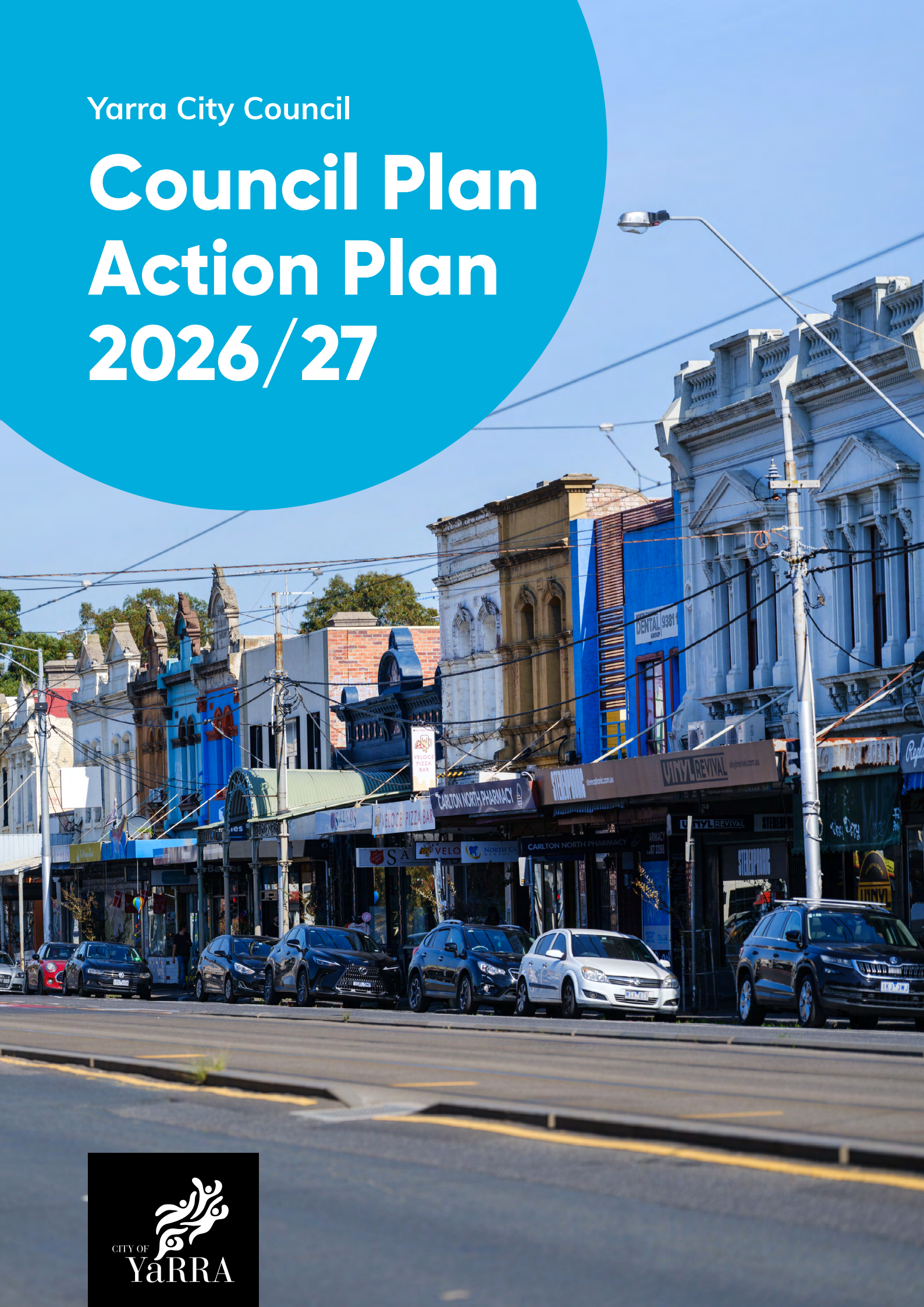


Yarra City Council

# Council Plan Action Plan 2026/27



# Welcome

## Introduction

The 2026/27 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 second 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 Year Two 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:

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

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# 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: Implement the Municipal Public Health and Wellbeing Plan

**Action Description:** Build on the foundations established through the Social Connection Guide and Community Food Guide to promote healthy food access and mental and social wellbeing through practical, cost-effective approaches delivered via existing service channels, partnerships and community networks.

### Milestones:

Quarter 1	Quarter 2	Quarter 3	Quarter 4
<p><b>Community food guide program delivery:</b> Progress the Community Food Guide program, which helps people find and access affordable healthy food, food relief, community meals and community growing opportunities, through a new interactive online map of local food options, working with community partners to refine content and support practical use.</p>	<p><b>Social Connection Guide implementation:</b> Progress the Social Connection Guide, which helps people who are feeling isolated find local connection opportunities and take first steps, by identifying effective Council, partner and community channels to promote the guide.</p>	<p><b>Maintain and evaluate the social connection and community food guides:</b> With community partners, design and implement a practical mechanism for regularly updating the resources reflected in the Social Connection Guide and Community Food Guide, and establish an evaluation framework and data capture methodology for both initiatives.</p>	<p><b>Undertake data analysis and reporting for community guides:</b> Undertake data retrieval, analysis and reporting to assess reach, uptake and impact of both the Community Food Guide and Social Connection Guide, and identify opportunities for ongoing refinement and future planning.</p>

**Division:** Community Strengthening

**Branch:** Ageing, Equity and Community Development

## Action Title: Implementation of the Climate Emergency Plan - Year 3

**Action Description:** Implement Year 3 actions from the Climate Emergency Plan, with a focus on greening the City and fostering nature connection.

### Milestones:

Quarter 1	Quarter 2	Quarter 3	Quarter 4
<p><b>Delivery of community sustainability, energy, and nature engagement programs:</b></p> <ul style="list-style-type: none"> <li>- Deliver procurement of Yarra Home Energy Upgrade program partners and suppliers, and lead participant recruitment.</li> <li>- Deliver promotions and engagement to support community use of the installed pole-mounted EV chargers, and monitor usage and feedback.</li> <li>- Develop nature engagement program with a strong focus on supporting community-led projects that expand urban greening, enhance biodiversity, and foster connection between our community and our natural environment.</li> </ul>	<p><b>Opportunity assessment and business engagement:</b></p> <ul style="list-style-type: none"> <li>- Deliver organisational climate risk and opportunity assessment.</li> <li>- Deliver an engagement activity for medium/large business in Yarra, and expand opportunities for all businesses to take climate action.</li> </ul>	<p><b>Community access to cool spaces and cool kits:</b> Expand and promote the network of cool spaces and cool kits for residents at risk of extreme heat.</p>	<p><b>Development of the climate emergency Action Plan 2027-2030:</b></p> <ul style="list-style-type: none"> <li>- Develop draft Climate Emergency Action Plan 2027-2030.</li> <li>- Deliver an engagement activity for multi-unit dwellings in Yarra around opportunities for electrification.</li> <li>- Deliver Yarra Home Energy Upgrade program.</li> </ul>

**Division:** City Sustainability and Strategy

**Branch:** City Sustainability

**Action Title: Community Safety Audits**

**Action Description:** Undertake the next evidence-based Community Safety Audit to identify issues, opportunities and prioritised actions for improved community safety.

**Milestones:**

Quarter 1	Quarter 2	Quarter 3	Quarter 4
<p><b>Implementing CPTED learnings for community audits:</b> Implement key learnings from the 2025–26 Crime Prevention Through Environmental Design (CPTED) audit to establish a robust, repeatable methodology for conducting future community audits.</p>	<p><b>Deliver a place-based Community safety audit:</b> Deliver a place-based Community Safety Audit at a location identified through analysis of perceptions of safety data, criminal incident data and customer requests (CRMs), using a the inhouse model and delivered by in-house relevant subject matter experts.</p>	<p><b>Community safety audit analysis and recommendations:</b> Analyse audit evidence to identify key issues and opportunities, and prepare a prioritised set of recommendations, including potential capital and operational responses.</p>	<p><b>Develop project plan for delivery:</b> Develop a project plan to support delivery of endorsed actions in the following financial year, including scope, staging, indicative costs, approvals pathways and budget considerations.</p>

**Division:** Community Strengthening

**Branch:** Aging, Equity and Community Development

**Action Title: Implement the Graffiti Management Framework Action Plan**

**Action Description:** Implement the Graffiti Management Framework to support efficient removal, proactive prevention, and a cleaner streetscape through a whole-of-community approach.

**Milestones:**






Quarter 1	Quarter 2	Quarter 3	Quarter 4
<p><b>Monitoring and reporting graffiti hotspots:</b> Continue to work with residents, businesses and visitors to monitor graffiti hotspots and high prominence zones and, where appropriate, report criminal activity to Victoria Police.</p>	<p><b>Implement place management strategies for graffiti hotspots:</b> Consider opportunities to implement place management strategies for illegal graffiti hotspots and places with emerging graffiti issues.</p>	<p><b>Partner with local organisations to strengthen graffiti education and removal:</b> Respond to partnership requests with local organisations to build capacity around graffiti education/awareness and prompt graffiti removal.</p>	<p><b>Collaborate with local governments on graffiti prevention and removal:</b> Partner with other local governments in collaboration to prevent, remove and report graffiti.</p>

**Division:** Infrastructure and Environment

**Branch:** City Works

# 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: Active Travel Corridor Projects

**Action Description:** Plan and deliver active travel corridor projects to improve safety, accessibility and connectivity for all. Includes intersection, walking, cycling and other road treatments and upgrades. Locations include Wellington St (Collingwood), Coppin St (Richmond) and Langridge/Gipps St (Collingwood).

### Milestones:

Quarter 1	Quarter 2	Quarter 3	Quarter 4
<b>Plan and deliver:</b> Progress projects as required, including but not limited to design, consultation and approvals.	<b>Plan and deliver:</b> Progress projects as required, including but not limited to design, consultation and approvals.	<b>Plan and deliver:</b> Progress projects as required, including but not limited to design, consultation and approvals.	<b>Progress projects as required,</b> including but not limited to design, consultation and approvals.

**Division:** City Sustainability and Strategy, and Infrastructure and Environment

**Branch:** Strategic Transport and Capital works

## Action Title: Kerbside and Parking Strategy

**Action Description:** Finalise the Kerbside and Parking Strategy and Policies and present to Council to consider for adoption. Commence implementation of the Strategy and establish an agreed list of projects.

### Milestones:

Quarter 1	Quarter 2	Quarter 3	Quarter 4
<b>Finalising the draft Kerbside and Parking Strategy:</b> Finalise the draft Kerbside and Parking Strategy and Parking Management Policy, incorporating feedback and preparing the documents for Council consideration and implementation.	<b>Endorse draft Kerbside and Parking Strategy and Policy:</b> Seek Council endorsement of the draft Kerbside and Parking Strategy and Parking Management Policy for community consultation through a Council report.	<b>Community engagement consultation on draft strategy:</b> Undertake community consultation on the Kerbside and Parking Strategy and Parking Management Policy.	<b>Council adoption of Kerbside and Parking Strategy and Policy:</b> Incorporate community consultation feedback and finalise the Kerbside and Parking Strategy and Parking Management Policy ready for Council adoption.

**Division:** City Sustainability and Strategy

**Branch:** Compliance and Parking Services, and Strategic Transport

## Action Title: Collingwood Town Hall Affordable Housing Project

**Action Description:** Select an affordable housing partner/s and enter into an agreement with them to initiate the design and planning of a new affordable housing project on Council-owned land adjacent Collingwood Town Hall. Encourage a strong project governance approach to enable construction in 2027/28 and operation in 2029/30.

### Milestones:

Quarter 1	Quarter 2	Quarter 3	Quarter 4
<b>Affordable housing EOI stage one update:</b> Provide an update on the stage one of the expression of interest process to select an affordable housing partner/s to deliver the affordable housing development.	<b>Selection of an affordable housing partner:</b> Complete stage two of the expression of interest process to select an affordable housing partner/s to deliver the affordable housing development.	<b>Execute agreement with selected affordable housing Partner:</b> Prepare and execute an agreement (such as a lease) with the selected affordable housing partner, ensuring the agreement clearly reflects Council requirements and is legally enforceable.	<b>Affordable housing project working group:</b> Participate in the project working group established by the selected affordable housing partner(s) to support design development and secure planning approvals for the affordable housing project.

**Division:** Infrastructure and Environment

**Branch:** Property Services, Advocacy and Partnerships

**Action Title: Road Safety Studies**

**Action Description:** Implement a continuing program on road safety studies across the City, identifying key locations for delivery of safety improvements

**Milestones:**

Quarter 1	Quarter 2	Quarter 3	Quarter 4
<b>Council endorsement of the FY2026/27 RSS recommended plan:</b> Prepare and present the FY2026/27 Road Safety Study (RSS) Recommended Plan to Council for consideration.	<b>Consult the community on RSS projects:</b> Consult the community on three RSS locations and possible interventions.	<b>Consider community feedback and present to Councillors:</b> Options for consideration on all three RSS will be presented to Councillors for consideration.	<b>Second round of RSS consultation:</b> Present options to community for consideration and report findings to Council.

**Division:** Infrastructure and Environment

**Branch:** Infrastructure, Traffic and Civil Engineering

**Action Title: Deliver Capital Works Projects**

**Action Description:** Deliver key projects in the Capital Works Program, including completion of major pavilion upgrades, grandstand refurbishment, and landscaping, with continued progress on Brunswick St Oval.

**Milestones:**

Quarter 1	Quarter 2	Quarter 3	Quarter 4
<b>Commence 2026/27 Capital Works program:</b> Mobilise and complete the administrative set-up of the approved 2026/27 Capital Works Program.	<b>Capital Works program delivery (30%):</b> Deliver 30% of the budgeted 2026/27 Capital Works Program.	<b>Capital Works program delivery (60%):</b> 60% of projects within the budgeted 2026/27 Capital Works Program have commenced or have been completed.	<b>Capital Works program delivery (90%):</b> Deliver at least 90% of the budgeted 2026/27 Capital Works Program.

**Division:** Infrastructure and Environment

**Branch:** Building and Capital Works

**Action Title: Improve accessibility across the City**

**Action Description:** Deliver a coordinated program of upgrades to improve pedestrian safety, Disability Discrimination Act 1992 (DDA) compliance, accessibility, and footpath renewals to improve access to the City for all.

**Milestones:**

Quarter 1	Quarter 2	Quarter 3	Quarter 4
<b>Prioritised pedestrian upgrades:</b> Begin delivery of footpath improvements works across the City.	<b>Identify access improvements opportunities for sporting infrastructure</b> and begin delivery of those works. Finalise additional locations for footpath renewal priorities and begin delivery of those works.	<b>Begin the delivery of a range of accessibility improvements across other larger and more complex projects</b> like Brunswick St Oval, Alphington Bowls Club, leisure centres, child care and kindergarten services.	<b>Deliver minor pathway works</b> across Council's open spaces and minor walking improvements across the City.

**Division:** Infrastructure and Environment

**Branch:** Strategic Transport

**Action Title: Richmond Library Major Upgrade**

**Action Description:** Progress work to upgrade the Richmond Library to create a modern, accessible and vibrant space for the community.

**Milestones:**

Quarter 1	Quarter 2	Quarter 3	Quarter 4
<b>Refinement of project scope:</b> Finalise the scope by engaging with community and stakeholders to gather feedback and identify preferred option(s).	<b>Community feedback review:</b> Review community feedback and refine scope and designs to inform preferred options and next steps.	<b>Due diligence and design for preferred option(s):</b> Commence due diligence and early design for preferred option(s) to confirm feasibility and readiness for detailed design.	<b>Commencement of design:</b> Initiate detailed design for the preferred option(s) to support approvals and delivery.

**Division:** Infrastructure and Environment

**Branch:** Building and Capital Works

**Action Title: New and Improved Open Space**

**Action Description:** Continue exploring opportunities to increase open space through the Roads to Parks program and land acquisition whilst ensuring improved accessibility is integrated into all renewal and upgrade projects.

**Milestones:**

Quarter 1	Quarter 2	Quarter 3	Quarter 4
<p><b>Identify potential sites for the roads to parks program and other land acquisition:</b> Assess and identify suitable available land and/or streets within the municipality that could support the implementation of the Roads to Parks program.</p>	<p><b>Infrastructure services review and due diligence:</b> Investigate identified land/streets for underground and above ground services, commence formal due diligence process. As required commence road discontinuance process.</p>	<p><b>Review outcomes and open space options:</b> Report finding to Council and provide options for new open space.</p>	<p><b>Draft concept designs:</b> Progress concept designs for Councillor feedback.</p>

**Division:** Infrastructure and Environment

**Branch:** City Works

**Action Title: Greening the City**

**Action Description:** Increase efforts to green the City through a range of capital works and operating initiatives that improves the amenity for all who live, work, recreate or study in Yarra.

**Milestones:**

Quarter 1	Quarter 2	Quarter 3	Quarter 4
<p><b>Begin the delivery of Council's tree planting program</b> including street trees and open space trees. Begin the delivery of rewilding efforts, street garden bed program and improve maintenance of garden beds across the City.</p>	<p><b>Continue the rollout of Council's rewilding efforts</b> including 100,000 tube stock.</p>	<p><b>Design or deliver improvements to new open spaces</b> in Yarra including Wangaratta St, Budd St, Mater St and View St.</p>	<p><b>Finalise efforts to green the City</b> and prepare for the delivery of new greening initiatives for the new financial year.</p>

**Division:** Infrastructure and Environment

**Branch:** City Works

**Action Title: Implementing the State Governments Housing Target and Activity Centre Program**

**Action Description:** Implement the State's housing targets and activity Centre program, review the current planning scheme provisions and work towards better outcomes in collaboration with the State Government.

**Milestones:**

Quarter 1	Quarter 2	Quarter 3	Quarter 4
<p><b>State housing capacity model review:</b> Work with State Government to refine the State's housing capacity model and establish what the proposed planning scheme's housing shortfall is. Prepare a planning scheme review report for Council to consider in quarter 2.</p>	<p><b>Finalisation of planning scheme review:</b> Finalise a planning scheme review report that outlines a potential pathway to address the proposed scheme's housing capacity shortfall and other planning scheme updates.</p>	<p><b>Initiating strategic planning to address housing capacity shortfall:</b> Commence strategic work on addressing the planning scheme's housing capacity shortfall.</p>	<p><b>Continuation on strategic planning:</b> Continue strategic work to address the scheme's housing capacity shortfall.</p>

**Division:** City Sustainability and Strategy

**Branch:** City Strategy

# 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: Victoria Street Revitalisation Plan

**Action Description:** Adopt and commence implementation and delivery of priority projects outlined in the Victoria Street Revitalisation Plan. Projects within the Plan focus on economic development, placemaking, public realm enhancements, and community safety initiatives.

### Milestones:

Quarter 1	Quarter 2	Quarter 3	Quarter 4
<p><b>Council adoption of Revitalisation Plan:</b> Incorporate community feedback and present the final Revitalisation Plan to Council for adoption.</p>	<p><b>Implement actions from the Revitalisation Plan:</b> Commence Year 1 priority projects from the Plan with a focus on placemaking, community safety and economic development outcomes. Complete grant funded projects including Butler Park improvements, marketing plan and an identity study.</p>	<p><b>Finalise funded projects:</b> Complete the Victoria St Roller Door Replacement Program and Vacant Shop Trial that seek to improve the streetscape and enhance passive surveillance.</p>	<p><b>Evaluation of trials:</b> Commence evaluation of Victoria St trials with key learnings informing new projects.</p>

**Division:** Community Strengthening

**Branch:** Victoria Street Revitalisation project

## Action Title: Streamline Permit Processes

**Action Description:** Simplify and accelerate permit processes, remove permit triggers and reduce administrative barriers, to improve turnaround times for businesses.

### Milestones:

Quarter 1	Quarter 2	Quarter 3	Quarter 4
<p><b>Progress initiatives to support businesses and remove permit triggers:</b> Commence measuring uptake of pre-application service and report the outcomes for business permits in the Quarterly Community report.</p> <p>Include initiatives to support businesses within the scope of the Service reviews for Economic Development and Statutory Planning.</p>	<p><b>Progress initiatives to support businesses and remove permit triggers:</b> Promote the business concierge and pre-application service and review internal processes using business feedback, to identify further opportunities for improvement.</p> <p>Progress the Planning Scheme Amendment to remove permit triggers for businesses.</p>	<p><b>Progress initiatives to support businesses and remove permit triggers:</b> Implement outcomes of internal review of processes.</p> <p>Implement the Community Local Law initiatives including automatic permitting and notification only applications.</p>	<p><b>Progress initiatives to support businesses and remove permit triggers:</b> Develop implementation plan for business related initiatives recommended through the Economic Development and Statutory Planning Service Reviews.</p> <p>Progress the Planning Scheme Amendment to remove permit triggers for businesses.</p>

**Division:** City Sustainability and Strategy

**Branch:** Statutory and Strategic Planning, Economic Development and Compliance and Parking Services

## Action Title: North Richmond Community Hub business case

**Action Description:** Develop the business case for the North Richmond Community Hub, with a focus on early scoping, stakeholder engagement, and identifying community service needs to inform future stages.

### Milestones:






Quarter 1	Quarter 2	Quarter 3	Quarter 4
<p><b>Commence project planning:</b> Develop the project plan (including stakeholder engagement), commence early scoping and identify community service needs.</p>	<p><b>Business case development:</b> Commence developing the business case, including confirming the requirements and inclusions within the hub.</p>	<p><b>Progressing the business case and investigating site options:</b> Continue to develop the business case, including exploring potential site options.</p>	<p><b>Business case development:</b> Finalise the business case, including identifying cost options.</p>

**Division:** City Sustainability and Strategy

**Branch:** City Strategy

# 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: Review of the Yarra Development Contributions Plan - Year 2

**Action Description:** Undertake the preparation and implementation of a Planning Scheme Amendment to formally embed a new Development Contributions Plan (DCP) within the Yarra Planning Scheme, supporting coordinated infrastructure planning and future development outcomes.

### Milestones:

Quarter 1	Quarter 2	Quarter 3	Quarter 4
<b>Initiate review on current Development Contributions Plan:</b> Commence review of the Yarra Development Contributions Plan to identify what changes are required.	<b>Commence planning scheme report:</b> Prepare a Planning Scheme Review Report for Council consideration in quarter 3.	<b>Finalisation of Planning Scheme Review:</b> Finalise a Planning Scheme Review Report that outlines the potential pathway to formally embed a revised DCP in the Yarra Planning Scheme.	<b>Next steps implementation:</b> Progress actions arising from the Planning Scheme Review Report.

**Division:** City Sustainability and Strategy

**Branch:** City Strategy

## Action Title: Waste and Recycling Strategy - Year 2

**Action Description:** Implement the key actions outlined in Year 2 of the Waste and Recycling Strategy, ensuring effective monitoring of outcomes to support improved waste management and recycling performance.

### Milestones:

Quarter 1	Quarter 2	Quarter 3	Quarter 4
<b>Waste and Recycling Strategy – Year 2 actions:</b> Begin community consultation and delivery of key actions in the waste and recycling strategy as determined by Council.	<b>Waste and Recycling Strategy – Year 2 actions:</b> Report back to Council on key themes of the second round of community feedback on the draft strategy.	<b>Waste and Recycling Strategy – Year 2 actions:</b> Continue delivering key actions agreed to by Council after the second round of consultation.	<b>Waste and Recycling Strategy – Year 2 actions:</b> Continue delivering key actions agreed to by Council after the second round of consultation.

**Division:** Infrastructure and Environment

**Branch:** City Works

## Action Title: Advancing Yana Ngargna implementation

**Action Description:** Implement the Yana Ngargna Policy through delivery of priority Reconciliation Action Plan commitments, with a focus on actions that contribute to Closing the Gap outcomes.

### Milestones:

Quarter 1	Quarter 2	Quarter 3	Quarter 4
<b>Council Adoption of Yana Ngargna Policy:</b> Present the Draft Yana Ngargna Policy to First Peoples communities, community-controlled organisations and relevant stakeholders and present it to Council for adoption.	<b>Pilot culturally safe service design and delivery:</b> Progress a pilot approach to culturally safe service design and delivery, commencing with Early Years services, including review of service design and engagement practices through a cultural safety lens and identification of practical improvements in partnership with First Peoples communities, community-controlled organisations and relevant stakeholders.	<b>Strengthen implementation of the Yana Ngargna Policy to enable benefits in the community:</b> Build shared understanding, clear accountabilities and practical ways of working that embed the Yana Ngargna Policy into decision-making, service delivery, projects and planning - so outcomes are consistent and the community can experience the benefits over time.	<b>Review and consolidate pilot learnings:</b> Consolidate and review Early Years pilot learnings to identify priority actions, refinements and potential expansion opportunities, informing service planning and program design aligned with the Yana Ngargna Policy and Reconciliation Action Plan commitments, and contributing to Closing the Gap priorities.

**Division:** Community Strengthening

**Branch:** Ageing, Equity and Community Development

**Action Title: Financial Sustainability Strategy implementation**

**Action Description:** Continue implementing the Financial Sustainability Strategy while conducting a review to identify emerging risks and new opportunities.

**Milestones:**

Quarter 1	Quarter 2	Quarter 3	Quarter 4
Continued implementation of Financial Sustainability Strategy Action Plan, including embedding new Procurement Policy and continuing the DCP review.	Financial Sustainability Strategy Review: Conduct assessment and evaluation of Council's Financial Sustainability Strategy actions to support long term Financial Sustainability.	Financial Sustainability Strategy update: Draft the Financial Sustainability Strategy 2.0.	Community engagement on draft strategy: Engage with the community with the draft Financial Sustainability Strategy 2.0.

**Division:** Corporate Services

**Branch:** Finance

**Action Title: Implement Stage One of the ERP upgrade**

**Action Description:** Implement Stage One of the TechnologyOne ERP upgrade to create a streamlined platform across Council, incorporating Financials, Supply Chain Management, HR, and Asset Management

**Milestones:**

Quarter 1	Quarter 2	Quarter 3	Quarter 4
Release 1 - Testing Phase undertaken - scope of discovery includes Human Resource, Payroll, Finance, Budgeting, Asset Management, Supply Chain Management and Enterprise Content Management.	Release 1 - Deployment Phase includes the deployment of Human Resource, Payroll, Finance, Budgeting, Asset Management, Supply Chain Management and Enterprise Content Management (Phase 1)	Implement change: Manage new processes from TechnologyOne Release 1.  Plan and design: prepare for Technology Release 2.	TechnologyOne Release 2: Delivery phase.

**Division:** Corporate Services

**Branch:** Digital and Technology

**Action Title: Implement the Advocacy Roadmap**

**Action Description:** Deliver the organisation's Advocacy Roadmap, ensuring coordinated efforts to influence key government stakeholders and shape policy outcomes. It includes planning, execution, monitoring progress, and aligning advocacy activities with strategic priorities.

**Milestones:**

Quarter 1	Quarter 2	Quarter 3	Quarter 4
Advocacy Roadmap implementation and stakeholder engagement: Implement Yarra Decides (community advocacy campaign) including:  - host community forum with Candidates  - publishing candidate scorecards  - developing promotional material for use of Councillors, community and stakeholders.	Continue implementation of Yarra Decides including: - host community forum with local candidates  - candidate scorecard finalised.	Advocacy program evaluation and reporting: Develop and submit State and Federal Government Budget Submissions 2028.	Planning for Yarra Decides – Federal Election 2028: Develop Yarra Decides campaign plan for Federal Election (first half of 2028).

**Division:** Community Strengthening

**Branch:** Advocacy and Partnerships

**Action Title: Community Forums**

**Action Description:** Deliver two forums to support the Yarra Advocacy campaign, Yarra Decides, in the lead up to the State Election in November 2026.

**Milestones:**

Quarter 1	Quarter 2	Quarter 3	Quarter 4
Forum 1: Residents and business focus: Hold the first of two Election Candidate forums in the lead up to the November 2026 State Election. This forum will have a resident/business focus.	Forum 2: Youth focus: Hold the second of two Candidate forums in the lead up to the November 2026 State Election. This forum will have a youth focus.	No Milestone: This action was delivered in quarter 1 and 2 and is 100% complete.	No Milestone: This action was delivered in quarter 1 and 2 and is 100% complete.

**Division:** Community Strengthening

**Branch:** Advocacy and Partnerships, and Strategic Communications

**Action Title: Customer Experience (CX)**

**Action Description:** Continue enhancing the customer service experience to streamline processes effectively.

**Milestones:**

Quarter 1	Quarter 2	Quarter 3	Quarter 4
<p><b>Customer Communication:</b> Develop communication workflows for compliance matters, supporting better customer outcomes and timely resolution.</p>	<p><b>Customer Experience Strategy:</b> Re-develop the CX strategy to deliver consistent, measurable improvements to customer outcomes.</p>	<p><b>Digital Experiences:</b> Improve online services to support faster, easier handing of customer requests.</p>	<p><b>Service Performance:</b> Publish real time service performance for common customer requests.</p>

**Division:** Corporate Services

**Branch:** Customer Experience

**Action Title: General Local Law - Year 2**

**Action Description:** Adopt the new General Local Law and commence implementation of the key actions.

**Milestones:**

Quarter 1	Quarter 2	Quarter 3	Quarter 4
<p><b>Local Law implementation:</b> Local Law is gazetted. Implementation is commenced, initially prioritising updates to systems, and preparation of new Local Law web 'hub' including updated materials.</p>	<p><b>Community Local Law and policy implementation underway:</b> Publish and commence Community Local Law 2026, Parklet Policy and Footpath Trading Policy. Local Law web 'hub' is launched. Implementation continues including publishing factsheets and other communications initiatives.</p>	<p><b>Continuing permit process automation:</b> Continue implementation of key actions including automatic permitting and notification only applications.</p>	<p><b>Monitoring implementation and identifying next priorities:</b> Continue implementation of key actions and monitor implementation to determine next priorities.</p>

**Division:** City Sustainability and Strategy

**Branch:** Compliance and Parking Services

## 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](http://yarracity.vic.gov.au)

### National Relay service

TTY 133 677 then (03) 9205 5555  
or [relayservice.gov.au](http://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

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[yarracity.vic.gov.au](http://yarracity.vic.gov.au)

### Customer service centres

Richmond Town Hall  
333 Bridge Road, Richmond

Collingwood Town Hall  
140 Hoddle Street, Abbotsford