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Boroondara Community Plan

2025–2035



Responsible directorate: Customer & Transformation

Document owner: Strategy & Performance

Date of adoption: 27 October 2025

Accessibility information

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Acknowledgment of Traditional Owners

The City of Boroondara acknowledges the Wurundjeri Woi-wurrung people as the Traditional Owners and original custodians of the land and waterways across our municipality.

We pay our respects to their Ancestors, to their Elders past and present, and acknowledge their creator spirit, Bunjil. We recognise the unbroken connection the Wurundjeri Woi-wurrung people have to Country – a connection that is expressed through culture, knowledge, language, and care for the land and waterways that continues to shape our shared environment.

We honour their strength, resilience, and continued presence, and we acknowledge the significant contribution of our Traditional Owners and First Peoples to the history, culture and identity of Boroondara.

This is the Boroondara Community Plan. It includes the City of Boroondara's Community Vision, Council Plan, and Municipal Public Health and Wellbeing Plan. It sets out our direction for the next 10 years. It also sets out our aims and priorities for the next 4 years. If you would like to know more about the information in this document, please call the interpreter service on 13 14 50 and ask them to call 03 9278 4444.

Simplified Chinese

本文档为博伦达拉(Boroondara)市的社区计划。其中包括博伦达拉市的社区愿景、市议会计划以及市政公共健康与福祉计划。

它概述了我们未来 10 年的方向。它同时设定了我们未来四年的目标和优先事项。如果您想进一步了解此文档中涵盖的信息，请拨打翻译服务电话 13 14 50，并请他们转拨 03 9278 4444。

Traditional Chinese

本文檔為博倫達拉(Boroondara)市的社區計畫。其中包括博倫達拉市的社區願景、市議會計劃以及市政公共健康與福祉計劃。

它概述了我們未來 10 年的方向。它同時設定了我們未來四年的目標和優先事項。如果您想進一步了解此文件中涵蓋的信息，請撥打翻譯服務電話 13 14 50，並請他們轉撥 03 9278 4444。

Greek

Σας παρουσιάζουμε το κοινοτικό σχέδιο της Boroondara. Περιλαμβάνει το Κοινοτικό Όραμα της πόλης Boroondara, το Δημοτικό Σχέδιο και το Δημοτικό Σχέδιο Δημόσιας Υγείας και Ευημερίας.

Καθορίζει την κατεύθυνσή μας για τα επόμενα 10 χρόνια. Επίσης, καθορίζει τους στόχους και τις προτεραιότητές μας για τα επόμενα 4 χρόνια. Εάν θέλετε να μάθετε περισσότερα σχετικά με τις πληροφορίες σε αυτό το έγγραφο, καλέστε την υπηρεσία διερμηνέων στο 13 14 50 και ζητήστε τους να καλέσουν στο 03 9278 4444.

Italian

Questo è il Piano Comunitario di Boroondara. Include la Visione della comunità, il piano comunale e il piano municipale per la salute pubblica e il benessere per la Città di Boroondara.

Stabilisce la nostra traiettoria per i prossimi 10 anni. Stabilisce inoltre i nostri obiettivi e priorità per i prossimi 4 anni. Se vuoi maggiori informazioni sul contenuto di questo documento, chiama il servizio di interpretariato al numero 13 14 50 e chiedi di chiamare il numero 03 9278 4444.

Vietnamese

Đây là Kế hoạch Cộng đồng Boroondara. Kế hoạch bao gồm Tầm nhìn Cộng đồng của Thành phố Boroondara, Kế hoạch Hội đồng chính quyền, và Kế hoạch Y tế Công cộng Đô thị và Thịnh vượng.

Kế hoạch đề ra phương hướng của chúng tôi trong 10 năm tới. Nó cũng đặt ra các mục tiêu và ưu tiên của chúng tôi trong 4 năm tới. Nếu quý vị muốn biết thêm về thông tin trong tài liệu này, xin vui lòng gọi dịch vụ thông dịch theo số 13 14 50 và yêu cầu họ gọi số 03 9278 4444.

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About the plan

The *Boroondara Community Plan 2025–35* is our 10-year vision for the City of Boroondara. It was developed through extensive consultation with our community and reflects our community's aspirations, based on 5,632 contributions from people who told us what's important to them.

It sets out how we will achieve our community's vision of a healthy, connected and sustainable community by shaping the type of community, places and environments we want to live and participate in. It prioritises the liveability of the City of Boroondara and puts community health and wellbeing at the centre of everything we do.

The plan brings together 3 important legislative requirements for Council, our 10-year Community Vision (2025 to 2035), our 4-year Council Plan (2025 to 2029), and our 4-year Municipal Public Health and Wellbeing Plan (2025 to 2029). By integrating these, we ensure strategic alignment across our actions over the next 4 years, driving progress toward our long-term vision.

The strategic focus set out in this plan will guide our decisions, balancing the needs and strengths of today, with future challenges and opportunities.

The plan contains 3 sections:

1. Our context: key facts about Boroondara and its community, who we consulted and what you told us was important.
2. Our strategic focus: outlines our community vision, guiding principles and outcomes we aim to achieve.
3. Appendices: including details about how we developed the plan and how we will implement and track our progress.

Community vision

A healthy, connected and sustainable community

Our community

Connected, safe and inclusive

Our community:

- can participate in recreation, active leisure and sports opportunities
- enjoys lifelong health, wellbeing, and social connection through accessible programs and activities that meet their needs at every stage of life
- feels safe, resilient and connected with strong social ties, support for those most at risk and collaboration across local services contributing to public safety
- has access to learning opportunities at every stage of life
- enjoys and participates in a vibrant arts and cultural life
- celebrates diversity and we actively remove barriers to participation for vulnerable groups.

Our places

Vibrant, accessible and thriving

Our places:

- offer easy and increased access to green and open spaces that support recreation, relaxation and connection with nature
- have safe, well-connected streets, paths and trails that make it easy to walk, ride, catch public transport and move around
- evolve through good planning and high-quality and diverse development, meeting future needs while preserving liveability, character and heritage
- form a network of well-designed, multi-purpose and highly utilised community facilities and infrastructure that enable connection and participation in community life
- are safe, inclusive and accessible, with well-lit streets and thoughtfully designed public spaces
- enjoy vibrant shopping areas, a thriving business community and desirable destinations for residents and visitors.

Our environment

Sustainable, resilient and protected

Our environment:

- supports vibrant ecosystems, where tree canopy and natural habitats are protected, restored and expanded
- is more sustainable, with lower energy use and emissions, better resource efficiency and widespread use of renewable energy sources
- is supported by buildings and infrastructure that are climate-resilient, low impact and designed to support long-term environmental sustainability
- benefits from a circular economy, where we reduce waste, reuse resources and sustainability is part of everyday life.

Our Council

Trusted, transparent and responsive

Our Council:

- respects and celebrates the histories, cultures, knowledge and contributions of First Peoples and is committed to progressing reconciliation
- practices responsible governance by making transparent, fair, and accountable decisions and managing finances efficiently
- supports our community to feel informed and supported through clear communication and respectful, responsive customer service
- actively seeks community input, with feedback considered in decision-making
- is effective and responds to our community's needs through innovation, valuing diverse perspectives and continuous improvement.

Municipal Public Health and Wellbeing Plan - Health priorities

- Increase mental wellbeing and social inclusion
- Increase physical activity and active living
- Increase healthy eating
- Improve gender equality and prevent gender-based violence
- Tackle climate change and its impacts on health
- Reduce harm (namely injury, alcohol and emerging harms)

Message from the Mayor

I'm really pleased to present the *Boroondara Community Plan 2025–35*.

More than 5,400 people shaped this plan through workshops, surveys, school visits and conversations. A huge thank you to everyone who shared their thoughts – your voices sit right at the heart of this plan.

The people we heard from reflect the full diversity of Boroondara – across ages, cultures, neighbourhoods, genders and life experiences. I'm especially proud that more than 1,150 young people took part, helping us shape a vision that works for both today and for the generations that follow.

You told us you value our open spaces, strong sense of neighbourhood, vibrant cultural life and high-quality services and infrastructure – from libraries to lifelong learning – that make Boroondara what it is. At the same time, you shared real concerns - about keeping our community connected, the pressures of rising costs, better options for walking and cycling, housing affordability, traffic congestion, overdevelopment and climate change.

This plan speaks directly to what you told us matters. It builds on our strengths and tackles the challenges ahead, while staying open to new opportunities and ideas as our city evolves.

We know climate change is one of the most urgent challenges we face. That's why we're weaving sustainability through everything we do while supporting our community to mitigate and adapt to its impacts. That's why we're taking action to cut emissions produced in Boroondara, expanding shared walking and cycling paths to encourage active transport, improving circular economy outcomes, increasing areas managed for biodiversity and retaining and planting more street trees to cool our suburbs.

Like the rest of metropolitan Melbourne, Boroondara will see growth and change in the next decade. Increased development, particularly around key activity centres, can bring vibrancy, stronger local economies and better access to services. But it also comes with responsibilities - to manage growth in ways that support local infrastructure, provide fair access to open spaces and community facilities, and protect our heritage and neighbourhood character. We're committed to striking the right balance, so Boroondara remains liveable, inclusive and unique.

We're committed to being a 'can-do Council' – one that listens, adapts and acts. One that embraces creativity, flexibility and change. We will continue to make open and transparent decisions, and ensure our direction reflects what matters most to our

community. This plan isn't just a document; it's a commitment to work together to keep Boroondara liveable, inclusive and a place we can all be proud of.

Thank you

Councillors would like to thank and acknowledge every community member who shared their thoughts on what matters most to them in Boroondara. Through the community consultation, which included a survey and a series of community workshops, more than 5,400 voices shaped this plan, showing the depth of passion people have for our city's future.

Thank you also to our local community groups, organisations and Council staff who contributed and helped us to capture voices from every corner of Boroondara. Your commitment has helped us create a plan that reflects our diversity and everything that makes this community unique.

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Councillors and wards

Each of the City of Boroondara's councillors represent one of our 11 Council wards. Our councillors have each been elected by members of the community for a 4-year term in office. Every 12 months, Council elects the Mayor and Deputy Mayor for the next 12 months.

Ward	Councillor	Contact
Studley Ward	Cr Sophie Torney, Mayor	Email: sophie.torney@boroondara.vic.gov.au Mobile: 0497 111 615
Gardiner Ward	Cr Victor Franco, Deputy Mayor	Email: victor.franco@boroondara.vic.gov.au Mobile: 0482 888 635
Bellevue Ward	Cr Michael Nolan	Email: michael.nolan@boroondara.vic.gov.au Mobile: 0458 242 764
Cotham Ward	Cr Felicity Sinfield	Email: felicity.sinfield@boroondara.vic.gov.au Mobile: 0418 793 573
Glenferrie Ward	Cr Wes Gault	Email: wes.gault@boroondara.vic.gov.au Mobile: 0482 999 939
Junction Ward	Cr Mal Osborne- Smith	Email: Mal.Osborne- Smith@Boroondara.vic.gov.au Mobile: 0498 444 253
Lynden Ward	Cr Lisa Hollingsworth	Email: lisa.hollingsworth@boroondara.vic.gov.au Mobile: 0417 908 485
Maling Ward	Cr Shima Ibuki	Email: shima.ibuki@boroondara.vic.gov.au Mobile: 0498 999 893
Maranoa Ward	Cr Chris Pattas	Email: chris.pattas@boroondara.vic.gov.au Mobile: 0497 111 609
Riversdale Ward	Cr Rob Baillieu	Email: rob.baillieu@boroondara.vic.gov.au Mobile: 0497 111 698
Solway Ward	Cr John Friend- Pereira	Email: john.friend- pereira@boroondara.vic.gov.au Mobile: 0461 500 698

Context

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What the community told us

This plan has been shaped by 5,632 community contributions from people who generously shared their perspectives during our wide-reaching community consultation. Here's what you told us you'd like us to focus on:

Community wellbeing, services and facilities

- A respectful, inclusive and healthy community for all
- Access to libraries, sport and recreation facilities, lifelong learning, social connection, safety and support at all life stages

Movement and transport

- Easy and safe movement around Boroondara
- Well-connected walking and cycling networks, reliable public transport, safe roads and convenient parking

Environmental sustainability

- A sustainable and protected environment for future generations
- More trees, less waste, better composting, cleaner energy and greater biodiversity

Outdoor spaces

- Access to quality green and open spaces
- Well-maintained parks, playgrounds, public toilets, seating and preserved green space

Housing and urban development

- Balanced growth and development that respects neighbourhood character and heritage
- A mix of affordable and diverse housing that meets community needs and budgets

Council transparency and governance

- A transparent, accountable and efficient Council
- Responsible financial management and decision-making that reflects community input

Local economy

- Thriving local businesses and vibrant shopping precincts
- A diverse range of retail, dining and entertainment options

Our community consultation provided the foundation for this plan, shaping its 4 key themes: Our community, Our places, Our environment, and Our Council. The feedback directly informed the aims and priorities within each theme, ensuring the plan reflects our community values and aspirations for the next 10 years.

Further information about what we heard during the consultation can be found at Council's consultation website, [Your Say Boroondara](#).

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Who we heard from

Through a survey and workshops, we received 5,632 contributions from people linked to Boroondara in different ways.¹ Many had multiple connections. Of our contributors:

- 5,013 people lived in Boroondara
- 316 people owned or operated a business in Boroondara
- 1,344 people studied in Boroondara
- 240 people visited Boroondara for work or recreation.

The residents who participated in the consultation had a diverse demographic profile, similar to the Boroondara population.² This meant that we are confident the survey results represent the broad views of our community.

Age

Responses were received from the following age groups:

0 to 13 years	927
14 to 24 years	662
25 to 39 years	855
40 to 64 years	1,817
65+ years	1,303

Gender

Women/girls	3,327
Men/boys	2,124
Non-binary or self-described	25

¹ These figures include contributions from the community survey and the community and Boroondara Youth Voice workshops. Participation from the health and wellbeing workshops is not included in the total number presented. Not all figures add up to 5,632 as not all participants provided demographic data.

² We used targeted surveying methods to ensure the sample was as representative as possible of the Boroondara community on key demographic factors.

Language

Speaks a language other than English at home 1,540

Speaks English only at home 3,963

Suburb

Responses were received from people from right across Boroondara.

Ashburton 402

Balwyn, Deepdene and Mont Albert 448

Balwyn North 404

Camberwell 683

Canterbury 205

Glen Iris 412

Hawthorn 778

Hawthorn East 406

Kew 638

Kew East 160

Surrey Hills 242

Outside Boroondara or not stated 854

[Appendix 1](#) provides more details of the comprehensive consultation process.

“This is community and if you connect and share, and harness the power of people coming together, amazing things happen.” - Community member, 25-39 years, Kew East.

Key issues and opportunities

The past decade brought unanticipated challenges – from global disruptions like the COVID-19 pandemic to local pressures including rising living costs, housing demand and climate impacts. At the same time, it highlighted Boroondara’s strengths. We have strong community networks, a vibrant local culture, and a shared commitment to inclusion, heritage and the environment. These qualities reflect our resilience and readiness for future challenges and opportunities. Some of the future challenges and opportunities we anticipate are summarised below.

Uncertainty

Uncertainty will continue as global health, social, economic and environmental pressures evolve. But these challenges also present local opportunities – to rethink how we use public spaces, strengthen mental health and social connection, and to reduce emissions through smarter transport and energy solutions. COVID-19 led to a significant drop in the use of key services across Boroondara, including libraries, volunteering, arts and culture, community sport and recreation and leisure centres. Over the past few years, these services have seen a steady increase in use back to pre-pandemic levels.

Climate change

Addressing climate change remains an urgent challenge. Our Council facilities are already powered entirely by renewable energy. However, there are opportunities to support local households and businesses reduce their emissions, adopt more sustainable practices and transition toward a more circular economy.

Growth and development

Growth and development, particularly around key activity centres identified by the Victorian Government, will see our population grow and our neighbourhoods evolve – like much of metropolitan Melbourne. This brings complex challenges, including pressure on open space, community infrastructure, and neighbourhood character. However, it also creates significant opportunities.

The key is to manage this change thoughtfully – ensuring development is sustainable, supports active and public transport, respects heritage, provides equitable access to open space, and delivers the services and infrastructure our community needs. When done well, growth can create vibrant local economies, lively and connected places, and a broader range of housing options – enabling older residents to downsize while staying close to family, young people to remain in the area, and more affordable housing for those who need it. Striking the right balance is key.

New technologies

New technologies and the way we now work are changing how we live and how Council supports our community. We're embracing digital tools, including our consultation website *Your Say*, and using real-time data where it's available to support our service delivery and communications. We're also trialling new approaches to service delivery, exploring co-designed programs with local community members, and providing flexible ways to access services, from virtual library programs to online permit applications. These innovations create ongoing opportunities to deliver more responsive, accessible and sustainable solutions, with lasting benefits for our community.

Community connection and resilience

Today, one in 4 Australians report feeling lonely each week. In 2023, nearly 18 per cent of Boroondara residents experienced loneliness. Victorians aged 18–34 are experiencing higher rates of loneliness than older Victorians (65+). People who live alone are more likely to feel lonely than those who live with others. This is significant as recent trends show the number of single-person households in our city is increasing. In 2021, 25 per cent of households in the City of Boroondara contained one person, compared with 24 per cent in Greater Melbourne. The average household size in Boroondara is forecast to continue declining over the next 20 years.

Opportunities for social connection will continue to be important, and Boroondara is well positioned to respond to this need. Boroondara has a relatively high number of community organisations, (such as 115 community sporting groups), which create opportunities to connect and contribute. Many of these groups are supported by Council and operate from our unique network of community facilities, including life-long learning groups, arts and cultural organisations, community sporting groups, neighbourhood houses, historical societies and heritage groups, trader associations, rotary groups, seniors' groups, environmental and social support groups.

The contributions of these community organisations to our city are invaluable. Along with Council services, they build community resilience and create opportunities for connection and belonging. These connections are particularly vital in times of disruption, helping us respond and recover together.

Cost of living and associated vulnerabilities

Rising living costs are placing pressure on many households, leading to financial stress, housing insecurity or reduced access to essential services. In recent years Council and other local social support organisations have seen increased numbers and different groups seeking support (for things like food relief, financial hardship and wellbeing support). The 2021 Census identified that Boroondara had more than 4,000 young people living in households that fall within the lowest 25 per cent of Victorian

household incomes.³ This can all affect mental health and participation. Council can help by providing local services and programs that support health, wellbeing and social connection, and by partnering with local organisations to support food security and other needs.

Our local shopping strips also play a growing role as social and economic hubs. Local high streets continue to feel the pressure in the face of major retail chains and the rise of online retail (which was accelerated by COVID-19). By supporting vibrant, diverse local economies, we can help people meet daily needs locally and foster stronger, more connected communities.

An evolving operating environment

As community needs grow, councils are facing more challenges, including cost-shifting from other levels of government, increasing community expectations, declining Victorian and Australian government grants, and increasing legislative and compliance complexity. These challenges are made harder by declining revenue (due to inflation) along with rising operating and construction costs, and maintaining ageing infrastructure.

We will continue to plan for the long-term, advocate for fair funding arrangements, and deliver services that provide the greatest benefit to our community. As we look to the decade ahead, strong partnerships, sound financial stewardship and a deep understanding of local needs will remain critical to our success.

“The investments that we make now in these next 10 years will be for the next 30. Just keeping that future focus is really important.” - Community member, 25-39 years, Hawthorn.

³ The 25 per cent of households or lowest income quartile was defined in the 2021 Census as households with an income of less than \$881 a week or \$45,800 a year.

Boroondara snapshot

The City of Boroondara's name is derived from the Woi-wurrung language meaning 'where the ground is thickly shaded'. Located 5 kilometres east of Melbourne's Central Business District, Boroondara is made up of 13 tree-lined suburbs including Ashburton, Balwyn, Balwyn North, Camberwell, Canterbury, Deepdene, Hawthorn, Hawthorn East, Kew and Kew East, and parts of Glen Iris, Mont Albert and Surrey Hills.

Nearly two-thirds of Boroondara borders rivers and parklands, including the Yarra River (Birrarung), Gardiners Creek (Kooyongkoot) and Yarra Bend Park.

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Boroondara is a vibrant and diverse community where people from all walks of life call home. With leafy parks, vibrant shopping precincts, heritage buildings, quality education, and welcoming libraries and community spaces, there's a place for everyone to belong.

Boroondara is known for its mix of urban sophistication, cultural vibrancy and welcoming community. People here enjoy the best of city life, with 53 shopping strips – including the major centres of Camberwell, Kew and Hawthorn – and access to high-quality services.

Our community benefits from strong social and economic assets. We have about 26,160 registered businesses, welcome 850,000 visitors each year, and our community has access to more than 100 schools and education providers, including Swinburne University. Boroondara also has the highest volunteering rate in Metropolitan Melbourne.

We are emerging from the height of the COVID-19 pandemic and have seen a steady return of community to our facilities and services. In 2024–25, more than 10,000 people took part in our arts and cultural programs, nearly one million visited our libraries and there were over 2.6 million visits to our leisure centres.

“You can’t go past the green spaces, wide roads and leafy streets. I’m really fortunate in my own neighbourhood that it does feel like community” - Community member, 25-39 years, Kew East.

Our community

Who are we?

Our community of about 178,000 residents is growing. As we grow, our demographics are changing. In the future, we'll see young adults aged 20 to 34 make up a growing share of our population.

178,008 Boroondara residents in 2024	<i>Australian Bureau of Statistics, Estimated Resident Population, 2024</i>
188,778 is the predicted population by 2035 ⁴	<i>id (informed decisions), City of Boroondara population forecast, last updated July 2024</i>

Diversity

Our community is wonderfully diverse. Residents hail from a wide range of cultures with one-third of our population born overseas. Overseas migration is a key driver of our growth, with most of our new residents arriving from abroad.

436 residents identify as Aboriginal and/or Torres Strait Islander (0.3%)	Compared to 0.7% of the Greater Melbourne population	<i>Census of Population and Housing, 2021</i>
15% of adult residents self-report a disability	Compared to 19% for Metropolitan Melbourne	<i>Victorian Population Health Survey, 2023</i>
32% of residents were born overseas	Compared to 36% for Greater Melbourne	<i>Census of Population and Housing, 2021</i>
12% of adult residents identify as LGBTQIA+	The same as Metropolitan Melbourne	<i>Victorian Population Health Survey, 2023</i>
Top 3 languages other than English: 10% Mandarin 3% Cantonese 3% Greek	Top 3 for Greater Melbourne are: 4% Mandarin 2% Vietnamese 2% Greek	<i>Census of Population and Housing, 2021</i>

⁴ Not taking into account the Victorian Government's housing targets, which require 65,500 net new dwellings in Boroondara by 2051.

29% of residents use a language other than English at home	Compared to 34% for Greater Melbourne	<i>Census of Population and Housing, 2021</i>
Income and socio-economic status <p>Boroondara is one of the most economically advantaged local government areas in Victoria, with a significant proportion of households enjoying a good income. However, not all members of the Boroondara community enjoy the same access to opportunities and resources.</p>		
9% of residents were 'sometimes' worried about running out of money to buy food in the last 12 months 6% were 'definitely' concerned	In comparison 16% of Metropolitan Melbourne residents were 'sometimes' worried in the last 12 months and 9% were 'definitely' concerned	<i>Victorian Population Health Survey, 2023</i>
18% of households have a weekly income of less than \$881 ⁵	Compared to 23% in Greater Melbourne	<i>Census of Population and Housing, 2021</i>
42% of households have a weekly income of more than \$2,947 ⁶	Compared to 28% in Greater Melbourne	<i>Census of Population and Housing, 2021</i>

Health and lifestyle

Overall, our community enjoys good health and quality of life. However, there are a range of health issues and challenges that impact a proportion of our community.

40% of adult residents do at least 150 minutes of physical activity a week	Compared to 35% for Metropolitan Melbourne	<i>Victorian Population Health Survey, 2023</i>
13% of adult residents have a high or very high level of psychological distress	Compared to 19% for Metropolitan Melbourne	<i>Victorian Population Health Survey, 2023</i>

⁵ Households in Victoria with an income of less than \$881 per week are in the lowest 25 per cent of income earners.

⁶ Households in Victoria with an income of more than \$2,947 per week are in the highest 25 per cent of income earners.

38% of adult residents met fruit consumption guidelines	Compared to 36% for Metropolitan Melbourne	<i>Victorian Population Health Survey, 2023</i>
6% of adult residents met vegetable consumption guidelines	The same as for Metropolitan Melbourne	<i>Victorian Population Health Survey, 2023</i>
14% of adult residents are at increased risk of alcohol related disease or injury	Compared to 12% for Metropolitan Melbourne	<i>Victorian Population Health Survey, 2023</i>

Social connection and wellbeing

Our community has a high level of life satisfaction and social cohesion. However, a proportion of our community experiences loneliness and racism, which can have a negative impact on their mental health, wellbeing and social connection.

83% of adult residents have a 'high' or 'very high' level of life satisfaction	Compared to 77% for Metropolitan Melbourne	<i>Victorian Population Health Survey, 2023</i>
9% of adult residents experienced racism in the last 12 months	The same as for Metropolitan Melbourne	<i>Victorian Population Health Survey, 2023</i>
72% of adult residents believe 'Multiculturalism makes life in your area better'	Compared to 69% for Metropolitan Melbourne	<i>Victorian Population Health Survey, 2023</i>
18% of adult residents have experienced loneliness	Compared to 24% for Metropolitan Melbourne	<i>Victorian Population Health Survey, 2023</i>
48% of adult residents reported their health status as excellent or very good	Compared to 40% for Metropolitan Melbourne	<i>Victorian Population Health Survey, 2023</i>
1,119 family violence incidents were reported in 2024, at a rate of 628 per 100,000 population.	Compared to a rate of 1,230 for Metropolitan Melbourne	<i>Crime Statistics Agency 2025, Family Violence Dashboard</i>

What do we do?

Our community is prosperous with residents enjoying low unemployment rates and high levels of education and volunteering.

Boroondara's unemployment rate is 3%	Compared to 4% for Greater Melbourne	<i>Australian Bureau of Statistics, Labour force survey September 2024, presented in .id (informed decisions), City of Boroondara economic profile.</i>
9% of residents attend university	Compared to 6% for Greater Melbourne	<i>Census of Population and Housing, 2021</i>
52% of residents aged 15+ have a Bachelor degree or above	Compared to 33% for Greater Melbourne	<i>Census of Population and Housing, 2021</i>
19% of residents aged 15+ volunteer	Compared to 12% for Greater Melbourne	<i>Census of Population and Housing, 2021</i>

Our places

How do we live?

Our city is an attractive and highly sought after residential area with a mix of housing types. Most households own their home or have a mortgage, some rent and a small proportion live in social housing or are homeless.

53% of dwellings are separate houses 47% are medium or high density	Compared to 34% of medium or high density for Greater Melbourne	<i>Census of Population and Housing, 2021</i>
38% of Boroondara households fully own their home 29% have a mortgage 28% are renting	Compared to 29% who own, 36% with a mortgage and 29% renting for Greater Melbourne	<i>Census of Population and Housing, 2021</i>

931 social housing homes are in Boroondara 1.2% of all homes in Boroondara.	Compared to about 2.7% for Metropolitan Melbourne	<i>Department of Families, Fairness and Housing, Housing assistance additional service delivery data 2023-24</i>
320 people were homeless in 2021 0.2% of the Boroondara population	Compared to 0.5% for Greater Melbourne	<i>Census of Population and Housing, 2021</i>
More than 14,000	properties covered by a Heritage Overlay	<i>City of Boroondara</i>

All information is from the Census of Population and Housing 2021, unless otherwise specified.

Comparison data

- Greater Melbourne is as defined by the Australian Bureau of Statistics to represent the functional area of the capital city.
- Metropolitan Melbourne is a combination of 31 metropolitan local government areas.
- Some percentages have been rounded to the closest whole number.

Detailed statistics and trends on Boroondara’s population and health are available on the [history and demographics pages](#) of Council’s website.

North Eastern Public Health Unit developed and published a [comprehensive population profile](#) in 2025, which can be found on its website.

How do we move around?

565	kilometres of local roads
1,293	kilometres of paths
33.6	kilometres of formal shared paths (such as Gardiners Creek, Anniversary/Outer Circle, Main Yarra and Koonung Creek trails)

57	kilometres of formal on-road cycling paths on main and local roads
6	tram routes
13	train stations
More than 30	bus services (including SmartBus) and Night Network for weekends
4	public fast electric vehicle charging stations (with more planned)

Where do we gather?	
4	leisure and aquatic facilities (including Kew Recreation Centre)
5	Libraries (plus 2 library lounges)
11	neighbourhood houses and community centres
3	men's sheds
1	Boroondara Youth Hub
3	community hubs: Greythorn Community Hub, Hawthorn Community Precinct and Canterbury Community Precinct
53	shopping centres (including 3 major activity centres)
112	playgrounds

Our environment

Where do we spend time in nature?

12.5%	of Boroondara is open space
242	parks, including 13 formal gardens, 72 environmental sites, 54 sportsgrounds located in 40 parks and 7 community gardens
32.5 m ²	of public open space per person
75%	of residents live within 400 m (walkable distance) to open space

How do we care for nature?

About 60	hectares of public land are managed for biodiversity value
About 108,000	trees managed including in open spaces and on public streets

How are we reducing emissions?

100%	local renewable energy from a Gippsland windfarm (until 2030) to power more than 12,000 streetlights and 16 major Council buildings
More than 1200	kilowatts of solar panels being installed on offices, depots and community buildings

Our strategic focus

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Our plan

The plan sets out how we will deliver on the community's aspirations through:

Our community's vision:

Our community's vision provides a shared picture of the kind of place Boroondara could be in 2035, based on our community's long-term hopes for the future.

Our principles:

Our principles guide the way we work and make decisions across everything we do - from everyday services to big picture planning.

Themes and 10-year desired futures:

The 4 themes group related areas of work together. Each theme has a 'desired future' – a short statement about what success looks like, and a longer narrative.

4-year aims:

Aims are the high-level outcomes we hope to achieve within each theme, reflecting what the community told us they value.

4-year priorities:

These outline what Council will focus on to achieve the aims. They describe the services, infrastructure and local improvements we will deliver or invest in.

Measures:

Council will use these to measure its progress and performance and report back to the community.

Outcome measures: track broader community wellbeing and liveability outcomes such as health, housing and social connection. While these are not direct measures of Council performance, they help us to understand whether our community is experiencing positive change in the areas we seek to influence.

Performance measures: measure how Council is tracking in delivering its services and managing operations and finances.

Our commitment to health and wellbeing

Our wellbeing commitment outlines how we will promote, protect and improve the health and wellbeing of our community. It also outlines the different population groups

in our community who have varying needs and experiences that may require tailored services and supports to ensure good health and wellbeing.

Health priorities

Council has 6 health priorities that represent the most significant preventable causes of poor health and wellbeing in Boroondara.

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Our community's vision

"A healthy, connected and sustainable community"

Our community's vision outlines our shared direction for Boroondara's future. It is supported by 'desired futures' under the themes of the plan, which describe what we hope to achieve in more detail.

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Council's role

Over the life of this plan, Council will play a range of roles to deliver on our community's vision. These include:

1. Plan - Council working with the community to ensure community needs are anticipated and met, now and in the future.
2. Deliver - Council directly delivering services, programs or facilities at the local level.
3. Partner - Council working collaboratively with residents, community groups, the Victorian and Australian governments and other stakeholders to facilitate desired outcomes and build community capacity. [Appendix 4](#) describes our partnership approach.
4. Advocate - Council represents community interests to influence industry, peak bodies and associations, and Victorian and Australian government decision-making.

The following sections outline how Council will implement the plan.

Our principles

Our principles guide the way we work and how we make decisions – from everyday services to long-term planning. They provide a framework that ensures our actions and decisions reflect the community’s priorities across all areas of Council activity.

Principle 1 – Community first

We put our community at the centre of everything we do.

We are helpful and friendly, respond promptly, follow up, and make it easy at every step. We actively seek community feedback to understand what is important and how we can continue to improve.

Principle 2 – Environmental sustainability

We take care of our natural environment by making choices that preserve resources and support the health of the environment and the health and the wellbeing of current and future generations.

We build community resilience, take action to reduce climate change impacts, and support our community to mitigate and adapt to a changing climate.

Principle 3 – Clear and responsible decision-making

We make fair, transparent and ethical decisions based on what our community tells us is important. We manage funds responsibly and are clear and accountable about how money is spent on projects, services and infrastructure.

Principle 4 – Access, inclusion and equity

We celebrate diversity and include people of all backgrounds, cultures, beliefs, abilities, sexualities, ages and genders. We create welcoming, accessible places where everyone can feel valued and participate fully. We remove barriers to participation and work closely with groups facing greater challenges to support their full inclusion. Some of these groups are described in the ‘population groups’ section of this plan.

Principle 5 – Local living

We work with our community to make neighbourhoods inclusive, vibrant and connected while celebrating their unique character and history. We plan for thoughtful growth that brings new homes, jobs and services close to where people live and spend their time. We focus on the local factors that promote good health and wellbeing - such as access to housing choices, safe and accessible transport, places to learn, connect with others and enjoy nature.

Principle 6 – Innovative delivery

We master the basics, while embracing innovation and change that adds value.

We are open to new ideas and ways of working, and we explore different approaches to see what works best. By building on strong foundations, evaluating and learning, we adapt and improve to deliver greater impact over time. We focus on how to make things happen rather than finding ways to say ‘no’.

Principle 7 - Leadership, partnership and advocacy

We lead by example and use our voice to advocate for the needs and priorities of our community. We collaborate with all levels of government, partners and stakeholders to influence positive change, pursue shared goals, and deliver long-term benefits for our community.

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Our strategic focus

Our 4 themes

Theme 1: Our community

“I’d say community connection is the main one for me. It’s the heart. As a community, if you don’t have connection then you aren’t really a community, you’re just a group of people” - 2024 Boroondara Youth Voice member

Theme	Our community (+ woi-wurrung translation) <i>Connected, safe and inclusive</i>
Community-desired future	<p>Our community is healthy, active and welcoming, with safe spaces, accessible services, learning opportunities and a rich cultural life that welcomes everyone.</p>
Community-desired future	<p>Our community is healthy and thriving.</p> <p>We celebrate diversity across cultures, abilities, ages, genders, sexualities and backgrounds and we actively remove barriers so everyone can take part and feel welcome.</p> <p>Health and wellbeing are part of daily life. People enjoy being active – whether walking, cycling, playing sport, gardening or simply spending time outdoors. Children are nurtured, families grow stronger together, older adults stay active and involved, and young people are empowered to lead.</p> <p>We feel safe and supported, with inclusive programs and social networks at every stage of life. People know each other and help each other, creating a strong sense of belonging. Whether through sport, volunteering, arts or shared celebrations, our connections make us stronger.</p> <p>Creativity and lifelong learning are central to our experience. Our network of multi-purpose facilities such as libraries, neighbourhood houses and community hubs, invite people to connect, learn and participate at every stage of life.</p>

“I’d like to see a place where the young people can flourish” - community member, 65+, Balwyn North

Aims: What we hope to achieve	Priorities: What we’ll focus on to achieve the aims
Aim 1.1: Physical activity Our community can participate in recreation, active leisure and sports opportunities.	<ul style="list-style-type: none"> • Deliver support to local sporting clubs, including grants, training and volunteer development, to strengthen inclusive sporting opportunities. • Facilitate programs and events that encourage participation in physical activity for all ages, backgrounds and abilities. • Deliver passive and active recreation opportunities through walking tracks, sportsgrounds, parks and aquatic and recreation centres.
Aim 1.2: Health, wellbeing and social connection Our community enjoys lifelong health, wellbeing and social connection through accessible programs and activities that meet their needs at every stage of life.	<ul style="list-style-type: none"> • Partner with and support local community organisations to enhance health and wellbeing outcomes and build community capacity, including through workshops, grants and volunteers. • Deliver tailored programs promoting social connection, health, wellbeing and independence for young people, children and families, and older people. • Deliver support and resources to community groups and community members to strengthen and grow local volunteering.
Aim 1.3: Safety and resilience Our community feels safe, resilient and connected with strong social ties, support for those most at risk and	<ul style="list-style-type: none"> • Partner with local stakeholders and police to proactively address community safety concerns and provide awareness raising campaigns and education. • Deliver programs and initiatives that promote gender equality and prevent gender-based violence. • Deliver initiatives that strengthen community connections and build our community’s resilience to adapt and respond to emergencies and climate impacts. • Support people experiencing homelessness to access and connect with local services.

<p>collaboration across local services contributing to public safety.</p>	<ul style="list-style-type: none"> • Deliver programs and initiatives that build social cohesion and address racism.
<p>Aim 1.4: Lifelong learning Our community has access to learning opportunities at every stage of life.</p>	<ul style="list-style-type: none"> • Deliver inclusive education, learning and engagement opportunities for all ages. • Transition our libraries into welcoming community hubs where people can connect, learn and take part in a diverse range of programs that meet changing community needs. • Support lifelong learning and personal development by supporting kindergartens, early learning centres, seniors' centres, neighbourhood houses and community centres. • Partner with local neighbourhood houses and community groups to expand access to informal and lifelong learning opportunities. • Support skills development for young people that prepares them for employment.
<p>Aim 1.5: Arts and culture Our community enjoys and participates in a vibrant arts and cultural life.</p>	<ul style="list-style-type: none"> • Deliver a program of high-quality, diverse, accessible performances and arts experiences that responds to our communities' interests and needs. • Support artists and creative practitioners to create and share their work by providing access to Council venues, grants and professional development opportunities. • Activate public spaces and embed arts in local life. • Develop destination arts and culture venues where the community can participate in the cultural life of our city.
<p>Aim 1.6: Diversity and inclusion Our community celebrates diversity and we actively remove barriers to participation for vulnerable groups.</p>	<ul style="list-style-type: none"> • Deliver initiatives that foster a welcoming and inclusive community where everyone, regardless of background, age, gender, sexuality, disability, or financial situation, have equitable access to community facilities, services, programs and events. • Deliver targeted initiatives that actively address barriers to participation and inclusion, in particular for multicultural communities, people with disability, lesbian, gay, bisexual, trans and gender diverse, intersex, queer, and asexual (LGBTQIA+) communities, and those who are vulnerable. • Partner with stakeholders to build on each other's strengths and knowledge, fostering strong relationships and better community outcomes.

Theme 2: Our places

“Promote smart urban planning to create liveable, connected and inclusive communities. Preserve historical and cultural landmarks while accommodating new developments. Encourage mixed-use spaces that combine residential, commercial, and recreational spaces.” - community member, 25-39 years, Hawthorn

Theme	Our places (+ woi-wurrung translation) <i>Vibrant, accessible and thriving</i>
Community-desired future	<p>Our places are thriving, liveable and support local access to housing, jobs, and vibrant activity centres, while celebrating our unique identity and heritage.</p>
Community-desired future	<p>Our places and neighbourhoods are vibrant, liveable, and leafy – designed to support active lifestyles and everyday connection. While our population has grown, the things people value have not changed: access to green spaces, lively precincts, heritage parks and buildings, and welcoming public spaces and facilities where people can connect, have fun and contribute.</p> <p>From quiet streets to lively local centres, schools and universities, every corner of Boroondara helps shape our unique identity. Local workplaces, retail areas, libraries and multi-purpose community facilities buzz with energy, offering great food, shopping, entertainment and workspaces that bring people together.</p> <p>Getting to places is easy, accessible and safe by foot, bike, public transport, or car, with well-maintained streets, accessible parking, and inviting paths and greenways. Whether relaxing in a park, studying in the local library or catching up at a local café, there’s always a place to feel welcome.</p> <p>Through planning and advocacy to the Victorian and Australian governments, we support thoughtful development that embraces growth and innovation, while preserving Boroondara’s charm and heritage. Diverse and affordable housing options meet varied needs, with quality architecture and sustainable design across our city. When community members choose to downsize or move out of home, they</p>

	can find nearby options that allow them to stay connected to the people and places they know.
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“We need the Council to focus on allowing better movement across the city.” - community member, 40-64 years, Hawthorn East

Aims: What we hope to achieve	Priorities: What we'll focus on to achieve the aims
Aim 2.1: Green and open spaces Our places offer easy and increased access to green and open spaces that support recreation, relaxation and connection with nature.	<ul style="list-style-type: none"> • Enhance, manage and expand green spaces so that parks, gardens and natural areas are accessible and support health, leisure and environmental resilience. • Deliver sport and recreation opportunities by maintaining and improving recreation spaces and equipment. • Provide dog-friendly spaces that promote community connection and responsible dog ownership.
Aim 2.2: Safe, sustainable and connected transport Our places have safe, well-connected streets, paths and trails that make it easy to walk, ride, catch public transport and move around.	<ul style="list-style-type: none"> • Deliver and plan initiatives that make active travel easier and safer, improving safety and reducing traffic. • Plan and deliver well-maintained footpaths, bike lanes, expanded shared paths and seating to support safe and accessible active travel. • Advocate to the Victorian Government for better and more accessible public transport, safer intersections and improved maintenance of state-managed roads. • Maintain and manage local roads to support safe traffic flow. • Manage parking more efficiently to better meet community needs.
Aim 2.3: Balancing growth, amenity and heritage Our places evolve through good planning and high-quality and diverse development,	<ul style="list-style-type: none"> • Plan for housing growth that is diverse, flexible and affordable. • Plan for growth in appropriate locations. • Deliver planning strategies, policies and controls that support and manage future change and meet the challenges of growth. • Deliver initiatives that honour and celebrate the identity of places based on their built, natural and cultural heritage.

<p>meeting future needs while preserving liveability, character and heritage.</p>	<ul style="list-style-type: none"> • Plan for new development that balances density and growth with landscape, greenspace, tree canopy and amenity. • Support good architecture and design through advocacy, planning and recognition initiatives.
<p>Aim 2.4: Community spaces and facilities Our places form a network of well-designed, multi-purpose and highly utilised community facilities and infrastructure that enable connection and participation in community life.</p>	<ul style="list-style-type: none"> • Provide clean and maintained public amenities (such as toilets, drinking fountains, barbeques, sheltered picnic spots, play spaces for children and teenagers, and exercise equipment for seniors). • Provide clean, maintained and visually appealing public spaces, parks and shopping precincts, with litter management and prompt graffiti removal. • Plan and deliver community infrastructure that supports growth and local living, including quality facilities like pavilions, libraries, neighbourhood houses, community centres, kindergartens and hubs that provide access to sports, recreation, learning, study and connection. • Deliver management models which ensure community facilities are highly utilised, promoted and (where possible) multi-use.
<p>Aim 2.5: Safe and inclusive places Our places are safe, inclusive and accessible, with well-lit streets and thoughtfully designed public spaces.</p>	<ul style="list-style-type: none"> • Deliver lighting in streets, parks and public spaces to improve accessibility and perceptions of safety. • Deliver upgrades to public spaces and buildings that incorporate CPTED (crime prevention through environmental design) principles to reduce crime and enhance community safety. • Deliver public safety and compliance services to help create safe, accessible and well-managed buildings and public spaces.
<p>Aim 2.6: Local economy Our places enjoy vibrant shopping areas, a thriving</p>	<ul style="list-style-type: none"> • Provide streamlined approval and business support services, and clear access to information, resources and networking opportunities. • Provide vibrant and well-maintained shopping precincts that are accessible and lively, featuring a range of

<p>business community and desirable destinations for residents and visitors.</p>	<p>greenery, seating, public art and spaces for meeting, socialising and entertainment. *</p> <ul style="list-style-type: none"> • Deliver and partner with local businesses to deliver events and activities that make Boroondara a desirable destination for visitors. • Support outdoor trading, community interaction and connection by expanding and enhancing public areas including streetscapes, town squares, footpaths and other spaces. • Support and promote local markets. <p>* We might not be able to provide all features for all shopping precincts.</p>
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Theme 3: Our environment

“We can make a sustainable place for us and our next generation and generation after that” - community member, 65+, Balwyn North

<p>Theme</p>	<p>Our environment (+ woi-wurrung translation) <i>Sustainable, resilient and protected</i></p>
<p>Community-desired future</p>	<p>Our environment is sustainable and resilient and we take climate action, including mitigation efforts, for future generations.</p>
<p>Community-desired future</p>	<p>Through thoughtful planning, design, and community collaboration, we have taken strong action to mitigate climate change and are well-prepared for its impacts. Our tree-canopy, green spaces and biodiversity are thriving and growing, and our community can easily connect with nature.</p> <p>We are actively responding to climate change – reducing community emissions, boosting energy efficiency, electrification and embracing renewable energy. Our buildings and infrastructure are low-impact and resilient, designed to conserve water and keep people comfortable during weather extremes. We support vulnerable community members to adapt and stay safe as our climate changes.</p>

	<p>Our Council buildings and facilities are powered entirely by renewable energy, supported by cool, green streetscapes that reduce urban heat and rain gardens that naturally filter stormwater. Council leads by example through sustainable procurement, reducing waste in operations and construction, and supporting local reuse and repair initiatives.</p> <p>Recycling, composting, and rethinking waste are second nature here, as we move toward a more circular way of living. Together, we're building a greener, healthier future for our neighbourhoods, our city and our planet.</p>
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“My ideal Boroondara would have lots of green spaces because green spaces just make everyone happier.” - 2024 Boroondara Youth Voice member

<p>Aims:</p> <p>What we hope to achieve</p>	<p>Priorities:</p> <p>What we'll focus on to achieve the aims</p>
<p>Aim 3.1: Tree canopy and biodiversity</p> <p>Our environment supports vibrant ecosystems, where tree canopy and natural habitats are protected, restored and expanded.</p>	<ul style="list-style-type: none"> • Deliver initiatives that protect and expand Boroondara’s tree canopy and natural habitats to preserve and enhance the area’s leafy character and biodiversity. • Deliver maintenance and care for trees on public land, including trimming and species selection, to protect the health and longevity of our urban forest. • Deliver maintenance, revegetation and habitat enhancement initiatives to protect local ecosystems and sustain native flora and fauna. • Deliver planning controls that improve Council’s ability to protect existing tree canopy on public and private land. • Deliver education, incentives for planting, and penalties for unlawful tree removal to encourage responsible environmental stewardship. • Advocate to the Victorian Government about planning changes, powerlines and the impact of the North East Link.
<p>Aim 3.2: Community emissions</p> <p>Our environment is more sustainable, with lower energy</p>	<ul style="list-style-type: none"> • Deliver sustainable Council infrastructure that sets a strong example and supports the transition towards a low-carbon, energy efficient future. • Deliver support to the community to reduce emissions and use resources efficiently, including initiatives that enable electrification of homes, businesses and cars. • Deliver programs that enable increased uptake of renewable energy by promoting efficient and sustainable

<p>use and emissions, better resource efficiency and widespread use of renewable energy sources.</p>	<p>technologies, such as solar panels, batteries and electric vehicles.</p>
<p>Aim 3.3: Sustainable infrastructure</p> <p>Our environment is supported by buildings and infrastructure that are climate-resilient, low impact and designed to support long-term environmental sustainability.</p>	<ul style="list-style-type: none"> • Deliver effective stormwater management and water-sensitive urban design solutions to improve water quality and reduce flood risk. • Provide sustainable Council infrastructure that can withstand climate impacts and provide safe places for our community. • Deliver programs and resources to help our community make their homes and workplaces resilient to our changing climate. • Advocate for and partner with other councils for planning controls that enable environmentally-sustainable development.
<p>Aim 3.4: Circular economy</p> <p>Our environment benefits from a circular economy, where we reduce waste, reuse resources and sustainability is part of everyday life.</p>	<ul style="list-style-type: none"> • Plan and deliver circular economy solutions with our community to improve resource efficiency and create a healthier environment. • Deliver sustainable waste management, improve recycling facilities and promote composting initiatives like the Food Organics and Garden Organics (FOGO) program. • Deliver recycling and waste options that help our community and local businesses to increase material recovery and send less waste to landfill. • Deliver education programs that encourage waste avoidance, better composting and improved recycling. • Advocate for reduced product packaging and better recycling options. • Deliver support for circular economy programs that encourage the longevity and reuse of goods, materials and other resources.

Theme 4: Our Council

“Council should spend money wisely. Costs of living are hitting the bulk of the community.” - community member, 65 to 84 years, Surrey Hills

Theme	Theme 4: Our Council (+ woi-wurrung translation) <i>Trusted, transparent and responsive</i>
Community-desired future	<p>Our Council is accountable and community-focused, delivering responsive services, transparent decision-making, meaningful communications and engagement, and a strong commitment to customer service, continuous improvement and reconciliation.</p>
Community-desired future	<p>We put our community at the centre of everything we do by taking a ‘can-do’ approach.</p> <p>We seek to understand what matters most to our community by actively inviting community feedback and listening carefully to make sure we are delivering services and infrastructure that matter most. Our decisions are transparent and responsive, and we manage community funds responsibly. We keep our community informed and make it easy to get involved.</p> <p>Our culture of action, innovation and integrity enables us to do the basics well, while exploring new ideas, pioneering fresh solutions and advocating for the needs of our community at every level. Our diverse, engaged and committed workforce continuously finds better ways to add value.</p> <p>Through ongoing collaboration with First Nations peoples, we honour and respect their enduring connection to country and culture. We walk together to advance and deepen reconciliation.</p> <p>Together with the community, we continue to shape a future that honours our past and embraces the opportunities ahead.</p>

“Bringing a community focus to your operations and always seeking community participation.” - community member, 40 to 64 years, Kew.

Aims: What we hope to achieve	Priorities: What we'll focus on to achieve the aims
Aim 4.1: Reconciliation Our Council respects and celebrates the histories, cultures, knowledge and contributions of First Peoples and is committed to progressing reconciliation.	<ul style="list-style-type: none"> • Partner and work with our Traditional Owners, the Wurundjeri Woi-Wurrung, First Peoples and the wider community to foster community understanding of our shared history and the ongoing contributions of First Peoples. • Engage in meaningful and respectful relationships with our Traditional Owners, the Wurundjeri Woi-Wurrung, and First Peoples to progress reconciliation. • Partner and work with our Traditional Owners, the Wurundjeri Woi-Wurrung, and First Peoples to ensure their voices are heard.
Aim 4.2: Accountability and financial management Our Council practices responsible governance by making transparent, fair, and accountable decisions and managing finances efficiently.	<ul style="list-style-type: none"> • Deliver responsible financial management that uses community funds efficiently on essential services and community needs. • Deliver clear and transparent communication about how our funds are spent and the outcomes we achieve. • Plan community services and facilities in a way that keeps them affordable for our community. • Deliver lawful and transparent decision-making that fosters integrity and trust.
Aim 4.3: Communication and customer service Our Council supports our community to feel	<ul style="list-style-type: none"> • Deliver helpful, prompt and responsive customer service to meet the needs of our community and make it easy to interact with us. • Deliver clear and accessible information to our community to ensure everyone can easily find the information they need. • Deliver active promotion of Council facilities, services, events and programs.

<p>informed and supported through clear communication and respectful, responsive customer service.</p>	<ul style="list-style-type: none"> • Deliver accessible Council meetings and decisions, building trust and accountability. • Deliver a great digital experience to make services easier to access, while still offering services through non-digital channels that work best for the community.
<p>Aim 4.4: Community consultation and engagement Our Council actively seeks community input, with feedback considered in decision-making.</p>	<ul style="list-style-type: none"> • Deliver clear campaigns and communication to encourage more community involvement and awareness of consultations. • Deliver meaningful, inclusive, and transparent opportunities for our community to contribute their views and actively seek input from diverse groups. • Deliver clear, accessible, and timely information about consultations to the community, ensuring all members have the resources they need to engage and participate fully. • Deliver processes that enable community feedback to be heard and considered, with decisions reported back to community members.
<p>Aim 4.5: Effective operations Our Council is effective and responds to our community’s needs through innovation, valuing diverse perspectives and continuous improvement.</p>	<ul style="list-style-type: none"> • Deliver modern and reliable systems, processes and technology that support efficient, responsive and integrated service delivery. • Plan for and invest in a diverse, capable and future-ready workforce that reflects the community and embraces different skills, backgrounds and perspectives. • Promote a culture of innovation, learning and continuous improvement across all levels of the organisation.

Our commitment to health and wellbeing

We are committed to promoting and protecting the health and wellbeing of everyone in our community, with a focus on those who need it most. We are also committed to empowering individuals and our community to make healthy choices and improve overall quality of life. The circumstances and places in which we are born, live, work and age affect our health, and we aim to address these factors to achieve fair and better health outcomes for everyone in our community.

In seeking to address our health priorities, Council will prioritise action towards those most likely to experience inequities in health and wellbeing. These population groups include:

- First Peoples
- multicultural communities
- LGBTQIA+ communities
- people with disability (including chronic and mental ill-health conditions)
- carers
- socially isolated people
- financially vulnerable people (including people living on low incomes and people who are homeless or living in social housing)
- women
- men over 35 years
- children and young people
- older people.

Further information about each of these population groups can be found on Council's [Population groups](#) webpage.

Council also recognises that every person has multiple and intersecting identities, needs and experiences that affect their health and wellbeing.

“Individuals and families feel worthy, valued, are given opportunities to live happy healthy productive shared lives” - Community health organisation

Health priorities

Our health priorities

Overall, the Boroondara community reports good health and quality of life. This is also evidenced by health and social data, and consultation with key stakeholders.

However, there are areas for improvement. Outlined on this page are the 6 health priorities for Council to focus on, which emerged through research and consultation done to inform the development of the Municipal Public Health and Wellbeing Plan 2025–29. Our health priorities are also informed by the [Victorian public health and wellbeing plan 2023–27](#) health priorities and represent the most significant preventable causes of poor health and wellbeing in Boroondara, as well as those areas where our organisation and our partners can make changes to positively influence the overall health and wellbeing outcomes of our community.

Our health priorities for 2025 to 2029 are:

- **Improve mental wellbeing and social inclusion** means ensuring people can be linked to appropriate mental health and social inclusion services across the life-course. Through prioritising good mental health and wellbeing, we reduce stigma, increase social connection, improve physical health, promote productivity and create safer environments.⁷
- **Increase physical activity and active living** means integrating physical activity as part of an active approach to life. Sport, active recreation and active travel are all types of physical activity. Active neighbourhoods and cities are more liveable, with higher levels of social capital and community cohesion and lower levels of crime.
- **Increase healthy eating** means wanting everyone to enjoy good nutrition for optimal physical and cognitive development. Promoting healthy food environments to support people to adopt healthy diets can positively impact healthy eating.
- **Improve gender equality and prevent gender-based violence** means ensuring everyone is free from all forms of violence, including physical, emotional, psychological, financial and sexual. Family violence involves controlling or dominating a family member, causing them to fear for their own or another person's safety and wellbeing. Primary prevention aims to prevent

⁷ Department of Health (2023) *Victorian public health and wellbeing plan 2023–27*, Department of Health, accessed 5 July 2025. www.health.vic.gov.au/victorian-public-health-and-wellbeing-plan-2023-27

family violence and gender-based violence before it occurs. Promoting gender equality is crucial for the prevention of violence against women.

- **Tackle climate change and its impacts on health** means reducing emissions, mitigating future effects and supporting climate adaptation. Climate is a key factor that affects health equity. Both mitigation and adaptation efforts can improve health.⁸ For example, increasing tree canopy cover reduces carbon dioxide and urban heat, while providing shade and better air quality. Efforts to address climate change, from reducing pollution to improving diet, represent one of the greatest opportunities to improve health this century.
- **Reduce harm (namely injury, alcohol and emerging harms)** means addressing harms our community experiences associated with injury from a broad range of causes including transport and falls and reducing harm from alcohol consumption.

“recognise the flow on effect of strong social connections on the other health outcomes and support community organisations to provide this support” - community health organisation.

⁸ Department of Health (2024) *Tackling climate change and its impacts on health through municipal public health and wellbeing planning*, Department of Health, accessed 5 July 2025. www.health.vic.gov.au/publications/tackling-climate-change-impacts-health-municipal-public-health-wellbeing-planning

Implementing the plan and tracking our progress

The *Boroondara Community Plan 2025–35* includes our Community Vision, Council Plan 2025–29 and Municipal Public Health and Wellbeing Plan 2025–29.

It describes what we need to focus on to achieve our community’s vision of a healthy, connected and sustainable community.

While the Boroondara Community Plan is our guiding document, we also have responsibilities set by the Victorian and Federal Governments. This means there are times when we need to deliver actions or services that may not directly reflect the priorities in this plan but are required by law or broader government policy. We remain committed to being transparent about these requirements and doing our best to balance them with what our community has told us matters most.

As shown below, the Plan directly informs Council’s suite of strategic documents within our Integrated Planning and Reporting Framework. By aligning the documents within the framework to the Plan’s 4 themes, our approach provides a line of sight through every department in Council to achieve and report back on the plan’s vision, aims and priorities. Using the plan as a foundation, the framework helps us:

- prioritise community health and wellbeing
- make decisions and deliver services and facilities that align with community priorities
- monitor and share how we’re going with the community.

Our integrated planning and reporting framework includes:

<p><u>Long term planning</u></p>	<ul style="list-style-type: none"> • Our Long-term Financial Plan: guides how we manage Council’s money over time, in line with the 4 themes of the plan. • Our Asset Plan: guides how we manage our community infrastructure – things like roads, community buildings, public toilets – over the next 10 years, also aligned to the 4 themes of the plan. • Adopted strategies, plans and policies, which detail our medium-term goals for specific service areas.
<p><u>Annual planning</u></p>	<ul style="list-style-type: none"> • Annual Budget (1 + 3 years): details our planned yearly actions, spending and infrastructure investments.

	<ul style="list-style-type: none"> Annual Health Priority Action Plan: details our planned yearly actions to address each of the health priorities.
<u>Progress reporting</u>	<ul style="list-style-type: none"> 4-year community outcome measures: track things like health, liveability and sustainability over the medium-long term. <p><i>While these are not direct measures of Council performance, they help us to understand whether our community is experiencing positive change in the areas we seek to influence.</i></p>
<u>Performance reporting</u>	<p>Performance measures track how Council is delivering its services and managing operations and finances. We do this through:</p> <ul style="list-style-type: none"> monthly, quarterly and annual reporting to show progress on the delivery of these strategic documents Annual Health Plan Evaluation Ongoing monitoring and review

How you can stay updated on our progress

We are committed to transparency and sharing updates to our community by:

- Publishing planned services, activities, spending and infrastructure investments in each year's [Annual Budget](#).
- Sharing our progress in each year's [Annual Report](#) and [performance reports](#).
- Publishing our Annual Health Priority Action Plan on our website.
- Regularly updating information about health indicators on our website at www.boroondara.vic.gov.au/your-council/history-and-demographics/health-priorities-statistics.

At the end of the 4 years, we will evaluate the impact our activities have had on achieving the desired futures and aims established in the plan. The measures we will use to evaluate our performance are listed in [Appendix 5](#).

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Appendices

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Appendix 1 - Developing the Boroondara Community Plan

In 2024, we started the important process of renewing this plan to make sure it truly reflected what mattered most to our community. We reached out to the people who live, work, study and spend time in Boroondara to hear directly from our community. We also made special effort to make sure we captured diverse views.

This plan builds on the 2 community plans from 2017 and 2021. The inaugural plan was shaped by Council's largest-ever consultation with 11,845 responses in the 2016–17 financial year. For the 2021–31 plan, we spoke with the community during 2020–21 and heard from more than 5,400 community members.

To help create this plan, we received 5,632 contributions, once again proving that our community is passionate about shaping the future of Boroondara.

Building on the previous consultation approaches, our community was consulted through:

- a community survey asking people what they would like Council to focus on during the next 10 years
- a series of community workshops where community members learned about Council's role and prioritised the findings from the community survey.

We also undertook research and consultation to inform the health priorities as outlined below.

Our community survey

In July and August 2024, we received 5,469 survey responses from the Boroondara community. We asked 2 core questions, alongside several demographic questions. We did this to ensure we heard from a diverse and representative range of community members. The 2 core questions were:

- Question 1: Thinking about the next 10 years, please tell us what you think Council should focus on.
- Question 2: Of the items you mentioned, which one is most important?

These open-ended questions were designed to ensure we were hearing about all issues the community thought were important.

Our community workshops: informed discussion and prioritisation

Using the findings from the community survey, Council hosted a series of workshops., including:

- **4 deliberative engagement community workshops**

In total, 156 community members, aged over 18, representing the demographics of our community attended. Participants gained a deeper understanding of the factors influencing Council’s decision-making, before prioritising where they thought Council should focus its resources over the next 10 years, indicating whether resources should be used to improve, maintain or grow current provision. Participants also explored aspirations for Boroondara – what a happy, healthy and thriving community would look and feel like in 2035.

- **A deliberative Boroondara Youth Voice workshop**

We heard from 7 young people aged 13–17 about what’s most important to them and their vision for the future of Boroondara, ensuring Council was hearing insights from younger community members. These 7 young people were members of Boroondara Youth Voice, Council’s youth advisory committee. These members had participated in youth voice sessions throughout 2024, making them familiar with how the Council operates and the services and facilities we provide.

Identification of health and wellbeing priorities

To identify the health priorities of the plan, data about the health and wellbeing of the community was examined, with reference to the *Victorian public health and wellbeing plan 2023–27*. Additionally, from September to November 2024, we spoke with 42 local organisations who provide health and wellbeing services. We asked which health and wellbeing issues are the most important to their communities and how Council could complement their organisation’s work. In late 2024 and early 2025, we consulted the following groups on the most important health priorities to their communities:

- participants of Council’s LGBTQIA+ Community Roundtable
- members of Council’s Community Disability Advisory Committee
- the Boroondara Youth Voice
- the Early and Middle Years Forum.

We also reviewed consultation findings for the development of the *Boroondara Multicultural Action Plan 2024–26* and findings from men’s health workshops in May and November 2024.

On 13 March 2025, Council hosted a Public Health and Wellbeing Forum to explore Council’s health priorities and opportunities for collaboration with partners. More than 40 participants from 23 partner organisations participated and provided their insights.

Building on our wellbeing commitment developed in 2021, we engaged local health and wellbeing agency partners and stakeholders, and the Boroondara Public Health and Wellbeing Advisory Committee to guide our health priority setting.

Plan development

Through this consultation process, we heard what our community values most about Boroondara, as well as their concerns, hopes and aspirations for the future. Each part of the consultation deepened our understanding of local issues and priorities.

We used this feedback to inform the development of our community's vision, health priorities and themes, 10-year desired futures, aims, priorities and measures related to the Plan's 4 themes.

You can find further information about who we heard from in the [Who we heard from](#) section.

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Appendix 2 - Responsibilities under the *Public Health and Wellbeing Act 2008*

The *Victorian Public Health and Wellbeing Act 2008* requires Council to prepare a Municipal Public Health and Wellbeing Plan which has regard to the *Victorian public health and wellbeing plan 2023–27*.

When implementing the *Boroondara Community Plan 2025–35*, we will follow the strategic directions set out in the *Victorian public health and wellbeing plan 2023–27* and will adopt the following components to address health and wellbeing:

- progressing ‘one health’ and ‘planetary health’ approaches
- acknowledging that wellbeing for First Peoples is considered a holistic concept, namely that connection to land, culture and community is integral to health and wellbeing and upholding Council’s commitment to reconciliation in Boroondara
- improving health equity by reducing racism and discrimination, progressing sex and gender equality, and recognising intersectionality, diversity and inclusion
- promoting health and wellbeing outcomes and reducing inequalities through action to improve mental wellbeing and social inclusion, increase physical activity and active living, increase healthy eating, improve gender equality and prevent gender-based violence, tackle climate change and its impacts on health, and reduce harm (namely injury, alcohol and emerging harms).

Under the *Climate Change Act 2017*, municipal public health and wellbeing plans must consider climate change. We will do this through the implementation of strategies broadly captured by the following directions:

- protecting and preserving our trees, nature, biodiversity and open space
- showing leadership in reducing the environmental impact of Council activities, facilities and services
- supporting our community to reduce their environmental impact through reduced waste generation and diverting waste from landfill
- supporting our community to respond to the challenges of climate change.

Part 7 of the *Family Violence Protection Amendment Act 2017* amends the *Public Health and Wellbeing Act 2008* and requires Council to set out what measures it will use to prevent family violence and respond to the needs of the victims of family violence in the local community. We will work with our community and partners, and in particular members of the Boroondara Family Violence Network, to address and prevent family violence by:

- designing and supporting safe facilities and public environments for all

- promoting and supporting the participation of girls and women in all areas of community life, Council services, programs, events and facilities through respectful, equitable and inclusive practices
- creating strong neighbourhoods that promote respectful and supportive social connection
- ensuring Council services are equipped to respond, where appropriate, to all forms of family violence
- working with partners to address family violence and initiatives, which can contribute to a community that values equality and respect
- fulfilling our requirements under the *Gender Equality Act 2020*, in particular, completing gender impact assessments of all new policies, programs and services that directly and significantly impact the public, as well as those being reviewed.

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Appendix 3 – Municipal Public Health and Wellbeing Plan summary

The themes, desired futures and aims in the plan help create the right conditions for community health and wellbeing. The table below shows how the plan’s aims support our health and wellbeing priorities.

Theme 1

Boroondara Community Plan aim	The Boroondara Health Priorities this aim supports
<p>Aim 1.1: Physical activity Our community can participate in recreation, active leisure and sports opportunities.</p>	<ul style="list-style-type: none"> • Improve mental wellbeing and social inclusion • Increase physical activity and active living • Improve gender equality and prevent gender-based violence
<p>Aim 1.2: Health, wellbeing and social connection Our community enjoys lifelong health, wellbeing and social connection through accessible programs and activities that meet their needs at every stage of life.</p>	<ul style="list-style-type: none"> • Improve mental wellbeing and social inclusion • Increase physical activity and active living • Increase healthy eating • Improve gender equality and prevent gender-based violence • Tackle climate change and its impacts on health • Reduce harm (namely injury, alcohol and emerging harms)
<p>Aim 1.3: Safety and resilience Our community feels safe, resilient and connected with strong social ties, support for those most at risk and collaboration across local services contributing to public safety.</p>	<ul style="list-style-type: none"> • Improve mental wellbeing and social inclusion • Improve gender equality and prevent gender-based violence

	<ul style="list-style-type: none"> • Tackle climate change and its impacts on health
<p>Aim 1.4: Lifelong learning Our community has access to learning opportunities at every stage of life.</p>	<ul style="list-style-type: none"> • Improve mental wellbeing and social inclusion • Reduce harm (namely injury, alcohol and emerging harms)
<p>Aim 1.5: Arts and culture Our community enjoys and participates in a vibrant arts and cultural life.</p>	<ul style="list-style-type: none"> • Improve mental wellbeing and social inclusion • Increase physical activity and active living • Increase healthy eating • Improve gender equality and prevent gender-based violence • Tackle climate change and its impacts on health • Reduce harm (namely injury, alcohol and emerging harms)
<p>Aim 1.6: Diversity and inclusion Our community celebrates diversity and we actively remove barriers to participation for vulnerable groups.</p>	<ul style="list-style-type: none"> • Improve mental wellbeing and social inclusion • Increase physical activity and active living • Increase healthy eating • Improve gender equality and prevent gender-based violence • Tackle climate change and its impacts on health • Reduce harm (namely injury, alcohol and emerging harms)

Theme 2

Boroondara Community Plan aim	The Boroondara Health Priorities this aim supports
<p>Aim 2.1: Green and open spaces Our places offer easy and increased access to green and open spaces that support recreation, relaxation and connection with nature.</p>	<ul style="list-style-type: none"> • Improve mental wellbeing and social inclusion • Increase physical activity and active living • Tackle climate change and its impacts on health
<p>Aim 2.2: Safe, sustainable and connected transport Our places have safe, well-connected streets, paths and trails that make it easy to walk, ride, catch public transport and move around.</p>	<ul style="list-style-type: none"> • Increase physical activity and active living • Tackle climate change and its impacts on health • Reduce harm (namely injury, alcohol and emerging harms)
<p>Aim 2.3: Balancing growth, amenity and heritage Our places evolve through good planning and high-quality and diverse development, meeting future needs while preserving liveability, character and heritage.</p>	<ul style="list-style-type: none"> • Improve mental wellbeing and social inclusion • Tackle climate change and its impacts on health
<p>Aim 2.4: Community spaces and facilities Our places form a network of well-designed, multi-purpose and highly utilised community facilities and infrastructure that enable connection and participation in community life.</p>	<ul style="list-style-type: none"> • Improve mental wellbeing and social inclusion • Increase physical activity and active living • Increase healthy eating • Improve gender equality and prevent gender-based violence • Tackle climate change and its impacts on health

	<ul style="list-style-type: none"> • Reduce harm (namely injury, alcohol and emerging harms)
<p>Aim 2.5: Safe and inclusive places</p> <p>Our places are safe, inclusive and accessible, with well-lit streets and thoughtfully designed public spaces.</p>	<ul style="list-style-type: none"> • Improve mental wellbeing and social inclusion • Improve gender equality and prevent gender-based violence • Tackle climate change and its impacts on health
<p>Aim 2.6: Local economy</p> <p>Our places enjoy vibrant shopping areas, a thriving business community and desirable destinations for residents and visitors.</p>	<ul style="list-style-type: none"> • Improve mental wellbeing and social inclusion • Increase physical activity and active living

Theme 3

Boroondara Community Plan aim	The Boroondara Health Priorities this aim supports
<p>Aim 3.1: Tree canopy and biodiversity</p> <p>Our environment supports vibrant ecosystems, where tree canopy and natural habitats are protected, restored and expanded.</p>	<ul style="list-style-type: none"> • Tackle climate change and its impacts on health
<p>Aim 3.2: Community emissions</p> <p>Our environment is more sustainable, with lower energy use and emissions, better resource efficiency and widespread use of renewable energy sources.</p>	<ul style="list-style-type: none"> • Tackle climate change and its impacts on health
<p>Aim 3.3: Sustainable infrastructure</p>	<ul style="list-style-type: none"> • Tackle climate change and its impacts on health

<p>Our environment is supported by buildings and infrastructure that are climate-resilient, low impact and designed to support long-term environmental sustainability.</p>	
<p>Aim 3.4: Circular economy Our environment benefits from a circular economy, where we reduce waste, reuse resources and sustainability is part of everyday life.</p>	<ul style="list-style-type: none"> • Tackle climate change and its impacts on health

Theme 4

Boroondara Community Plan aim	The Boroondara Health Priorities this aim supports
<p>Aim 4.1: Reconciliation Our Council respects and celebrates the histories, cultures, knowledge and contributions of First Peoples and is committed to progressing reconciliation.</p>	<ul style="list-style-type: none"> • Improve mental wellbeing and social inclusion
<p>Aim 4.2: Accountability and financial management Our Council practices responsible governance by making transparent, fair, and accountable decisions and managing finances efficiently.</p>	<ul style="list-style-type: none"> • Improve mental wellbeing and social inclusion • Increase physical activity and active living • Increase healthy eating • Improve gender equality and prevent gender-based violence • Tackle climate change and its impacts on health • Reduce harm (namely injury, alcohol and emerging harms)
<p>Aim 4.3: Communication and customer service Our Council supports our community to feel informed and supported through clear</p>	<ul style="list-style-type: none"> • Improve mental wellbeing and social inclusion

<p>communication and respectful, responsive customer service.</p>	
<p>Aim 4.4: Community consultation and engagement Our Council actively seeks community input, with feedback considered in decision-making.</p>	<ul style="list-style-type: none"> • Improve mental wellbeing and social inclusion
<p>Aim 4.5: Effective operations Our Council is effective and responds to our community’s needs through innovation, valuing diverse perspectives and continuous improvement.</p>	<ul style="list-style-type: none"> • Improve mental wellbeing and social inclusion • Improve gender equality and prevent gender-based violence

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Appendix 4 - Partnerships

We are a stronger community when we work together. A whole of community approach is needed to realise our community’s vision and improve our community’s health and wellbeing. Council will work in partnership with our community, including our advisory committees and other stakeholders like service providers, local groups, peak bodies and associations, and the Victorian and Australian governments.

To support this approach, our community and partners can work with us in several ways, as shown in the table below. Working together will ensure both Council and our partners have access to the best available information so we can coordinate our efforts to achieve the greatest impact.

Table 1: Council’s partners and stakeholders

	Organisations, community members and groups, businesses and volunteers	Victorian and Australian governments, other councils and peak bodies
They are important to us because they	<ul style="list-style-type: none"> • connect us with our community • encourage community participation • support advocacy • contribute to the development of policies, programs, services and events • respond to community needs by delivering services and initiatives for our community 	<ul style="list-style-type: none"> • provide legislative framework and regulation, guidance and resources • support collaboration and networks
We are important to them because we	<ul style="list-style-type: none"> • promote health and wellbeing through the built, social, economic and natural environments • provide support and resources • develop infrastructure, policies, programs, services and events in response to advice • engage local agencies to improve community health and wellbeing 	<ul style="list-style-type: none"> • provide local services • drive economic and social development • create networks • provide local data and information

	Organisations, community members and groups, businesses and volunteers	Victorian and Australian governments, other councils and peak bodies
We engage with them via	<ul style="list-style-type: none"> • advisory committees, community roundtables, stakeholder networks and working groups • workshops • public consultations • community events 	<ul style="list-style-type: none"> • formal legislative reporting • meetings and briefings • networking events • correspondence

In addition to these partnership opportunities, we will continue to convene the Boroondara Public Health and Wellbeing Advisory Committee to provide advice on the implementation of our Municipal Public Health and Wellbeing Plan. Our local agencies and health and wellbeing service providers are important and vital partners in our efforts to embed health promotion wherever we can. Key members of the advisory committee will be our health promotion funded organisations: Department of Families, Fairness and Housing, Department of Health, Access Health and Community, North Eastern Public Health Unit, Women’s Health East and Eastern Melbourne Primary Health Network.

The combined strengths of Council’s partners are impressive, varied and necessary to plan for our community to have good health and wellbeing, now and into the future.

Appendix 5 - Our Measures

Council will use these to measure its progress and performance and report back to the community:

Outcome measures: track broader community wellbeing and liveability outcomes such as health, housing and social connection. While these are not direct measures of Council performance, they help us to understand whether our community is experiencing positive change in the areas we seek to influence. The outcome measures align to the themes and desired futures in the plan. These will be reported on every 4 years to track long term impacts.

Performance measures: measure how Council is tracking in delivering its services and managing operations and finances. The performance measures align to the aims within the plan and help show how we are delivering on the themes and desired futures. These will be reported on in Council's performance and annual reports to track Council progress.

Outcome measures

Theme 1

1. Increased access to sport, leisure and recreational opportunities

- Social Infrastructure Index Score (Community and Sport Infrastructure subdomain) (Australian Urban Observatory)

2. Increased access to community health and wellbeing services

- Social Infrastructure Index Score (Health Infrastructure subdomain) (Australian Urban Observatory)

3. Improved Mental Wellbeing

- Percentage of population with a mental health condition (including depression or anxiety) (Census, ABS)

4. Increased social connection

- Proportion of residents who can get help from family or friends (Victorian Population Health Survey)

5. Increased volunteering

- Percentage of population aged 15 years and over who volunteer (Census, ABS)

6. Increased community safety

- Rate of recorded victim reports in the past 12 months (Crime Statistics Agency Victoria)

7. Increased social cohesion

- Percentage of adults who experience loneliness. (Victorian Population Health Survey)

8. Reduced violence

- Rate of recorded family violence incidents in the municipality (Crime Statistics Agency Victoria)

9. Increased engagement in life-long learning

- Kindergarten participation rate (Victorian Child and Adolescent Monitoring System (VCAMS) portal, Department of Education)
- Proportion of youth (aged 15-24 years) not in education, employment or training (Census, ABS)

10. Increased appreciation of diversity

- Proportion of adults who thought multiculturalism definitely made life in their area better (Victorian Population Health Survey)

Theme 2

11. Increased local employment

- Percentage of employed persons living and working in the same local area (Australian Urban Observatory)

12. Increased economic vibrancy

- Vacancy rate of retail premises (City of Boroondara - internal data)
- Foot traffic in main activity centres (dependent on updates to foot traffic counters across the municipality. City of Boroondara - internal data)
- local spending data (data available to purchase from CommBank)

13. Increased sustainable commuting

- Proportion of people who walked, cycled or used public transport to get to work (Census, ABS)

14. Increase walkability

- Average number of daily living destinations present (0-3) within 1600m (Australian Urban Observatory)

15. Increased access to affordable and suitable housing

- % of households spending more than 30% of household income on housing costs (Australian Urban Observatory)
- Number of social housing dwelling units (Department of Families, Fairness and Housing)
- Proportion of dwellings with at least 1 spare bedroom (Census, ABS)

16. Increased access to public open space

- Average distance to closest public open space (Australian Urban Observatory)

Theme 3

17. Increased Canopy Cover

- Percentage of Boroondara covered by the canopies of all trees (City of Boroondara - internal data)

18. Increased Biodiversity

- Largest percentage of a single tree species on public land (City of Boroondara - internal data)

19. Reduced CO2 emissions

- Percentage reduction of community emissions compared with 2020 emissions

20. Reduced waste

- Household waste per resident (tonnes per capita) (City of Boroondara Contractors)
- The percentage of household waste that is recycled or recovered.

Theme 4

21. Increased confidence in local government

- Satisfaction with informing the community (Community Satisfaction Survey)
- Satisfaction with customer service (Community Satisfaction Survey)

22. Increased community engagement

- Proportion of adults who feel there are opportunities to have a real say on issues that are important to them (Community Satisfaction Survey)

23. Increased democratic participation

- Voter participation rate (turnout) in local government elections (Victorian Electoral Commission)

24. Increased civic trust

- Proportion of adults who feel valued by society (Victorian Population Health Survey)

Performance measures

Theme 1

Boroondara Community Plan aim	Performance measures
<p>Aim 1.1: Physical activity Our community can participate in recreation, active leisure and sports opportunities.</p>	<ul style="list-style-type: none"> • Number of visits to Boroondara Leisure and Aquatic Facilities • Number of members in community sporting clubs supported by Council
<p>Aim 1.2: Health, wellbeing and social connection Our community enjoys lifelong health, wellbeing and social connection through accessible programs and activities that meet their needs at every stage of life.</p>	<ul style="list-style-type: none"> • Number of vaccinations administered • Number of attendances by young people at youth programs or services • Number of prospective volunteers referred to volunteer opportunities • Number of community organisations funded through the Community Strengthening Grants Program
<p>Aim 1.3: Safety and resilience Our community feels safe, resilient and connected with strong social ties, support for those most at risk and collaboration across local</p>	<ul style="list-style-type: none"> • Number of community safety partnerships • Number of community events and activities delivered to promote community safety and awareness

services contributing to public safety.	
<p>Aim 1.4: Lifelong learning Our community has access to learning opportunities at every stage of life.</p>	<ul style="list-style-type: none"> • Number of annual visits to libraries • Participation in library programs that support lifelong learning and personal development • Participation in neighbourhood houses and community centres
<p>Aim 1.5: Arts and culture Our community enjoys and participates in a vibrant arts and cultural life.</p>	<ul style="list-style-type: none"> • Number of attendances at Council run arts and cultural programs and events • Audience satisfaction with Boroondara Arts curated programs and events
<p>Aim 1.6: Diversity and inclusion Our community celebrates diversity and we actively remove barriers to participation for vulnerable groups.</p>	<ul style="list-style-type: none"> • Number of community grants awarded to support programs and projects for multicultural, disability, LGBTQIA+ and vulnerable population groups. • Number of community events and activities (workshops, talks, forums) offered to promote health and wellbeing, diversity and inclusion (multicultural, First Peoples, disability, gender and LGBTQIA+), and community safety.

Theme 2

Boroondara Community Plan aim	Performance measures
<p>Aim 2.1: Green and open spaces Our places offer easy and increased access to green and open spaces that support recreation, relaxation and connection with nature.</p>	<ul style="list-style-type: none"> • Total area of public open space

<p>Aim 2.2: Safe, sustainable and connected transport Our places have safe, well-connected streets, paths and trails that make it easy to walk, ride, catch public transport and move around.</p>	<ul style="list-style-type: none"> • Percentage of footpath defect make safe actions completed within the timeframes as specified in the Road Management Plan • Lineal metres of new trails created • Lineal metres of upgraded trails • Number of pedestrian and cyclists at 6 key trail locations (counted on a weekday in March and October) (Gardiners Creek Trail at Glenferrie Road, Gardeners Creek Trail at Markham Reserve, Anniversary Trail at Whitehorse Road, Koonung Trail south of Doncaster Road, Main Yarra Trail at Chandler Highway Bridget, Walmer Street Bridge)
<p>Aim 2.3: Balancing growth, amenity and heritage Our places evolve through good planning and high-quality and diverse development, meeting future needs while preserving liveability, character and heritage.</p>	<ul style="list-style-type: none"> • Number of additional dwellings approved • Number of additional dwellings developed
<p>Aim 2.4: Community spaces and facilities Our places form a network of well-designed, multi-purpose and highly utilised community facilities and infrastructure that enable connection and participation in community life.</p>	<ul style="list-style-type: none"> • Venue utilisation as a percentage of available hours across Boroondara arts and cultural facilities, libraries and senior centres • Satisfaction with appearance of public areas • Satisfaction with recreational facilities
<p>Aim 2.5: Safe and inclusive places Our places are safe, inclusive and accessible, with well-lit streets and thoughtfully designed public spaces.</p>	<ul style="list-style-type: none"> • Proportion of streetlights on Council Public Roads that have designed lighting levels at or above Australian standards • Number of new or upgraded playgrounds and buildings that incorporate Crime Prevention Through Environmental Design (CPTED) principles

	<ul style="list-style-type: none"> Percentage of graffiti removed from Council-owned assets within one business day of notification
<p>Aim 2.6: Local economy Our places enjoy vibrant shopping areas, a thriving business community and desirable destinations for residents and visitors.</p>	<ul style="list-style-type: none"> Number of events delivered in shopping precincts. Number of visitors to the local markets facilitated by Council.

Theme 3

Boroondara Community Plan aim	Performance measures
<p>Aim 3.1: Tree canopy and biodiversity Our environment supports vibrant ecosystems, where tree canopy and natural habitats are protected, restored and expanded.</p>	<ul style="list-style-type: none"> Number of trees on Council managed land Area of land actively managed for biodiversity Percentage of tree replanting requirements complied with or escalated
<p>Aim 3.2: Community emissions Our environment is more sustainable, with lower energy use and emissions, better resource efficiency and widespread use of renewable energy sources.</p>	<ul style="list-style-type: none"> Percentage reduction of Council CO2 emissions compared with 2007-2008 emissions Community participation in Council sustainability programs Total number of solar panel installations in Boroondara installed after 2011 Number of registered electric vehicles in Boroondara
<p>Aim 3.3: Sustainable infrastructure</p>	<ul style="list-style-type: none"> Volume of harvested water (rain and stormwater) re-used within Council buildings and open space irrigation

<p>Our environment is supported by buildings and infrastructure that are climate-resilient, low impact and designed to support long-term environmental sustainability.</p>	<ul style="list-style-type: none"> • Number of Council building projects meeting or exceeding a 5-star standard
<p>Aim 3.4: Circular economy Our environment benefits from a circular economy, where we reduce waste, reuse resources and sustainability is part of everyday life.</p>	<ul style="list-style-type: none"> • Tonnes of waste to landfill per household per annum • Satisfaction with waste management.

Theme 4

Boroondara Community Plan aim	Performance measures
<p>Aim 4.1: Reconciliation Our Council respects and celebrates the histories, cultures, knowledge and contributions of First Peoples and is committed to progressing reconciliation.</p>	<ul style="list-style-type: none"> • Number of cultural awareness activities delivered to the community in collaboration with First Peoples. • Number of community grants awarded to support reconciliation programs, projects and initiatives.
<p>Aim 4.2: Accountability and financial management Our Council practices responsible governance by making transparent, fair, and accountable decisions and managing finances efficiently.</p>	<ul style="list-style-type: none"> • Satisfaction with making community decisions • Percentage of adopted capital projects completed at the conclusion of the financial year (based on most recent amended budget) • Working Capital - current assets compared to current liabilities* <p>*This measure is a mandatory reporting requirement under the Local Government Performance Reporting Framework established by the Victorian Government. It will</p>

	be reported annually in our Annual Report as part of the Performance Statement.
<p>Aim 4.3: Communication and customer service Our Council supports our community to feel informed and supported through clear communication and respectful, responsive customer service.</p>	<ul style="list-style-type: none"> • Content quality scores on Council's website • Community satisfaction with the clarity and usefulness of information • Number of registered emails to receive digital communication. • Number of visits to Council's website • Average time callers wait before their call is answered
<p>Aim 4.4: Community consultation and engagement Our Council actively seeks community input, with feedback considered in decision-making.</p>	<ul style="list-style-type: none"> • Number of visitors to Council's consultation website <i>Your Say Boroondara</i>
<p>Aim 4.5: Effective operations Our Council is effective and responds to our community's needs through innovation, valuing diverse perspectives and continuous improvement.</p>	<ul style="list-style-type: none"> • Satisfaction with the overall performance of council

This is our community's plan

Are you one of the more than 5,400 people who contributed to this plan for Boroondara? We asked you to tell us – in your own words – what you'd like your Council to focus on.

At the heart of this Community Plan is our community's vision for Boroondara. This vision shapes our Council Plan, Municipal Public Health and Wellbeing Plan, Asset Plan and long-term financial planning. Each Victorian council is required to renew these plans every 4 years to reflect what's important to their local community.

We're proud to produce plans based on the voices of thousands of active participants.

Stay in touch and have your say in future consultations by 'following' at www.yoursay.boroondara.vic.gov.au/community-plan-2025

Contact us

Website: www.boroondara.vic.gov.au

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For speech or hearing impaired:

National Relay Service: **TTY 13 36 77**

Speak and Listen: **1300 555 727**

Free interpreting service: **9278 4002**