plan was been developed. A report was also written which summarised key engagement outcomes (Council Plan 2017 – 2021 Engagement Outcomes).

Specific feedback from these consultations are included under the heading “General Community Feedback” in the following sections.

2.4 RE-IMAGINING VICTORIA STREET

Consultation was undertaken with traders and the general public who utilize Victoria Street. The majority of feedback focused on crime, safety and drug issues.

Some specific feedback related to homelessness was noted and it has been included under “General Community Feedback” in Section 4.

Attachment 4 - CPU Policies Community Consultation Report

SECTION 3 ABORIGINAL STRATEGY

This section includes verbatim comments or discussion areas raised during the consultations which referenced or made specific suggestions about the aboriginal community.

3.1 WHAT THE COMMUNITY TOLD US

OLDER PEOPLE AND PEOPLE WITH DISABILITIES - FEEDBACK

- I live in public housing and would love a dance, gardening and art group near me to attend but there aren't any being offered. Neighborhood houses are too far and some days my disability creates too much fatigue so I can't attend and it makes me socially isolated. I asked council to create an Indigenous native garden and I was told only if there is community interest. I was offended as this is Aboriginal country, we live in their community. I would like to have a lot more involvement with the Aboriginal community to learn their culture and ways of living and wellbeing.

FAMILY, YOUTH AND CHILDREN - FEEDBACK

- We need to work with Aboriginal people and acknowledge the injustices of the past & present.
- Homeless Aboriginals need to be supported.

GENERAL COMMUNITY - FEEDBACK

- Treaty with the local indigenous community re: particular Merri Creek issue (having a stronger presence).
- More working with first nations on strengthening activities.
- Partnering with aboriginal community to ensure ongoing and effective community engagement & relationship development.
- An Indigenous women's group - to take people away from the 'bad scene'.
- Dedicated community drop in centre for the Aboriginal community.
- Commitment to the Aboriginal community - including culture and history.
- Indigenous employment and procurement. Increased number of Indigenous people employed across Council and Indigenous service providers used.
- Put on events that might attract people like that e.g. a Koori event in Smith St with live musicians recently attracted a "one mob", "one community" atmosphere.

3.2 KEY THEMES AND ISSUES FOR CONSIDERATION

Feedback from these target groups showed an interest in learning about the aboriginal community, perhaps by Council creating more opportunities to engage with their culture and history. Engagement and relationship building through dedicated activities for the aboriginal community, as well as cross cultural events were common themes.

pg. 5

Attachment 4 - CPU Policies Community Consultation Report

SECTION 4 HOMELESSNESS STRATEGY

This section includes verbatim comments or discussion areas raised during the consultations which referenced or made specific suggestions about the issue of homelessness.

4.1 WHAT THE COMMUNITY TOLD US

OLDER PEOPLE AND PEOPLE WITH DISABILITIES - FEEDBACK

- Lobby local ministers to discuss more affordable housing in City of Yarra, provide more options for community kitchens and emergency relief.
- Advocate for and provide affordable housing support. Encourage development of small cohousing. Consider future housing needs.
- Possibility for lone householders to be linked with young people needing accommodation - huge issue and tricky, but worth canvassing.
- Investigate developing an Older Women's Housing program similar to the one at Beaconsfield (Jeanette Large- CEO at Women's Property).

FAMILY, YOUTH AND CHILDREN - FEEDBACK

- Support for homeless young people.
- More houses for people or homeless.
- Help homeless people - so many people on the streets.

GENERAL COMMUNITY - FEEDBACK

- Give homeless people somewhere to go so they don't scare people. The further development of housing has stopped along Elizabeth St - a bit of a worry. Feel sorry if person has to be evicted - where will they go?
- Unoccupied buildings Hoddle St - should be used for something useful e.g. short-term accommodation.
- A version of a vacancy tax for properties which are vacant for 12 months. Explore ways to get vacant properties to be used for housing for homeless.
- Peer educators for homeless people - link them into services.
- More facilities for homeless people - showers, dryers, meals etc.
- More toilets blocks near train stations and main roads.
- Mobile clinic that you can attend around Yarra.
- Free access to Ask Izzy (homeless support website).
- Promote and provide free Wi-Fi info points for homeless people. Somewhere to charge a phone.
- Explore storage for homeless people to store gear.
- Free weekly travel for homeless people on Yarra Trams, exemption from fines - heat hard on homeless so PT important way to get what they need. Free day pass available. Fines are a huge impact on homeless.

pg. 6

Attachment 4 - CPU Policies Community Consultation Report

- Microwaves and team and coffee stations in libraries to get warm food in cold weather.
- Councillors need to focus on engaging with services, actively participate in homelessness with homeless people, meet the PESP team, take homelessness seriously and the people and services that are passionate, don't let them down.
- Stop installing park equipment that excludes homeless people - e.g. park benches with arms 'exclusionary practice' need safe parks for people to sleep, feature close to toilets and water.
- Campaign focused on housing for homeless e.g. house share schemes.
- More free BBQ in safe zones.
- Use unused and vacant spaces in Yarra as a refuge, with conditions of entry, overnight stay like shelters in US advocate more heavily for housing services.
- A 24-hour service should be set up for homeless people to shower in safety and make a cup of tea. It can be unsafe to have a shower in a rooming house. This could be in a building near to a health service.
- Homeless support - Organizing pathway employment with corporate businesses. Council provide subsidised accommodation and rent taken out of wages.
- Facilitate more connections with people - Drop in centre for homeless people (like centre at Hosier Lane).

4.2 KEY THEMES AND ISSUES FOR CONSIDERATION

There was an awareness and acknowledgement of the need to address and support homelessness by some of the ADS and FYC stakeholders who participated in the consultation process and significant feedback from the general community.

The feedback focused on both providing short term support and services (e.g. shower facilities, overnight accommodation, meals, WIFI access) and longer (acknowledged more challenging) solutions, including shared housing with older sole residents and other house share schemes, free transport options, and pathways to employment.

Attachment 4 - CPU Policies Community Consultation Report

SECTION 5 LGBTIQ STRATEGY

This section includes verbatim comments or discussion areas raised during the consultations which referenced or made specific suggestions about the LGBTIQ community.

5.1 WHAT THE COMMUNITY TOLD US

OLDER PEOPLE AND PEOPLE WITH DISABILITIES - FEEDBACK

- No specific Feedback in workshops etc.

However, during 2014 Aged and Disability Service Officers undertook the Val's Café How2 Aged Care training. Val's Café is a project that works to improve the health and wellbeing of older Lesbian, Gay, Bisexual, Trans and Intersex (LGBTI) inclusive aged care services. The training provided a range of information, skills, resources and support to implement and improve LGBTI inclusive practice in ADS services.

In 2014 the ADS branch undertook a self-assessment audit/survey, to determine how inclusive their service is of LGBTI residents. The audit was repeated in 2015 to assess how successful training and education (based on the results of the 1st audit) had been.

The 2015 survey results clearly demonstrated how successful the specialized LGBTI training has been. Between 2014 – 2015 staff understanding of the needs of older LGBTI clients had increased by 26%, and the number of staff saying 'it's important that are services are inclusive', increased by 18% between 2014-2015. Staff confidence in providing services to LGBTI clients had increased by 24%, from 22% in 2014 to 46% in 2015.

A third LGBTI Project Plan 2016/2017 has subsequently been implemented to support staff in building further confidence and broadening their knowledge of the lived experience of older LGBTI residents in Yarra.

FAMILY, YOUTH AND CHILDREN - FEEDBACK

- Continuing to make the area inclusive and available for all. More LGBTIQA services.
- Bathrooms for people who are neither a girl or boy. More support for people who are neither girl or boy.
- Gender inclusive toilet blocks.

GENERAL COMMUNITY - FEEDBACK

- Promote gender diversity and transgender rights in schools - Gender inclusive policies in schools.
- Gender neutral toilets.

Attachment 4 - CPU Policies Community Consultation Report

- Recognition of LGBTIQ community.
- More GLBTI venues.

5.2 KEY THEMES AND ISSUES FOR CONSIDERATION

As noted above, the ADS participants did not specifically raise any issues related to the LGBTIQ community, however LGBTIQ people were represented in the ADS survey conducted earlier this year (this was confirmed in the demographic questions).

FYC Services and general community feedback focused on gender inclusive policies and toilet facilities.

Attachment 4 - CPU Policies Community Consultation Report

SECTION 6 MULTICULTURAL STRATEGY

This section includes verbatim comments or discussion areas raised during the consultations which referenced or made specific suggestions about the multicultural community. It includes the comments from 2 focus groups held respectively with a Greek and an Italian Senior Citizens' Club, a focus group held with the Vietnamese community, and a session with an African Mother's group.

6.1 WHAT THE COMMUNITY TOLD US

OLDER PEOPLE AND PEOPLE WITH DISABILITIES - FEEDBACK

- Difficulty in attending events due to daytime hours as require assistance from my daughter to interpret. My daughter works during the day. We do not receive the local newspaper anymore so not in touch with what is happening on a local level as in previous years when local newspaper was delivered to households.
- I am an elderly person and sometimes I am not able to participate in community activities even though I am invited. Language - my English reading skills are not 100%. It will be more helpful if there are translated reading material available in my language (Singhalese) Sir Lankan. However, this is not a very common language to have printed material translated in Yarra area.
- Don't know who to contact when scared/see drug taking/hear noises at night.
- Allocate outdoor areas to older Chinese Community for exercise.
- Develop a program of community activities that encourages Yarra residents of all ages, cultures and creeds to mix, get to know one another and foster a strong sense of community "belonging". In other words, don't offer activities targeted at age groups.
- Events focusing on different cultures (to teach and involve everyone), providing facilities & services for the elderly.
- Include material in community languages at every opportunity, especially for newer arrivals, at schools, health centres etc.
- Support of the senior citizen clubs, in particular Greek Senior Citizen Club Collingwood.
- Council to assist groups to go and exercise regularly.
- More police on streets too many things happen.
- Take drugs away.
- Not allow cars from suburbs to park in local streets when they go to work in the city.
- Stay meeting in Loughnan hall. We want all our members, friends to continue meeting here at LH. We are happy.
- They'd be interested in an outdoor café. Maybe a coffee cart in a park. Happy to mix with other nationalities.
- The Greek club already run 1-2 bus trips annually, but a third would be welcomed. Again, happy to share the bus with other nationalities, or Greeks from other clubs in Yarra.

pg. 10

Attachment 4 - CPU Policies Community Consultation Report

- One man was upset for his friend who came home from hospital and had daily visits from the nurse, but apparently had to wait 2 weeks for home help.
- One person complained about dog poo and is generally scared of large dogs.
- One person complained about issues with rats in Richmond.
- Not enough police – lots of youth on streets, graffiti, drugs. Lack of sense of safety – need more police on streets.
- Fear – laneway next door- groups of youth (can't speak English and lives alone). Gather, noise, heard gunshots – next to 76 Duke Street Richmond. Kick fences down and pull them apart. Scared to call police – don't speak English – fear of reprisal.
- Parking is an impact (elderly, disabled) streets and neighboring streets around Swan St and Bridge Road – limited taken up with Area 7 - people who work in area. Sometimes car left for 3 days to a week.
- Fix up Loughnan Hall.
- More days of the Greek club – so people whose wives died have company.
- Clean up Streets.
- More police around at night.
- Too much traffic congestion on Coppin Street.
- Some people “ashamed” to be old so don't come out to senior's groups etc.
- Fix toilet at Italian Club (Nth Fitzroy).
- Would like to go on a group trip.
- Reason Italian Club is so important is to stop/avoid social isolation and stay connected to other people – their friends have been coming for 34 years.
- Someone to help me at home – creeper at home – help older residents to keep gardens.
- Footpaths are a problem – paths need to be kept smooth.
- Drains block during heavy rain – someone local needs to notify Council of blockage.
- Need domestic assistance to stay living at home when sick.
- Community transport – would require extra buses to ensure residents attend different community groups/events.
- Could Council assist residents when they need to give a blood sample/test – with providing test at home.
- Meals delivered to homes are tasteless. There needs to be a wider choice of meals and it needs to be culturally specific.
- Reduce the fees for LLLS - \$4 is a lot for old people on a pension.
- Extra sessions (for some not others) at the Club.

FAMILY, YOUTH AND CHILDREN - FEEDBACK

- Seeing more people from diverse backgrounds running services and programs for children and families.
- Support for diverse communities, especially recently arrived refugees.
- Make local streets safer for cycling and walking
- More diverse range of programs for kids through the libraries.
- Encouragement of acceptance of different races.
- Wish people were friendlier to each other cultures, nice to each another and work together.

pg. 11

Attachment 4 - CPU Policies Community Consultation Report

- Discrimination, excluded and able to feel belonging to Australia and the community.
- Generally, feel that the community is not welcoming (African mother).
- More English classes that provide free childcare – Parents need improved English skills to enable further study or to access employment.
- Celebrate other cultures (music, food, learn from each other's languages).
- Help kids understand Australian culture.
- Language classes with good quality childcare.
- Some Religious interpretation (Islam traditionally), dogs are seen as impure and all contact is to be avoided. Further, prayer is compromised (Estate).
- More childcare services so there can be more classes for women to attend and learn.

GENERAL COMMUNITY - FEEDBACK

- More inclusive - multicultural focus.
- End of year celebration with different cultures.
- That people can come and visit and share stuff that they bring from another country.
- The 7-8 Chinese groups should unify into one, then able to use funds more efficiently.
- Would like council staff to visit CALD groups to give information on council services.
- YMAG good to continue - interpreters needed.
- Knowing about all the Yarra events in a coordinated way for languages other than English (in ways other than website e.g. mail etc.).
- More events with music from other countries.
- Promote the ties and engagement between different communities so as to live harmoniously together.

6.2 KEY THEMES AND ISSUES FOR CONSIDERATION

The feedback from these consultations from (and about) the multicultural community focused on four (4) key themes:

Communication:	Ensuring that information is accessible (i.e. language options/translators) and also offering opportunities and support (e.g. childcare) to learn English.
Safety & Security:	Addressing drug and crime issues, educating older people about who to contact when feeling scared/concerned.
Expanded Programs:	More hours offered at existing clubs, more transport options, introduce new exercise programs/initiatives (or subsidise existing).
Whole of Community:	X (cross) Cultural and X (cross) Generational events. Create a whole of community focus and empower people to learn about others.

pg. 12

Attachment 4 - CPU Policies Community Consultation Report

SECTION 7 SOCIAL JUSTICE POLICY

This section includes verbatim comments or discussion areas raised during the consultations which referenced or made specific suggestions regarding social justice issues.

7.1 WHAT THE COMMUNITY TOLD US

OLDER PEOPLE AND PEOPLE WITH DISABILITIES - FEEDBACK

- Yarra has been my home for 20 years. I am a single parent with a child with special needs. I am unable to work full time at the moment. Our rental accommodation is dodgy - insulated, no heater, and the landlord knows he can get away with this because his tenants have no other choice.
- My intellectual disability- part of my disability is that I can't find my way around in the community normally. To be able to go anywhere I firstly have to be travel trained by a worker first in order to get there on my own. Sometimes my mum can't help me with some things because of her health and I cannot always get a worker to help. As I am on a pension I can't access something's if it is too expensive.
- There are not many opportunities for employment of older people in Yarra. I would like to work part-time.
- Door to door house-checks to identify vulnerable and isolated residents - perhaps offering a service such as a spring clean of the front garden, a handyman to fix a front gate or a letterbox. Take this opportunity to offer to send out a Yarra council worker to discuss council services available to residents. Ensure these messages are offered in a wide range of modes - re: CALD community, frail-aged, those living with a disability and other vulnerable residents.
- Have an event in Curtain Square celebrating community diversity.
- Require all new developments to include social housing and purpose designed housing for people with disabilities- + inbuilt parking. Maintain and actively promote a range of housing options, including for low-income people - I don't know what options there are for this, but I want to see Yarra continue to be multicultural/multiclass/multi-age interesting and vibrant community.

FAMILY, YOUTH AND CHILDREN - FEEDBACK

- Make Yarra a community more accepting of people regardless of race/ religion/ gender/sexual orientation.
- Inclusive and understanding support for people in schools. Queer sex ed.

GENERAL COMMUNITY - FEEDBACK

- Residents are the fundamentals of the municipal government, which should strengthen its leadership to educate people to be aware of the values of justice, equity and impartiality.

Attachment 4 - CPU Policies Community Consultation Report

The government should organise activities to care and lead community groups so as to avoid corruption of social morals and enhance the integrity and solidarity of different communities.

- Creating a welcome community for all including refugees & LGBTI folks, Aboriginal people and those from CALD backgrounds, and folks of all ages and backgrounds.
- Mobilizing our community creativity on social justice issues e.g. Homelessness agencies.

7.2 KEY THEMES AND ISSUES FOR CONSIDERATION

The above quotes/feedback are an indication that the stakeholders interviewed from the ADS and the FYC communities take great pride in Yarra's diversity and want to see it maintained. There is recognition of the difficulty experienced by marginalized groups (e.g. low income, those with disability, homeless) and a recognition that Council should support these groups to ensure an inclusive municipality.

Attachment 4 - CPU Policies Community Consultation Report

SECTION 8 VOLUNTEERING STRATEGY

This section includes verbatim comments or discussion areas raised during the consultations which referenced or made specific suggestions about volunteering.

8.1 WHAT THE COMMUNITY TOLD US

OLDER PEOPLE AND PEOPLE WITH DISABILITIES - FEEDBACK

- My physical wellbeing and state of mind which also relates to employment and stress levels...impact my mood and how open and engaging I am as a person. Volunteering is a great way of getting involved in community, currently I am not that involved because I rarely see anything that interests me and that is followed up with regular dates and fun meetings.
- I used to be a volunteer with the red cross as a first aid officer and loved it but had to give it up due to health issues and I cannot find any other volunteer things to do that interest me and that I can physically do.
- We would welcome information about how to be involved in activities that bring us into contact with people from different social groups/ages/backgrounds/etc. We live near the Senior Citizen Centre in Richmond and would love to be involved in volunteering opportunities there. We have tried to find out about this but as far as we can tell there are not regular activities run out of that facility.
- Haven't found organisations that are looking for volunteers. The State Government is anti-volunteers (look at how they treat firefighters and others), makes one question the value of volunteering when you are unwanted, even if organisations feel differently.
- I don't know how to access volunteering opportunities in Yarra - City of Boroondara - they do more.
- Not aware of volunteering opportunities within the council. Would like to help out with data analytics but do not know how to approach the council.
- Volunteering applications are just as difficult as employment applications. I don't have referees and yet I have a background in nursing and a recent aged care cert 3 but still am unable to succeed in work or volunteering.
- It will be good to have elderly support programs such as volunteers to keep an eye on elderly residents especially living alone. Weekly visits or social phone calls or social outings, pet programs, singing or dancing days or sit and just chat. Perhaps subsidised vet facilities. Also, the regular interaction will enable the person to be monitored without being intrusive.
- Create air conditioned "gathering places" and volunteers to bring people to them. This should include tea/coffee/snacks and comfortable seating so people can chat to each other. This would be a good way to track if someone is beginning to struggle.
- Organise volunteers to visit isolated people/drive people to appointments or to shop. Have a matching service for elders needing care at home with other fit pensioners or students needing low cost or free rent.

pg. 15

Attachment 4 - CPU Policies Community Consultation Report

- A volunteer visiting service, presenting opportunities for volunteering or participating in community activities. Promoting the potential, the skills that older people have that would be of value, e.g. repairing, cooking, etc.
- Create a volunteer bank that matches people to opportunities.
- Highlight opportunities to volunteer in the community. Have a social media page that could connect people somehow.

FAMILY, YOUTH AND CHILDREN - FEEDBACK

- More peer leaders. Volunteer work.

GENERAL COMMUNITY - FEEDBACK

- Open volunteering opportunities to council - enable us to connect to isolated, hard to reach, communities.
- Local community visitor program for those housebound for whatever reason.

8.2 KEY THEMES AND ISSUES FOR CONSIDERATION

Whilst volunteering was mentioned by the stakeholders in all the consultations – it was an important issue with the older community. The feedback focused on:

Benefits for Volunteer:	Older people in particular highlighted the mental health benefits of being engaged and provided an opportunity to “do something” in retirement.
Benefits for Community:	Feedback highlighted how volunteering could go hand in hand with maintaining a diverse community by supporting marginalized people (e.g. isolated, low income/house bound etc.)
Program Simplification:	There was significant feedback around the complexity of registering and the difficulty of actually finding somewhere to volunteer.

Attachment 5 - Your Say Yarra Multicultural Plan Webpage Survey 2019

Project Report

01 February 2019 - 08 April 2019

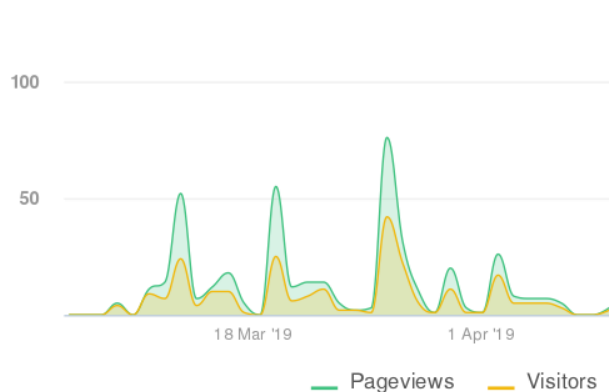
Your Say Yarra

Supporting our multicultural community



by Bang the Table

Visitors Summary



Highlights

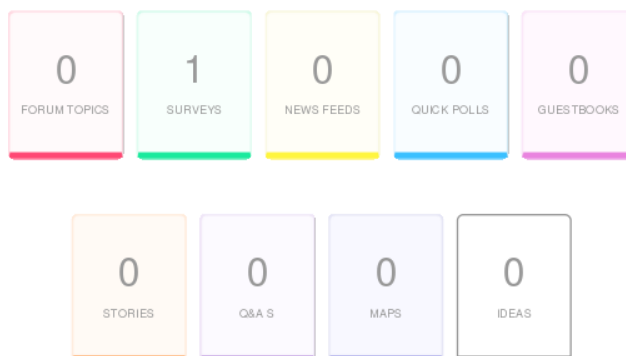
TOTAL VISITS	MAX VISITORS PER DAY	
267	42	
NEW REGISTRATIONS		
0		
ENGAGED VISITORS	INFORMED VISITORS	AWARE VISITORS
22	65	208

Aware Participants	208	Engaged Participants	22
Aware Actions Performed	Participants	Engaged Actions Performed	Registered Unverified Anonymous
Visited a Project or Tool Page	208		
Informed Participants	65	Contributed on Forums	0 0 0
Informed Actions Performed	Participants	Participated in Surveys	0 0 22
Viewed a video	0	Contributed to Newsfeeds	0 0 0
Viewed a photo	0	Participated in Quick Polls	0 0 0
Downloaded a document	31	Posted on Guestbooks	0 0 0
Visited the Key Dates page	0	Contributed to Stories	0 0 0
Visited an FAQ list Page	10	Asked Questions	0 0 0
Visited Instagram Page	0	Placed Pins on Places	0 0 0
Visited Multiple Project Pages	43	Contributed to Ideas	0 0 0
Contributed to a tool (engaged)	22		

Attachment 5 - Your Say Yarra Multicultural Plan Webpage Survey 2019

Your Say Yarra : Summary Report for 01 February 2019 to 08 April 2019

ENGAGEMENT TOOLS SUMMARY

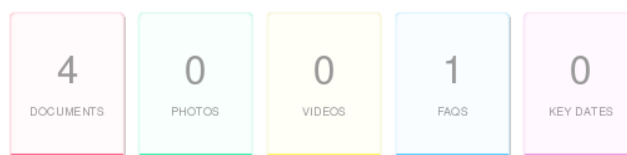


Tool Type	Engagement Tool Name	Tool Status	Visitors	Contributors		
				Registered	Unverified	Anonymous
Survey Tool	What do you think of our draft Multicultural Partnerships...	Published	37	0	0	22

Attachment 5 - Your Say Yarra Multicultural Plan Webpage Survey 2019

Your Say Yarra : Summary Report for 01 February 2019 to 08 April 2019

INFORMATION WIDGET SUMMARY



Widget Type	Engagement Tool Name	Visitors	Views/Downloads
Document	Multicultural Partnerships Plan 2019-2022 DRAFT	31	38
Document	Vietnamese translation	0	0
Document	Chinese translation	0	0
Document	Arabic translation	0	0
Faqs	faqs	10	10

Attachment 5 - Your Say Yarra Multicultural Plan Webpage Survey 2019

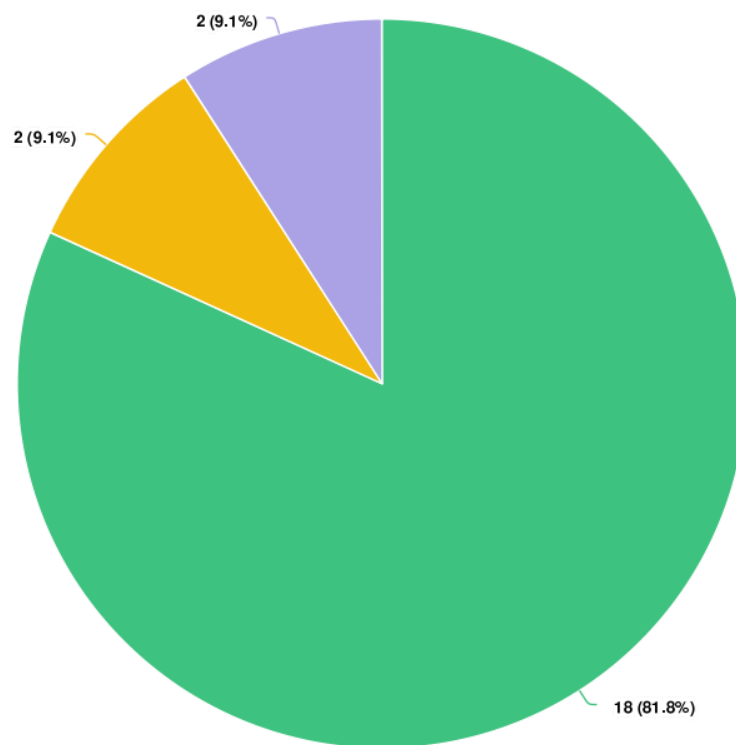
Your Say Yarra : Summary Report for 01 February 2019 to 08 April 2019

ENGAGEMENT TOOL: SURVEY TOOL

What do you think of our draft Multicultural Partnerships Plan 2019-2022?

VISITORS	37	CONTRIBUTORS	22	CONTRIBUTIONS	22
----------	----	--------------	----	---------------	----

Do you agree with our priorities?



Question options

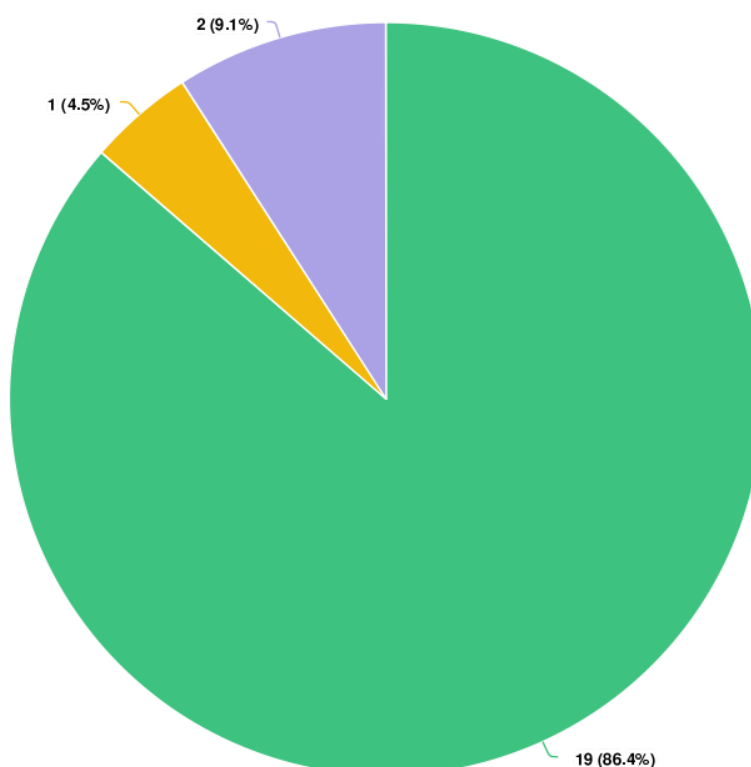
Yes No Not sure

(22 responses, 0 skipped)

Attachment 5 - Your Say Yarra Multicultural Plan Webpage Survey 2019

Your Say Yarra : Summary Report for 01 February 2019 to 08 April 2019

Do you agree with these goals?



Question options

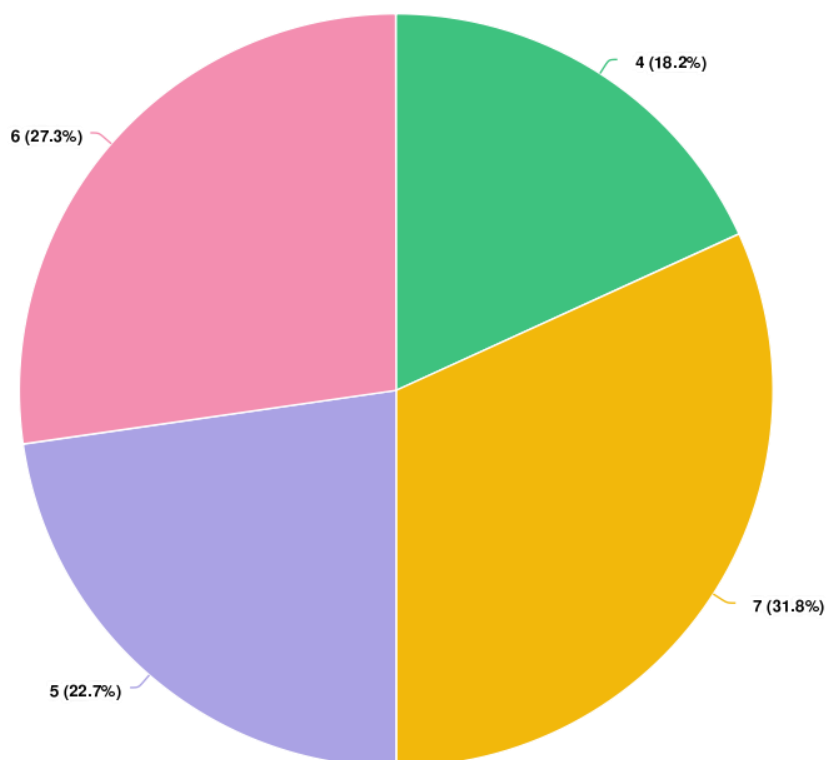
Yes No Not sure

(22 responses, 0 skipped)

Attachment 5 - Your Say Yarra Multicultural Plan Webpage Survey 2019

Your Say Yarra : Summary Report for 01 February 2019 to 08 April 2019

What is your age?



Question options

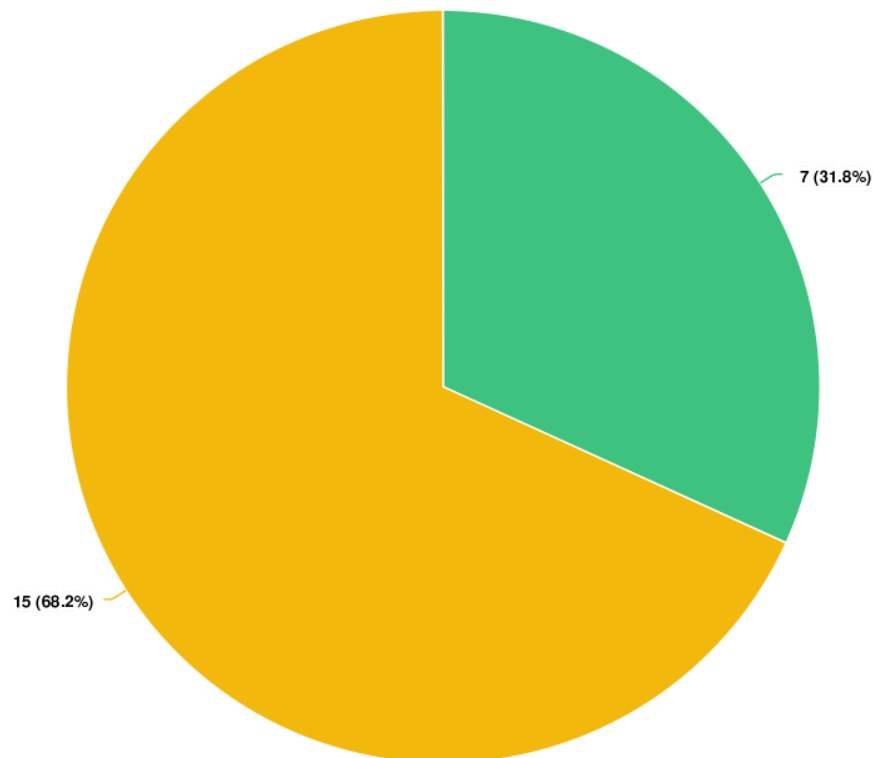
● 26-35
 ● 36-45
 ● 46-55
 ● 55+

(22 responses, 0 skipped)

Attachment 5 - Your Say Yarra Multicultural Plan Webpage Survey 2019

Your Say Yarra : Summary Report for 01 February 2019 to 08 April 2019

Where you born in a country other than Australia?



Question options

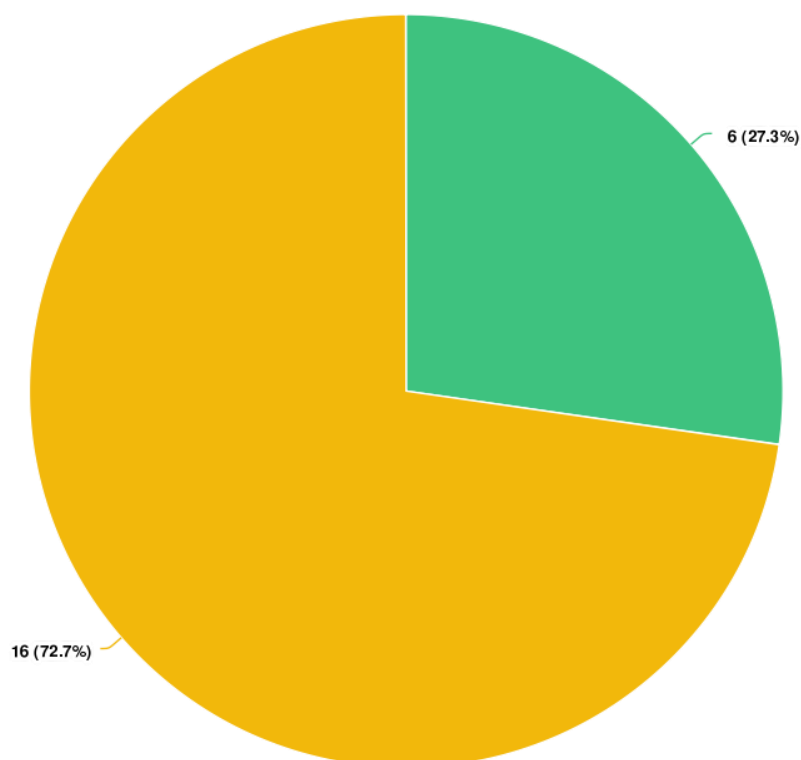
● Yes ● No

(22 responses, 0 skipped)

Attachment 5 - Your Say Yarra Multicultural Plan Webpage Survey 2019

Your Say Yarra : Summary Report for 01 February 2019 to 08 April 2019

Do you speak a language other than English at home?



Question options

● Yes ● No

(22 responses, 0 skipped)

11.5 Appointment of Authorised Officers - Planning and Environment Act 1987

Trim Record Number: D19/106760

Responsible Officer: Group Manager Chief Executive's Office

Purpose

1. To provide for the formal appointment of Council Officers as Authorised Officers pursuant to Section 147(4) of the *Planning and Environment Act 1987* and Section 232 of the *Local Government Act 1989*.

Background

2. As a result of a review of duties within Council's Civic Compliance team, an opportunity has been identified to broaden the scope of works within the team. This will enable Council to provide a more flexible response to customer complaints – particularly to matters involving potential breaches of Council's local laws and legislation including the Local Government Act, Road Management Act and Planning and Environment Act.
3. In order to implement these changes, it is necessary to broaden the authorisation of a number of existing staff and appoint them as Authorised Officers under the Planning and Environment Act.
4. This authorisation cannot be made by the Chief Executive Officer under delegation, and must be made by resolution of Council.

Consultation

5. Not applicable.

Financial Implications

6. There are no direct financial implications arising from the appointment of an authorised officer.

Economic Implications

7. This report has no economic implications.

Sustainability Implications

8. This report has no sustainability implications.

Social Implications

9. This report has no direct social implications.

Human Rights Implications

10. This report has no Human Rights implications.

Communications with CALD Communities Implications

11. Not applicable.

Council Plan, Strategy and Policy Implications

12. This report is an example of this Council's positive action, in demonstrating its commitment to its legislative obligations.

Legal Implications

13. Appointment of Authorised Officers under the *Planning and Environment Act 1987* requires a formal resolution of Council. Where such authorisation is proposed to be granted, provision is also made to allow the respective officer to also initiate proceedings on behalf of Council (as provided in Section 232 of the *Local Government Act 1989*).

Other Issues

14. Not applicable.

Options

15. Not applicable.

Conclusion

16. That Council formally appoint the officers listed below as Authorised Officers pursuant to Section 147 (4) of the *Planning and Environment Act* 1987 and Section 232 of the *Local Government Act* 1989. The Instruments of Appointment and Authorisation document will be signed accordingly by the Chief Executive Officer.

RECOMMENDATION

1. That Council formally appoints:

- (a) Irene Christopoulos;
- (b) Barry Dempsey;
- (c) Angela Eastwood;
- (d) Christopher Gaal;
- (e) Matthew Gillespie;
- (f) Jennifer Guo;
- (g) Sarkis Haladjian;
- (h) Kaela Isley;
- (i) Linden Jesensek;
- (j) Sharni Kearney;
- (k) Aoife Mulligan;
- (l) John Sanchez;
- (m) Evette Shomali;
- (n) Sanja Stojakovic;
- (o) Damian Visentini; and
- (p) Susan Yousif

as Authorised Officers pursuant to Section 147(4) of the *Planning and Environment Act* 1987 and Section 232 of the *Local Government Act* 1989.

2. That Council directs that the Instruments of Appointment and Authorisation be signed accordingly by the Chief Executive Officer.

CONTACT OFFICER: Rhys Thomas
TITLE: Senior Governance Advisor
TEL: 9205 5302

Attachments

There are no attachments for this report.

12.1 Notice of Motion No 11 of 2019 - Processing of Heritage Victoria Referrals by Council

Trim Record Number: D19/109630

Responsible Officer: Group Manager Chief Executive's Office

I, Councillor Stephen Jolly, hereby give notice that it is my intention to move the following motion at the Ordinary Meeting of Council to be held on 2 July 2019:

1. *"That in relation to Heritage Victoria referrals of permit applications and Heritage Council permit determination reviews it is the policy of the City of Yarra that:*
 - (a) *Copies of Heritage Victoria permit applications referred to Council as the responsible authority in accordance with Section 100(1) of the Heritage Act 2017 are sent to the Chief Executive Officer to ensure that all applications for places of state significance in Yarra are part of a public process;*
 - (b) *All Heritage Victoria permit application referrals will be placed on a Council meeting agenda so that Council in accordance with section 100(2) of the Heritage Act 2017 may make a written submission having considered the officer report and recommendation, together with any additional information provided by the community;*
 - (c) *The level of detail in the referral reports listed on Council agendas will depend on whether the application is for a major permit application which requires a detailed heritage assessment as specified in sections 101(2) and 101(3) of the Act or minor works not visible from the public domain;*
 - (d) *Minor permit applications where the proposed works are not visible outside the heritage place will be listed as a brief report on Council agendas, so that Council has sufficient information included in the in-house heritage advice to determine whether it requires a formal response to the referral;*
 - (e) *If the proposal is visible from the public domain then a full report will be provided on the Council agenda including a detailed heritage assessment of the application and its effect on the cultural heritage significance of the place, as well as the considerations in section 101(3) of the Heritage Act;*
 - (f) *Major heritage applications on Council agendas will have a full report that includes a heritage assessment from an independent expert with extensive experience with similar high-level heritage applications, together with PDFs of the application plans and documentation and the Heritage Victoria referral letter provided as attachments to the report;*
 - (g) *Council's resolutions in response to major permit applications will be sent to Heritage Victoria as the responsible authority's submission, as will any response to minor application assessments in those instances when Council determines a written reply to the referral is required;*
 - (h) *When additional time is required for a major application, Heritage Victoria will be advised that Council is preparing a submission that will be sent no later than four to five weeks after the referral is received, and similarly if Council determines a reply will be sent in relation to a minor application then Heritage Victoria will be advised it will be sent for the Executive Director to consider as "any other relevant matter" in accordance with Section 101(3) (b); and*
 - (i) *When the Heritage Council notifies the responsible authority about permit determination reviews in accordance with Section 106(5) (b) of the Heritage Act 2017, this will be placed on the next Council agenda together with the reasons for the appeal*

so that Council can consider what procedure it wishes to adopt in relation to the specified timetable for each submission deadline.”

Officer notes:

For context purposes, the sections of the *Heritage Act 2017* as referenced in the above Notice of Motion, are as follows:

Act Section	Legislative Requirement
100 100 (1)	<i>Submissions by responsible authorities and municipal councils in relation to permit applications</i> The Executive Director, within 14 days after receiving a permit application, must give a copy of the application— (a) to the responsible authority (Council).....
100 (2)	The responsible Authority (Council) may make a written submission to the Executive Director.
100(3)	A submission must be lodged within: (a) 14 days after notice given by the Executive Director, or (b) an extended period of time under section 94(3).
94 94 (3)	<i>Public display of permit applications in certain circumstances</i> The Executive Director may extend the specified period of display under subsection (2) with the agreement of the applicant and the owner (i.e. <i>beyond the 14 days</i>)
101 101 (2)	<i>Determination of permit applications</i> In determining whether to approve an application for a permit, the Executive Director must consider the issues stated in sub-sections (a) to (f) (Refer detailed extract below)
101 (3) (a) (b)	In determining whether to approve an application for a permit, the Executive Director may consider— (a) the extent to which the application, if approved, would affect the cultural heritage significance of any adjacent or neighbouring property that is— (i) included in the Heritage Register; or (ii) subject to a heritage requirement or control in the relevant planning scheme; or (b) any other relevant matter.
106 106(5)(b).	<i>Review of the Executive Director's determinations relating to permits</i> (5) On receiving a request for a review, the Heritage Council must notify— (b) the responsible authority for the area in which the registered place or registered object is situated and, if the responsible authority is not a municipal council, the relevant municipal council;

(Extract) -Section 101 (2) - Determination of permit applications

(2) *In determining whether to approve an application for a permit, the Executive Director must consider the following: -*

- (a) *the extent to which the application, if approved, would affect the cultural heritage significance of the registered place or registered object;*
- (b) *the extent to which the application, if refused, would affect the reasonable or economic use of the registered place or registered object;*
- (c) *any submissions made under section 95 or 100;*

- (d) *if the applicant is a public authority, the extent to which the application, if refused, would unreasonably detrimentally affect the ability of the public authority to perform a statutory duty specified in the application;*
- (e) *if the application relates to a listed place or to a registered place or registered object in a World Heritage Environs Area, the extent to which the application, if approved, would affect: -*
 - (i) *the world heritage values of the listed place; or*
 - (ii) *(ii)any relevant Approved World Heritage Strategy Plan;*
- (f) *any matters relating to the protection and conservation of the registered place or registered object that the Executive Director considers relevant.*

RECOMMENDATION

1. That in relation to Heritage Victoria referrals of permit applications and Heritage Council permit determination reviews, it is the policy of the City of Yarra that:
 - (a) Copies of Heritage Victoria permit applications referred to Council as the responsible authority in accordance with Section 100(1) of the *Heritage Act 2017* are sent to the Chief Executive Officer to ensure that all applications for places of state significance in Yarra are part of a public process;
 - (b) All Heritage Victoria permit application referrals will be placed on a Council meeting agenda so that Council in accordance with section 100(2) of the *Heritage Act 2017* may make a written submission having considered the officer report and recommendation, together with any additional information provided by the community;
 - (c) The level of detail in the referral reports listed on Council agendas will depend on whether the application is for a major permit application which requires a detailed heritage assessment as specified in sections 101(2) and 101(3) of the Act or minor works not visible from the public domain;
 - (d) Minor permit applications where the proposed works are not visible outside the heritage place will be listed as a brief report on Council agendas, so that Council has sufficient information included in the in-house heritage advice to determine whether it requires a formal response to the referral;
 - (e) If the proposal is visible from the public domain then a full report will be provided on the Council agenda including a detailed heritage assessment of the application and its effect on the cultural heritage significance of the place, as well as the considerations in section 101(3) of the *Heritage Act*;
 - (f) Major heritage applications on Council agendas will have a full report that includes a heritage assessment from an independent expert with extensive experience with similar high-level heritage applications, together with PDFs of the application plans and documentation and the Heritage Victoria referral letter provided as attachments to the report;
 - (g) Council's resolutions in response to major permit applications will be sent to Heritage Victoria as the responsible authority's submission, as will any response to minor application assessments in those instances when Council determines a written reply to the referral is required;
 - (h) When additional time is required for a major application, Heritage Victoria will be advised that Council is preparing a submission that will be sent no later than four to five weeks after the referral is received, and similarly if Council determines a reply will be sent in relation to a minor application then Heritage Victoria will be advised it will be sent for the Executive Director to consider as "any other relevant matter" in accordance with Section 101(3) (b); and

- (i) When the Heritage Council notifies the responsible authority about permit determination reviews in accordance with Section 106(5) (b) of the *Heritage Act 2017*, this will be placed on the next Council agenda together with the reasons for the appeal so that Council can consider what procedure it wishes to adopt in relation to the specified timetable for each submission deadline.

Attachments

There are no attachments for this report.