

Yarra City Council

Council Plan Action Plan 2025/26



Welcome

Introduction

The 2025/26 Council Plan Action Plan outlines the specific projects, activities and priorities that Council will undertake to deliver on the Strategic Objectives in the 2025-29 Council Plan. It is the first in a series of four annual action plans.

The progress of these actions is tracked and reported in the Quarterly Community Report. Each action within the plan has clearly defined milestones that track progress and show that targets are being achieved.

Council has committed to 26 actions that reflect key priorities and projects aligned with select Initiatives from the 2025-29 Council Plan. Each action supports one of the Plan's four Strategic Objectives, ensuring a clear link between planning and delivery.

Here are the Strategic Objectives that guide our Council Plan:

Living in the City	We are a City for everyone. We are welcoming, friendly and connected, where everyone is safe and supported.
Building the City	We have the infrastructure we need to accommodate a growing community.
Working and Playing in the City	We have a thriving economy with a variety of opportunities to work, create, play and celebrate.
Running the City	We are transparent and accountable, making evidence-based decisions to ensure the sustainability and health of Yarra.

Contents

Living in the City 4-7

Minor Richmond Library renewal works with business case for major redevelopment of the Library.....	4
Design and delivery of programs arising from the New Municipal Public Health and Wellbeing Plan.....	5
Conduct a localised Community Safety Audit.....	5
Kindergarten Infrastructure and Services Plan for Yarra.....	6
Year 2 Climate Emergency Plan Implementation.....	7

Building the City 8-13

Deliver Capital Works Projects.....	8
New Open Space.....	8
Reactivate the Collingwood Town Hall precinct housing	9
Continuation of the Brunswick Street Oval Project Progress.....	9
Update the Transport Action Plan and implement.....	10
Progress the preparation of a Kerbside and Parking Strategy.....	10
Finalise the Community Infrastructure Plan.....	11
Strategic rollout of electric vehicle charging stations across Yarra.....	11
Strategic Planning Agility: Implementing the State Government's housing target and activity centre program.....	12
New Deal for Cycling corridor projects.....	13

Working and Playing in the City 14-16

Activate our local economy by working with local trader group and associations.....	14
New Economic Development Strategy.....	15
Implement planning service review outcomes.....	15
Urban Renewal Strategy for Victoria Street.....	16

Running the City 18-21

Implement recommendations from the Financial Sustainability Strategy.....	18
Commence implementation of an Enterprise Resource Planning technology system.....	19
Development of a Waste and Recycling Strategy.....	19
Local Law Review.....	20
Develop the Benefits Management Framework.....	20
Improve Customer Experience.....	21
Implement the Yana Ngargna Policy and increase and strengthen partnerships with Aboriginal Controlled organisations.....	21

Living in the City

We are a City for everyone.
We are welcoming, friendly and
connected, where everyone is safe
and supported.

-  Strong and Vibrant Community
-  Community Safety
-  Social Equity
-  Shared Spaces

Action Title: Minor Richmond Library renewal works with business case for major redevelopment of the Library

Action Description: Investigate and develop options for a feasibility study and business case for a future major redevelopment of the Library, while undertaking necessary minor renewal works to support ongoing operations at the facility.

Milestones:

Quarter 1	Quarter 2	Quarter 3	Quarter 4
Initiate preliminary investigations for Richmond Library renewal: Start preliminary investigations that will include structural, services, surveying, soil, heritage, planning and condition surveys.	Business Case development: Completion of preliminary investigations to help the development of the feasibility and business case development.	Finalisation of Feasibility Study and Business Case: Completion of the feasibility study and business case for major redevelopment.	Delivery of the Richmond Library renewal works: Completion of minor renewal works.

Division: Infrastructure and Environment

Branch: Building and Asset Management

Action Title: Design and delivery of programs arising from the New Municipal Public Health and Wellbeing Plan

Action Description: Engage and collaborate with stakeholders across the organisation to implement and deliver programs that promote the priorities of the new Municipal Public Health and Wellbeing Plan.

Milestones:

Quarter 1	Quarter 2	Quarter 3	Quarter 4
Finalise Health and Wellbeing Plan and develop Year One strategies: Complete the Health and Wellbeing Plan and develop practical strategies for implementation in Year one, covering key health and wellbeing priority areas.	Social connection mapping and food security mapping (separate projects): Identify and map external programs addressing loneliness and social isolation (social connection project); separately, expand the community food guide to promote affordable local food options (food security project).	No milestone reported this quarter	Social connection and food security guide launch (distinct deliverables): Produce and launch a community guide supporting social connection, alongside a celebration event; separately, promote the updated food security guide to raise community awareness and improve access to affordable food options.

Division: Community Strengthening

Branch: Equity and Community Development

Action Title: Conduct a localised Community Safety Audit

Action Description: Community Safety Audit conducted in response to identified crime and community safety concerns — in known hotspots and public spaces — to respond to environments with low cost or temporary infrastructure, landscaping or site redesign where appropriate. Engage with Victoria Police, key agencies and other stakeholders to prioritise hotspots and implement a safety audit according to need.

Milestones:

Quarter 1	Quarter 2	Quarter 3	Quarter 4
Data review and site selection: Review crime statistics, community enquiries, and perceptions of safety; identify priority hotspots; work with stakeholders such as Victoria Police (VicPol) and the immediate community to select the intervention site.	Undertake CPTED assessment: Conduct a Crime Prevention Through Environmental Design (CPTED) assessment at the selected site, working closely with VicPol, Infrastructure and Environment, and the local community to analyse risks and opportunities.	Finalise recommendations for safety intervention: Write findings and record recommendations arising from the CPTED assessment; define key safety interventions and priorities.	Planning, design, and funding preparation: Develop detailed concept plans; engage stakeholders on proposed designs; finalise intervention plans; procure required materials or services; and prepare a business case for 2027 financial year funding if need.

Division: Community Strengthening

Branch: Equity and Community Development

Action Title: Kindergarten Infrastructure and Services Plan for Yarra

Action Description: Finalise the updated Kindergarten Infrastructure and Services Plan for Yarra in partnership with the Victorian Government.

Milestones:

Quarter 1	Quarter 2	Quarter 3	Quarter 4
Refining kindergarten needs in Yarra: M1 Finalise the information that is specific to the local context for kindergarten in Yarra. M2 Update population projections using information from Council's data sources.	Population Projection Data completed: M1 Finalise agreed population projection data, which includes input from the Victorian Government.	Completion and Endorsement of Yarra's Kindergarten Infrastructure and Services Plan: M1 Finalise the Kindergarten Infrastructure and Services Plan for Yarra with sign-off by delegated representatives of Yarra City Council and the Victorian Department of Education.	No milestone reported this quarter

Division: Community Strengthening

Branch: Family, Youth and Children’s Services

Action Title: Year 2 Climate Emergency Plan Implementation

Action Description: Implementation of the Climate Emergency Plan (CEP) 2024-30, including delivery of round two of the Climate Safe Rooms and Yarra Home Energy Upgrade program.

Milestones:

Quarter 1	Quarter 2	Quarter 3	Quarter 4
Recruit participants for Climate Safe Rooms and Yarra Home Energy Upgrade program: M1 Undertake participant recruitment for Climate Safe Rooms/Yarra Home Energy Upgrade program Round 2. M2 Engage the Yarra Neighbourhood House Network in planning the actions to be delivered as part of their 2023 Climate Action and Resilience Plan. M3 Establish and promote an expanded suite of options to assist Yarra households reduce energy use and greenhouse emissions via the Multi-Council Solar Savers program.	Update on the Climate Emergency Plan progression: M1 Provide mid-year community update on the implementation of the Climate Emergency Plan. M2 Undertake work to establish and promote a network of cool spaces and informal places of refuge from extreme weather events across Yarra, prior to summer and potential heatwaves. M3 Complete installation of community batteries at four Yarra community facilities.	Develop a Yarra Community Roadmap regarding Climate Emergency Plan outcomes: M1 Deliver a Yarra Community Roadmap to Climate Resilience, developed through collaboration with a diverse range of community organisations across Yarra. M2 Deliver workshop for businesses to reduce energy use and associated business costs.	Update on Climate Emergency Plan and delivery of programs: M1 Provide annual community update on the implementation of the Climate Emergency Plan. M2 Complete delivery of the Climate Safe Rooms and Yarra Home Energy Upgrades program.

Division: City Sustainability and Strategy

Branch: Sustainability

Building the City

We have the infrastructure we need to accommodate a growing community.



Environmental Sustainability



Growing Sustainability



Shared Spaces



Social Equity



Community Safety

Action Title: Deliver Capital Works Projects

Action Description: Delivery of the Capital Works Program.

Milestones:

Quarter 1	Quarter 2	Quarter 3	Quarter 4
No milestone reported this quarter	Deliver 30% of the budgeted capital works program	60% of projects commenced or completed	Deliver at least 90% of the budgeted capital works program

Division: Infrastructure and Environment

Branch: Building and Asset Management

Action Title: New Open Space

Action Description: Implementation of New Open Space projects.

Milestones:

Quarter 1	Quarter 2	Quarter 3	Quarter 4
No milestone reported this quarter	Procure, acquire or provide at least one new parcel of open space in Yarra	No milestone reported this quarter	Procure, acquire or provide at least three new open spaces in Yarra

Division: Infrastructure and Environment

Branch: Building and Asset Management

Action Title: Reactivate the Collingwood Town Hall precinct housing proposal

Action Description: Housing proposal to secure and advocate for funding and approvals to progress the project. Scope and deliver final concepts and delivery strategy.

Milestones:

Quarter 1	Quarter 2	Quarter 3	Quarter 4
Define objectives, test scenarios and deliberate: Define site purpose, ambition, and scale; test feasibility, deliverability, and viability; conduct market analysis; set baseline design parameters; hold 'Options' workshop with Councillors. Concurrently continue engagement with Housing Australia, Homes Victoria and potential delivery partners.	Complete Feasibility Assessment and Advice on Delivery options: Perform market appraisal; refine design concepts; complete detailed feasibility assessment; advise on preferred delivery models and potential partners.	Delivery strategy, endorsement, and market launch: Finalise schematic designs and delivery strategy; prepare opportunity documentation; seek Council endorsement to proceed; go to market (eg via expressions of interest or requests for proposal) to attract delivery partners; advance partner selection.	No milestone reported this quarter

Division: Infrastructure and Environment

Branch: Building and Asset Management

Action Title: Continuation of the Brunswick Street Oval Project

Action Description: Delivery of works for a new sports pavilion, upgraded and expanded tennis courts and upgraded tennis facilities in the Brunswick Street Oval sporting precinct.

Milestones:

Quarter 1	Quarter 2	Quarter 3	Quarter 4
Approvals received and Early Works package finalised: Obtain planning and heritage approvals for revised design. Early works package development completed.	Design and construction tender for sports pavilion secured: Brunswick Street Oval Sports Pavilion design completed, and construction tender awarded.	Commencement of Construction: Works on five synthetic northern courts commenced — renewal of three courts and two new courts. Sports pavilion onsite works commenced.	Upgrade finalised: Works to five synthetic northern courts completed — renewal of three courts and two new courts.

Division: Infrastructure and Environment

Branch: Building and Asset Management

Action Title: Update the Transport Action Plan and implement

Action Description: Finalise the 2025-2035 Transport Action Plan (TAP) and implement New Deal for Walking and New Deal for Schools.

Milestones:

Quarter 1	Quarter 2	Quarter 3	Quarter 4
M1 Initial Development of TAP: Prepare draft Transport Action Plan and complete community engagement planning. M2 New Deal for Walking Projects: Commence development of New Deal for Walking implementation process. Develop and scope nominated projects. M3 New Deal for Schools: Commence the selection process for a new school. Debrief and evaluate the 2024/25 program with Princes Hill Primary School.	M1 Draft approval and community engagement implementation: Council to consider draft TAP for community engagement M2 Initiate design and engagement: Complete New Deal for Walking implementation process. Undertake early design and consultation work as required. M3 New School Selection and Agreements for 2026: Complete the selection process and implementation program for the new school.	M1 Finalisation of updated Transport Action Plan: Analyse feedback from engagement and present TAP to Council for consideration to adopt. M2 Initiate preliminary design: Undertake early design and consultation work. M3 Launch of program: Commence implementation of program with the school.	M1 Advance to Next Project Stage and Confirm Upcoming Action Plan Priorities: Confirm actions for 2026-27 in the Action Plan. M2: Prepare project documentation for next stages of the project (eg detailed design). M3 Completion of program: Complete implementation of the program with the school.

Division: City Sustainability and Strategy

Branch: Strategic Transport

Action Title: Progress the preparation of a Kerbside and Parking Strategy

Action Description: Develop the knowledge and engagement base for the parking topic and the broader kerbside topic. Obtain agreement on key project objectives and scope.

Milestones:

Quarter 1	Quarter 2	Quarter 3	Quarter 4
Design support consultant: Engaged M1 Engage independent consultant to support design scope and project delivery.	Initial data analysis on kerbside priorities: M1 Complete Councillor workshop on the kerbside priorities, needs, and way forward. M2 Complete initial data analysis on existing kerbside uses and develop project engagement materials.	Community consultation on parking and kerbside priorities: M1 Undertake community consultation on broad parking and kerbside priorities and needs. M2 Analysis of community engagement feedback.	Kerbside and Parking Strategy scope established: M1 Defined scope of Kerbside and Parking Strategy, including actions for Year Two.

Division: City Sustainability and Strategy

Branch: Strategic Transport and Parking and Compliance

Action Title: Finalise the Community Infrastructure Plan

Action Description: Finalise the Community Infrastructure Plan and present to Council to consider for adoption. Initiate implementation of its recommendations and begin scoping work for the review of the Developer Contributions Plan.

Milestones:

Quarter 1	Quarter 2	Quarter 3	Quarter 4
Begin Community Consultation and finalise plan for endorsement: Seek Council resolution to commence community consultation. Carry out community consultation. Finalise plan for approval.	Completion of Community Infrastructure Plan: Present Community Infrastructure Plan to Council for consideration to adopt.	Begin implementation of the Developer Contributions Plan: Commence implementation and scope DCP review.	Continuation of the Developer Contributions Plan (DCP) execution: Continue implementation and scope for DCP review.

Division: City Sustainability and Strategy

Branch: City Strategy

Action Title: Strategic rollout of electric vehicle charging stations across Yarra

Action Description: Support the strategic rollout of electric vehicle (EV) charging stations across Yarra through installation of pole mounted EV chargers, and development and implementation of strategic EV charging mapping and implementation analysis for Yarra.

Milestones:

Quarter 1	Quarter 2	Quarter 3	Quarter 4
Development of Strategic EV Charging report: M1 Engage a qualified consultant to develop a strategic EV charging in Yarra report including potential site analysis and recommended mechanisms for rollout. M2 Ensure Local Laws update considers potential for private EV charging from home to street. M3 Develop initial list of potential sites in Yarra for pole mounted EV charging trial.	Finalisation of EV Charging Strategy Report: M1 Complete strategic mapping and directional needs assessment report for EV charging infrastructure in Yarra. M2 Support local businesses that have car parks to offer customer EV charging, via locally specific fact sheets and engagement.	Progression update of project provided: M1 Update Council on progress for pole mounted EV charging and strategic EV charging direction in Yarra.	EV Charging trial installed: M1 Complete installation of pole mounted EV chargers trial.

Division: City Sustainability and Strategy

Branch: Sustainability

Action Title: Strategic Planning Agility: Implementing the State Government’s housing target and activity centre program

Action Description: Implement the State’s housing target and activity centre program, by identifying strategic redevelopment sites for housing across Yarra and preparing strategic background work to inform scheme provisions with the State Government. Undertake background work and analysis of priority precincts, working towards better outcomes in collaboration with the State Government

Milestones:

Quarter 1	Quarter 2	Quarter 3	Quarter 4
Assessment of State housing capacity model: Review State’s housing capacity model (dependent on release). Identify potential strategic sites and precinct to help achieve Yarra’s housing target. Commence background work to prepare future plans and planning provisions.	Progress development for preparation of planning provisions: Continue work to prepare future plans and planning provisions. Adoption of the Spatial Economic and Employment Strategy review to inform planning directions for employment precincts across Yarra.	Initiate engagement with State Government: Undertake and complete background work. Commence engaging with the State Government on potential strategic sites/precinct (dependent on progress of collaboration with State Government).	Conduct ongoing State Government engagement: Continue engaging with the State Government on potential sites/precinct (dependent on progress of collaboration with State Government).

Division: City Sustainability and Strategy

Branch: City Strategy

Action Title: Progress New Deal for Cycling corridor projects

Action Description: New Deal for Cycling - Building a better Langridge St Collingwood
New Deal for Cycling – Building a better Gipps St Collingwood
New Deal for Cycling – Building a better Coppin St Richmond
New Deal for Cycling – Building a better Wellington St Collingwood
New Deal for Cycling – Building a better Elizabeth St Richmond

Milestones:

Quarter 1	Quarter 2	Quarter 3	Quarter 4
Progression of New Deal for Cycling: Coppin Street: Commence community engagement planning Stage 2. Wellington Street: Confirm concept plans for consultation process. Elizabeth Street: Confirm concept plans for State Government approval. Elizabeth Street: Submit concept plans for State Government approval.	Concept plan confirmation for key streets: Langridge Street: Complete community engagement planning and project inception. Gipps Street: Complete community engagement planning and project inception. Coppin Street: Complete community engagement planning Stage 2. Wellington Street: Conduct Stage 2 community engagement. Elizabeth Street: Confirm concept plans for State Government approval.	Conducting community engagement and preparing for program construction: Langridge Street: Conduct Stage 1 community engagement with delivery team. Gipps Street: Conduct Stage 1 community engagement. Coppin Street: Conduct community engagement Stage 2. Wellington Street: Present report on Stage 2 community engagement findings. Elizabeth Street: Assuming approvals are granted, plan program construction with delivery team.	Continuation of progression of project: Langridge Street: Report back on Stage 1 community engagement Gipps Street: Report back on Stage 1 community engagement. Coppin Street: Prepare report back on Stage 2 community engagement Wellington Street: Confirm preferred design option Elizabeth Street: Delivery team to complete construction.

Division: City Sustainability and Strategy

Branch: Strategic Transport

Working and Playing in the City

We have a thriving economy with a variety of opportunities to work, create, play and celebrate.

-  Thriving Local Economy
-  Strong and Vibrant Community
-  Growing Sustainability
-  Shared Spaces

Action Title: Activate our local economy by working with local trader group and associations

Action Description: Working with local trader group and associations to market and activate our retail precincts and implement one-hour free parking on Victoria Street, Bridge Road and Swan Street for a 12-month pilot program. Continue to strengthen our local economy through targeted support and initiatives by supporting traders identify local issues with tailored local solutions.

Milestones:

Quarter 1	Quarter 2	Quarter 3	Quarter 4
M1 Analysis of retail precinct performance data: Review all available data on the performance of retail precincts and prioritise three precincts or industry groups for additional support. M2 One-hour free parking pilot: Pilot program commences with comprehensive engagement program with business, residents and visiting community.	M1 Launch first trader group activation for local economy support: Delivery of first trader group activation. M2 One-hour free parking pilot: At the end of the quarter, begin a mid-point audit of vacant properties within the trial area.	M1 Second Trader Group implementation: Delivery of second trader group activation and commence the annual audit of our retail precincts. M2 One-hour free parking pilot: No milestone.	M1 Third Trader Group implementation: Delivery of third trader group activation. M2 Evaluation of pilot: One-hour free parking pilot evaluated.

Division: City Sustainability and Strategy

Branch: City Strategy

Action Title: New Economic Development Strategy

Action Description: The Economic Development Strategy 2026-2030 is the guiding document that will outline and guide the team in delivering resources and support to Yarra's business community. This new Strategy will include our day and night-time economies, tourism and other business activities.

Milestones:

Quarter 1	Quarter 2	Quarter 3	Quarter 4
Develop background report: Collate data and insights including incorporating day and nighttime economy to create a background report for the first round of consultation on the new strategy. Begin first round of consultation, which will inform the draft strategy.	Stakeholder consultation on key focus areas: Engage businesses, residents, and visitors in meaningful conversations to shape the key focus areas, strategic pillars, and the actions that flow from them.	Draft Economic Development Strategy: Shape a bold, forward-thinking draft strategy, grounded in stakeholder consultation and background analysis, to share with the community and present to Council for endorsement.	Final Version of Strategy for Adoption: Prepare the final version of the strategy, for consideration by Council.

Division: City Sustainability and Strategy

Branch: City Strategy

Action Title: Implement planning service review outcomes

Action Description: Implement recommendations of the Statutory and Strategic Planning Services Review

Milestones:

Quarter 1	Quarter 2	Quarter 3	Quarter 4
Document and present outcomes: Report outcomes of the planning forums/sessions.	Investigations: Investigate paid pre-application meetings.	Completion of updates: Finalise and publish updated website content, including fact sheets and other informational materials.	Finalise recommendations: Implement any outstanding recommendations.

Division: City Sustainability and Strategy

Branch: City Strategy/Statutory Planning

Action Title: Urban Renewal Strategy for Victoria Street

Action Description: Develop a comprehensive Urban Renewal Strategy for Victoria Street, while implementing short-term public improvements.

Milestones:

Quarter 1	Quarter 2	Quarter 3	Quarter 4
Stakeholder engagement, initiate expert assessment and undertake early improvements: Engage residents, businesses, Victoria Police, landowners, and the Vietnamese community; document proposed interventions; engage expert advice to assess intervention effectiveness, durability, and resources; continue early public improvements underway (eg minor kerb works, CCTV grants, bin surrounds, crepe myrtle planting, garden bed renewal).	Continue expert assessment and deliver improvements: Continue expert analysis of proposed interventions; refine options and resource assessments; continue physical improvements underway (eg graffiti removal, painting power poles, tree grates, tactile indicator renewal, Lennox Street Park renewal, Butler Street pocket park planting); begin drafting the Victoria Street Revitalisation Plan.	Deliver final draft plan and propose advance key public realm upgrades: Finalise and present the draft Victoria Street Revitalisation Plan for Council endorsement and public exhibition; progress short-term public enhancements, including Jonas Street lease/purchase negotiations, Regent Street green pocket upgrades, revitalised garden beds, new greening (eg planters, vertical greenery), and graffiti blitz.	Adopt final plan and complete enhancements and launch: Adopt the final Victoria Street Revitalisation Plan; launch the endorsed strategy with the community and partners; commence long-term implementation actions supporting safety, placemaking, economic development, and the Vietnamese community's leadership role.

Division: Community Strengthening

Branch: Equity and Community Development

Running the City

We are transparent and accountable, making evidence-based decisions to ensure the sustainability and health of Yarra.



Shared Governance



Growing Sustainability



Shared Spaces



Social Equity



Environmental Sustainability

Action Title: Implement recommendations from the Financial Sustainability Strategy

Action Description: Implement outstanding recommendations from the Financial Sustainability Strategy other than implementation of an Enterprise Resource Planning (ERP), which is reported separately.

Milestones:

Quarter 1	Quarter 2	Quarter 3	Quarter 4
Borrowings Policy: Produce a draft borrowings policy that is presented to Council for adoption.	Pricing Policy Review: Review Council's Pricing Policy, prepare a draft update for community consultation, and adopt updated policy in time to inform the 2026/27 Budget.	Progress update: Provide a progress update on Council's Financial Sustainability Strategy to Council Meeting, including progress against action plans and recommended amendments or updates to respond to changing or emerging fiscal challenges, informed by feedback from Council's new Financial Sustainability Advisory Committee. Procurement Policy: Review Council's Procurement Policy, prepare draft update for community consultation, and present to Council for adoption.	2026/27 Budget and Financial Plan Draft: Update and release 2026-27 Budget and Long-Term Financial Plan for community engagement in line with updated policies and actions from the updated Financial Sustainability Strategy.

Division: Corporate Services

Branch: Finance

Action Title: Commence implementation of an Enterprise Resource Planning technology system

Action Description: The ERP Project is a three-year project to replace a number of end of life core systems with one cloud-based system. This will improve customer experience, organisational efficiencies and reduce cyber security risk.

Milestones:

Quarter 1	Quarter 2	Quarter 3	Quarter 4
Foundational setup completion: Software solution provider and implementation partner contracts executed and resources allocated. Governance structure established.	Year One implementation scope defined: Finalise Year One Scope agreed and project mobilisation and change management plan developed.	Project execution prepared: Requirements validation, project release strategy, delivery team mobilised.	Design Approved and Development Underway: Design phase and the beginning of development for the first release (Year 1 completion).

Division: Corporate Services

Branch: Digital and Technology Services

Action Title: Development of a Waste and Recycling Strategy

Action Description: Development and implementation of a Waste and Recycling Strategy that includes all waste stream options, frequencies and community hubs across Yarra.

Milestones:

Quarter 1	Quarter 2	Quarter 3	Quarter 4
Develop brief and issue request for quotation for consultant engagement: Development of brief for the engagement of a consultant to help prepare the strategy. RFQ documents sent to the market for the engagement of the consultant outlining scope of works and engagement stages.	Initiate community engagement process: Community engagement started, and data prepared for inclusion into strategy and Council reports.	Draft Waste and Recycling Strategy for review: Prepare a full strategy with proposed actions completed and presented to Council for endorsement to proceed to public consultation.	Finalisation and completion of the Waste and Recycling Strategy: Final strategy endorsed by Council and ready for rollout to the community before 1 July 2026.

Division: Infrastructure and Environment

Branch: City Works

Action Title: Local Law Review

Action Description: Local Law Review - Analysis of Stage One consultation, draft new local law and commence Stage Two consultation.

Milestones:

Quarter 1	Quarter 2	Quarter 3	Quarter 4
Analysis of community feedback: Review community engagement feedback for the Local Law Review.	Completion of draft for new Local Law Review: Prepare the draft of the new Local Law, incorporating insights from community consultation and input from internal feedback.	Community consultation on draft Local Law: Conduct community engagement activities to gather feedback on the new draft Local Law.	Completion and adoption of finalised Local Law Review: Finalise the Local Law, incorporating any necessary revisions from community engagement and internal review. Present the final version of the Local Law to Council for adoption.

Division: City Sustainability and Strategy

Branch: Parking and Compliance

Action Title: Improve Customer Experience

Action Description: Improve customer responsiveness by streamlining processes and integrating customer feedback into service practice.

Milestones:

Quarter 1	Quarter 2	Quarter 3	Quarter 4
Develop Voice of Customer (VoC) driven improvement plans: Develop a continuous improvement program to reduce customer pain points and deliver measureable service improvements.	No milestones reported this quarter	Improve turnaround times and community transparency: Improve customer resolution times for common customer service requests and publish to demonstrate transparency.	Pilot AI driven solutions to capture real time customer feedback — measure satisfaction and fast track system improvements. This unified approach leverages AI to monitor customer sentiment, identify pain points and enables faster improvements for an improved customer experience.

Division: Governance, Communications and Customer Service

Branch: Customer Experience

Action Title: Develop the Benefits Management Framework

Action Description: Design and implement an organisational Benefits Management Framework to define and measure outcomes consistently.

Milestones:

Quarter 1	Quarter 2	Quarter 3	Quarter 4
Initial assessment for the Benefits Management Framework Development: Review and understand the key requirements and uses of the Benefits Management Framework. Co-create the Benefits Management Framework with key stakeholders to provide clear measurable outcomes.	No milestone reported this quarter	Completion and implementation of the Benefits Management Framework: Adopt the Benefits Management Framework through Council, accompanied by a detailed implementation plan to embed the framework across the organisation.	No milestone reported this quarter

Division: Governance, Communications and Customer Service

Branch: Business Transformation

Action Title: Implement the Yana Ngargna Policy and increase and strengthen partnerships with Aboriginal Controlled organisations

Action Description: Implement the Yana Ngargna Policy and increase and strengthen partnerships with Aboriginal Controlled organisations to progress Closing the Gap socio-economic outcome areas. Establish and strengthen sector partnerships to progress CTG priorities and scope internal service improvements.

Milestones:

Quarter 1	Quarter 2	Quarter 3	Quarter 4
Activate the Aboriginal Service Providers (Marnelong) Network and strengthen partnerships: Activate the Marnelong reporting framework which will engage Aboriginal community-controlled service providers, other key service providers, Council teams and Close the Gap meetings to identify service gaps and strengthen contact points.	Continue sector engagement and map opportunities: Continue Marnelong Network and Closing the Gap meetings; work with Aboriginal community-controlled service providers, and other service providers to map shared opportunities, service gaps, and partnership pathways; and align Yana Ngargna Policy actions with these priorities.	Advance co-designed initiatives: Co-design initiatives with Aboriginal community-controlled service providers, other partners, and Council teams to address Closing the Gap socio-economic outcomes; strengthen governance; deliver early actions: Continue using the Marnelong Network as a key forum for Aboriginal voices to shape local policies and services.	Monitor, report, and plan next steps: Review and report progress on Yana Ngargna Policy and Closing the Gap initiatives; share outcomes with the Marnelong Network; identify next-phase priorities to strengthen long-term Council commitments and relationships with Aboriginal community-controlled service providers, partners, and communities in Yarra.

Division: Community Strengthening

Branch: Equity and Community Development

Acknowledgement of Country

Yarra City Council acknowledges the Wurundjeri Woi Wurrung people as the Traditional Owners and true sovereigns of the land now known as Yarra. We also acknowledge the significant contributions made by other Aboriginal and Torres Strait Islander people to life in Yarra. We pay our respects to Elders from all nations and to their Elders past, present and future.

This publication is available in alternative accessible formats on request.

Electronic copy

PDF versions of this report can be downloaded from yarracity.vic.gov.au

National Relay service

TTY 133 677 then (03) 9205 5555
or relayservice.gov.au

Yarra Council language line

العربية 9280 1930

中文 9280 1937

Ελληνικά 9280 1934

Italiano 9280 1931

Español 9280 1935

Tiếng Việt 9280 1939

Other 9280 1940

REF 20344



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Customer service centres

Richmond Town Hall
333 Bridge Road, Richmond

Collingwood Town Hall
140 Hoddle Street, Abbotsford

