BOROONDARA
City of Harmony

BOROONDARA COMMUNITY PLAN

2021—2031

Incorporating the 10-year Community Vision, Council Plan 2021-25 and the Municipal Public Health and Wellbeing Plan 2021-25.







Delivering what's important to you



Acknowledgement of Traditional Owners

The City of Boroondara acknowledge the Wurundjeri Woi-wurrung people as the Traditional Owners and original custodians of this land, and pay our respects to their Elders past and present.

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About the Plan

The Boroondara Community Plan 2021–31 (the Plan) sets out the 10-year vision for the City of Boroondara based on the aspirations of our community and the priorities they told us were important.

By renewing the inaugural Boroondara Community Plan 2017–27, the new Plan captures and responds to the changes in community priorities, and is reflective of the community's experience during the COVID-19 global pandemic.

The Plan balances the needs of our community today, while recognising the challenges, opportunities and changes to come over the next decade.

Developed through a deliberative engagement process with our community, the Plan builds on what already makes Boroondara a great place to live, work, study and recreate. It paints a picture of what the community values most in the City of Boroondara and demonstrates practically how Council will bring our community's vision to life, for the benefit of all its members.

The Plan incorporates the 10-year Community Vision, the Council Plan 2021–25 and the Municipal Public Health and Wellbeing Plan 2021–25, responding to Council's requirements under the *Local Government Act 2020* and the *Victorian Public Health and Wellbeing Act 2008* (see Appendix 1).

Boroondara Community Plan 2021-31





Our community's vision

A sustainable and inclusive community

When asked what they value most about Boroondara, our community described Boroondara's unique attributes - our leafy neighbourhoods, parks and playgrounds, the heritage character of our streets, and the relaxed and peaceful nature of the area. Meaningful community connections were valued as supporting a sense of safety, personal wellbeing and belonging for all.

Our community expressed how important it is for all its members, especially those in need, to be considered by Council in our planning, delivery, partnership and advocacy. They expressed a desire to ensure the features we enjoy in Boroondara are protected and enhanced for future generations. The community was clear we need to care for the environment, support sustainability and have a robust response to climate change.

Based on what our community told us it values most, the vision statement sets a common goal for Council and the community for the future of Boroondara over the next 10 years.

Cascading from this vision, the Plan details the community's aspirations and priorities across seven themes and how Council will work together with our community and partners to deliver them.

Thank you

Councillors would like to thank and acknowledge every community member who has taken the time to tell us what is important to them in Boroondara. Thousands of community members right across Boroondara have provided their views through surveys, workshops, on the phone and online. These insights have been provided with enthusiasm and passion for our community's future.

Thank you also to our Council staff and local community groups, organisations and businesses who had an input and worked with our community to make sure as many voices as possible were heard to develop the Plan.

Preamble

After decades of relative stability and security, many of us have been overwhelmed by the recent pace of cascading and compounding health, social, economic and ecological change. This feeling has been brought home as we have seen rapid technological advancements, experienced an ongoing global pandemic and witnessed the effects of extreme weather events, including bushfires, floods and storms.

Over the next 10 years, we can build on the strengths and connections within our community, including those forged through the global pandemic, as we adjust to our changed conditions. Doing so will enable us to continue building our resilience to this increased pace of change.

Recently we have seen our households, families, neighbourhoods, communities, businesses and organisations band together, navigate uncertainty and pioneer new ways of doing things. We have looked out for each other, recognising impacts of the pandemic have been experienced differently by members of our community. We have learned to innovate at home, in parks and open spaces, schools and workplaces, clubs, and via online apps and digital platforms. These will be the lessons we take forward, enabling us to navigate beyond the global pandemic and thrive.

We will continue to see changes to the way we live, socialise, work, commute and connect in coming years. We recognise, too, the real threat to our environment, to our health and wellbeing, and to the quality of life of current and future generations resulting from climate change. How we approach and respond to these changes will be what matters.

Focusing on the demands of today, while exploring the possibilities of tomorrow, is an important balancing act. This means recognising and building on the rich histories, heritage and community connections already present in the City of Boroondara, while continuing to embrace data, digital technology and innovative ways to resolve increasingly complicated problems. Most importantly, it requires us to work together: leading, learning, creating and sharing.

The Boroondara Community Plan focuses our efforts on seven priority themes the community told us are most important. Our commitment to each of these themes will see us work side by side with our community to harness all of our strengths to shape our future. Using this framework, together with the community, we will continue to collaborate with partners to embrace diversity, foster inclusion, conserve heritage, protect the environment, support our business community and enable local initiatives to emerge. These are the essential building blocks, which will continue to make Boroondara resilient.

This Plan sets the basis for how we will work together during the next 10 years to create **‘a sustainable and inclusive community’**.

Boroondara Community Plan 2021-31

Message from councillors

In the City of Boroondara, we have a passionate, highly engaged and diverse community.

Our community embraces the lifestyle and opportunities which come with living in Boroondara - the heritage and character of our neighbourhoods, our parks and green spaces, bustling shopping centres, and the services helping people live healthy, fulfilling lives.

The past couple of years have taught all of us our circumstances and collective outlook rarely remain static. We have learnt the importance of quickly adapting to these circumstances and supporting each other in order for our community to continue to thrive and make the most of the many opportunities existing in Boroondara.

In the context of 2021, we have all experienced significant changes to our everyday lives as a result of the COVID-19 pandemic, bushfires across our country, and other changes impacting the way we live, work, study and recreate.

With this in mind, it was more important than ever to check in with our community and ensure the Boroondara Community Plan continued to meet their needs and aspirations.

After hearing the views of just over 5,000 community members, who told us what is important to them throughout the community consultation, we are now pleased to present the Boroondara Community Plan 2021–31.

The Plan is a guiding document which sets out the 10-year vision for Boroondara based on the values, aspirations and priorities of our community. It is a roadmap to guide Council's areas of focus and the work we do, which is why it remains imperative to listen to our community and make sure a variety of views are represented within the Plan.

The valuable feedback we received from our community confirmed we are on the right track in delivering what's most important to them. The consultation told us the seven themes which emerged in 2017, when we received 11,845 responses from our community to inform the inaugural Boroondara Community Plan, are still relevant to the people here in our City today.

Unsurprisingly, some of those key themes are now more important to our community than before. Since 2017, we have seen an increase in the importance our community places on parks and green spaces and local shops and businesses.

We also heard environmental sustainability remains more important than ever, and our community would like to see a strong focus placed on protecting our natural environment for future generations.

Our community told us the features they are proud of in our City - Boroondara's leafy streets, beautiful parks and open spaces and our neighbourhood character and heritage - and should remain a focus for Council.

Meanwhile, our services, facilities and activities continue to play a pivotal role in fostering community connection and contributing to people's health and wellbeing in Boroondara.

While the COVID-19 pandemic has impacted our four-year budget, careful planning has ensured we remain in a strong financial position to be able to deliver on the priorities outlined in this Plan. Among these, we look forward to progressing our Climate Action Plan, improving our community's interactions with Council by Transforming Boroondara, undertaking exciting placemaking initiatives, and developing and implementing our Reconciliation Strategy. We will continue to provide the services and infrastructure which contribute to Boroondara being a highly desirable place to live, work, study and recreate, and provide leadership on issues most important to our community.

Our sincere and heartfelt thanks goes to everyone who contributed their feedback to renew the Boroondara Community Plan. We've heard your passionate voices and look forward to working with you to deliver on our shared priorities.



Cr Jane Addis
Mayor, Maling Ward

Cr Wes Gault
Deputy Mayor, Glenferrie Ward

Cr Susan Biggar
Riversdale Ward

Cr Jim Parke
Bellevue Ward

Cr Di Gillies
Junction Ward

Cr Garry Thompson
Solway Ward

Cr Felicity Sinfield
Cotham Ward

Cr Lisa Hollingsworth
Lynden Ward

Cr Nick Stavrou
Studley Ward

Cr Victor Franco
Gardiner Ward

Cr Cynthia Watson
Maranoa Ward

Community snapshot

The City of Boroondara's name is derived from the Woi-wurrung language meaning 'where the ground is thickly shaded'. It is made up of 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.

Who we are[1]

Population forecast **183,023** 2020[2]

predicted by 2031 an increase of 8%[3] **197,734**

145
different countries of origin are represented, with more than 120 languages spoken

27% speak a language other than English at home

top 3 languages spoken other than English: Mandarin, Cantonese, Greek

324
residents identify as Aboriginal and/or Torres Strait Islander

6,406
residents need help in their day-to-day lives due to a disability

31%
of residents were born overseas

26%
of residents volunteer

54%
of residents identified as having one of 39 main religions, while 37% of residents did not identify as having any religion

47%
of residents over 15 years have a Bachelor degree or higher

6%
of the working age population are unemployed. In November 2021, a total of 2,394 residents were receiving JobSeeker and youth allowance[4]

1 Demographic information is from the Census of Population and Housing, 2016 unless otherwise specified.

2 ABS, Estimated Resident Population, 2020.

3 Id Consulting, 2021, City of Boroondara population forecast.

4 Department of Social Services - JobSeeker and Youth Allowance recipients, 2021.

How we live[1]

Household forecast

62,794
households live in Boroondara

75,880
households are expected to live in Boroondara by 2031[3]

18%
of households have a weekly income of less than $740

757
households live in social and public housing

426
people identified as homeless

22,060
households are couples with children, which is the most common household type

43%
of households have a weekly income of more than $2,395

$415
is the median weekly rent, which is higher than the median for Greater Melbourne ($355)

$2,412
is the median monthly mortgage repayment. The median for Greater Melbourne is $1,829

55%
of dwellings are separate houses

Our Economy

53
shopping centres and strips in Boroondara[7]

84,721
people employed in local jobs in Boroondara[6]

27,210
registered businesses in Boroondara in 2020[5]

5 ABS, Counts of Australian Businesses, including Entries and Exits, 2016 to 2020.

6 National Institute of Economic and Industry Research (NIEIR) 2021

7 City of Boroondara, Economic Development & Tourism Strategy 2016 - 2021.

Our health and wellbeing

The following is a summary of selected data on the health status of the Boroondara community. Detailed information on Boroondara's population and health is available on Council's social statistics website: www.boroondara.vic.gov.au/history-demographics

General health, wellbeing and quality of life



53%
of residents report their health as excellent or very good[8]



87
years is the median life expectancy of residents[9]

Mental wellbeing and social connection

9%
of residents report high to very high levels of psychological distress[10]

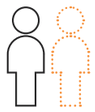




69%
of residents agree people in their neighbourhood are willing to help each other



52%
of residents agree 'this is a close-knit neighbourhood'[11]



23%
of households in Boroondara are lone person households[12]



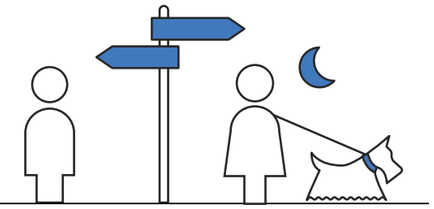
85%
of residents rate their feeling of life being worthwhile as high or very high

8 Victorian Population Health Survey, 2017, unless otherwise specified.
9 Public Health Information Development Unit, 2020, Social Health Atlas of Australia - Data by LGA.
10 Ibid
11 VicHealth Indicators Survey, 2015.
12 ABS, 2016, Census of Population and Housing.

Preventing all forms of violence

69%
of residents feel safe walking alone at night[14]

1,046
family violence incidents were reported in Boroondara in the year ending March 2021[15]

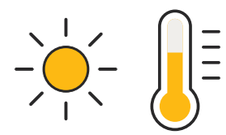


Reducing alcohol harm

67%
of Boroondara adults are at an increased risk of harm from alcohol



Climate change and its impacts on health



52%
of Boroondara's land cover is made up of hard surfaces, including roofs, driveways and roads, which contribute to the urban heat island effect[13]

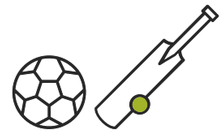
Increasing healthy eating

5%
of residents eat enough vegetables



Increasing active living

58%
of residents get enough physical activity



13 Greenspace Consultant, 2017, Boroondara Canopy Cover Assessment 2006 to 2016.
14 VicHealth Indicators Survey, 2015.
15 Crime Statistics Agency, 2021.

Renewing the Boroondara Community Plan

Building on the inaugural Boroondara Community Plan developed in 2016–17, in 2020 we started the process of renewing the Plan to reflect our community's values, aspirations and priorities for the next 10 years.

To ensure the Plan continues to reflect the voice of Boroondara, we wanted to hear directly from our community.

The inaugural Plan was developed following Council's largest ever consultation in 2016–17, with 11,845 responses received from people who live, work, study or recreate in Boroondara. Fulfilling our promise to review the Plan in 2020–21, we checked back in and heard from more than 5,000 community members, proving once again our community is passionate and enthusiastic about telling us what is important now and into the future.

Following the same consultation approach used to develop the Plan in 2016–17, our community was engaged over two stages. Repeating this process allowed us to identify shifts in community priorities since 2017, along with emerging trends and issues, to inform the renewed Plan.

What we asked the community:

1. **What's important to you in Boroondara?**
2. **Of these 7 priority themes, what do you think are the three most important for Boroondara over the next 10 years?**



3. **What aspects of your top priority theme do you think Council should focus on for the next 10 years?**

Figure 1: Key questions asked in the Stage 1 community survey, December 2020 – January 2021

Stage 1
The ideas phase

Between December 2020 and January 2021, we received 4,723 responses from the Boroondara community to the question, **"What's important to you in Boroondara?"** This open-ended question was designed to ensure we were hearing about all issues the community thought were important. We also asked the community to tell us which inaugural Boroondara Community Plan themes were most important to them and the aspects they thought Council should focus on over the next 10 years. *See questions in Figure 1.*

Stage 2
Prioritisation

In the second stage of consultation, Council hosted 10 workshops, including:

- Boroondara Conversations workshops (total of seven workshops)
- Youth workshop
- Trader workshop
- Health and wellbeing workshop.

Boroondara Conversations had the highest number of people of the Stage 2 workshops. In total, 149 residents representing the demographics of our community attended the workshops. The participants developed a deeper understanding of the factors influencing Council's decision-making, before weighing up short and long-term trade-offs and prioritising where they thought Council should focus its resources over the next 10 years. In these sessions, participants also explored the community's aspirations and deliberated the community vision statement.

The remaining three workshops ensured Council was hearing important insights from younger community members, local traders/business operators and key health and wellbeing agencies and service providers.

Stage 3
Identification of health and wellbeing priorities

To identify the health priorities of the Plan, data about the health and wellbeing of the Boroondara community was examined, with reference to the Victorian Public Health and Wellbeing Plan 2019–23. Additionally, we heard from 347 community members, via an online survey, who identified their concerns and described how they thought Council could best contribute to our community's health and wellbeing.

Building on our wellbeing commitment developed in 2017, we engaged local health and wellbeing agency partners and stakeholders, and the Boroondara Public Health and Wellbeing Advisory Committee to guide health priority setting.

Stage 4:
Plan development

Through the consultation process, we heard what our community values most about Boroondara, as well as their concerns, hopes and aspirations for the future.

We used this feedback to inform the development of our community's vision, health priorities and the strategic objectives, strategies and strategic indicators related to the Plan's seven themes.

Outlined on the following page is further information about who we heard from.



Who we heard from[16]

Responses were received from the following age groups:

- 14-17 yrs → 123
- 18-24 yrs → 226
- 25-39 yrs → 964
- 40-64 yrs → 2,464
- 65-79 yrs → 911
- 80+ → 158

Gender

2,906 female

1,864 male

112 self-describe or no answer

People from right across Boroondara responded

- Ashburton → 290
- Balwyn → 359
- Balwyn North → 466
- Camberwell → 674
- Canterbury → 259
- Deepdene → 55
- Glen Iris → 473
- Hawthorn → 677
- Hawthorn East → 393
- Kew → 667
- Kew East → 172
- Surrey Hills → 273
- Outside Boroondara → 48

Other characteristics

761 were born in a country where English is not a main language

1,363 were parents of a child/ren younger than 14

3,957 lived in Boroondara in 2016

1,368 respondents worked or owned a business in Boroondara

16 Total figure is 4,881 and includes responses to Stage 1 community survey and Stage 2 Boroondara Conversations and youth workshops. Not all figures add up to 4,881 as not all participants provided age or suburb data. Community health and wellbeing survey, Trader and Health and Wellbeing workshops participation is not included in total numbers presented. Targeted surveying methods were used to ensure the sample of respondents was as representative as possible of the broader Boroondara community on key demographic factors.

Boroondara Community Plan overview

The 10-year Boroondara Community Plan incorporates the Community Vision, four-year Council plan and four-year Municipal Public Health and Wellbeing Plan. The Plan sets the strategic direction for Council and demonstrates how we will deliver the community's aspirations while protecting, improving and promoting our community's health and wellbeing.

The Plan is structured around seven themes, as expressed by the community in 2017.[17] Checking back in with our community in 2020–21, we confirmed these themes still represent what our community want us to focus on over the next 10 years:

- Community, Services and Facilities
- Parks and Green Spaces
- The Environment
- Neighbourhood Character and Heritage
- Moving Around
- Local Economy
- Leadership and Governance.

As shown in Figure 2, these seven themes work together with our six health priorities to provide a robust foundation for achieving our community's vision, to create **'a sustainable and inclusive community'.**



Health priorities:

1. Improving mental wellbeing and social connection
2. Tackling climate change and its impacts on health
3. Preventing all forms of violence
4. Reducing harmful alcohol use
5. Increasing healthy eating
6. Increasing active living.

Figure 2: Boroondara Community Plan seven themes and health priorities

17 Theme names have been changed in response to community sentiment and are presented in no particular order.

Our wellbeing commitment



Our health and wellbeing is influenced by much more than our individual choices.

Good physical, mental and social health starts in our community, through opportunities to connect, participate and access what we need in order to make healthy choices.

Through the Plan, we are committed to enhancing wellbeing for people who live, work, study or recreate in the municipality as an outcome of everything we do. We will strive to provide a high quality of liveability through our planning, services, places and spaces to enable all members of the community to make healthy choices. We will prioritise action focusing on improving health in order to achieve our community's vision for Boroondara's future.

Our commitment to wellbeing is guided by the *Victorian Charter of Human Rights and Responsibilities Act 2006*, which recognises all people have equal rights to Council services and facilities and the key role the community plays in decision-making. This commitment implies a focus on equity - fair access to resources - so community members of all ages, genders, sexualities, religions, backgrounds, locations and abilities have the same opportunities to achieve good health and wellbeing.

We will work together with our community and local organisations to make good health and wellbeing a reality for all by embedding our health priorities within the seven themes to ensure health and wellbeing is at the centre of everything we do (see Appendix 2).

How to read the Plan

Under each theme, the Plan details what the community told us they value, what Council will do to deliver on these priorities and how we will keep track of our progress and measure our success.

The Plan links what we heard from the community under each theme to Council's commitments within the Council Plan. Each theme outlines:

1. **What the community said** – What the community said was most important to them.
2. **Strategic objective** – What the community wants to achieve in the next 10 years.
3. **Strategies** – What outcomes Council will seek to achieve over the next four years in pursuit of the strategic objective.
4. **Strategic indicators** – What measures Council will monitor and collect to demonstrate and report on progress in achieving the strategic objective.
5. **Services** – The services Council provides to the community, which indicate our priorities to deliver on the strategic objective.

Council's role

There are four key ways Council can act to implement the Plan, as listed below.

1. **Plan** – Council works with the community to ensure community needs are anticipated and met, now and in the future.
2. **Deliver** – Council directly delivers services, programs or facilities at the local level.
3. **Partner** – Council works collaboratively with residents, community groups, the State and Federal Governments and other stakeholders to facilitate desired outcomes and build community capacity.
4. **Advocate** – Council represents community interests to influence industry, peak bodies and associations, and State and Federal Government decision-making.

In the following section, each strategy lists some of the key ways Council can act to implement the Plan.

Boroondara Community Plan 2021-31

Theme 1

Community, Services and Facilities

Our community said:

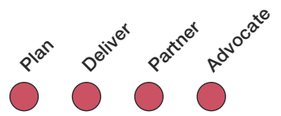
"We value safe and clean public places. We value facilities and events where people of all ages and backgrounds can interact, learn and be active. We value health and wellbeing services for all community members, especially those in need. These contribute to our sense of connection and the harmony we value across the whole community."

Theme 1: Community, Services and Facilities

Strategic objective: Community services and facilities are high quality, sustainable, inclusive and strengthen resilience.

Strategies

Council's Role



1.1 **Neighbourhoods and community spaces facilitate social connections and belonging** by providing, maintaining and activating places for people to meet, organise activities and celebrate events.

1.2 **Health and wellbeing is improved** through delivering, facilitating and advocating for services and programs that are accessible and affordable.

1.3 **Arts and culture are showcased** by increasing opportunities to participate in artistic and cultural programming.

1.4 **Facilities and sports precincts encourage equal access** through social planning, delivery, asset maintenance and renewal activities.

1.5 **Life-long learning is supported** by delivering and working with our community and partners to meet the broad range of interests within the community.

1.6 **Residents and visitors feel safe in public spaces** through encouraging local activity and creating and maintaining civic areas.

1.7 **Community resilience, safety and public health are improved** by working in partnership with community and government organisations.

Strategic indicators

- audience satisfaction with Boroondara Arts curated programs and events
- satisfaction with recreational facilities
- number of community groups using Council facilities directly under a lease or license agreement
- food safety assessments (percentage of registered class 1 food premises and class 2 food premises receiving an annual food safety assessment)
- number of people participating in active ageing programs and events
- number of attendances by young people at youth programs or services
- number of vaccinations administered
- number of arts and cultural community events delivered or supported by Council
- overall participation in library services (includes loans, returns, visits programs attendance, e-books and audio loans, enquiries, reservations, Wi-Fi and virtual visits)
- number of community organisations funded through the Community Strengthening Grants Program
- percentage of community strengthening grants provided to culturally and linguistically diverse and disability groups
- percentage of graffiti removed from Council owned assets within one business day of notification.

Services

SERVICE CATEGORY	SERVICE DESCRIPTION
Arts and Culture	• arts and cultural initiatives and programs, such as exhibitions, festivals and events • program and manage Council's art facilities at the Town Hall Gallery, Kew Court House, Hawthorn Arts Centre and other community spaces • oversee the management and care of Town Hall Gallery Collection • provide flexible spaces for community and corporate hire, including meetings, community events, private bookings and conference facilities • support for community arts and culture groups through funding, partnerships, advice and advocacy.
Asset Management	• undertake condition assessments of facilities and infrastructure assets to ensure service standards are maintained • develop and update long-term capital renewal works program for roads, footpaths, drains, bridges, buildings and open space assets • develop and implement policies, strategies and asset management plans • develop the asset renewal investment strategy and financial asset forecasts to inform Council's long-term financial strategy • manage Council's street lighting, including repairs, upgrades and provision of new assets • coordinate the development of Council's overall capital works renewal program and report on annual progress • undertake proactive defect inspections of road infrastructure in compliance with Council's Road Management Plan.
Capital Projects	• project management and delivery of the approved capital works for landscape and design, and civil and building renewal programs ensuring best value for money • manage the capital works programs to successfully deliver projects on time and within budget • encourage and develop innovative design into quality outcomes

Services

SERVICE CATEGORY	SERVICE DESCRIPTION
Civic Services	• deliver proactive patrol programs to maintain and promote safety and harmony within the community • deliver administrative and field services in amenity and animal management • deliver initiatives for responsible pet ownership, road safety, amenity regulation and fire prevention • develop, implement and review appropriate local laws to achieve a safe and liveable environment • process and issue permits relating to traders, tradespersons, disabled parking, residential parking, animal registrations, excess animals, commercial waste bins, street furniture and other uses of Council controlled land • register and inspect food and health premises to ensure community safety • manage permits relating to storm water drainage.
Community Planning and Development	• facilitate community connectedness, strengthen community capacity and respond to identified needs through the delivery of a range of programs, partnerships and networking opportunities for Boroondara's community • work actively within the community on key community development activities, including major community infrastructure projects and community events • provide support, advice and assistance to neighbourhood houses and men's sheds • develop policies, strategies and plans that address community priorities, including the Boroondara Community Plan • monitor, forecast and analyse community change and wellbeing • undertake extensive community research on behalf of Council departments and the community • manage the Boroondara Community Grants Program of annual, small (biannual), commemorative and triennial operational grants • promote, support and assist the development of volunteering and civic participation through the Boroondara Volunteer Resource Centre • undertake advocacy and project work to support community safety.

Services

SERVICE CATEGORY	SERVICE DESCRIPTION
Health and Wellbeing	• operate the Boroondara Maternal and Child Health support programs and services, Kindergarten Central Enrolment Scheme, Kew Traffic School and the Boroondara Youth Hub • undertake strategic planning and policy development to facilitate access to active participation opportunities for the Boroondara community • facilitate training and support for service providers and voluntary committees of management for early years and youth services and sport and recreation • provide support, information, services and programs to young people and their families, and sport and recreation groups and organisations to enhance health and wellbeing • facilitate the development of integrated and coordinated services for children, young people and their families and sport and recreation clubs and organisations • support the inclusion of children into four-year old kindergarten programs through the provision of the Preschool Field Officer Program • facilitate long day care, occasional care and kindergarten services through the provision of 43 buildings leased to early years management operators and volunteer committees of management • facilitate opportunities for participation in physical activities in the community through the provision of facilities and contract management of the Boroondara Leisure and Aquatic Facilities, the Boroondara Tennis Centre and Junction Skate and BMX Park • manage leases for 87 facilities to sport and recreation groups, early years management operators and early years committees of management • work with more than 150 sports clubs, across more than 30 sports codes at more than 100 sports facilities/grounds • coordinate immunisation services.

Services

SERVICE CATEGORY	SERVICE DESCRIPTION
Infrastructure maintenance	• maintain the City's infrastructure, including buildings, drainage, footpaths and roads, shopping centres, park/street furniture and signs.
Liveable Communities	• provide active ageing services • coordinate emergency management (recovery) across the municipality • undertake strategy and development with a focus on positive ageing.
Library Services	• provide a large range of relevant, contemporary library collections and services across five libraries and one library lounge, as well as online and via home library services • provide welcoming community spaces for individual and group study, reflection, activity and discovery • promote, advocate for and support literacy development, reader development, lifelong learning and creative and intellectual development • provide family, children and adult library programs and activities • create enthusiasm for local and family history research and discovery by creating connections with our local heritage • provide opportunities to explore, learn and use new and emerging technology.

Boroondara Community Plan 2021-31

Theme 2

Parks and Green Spaces

Our community said:

"We are proud and protective of Boroondara's beautiful parks and open spaces. Seating, playgrounds, toilets, shade and recreation facilities make our open spaces more enjoyable for all residents. We connect with each other in green and open spaces and value opportunities to exercise, relax and appreciate nature."



Theme 2: Parks and Green Spaces

Strategic objective: Green and open spaces are provided, well-utilised and enhanced.

Strategies

		Plan	Deliver	Partner	Advocate
2.1	**Parks and green spaces enable sport and recreation opportunities** by maintaining and improving recreation spaces and equipment.	●	●	○	○
2.2	**Our sustainable urban forest is preserved and increased** through managing and renewing our open space trees and understorey growth.	○	●	●	●
2.3	**Parks and green spaces are accessible and appealing** through maintaining, improving and increasing amenities.	●	●	●	○
2.4	**Green spaces are maintained and increased** through management practices and investigating opportunities to acquire or modify existing land.	●	●	●	●
2.5	**Playgrounds are engaging and safe** by improving shading and renewing and diversifying equipment.	●	●	○	○

Strategic indicators

- user satisfaction with a range of parks in Boroondara, benchmarked with participating councils
- satisfaction with appearance of public areas
- number of trees on Council managed land.

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Services

SERVICE CATEGORY	SERVICE DESCRIPTION
Infrastructure Maintenance	• manage and maintain built assets, including playgrounds, barbeques, drinking fountains, park furniture, bins, fences and signs.
Landscape and Design	• provide landscape design and urban design services to promote use, function and enjoyment of outdoor spaces by the community.
Open Space	• manage and maintain Boroondara's parks, gardens, sportsgrounds and biodiversity sites • manage and maintain the Freeway Golf Course • maintain a significant and highly valued urban forest of street and park trees • strategically plan and develop open space improvements to our parks, gardens, shopping centres and streetscapes • manage bookings, events and applications associated with Boroondara parks, gardens, reserves, sports grounds and pavilions.

Boroondara Community Plan 2021-31

Theme 3

The Environment

Our community said:

“We value leadership in environmental sustainability and practices to prepare our community for the impacts of climate change. We believe in adopting new ways to recycle and manage waste as part of our commitment to the environment. We value the protection of our natural environment to make sure it’s healthy and resilient for future generations.”



Theme 3: The Environment

Strategic objective: The environment is considered in all decision making.

Strategies

		Plan	Deliver	Partner	Advocate
3.1	**Community resilience and capacity to live sustainably** is increased through advocacy, education and resources.	●	○	●	●
3.2	**The environmental impact of Council facilities and assets is further reduced** through implementing sustainable practices.	●	●	○	○
3.3	**Municipal and household waste is reduced** through initiatives to prevent, reduce, reuse and recycle.	○	●	●	○
3.4	**Trees and vegetation on private land are valued** through promoting and encouraging our community to retain and enhance greenery.	○	○	●	●
3.5	**Our leafy streetscapes are maintained and improved** through advocating for careful project planning by government regulatory and project authorities, supported by the increased planting of resilient species.	●	●	○	●
3.6	**Our biodiversity is conserved and maintained** through improving the way we manage our diverse plants, animals and natural spaces.	●	●	●	●

Strategic indicators

- satisfaction with environmental sustainability
- satisfaction with waste management
- percentage reduction of community emissions compared with 2020 emissions
- percentage reduction of Council CO2 emissions compared with 2007–08 emissions
- volume of harvested water (rain and stormwater) re-used within Council buildings and open space irrigation
- kerbside collection waste diverted from landfill (percentage of garbage, recyclables and green organics collected from kerbside bins that is diverted from landfill)
- area of land actively managed for biodiversity.

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Services

SERVICE CATEGORY	SERVICE DESCRIPTION
Environmental Sustainability	• help the Boroondara community live more sustainably in response to emerging environmental challenges (e.g. climate change, water shortage, biodiversity conservation) • promote sustainability within built and natural environments in Boroondara • develop and implement policies and strategies that set direction in environmental management, public space improvements, conservation of natural resources and sustainable development • build the capacity of Council to integrate environmentally sustainable approaches into our building and public space improvements, daily operations and decision-making processes.
Open Space	• maintain and manage the City's biodiversity • maintain and manage all trees on Council managed land, including tree planting/establishment, maintenance and renewal programs.
Strategic and Statutory Planning	• administer Council's Tree Protection Local Law and assess applications for tree removal.
Waste and Recycling	• manage waste services, including kerbside bin-based waste, green, food and recycling collections, bundled green waste, and Christmas tree and hard waste collection service • operate the Boroondara Recycling and Waste Centre • provide street sweeping services in the municipality and a bulk leaf fall collection program over autumn months.

Boroondara Community Plan 2021-31

Theme 4

Neighbourhood Character and Heritage

Our community said:

"We value our local heritage. We value Council's advocacy to protect the distinct character of our neighbourhood streets and carefully regulate new development. Diversity in housing size and affordability is also important to us. We value these things because they contribute to Boroondara's uniqueness and make it an attractive place to live, work and play."



Theme 4: Neighbourhood Character and Heritage

Strategic objective: Protect the heritage and respect the character of Boroondara, while facilitating appropriate, well-designed development.

Strategies

Strategies	Council's Role: Plan	Deliver	Partner	Advocate
4.1 **Boroondara's heritage places are protected** through ongoing implementation of heritage protection controls in the Boroondara Planning Scheme.	○	●	○	●
4.2 **The history of Boroondara's heritage places is respected and celebrated** through community education.	○	●	●	○
4.3 **Development does not adversely impact heritage places** through the application of controls and policies set out in the Boroondara Planning Scheme.	●	○	○	●
4.4 **New development positively contributes to amenity and liveability** through design excellence.	●	○	○	●
4.5 **Better development outcomes are achieved** through advocacy to State Government and industry bodies for changes to planning controls and policies.	○	○	○	●

Strategic indicators

- number of heritage planning scheme amendments considered by Council
- average number of days to process a planning application
- percentage of 'demolition consents' under section 29A of the Building Act by Building Services checked within 15 business days
- percentage of Council planning decisions upheld and decisions successfully mediated at the Victorian Civil and Administrative Tribunal (VCAT).

Services

SERVICE CATEGORY	SERVICE DESCRIPTION
Asset Protection	• protect public assets under the control of Council to minimise the impact of works by others on the community.

Services

SERVICE CATEGORY	SERVICE DESCRIPTION
Building Services	• encourage desirable building design outcomes for amenity protection and to maintain consistent streetscapes through the Report and Consent process • assess building permit applications, conduct mandatory inspections and issue occupancy permits/final certificates for buildings and structures • provide property hazard and building permit history information to designers, solicitors, private building surveyors and ratepayers • conduct fire safety inspections and audits on public and/or high-risk buildings to ensure safety of occupants and the public • maintain a register of swimming pools and spas located within the municipality and conduct safety barrier compliance inspections when required to ensure a safer built environment • administer and enforce the *Building Act 1993* and Building Regulations, including investigation of illegal and dangerous buildings to ensure public and occupant safety • provide building regulatory and technical advice to residents and ratepayers in relation to local planning policy • assess section 29A demolition requests in accordance with the *Building Act 1993*.
Strategic and Statutory Planning	• process and assess planning applications in accordance with the *Planning and Environment Act 1987*, the Boroondara Planning Scheme and Council policies • provide advice about development and land use proposals, as well as information to assist the community in its understanding of these proposals • investigate non-compliances with planning permits and the Boroondara Planning Scheme and take appropriate enforcement action when necessary • assess applications to subdivide land or buildings under the *Subdivision Act 1988* • defend Council planning decisions at the Victorian Civil and Administrative Tribunal (VCAT) • advocate for and prepare land-use policy and standards within the context of Victorian State policy • promote sustainable design and development and heritage conservation • manage the Municipal Strategic Statement • develop policies and plans to guide land use and development • assess traffic, parking and drainage implications of planning permit applications.



Theme 5

Moving Around

Our community said:

“We value access to private, public and active transport options to move around Boroondara. We value measures which can ease traffic congestion and provide safe and connected cycling and walking options. This includes well maintained footpaths for pedestrians. We value these measures because of the convenience, time savings and reduced environmental impact. This can improve quality of life at all life stages.”



Theme 5: Moving Around

Strategic objective: Travel options are safe, efficient and accessible, with active and public transport encouraged.

Strategies

		Council's Role			
		Plan	Deliver	Partner	Advocate
5.1	**Safe roads are provided** through proactive maintenance, renewal and community education.	●	●	●	●
5.2	**Traffic congestion is better managed** through advocacy to State and Federal Governments for changes to main roads.	○	○	○	●
5.3	**Shared paths and footpaths are fit-for-purpose** through continued improvements to surface condition and lighting.	●	●	○	●
5.4	**Off-road bike paths and on-road cycling lanes are interconnected and safe** through expanding access and infrastructure for cyclists.	●	●	○	●
5.5	**Sustainable transport use is encouraged and supported** through delivery of green travel programs and advocacy to State and Federal Governments.	●	●	●	●
5.6	**Emerging transport options including e-mobility are planned for by** exploring initiatives that increase safety and public confidence in e-mobility use and infrastructure.	●	○	○	●

Strategic indicators

- satisfaction with sealed local roads
- satisfaction with local shared paths for cycling and walking as a way to get around Boroondara
- percentage of sealed local roads that are below the renewal intervention level set in the Road Management Plan
- percentage of footpath inspections completed and defects remediated within the timeframes as specified in the Road Management Plan
- number of sustainable transport programs delivered to primary schools
- number of traffic counts and surveys used to investigate, assess and respond to traffic and parking issues
- number of advocacy initiatives related to public transport services
- average daily bicycle users for Gardiners Creek Trail, the Anniversary Trail, Koonung Trail and Main Yarra Trail.

Services

SERVICE CATEGORY	SERVICE DESCRIPTION	
Civic Services	• deliver the School Crossing Supervisor program through the provision of supervision at school crossings and the overall management and administration of the program	• deliver administrative and field services in parking management • assess full and part road closure applications relating to works.
Road Maintenance and Repair	• road maintenance to meet road management plan requirements • undertake road repairs and associated line marking	• road reinstatements that require works following developments.
Traffic and Transport	• develop, assess and implement engineering solutions which address the amenity of residential and commercial areas • implement parking and traffic management strategies • assess street party applications • investigate black-spot accident locations and develop remedial treatments • coordinate and implement sustainable transport initiatives, including car share, green travel plans, school travel plans and a variety of active transport programs • design, consult and implement transport projects, including on-road bicycle lanes, shared paths, road safety initiatives, pedestrian and bicycle improvements, disability access and traffic treatments	• advocate for improvements to public transport and sustainable transport initiatives • develop feasibility studies and grant applications to State and Federal authorities for accident black-spot locations and pedestrian and bicycle improvement projects • provide strategic transport planning advice and develop associated studies • assess high and heavy vehicle route applications • provide input into major State Government transport projects.



Theme 6

Local Economy

Our community said:

“We value our shopping strips, including places where we can shop, socialise and dine out close to home. We strive to support locally owned businesses and want to attract more diverse businesses to our neighbourhoods. This will allow us to live locally and contribute to a thriving local economy.”



Theme 6: Local Economy

Strategic objective: Support local businesses and enhance shopping precincts, fostering a strong economy and welcoming places for the community.

Strategies

		Council's Role			
		Plan	Deliver	Partner	Advocate
6.1	**Local retail precincts provide a gathering point for residents and attract shoppers** through supporting initiatives which encourage a range of businesses needed by the community.	●	●	●	●
6.2	**Local traders and businesses are supported** by providing training and upskilling initiatives to maintain and increase viable businesses.	○	●	●	●
6.3	**Shopping centres and strips are hubs of community activity** through activating local shopping precincts.	●	●	●	●
6.4	**Shopping centres are clean, well-maintained and inviting,** through revitalising infrastructure and streetscapes and proactive renewal and maintenance.	○	●	○	○
6.5	**Local visitation is increased** through showcasing and promoting local shopping and attractions.	●	○	●	●

Strategic indicators

- participant satisfaction in Council's business training activities
- satisfaction with work to improve quality of streetscapes in shopping precincts to attract and retain good shops and businesses
- number of permits for outdoor trading
- number of proactive strip shopping centre maintenance inspections completed.

Services

SERVICE CATEGORY	SERVICE DESCRIPTION	
Local Economies	• manage the implementation of the Economic Development and Tourism Plan for Council • strengthen the viability of local businesses, including strip shopping centres, and facilitate eight special rates schemes for shopping centres • facilitate the Boroondara Business Network to support new and established businesses through training and mentoring services • facilitate the Boroondara Farmers Market, the Hawthorn Makers Market, the Camberwell Fresh Food Market and the Camberwell Sunday Market	• facilitate the Vibrant Retail Precincts stream of Council's community grants program • facilitate regular networking opportunities for the local business community • support and promote tourism opportunities across the municipality • deliver the City-wide Christmas in Boroondara Program • facilitate a placemaking approach to our public spaces and shopping centres to increase social interactions, economic viability and enhance the health and wellbeing of our community.
Minor Shopping Centre Upgrade and Maintenance	• implement the Shopping Centre Improvement Program, which delivers streetscape improvements to our small and medium-sized shopping centres	• undertake proactive maintenance inspections by the shopping centre service crew and carry out maintenance and upkeep of these precincts.

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Theme 7

Leadership and Governance

Our community said:

"We value strong, respectful Council leaders who govern responsibly by making sure decisions are transparent and resources are carefully allocated. We expect to be consulted and learn about services and facilities provided by Council through a variety of communications channels so all members of our community, including hardly reached groups, are empowered to have their say and make the most of what Council offers. Where issues are outside Council's direct control, we value Council advocating on the priorities important to our community and keeping us updated."

Theme 7: Leadership and Governance

Strategic objective: Ensure decisions are financially and socially responsible through transparent and ethical processes.

Strategies

Council's Role

		Plan	Deliver	Partner	Advocate
7.1	**Decision-making is transparent and accountable** through open governance processes with timely communication and reporting.	○	●	○	○
7.2	**Resources are responsibly allocated and used** through sound financial and asset planning, procurement and risk management practices.	●	●	○	○
7.3	**Deliver the Boroondara Community Plan** through partnerships with our community and a high-performing focused organisation.	●	●	●	●
7.4	**The voices of our community are heard** through engagement strategies to allow effective representation on current and long-term community needs.	●	●	●	○
7.5	**The community's interests are represented by Council** through leadership and strong advocacy to external stakeholders.	●	○	●	●
7.6	**Convenient and accessible choices for interacting with Council are provided** by offering various options for services and engagement.	●	●	○	○
7.7	**Services are enhanced** through improvements to Council's technology, data, processes and performance.	●	●	○	○
7.8	**Celebrate and recognise Aboriginal and Torres Strait Islander cultures, knowledge and heritage** through implementing initiatives in partnership with our community and stakeholders.	●	●	●	●

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Strategic indicators

- satisfaction with making community decisions
- satisfaction with informing the community
- satisfaction with the overall performance of Council
- satisfaction with community consultation and engagement
- satisfaction with customer service
- percentage of freedom of information requests responded to within prescribed timeframes
- current assets compared to current liabilities
- percentage of adopted capital projects completed at the conclusion of the financial year (based on most recent amended budget)
- number of transactions initiated via our website
- number of calls abandoned when customers are trying to reach Council's customer service
- number of cyber security incidents that compromise user data
- access to Council's website (percentage of time available).

Services

SERVICE CATEGORY	SERVICE DESCRIPTION
Chief Financial Office	• produce the Budget (plus three subsequent financial years) and Financial Plan (10 years) and manage Council's budgeting/ forecasting and financial reporting systems • manage procurement and conduct of all public tenders • manage all acquisitions and disposals of land for Council • manage rates and property services, including Council databases and communication of the rate payment options available to residents • handle the administration and leasing of Council's property holdings, including the Camberwell Fresh Food Market.
Council Operations	• operation of Camberwell and Hawthorn office locations, including maintenance, security and servicing of essential services such as lifts, extinguishers, exit signs, etc.
Customer Support and Corporate Information	• coordinate improvement of service delivery to the community and within Council through the use of technology and process change • manage customer engagement, including enquiries and complaints • provide a centralised approach to the first-contact customer interaction and a tiered support model for customer enquiries, including case management.
Digital	• develop new public-facing digital services and information based on customer requirements, evidence-based research, best-practice user experience and human-centered service design principles and practices.
Strategy and Performance	• develop and deliver the annual planning cycle for the Council Plan and Budget • manage Council's reporting system and conduct performance reporting for the Quarterly Performance Report and the Annual Report • provide external grant application support for significant project funding opportunities • develop high quality partnerships with public and private sector organisations.

Services

SERVICE CATEGORY	SERVICE DESCRIPTION
Governance and Legal	• manage Freedom of Information, Information Privacy and Data Protection, public interest disclosures and internal ombudsman functions • maintain statutory registers, authorisations and delegations • administer the conduct of Council elections • coordinate civic events, citizenship ceremonies and Citizens of the Year Awards • coordinate enterprise business risk for the organisation, including Council's Crisis Management Plan and department Business Continuity Plans • manage public liability, professional indemnity, motor vehicle and property claims • monitor and report on legislative changes and impacts for Council operations.
Information Technology	• through strong information technology governance practices, ensure cost and value for money principles underpin all investment decisions • oversee and manage information security-related risks to ensure sensitive customer and Council data remains secure and available only for those whom it is intended • lead and support the implementation of technology related initiatives which enable the required customer and organisational outcomes to be achieved.
People, Culture and Development	• deliver the functions of health, safety and wellbeing, human resources, payroll and organisational development • coordinate recruitment, employee relations, remuneration, award/agreement interpretation and workforce planning.
Strategic Communications	• manage the Boroondara brand and corporate communications channels and content • deliver advocacy campaigns in collaboration with the responsible Director, CEO and Councillors • provide a broad range of engagement tools to facilitate the capture of external feedback.

Our health priorities

Overall, the Boroondara community reports good health and quality of life, and this is further evidenced by data relating to a large range of personal, social, economic and environmental factors which influence health status.

However, the data does reveal some areas of concern requiring additional attention over the next four years. Outlined on this page are the six health priorities for Council to focus on which emerged through research and consultation undertaken to inform the development of the Municipal Public Health and Wellbeing Plan 2021–25. These are informed by the Victorian Public Health and Wellbeing Plan 2019–2023 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 health outcomes of our community.



Addressing health and wellbeing inequities

While a life-stage approach will be adopted to address the health priorities, it is also necessary to focus actions on the health inequities apparent in the wellbeing outcomes for particular population groups. Research conducted on disadvantage has identified these groups as including, but not limited to: older people living alone, sole-parent families, Aboriginal and Torres Strait Islander peoples, people with a disability, carers, young people who are disengaged from the workforce and learning, LGBTQIA+ community members, people with limited proficiency in English, people who are homeless, and social housing tenants. This approach is supported by our wellbeing commitment set out in this Plan.

Each year, an annual action plan will outline how these health priorities will be implemented. Annual action plans and evaluation reports will be available on Council's website.

Health indicators will be regularly updated and available at **www.boroondara.vic.gov.au/our-health-priorities**

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Our health priorities and why they matter

1 Improving mental wellbeing and social connection

Mental health is an essential ingredient of individual and community wellbeing and significantly contributes to the social, cultural and economic life of our City. The benefits of preventing mental ill health and supporting social connection at all life stages are not just for the individual, but for the whole community.

2 Tackling climate change and its impacts on health

Climate change affects our health and wellbeing in a variety of ways, including through the impacts of extreme events, worsening air quality and effects on our mental health. Actions to mitigate and adapt to climate change can have direct and indirect health co-benefits, from promoting active modes of travel which also reduce air pollution, to increasing our tree canopy and reducing the urban heat island effect. Efforts to tackle climate change, through sustainable living practices, represent one of the greatest opportunities to improve health this century.

3 Preventing all forms of violence

We all have a right to feel safe and respected, and to live our lives free from violence. Family violence has a profound impact on health and wellbeing with far-reaching impacts, including deteriorated physical and mental health, loss of housing, loss of or limited access to employment, precarious financial security, isolation and alienation of extended family/social support and, in extreme cases, death.

4 Reducing harmful alcohol use

Alcohol-related harm is a significant preventable health issue. Drinking too much can lead to harmful short and long-term effects. It can have negative impacts on a person's mental and physical health and their families and the broader community.

5 Increasing healthy eating

Reduced fruit and vegetable intake is linked to a range of poor health outcomes and increased risk of non-communicable diseases. There are also significant co-benefits of increasing healthy eating, from improving mental and physical health to helping mitigate climate change.

6 Increasing active living

Incorporating physical activity into each day is associated with the prevention of many non-communicable diseases, including heart disease, some cancers, diabetes, musculoskeletal conditions and depression. Increased physical activity has the co-benefit of taking action on climate change, with active travel reducing car dependency.

Implementing the Plan

Our integrated planning and reporting framework

As shown in Figure 3, the Plan directly informs Council's suite of strategic documents within our integrated planning and reporting framework.



Figure 3: Council's integrated planning and reporting framework
**Developed through deliberative engagement in accordance with Council's Community Engagement Policy 2021-2026*

Boroondara Community Plan 2021-31

Our integrated planning and reporting framework includes our:

- 10-year Financial Plan and 10-year Asset Plan, both of which detail our strategic planning and decision-making process for Council's future financial and asset resource allocation, mapped to the seven themes of the Plan
- adopted strategies, plans and policies which detail our medium-term goals for specific service areas and how these goals will be delivered and measured. Future strategies, plans and policies will demonstrate a link to at least one of the Plan's themes. A list of publicly available policies, plans and strategies is available online at **www.boroondara.vic.gov.au/policies-plans-strategies**
- annual budget (1 + 3 years) informed by our annual department Strategic Business Plans, which details the allocation of resources, services, initiatives, and associated performance indicators, mapped to the seven themes of the Plan
- monthly, quarterly and annual reporting to show progress on the delivery of these strategic documents, mapped to the seven themes of the Plan.

Each of these documents, where possible, aligns to the seven themes of the Plan, creating consistency and complete integration of the community's aspirations and priorities across our planning, budgeting, asset management and reporting.

This integrated planning and reporting approach provides a line of sight through every department in Council to achieve and report back on our community's vision and our wellbeing commitment. It enables our organisation, our community and our partners to adapt and prioritise strategies and actions, which are responsive to community needs and legislative changes as they emerge and change over time.



Evaluating, refreshing and reporting on the Plan

In demonstrating our commitment to delivering on the Plan, our integrated planning and reporting framework involves comprehensive monitoring, reporting and evaluation of Council's performance.

This includes monitoring and reporting against the annual initiatives and strategic indicators to demonstrate progress against the Plan. The strategic indicators include outcome indicators, which assess the overall impact and achievement of the strategic objectives, and output indicators, which measure specific activities.

To ensure accountability and transparency, we will publish Council's financial and non-financial progress against the annual initiatives, strategic indicators and other key performance indicators set by departments or required by legislation, including the Local Government Performance Reporting Framework (LGPRF) in the Quarterly Performance Reports (QPR) and Annual Report.

Health and liveability indicators will be monitored to track our community's health and wellbeing using local, regional and state level data in line with the Victorian Public Health Outcomes Framework. While Council has a limited service delivery role as it relates to health services, it actively seeks to advocate to health agencies and State and the Federal Governments regarding health and wellbeing services to meet the needs of the community. This data will be reported against annual health priority action plans, which can be found at **www.boroondara.vic.gov.au/our-health-priorities**

The Plan sets a 10-year outlook and we will check in with the community at the end of each Council term (four years) to ensure alignment with new trends, demands and changes to government and community priorities. Council will use a deliberative engagement process to ensure we continue to reflect the aspirations and priorities of our community in all that we do.

Partnerships

Delivering the Plan together

Delivery of the Plan will require collaborative partnerships between Council and a range of stakeholders, including community members and groups, service providers, local industries, peak bodies and associations, and State and Federal Governments.

To support this approach, our partners will be able to work with us in a number of ways, including partnering on regional working groups, and providing feedback and submissions on specific projects through public exhibition and consultation. Working together will ensure both Council and our partners have access to the best available information, and can coordinate our efforts to achieve the greatest impact.

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. This will enable key stakeholders to identify areas for joint action and to provide advice about the implementation of community health and wellbeing actions. 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, Inner East Primary Care Partnership, Women's Health East and Eastern Melbourne Primary Health Network.

Keeping in touch with the community

Our community plays a key role in the implementation of the Plan and will be able to have their say on its implementation. Community participation is encouraged through a range of forums, including advisory committees, and by participating in consultation activities on draft Council policies and strategies, some of which include infrastructure renewals, placemaking visions and plans, and structure plans.

We will provide opportunities for the community to provide feedback on our progress as we implement the Plan and participate in consultation at the beginning of each Council term to ensure it remains relevant.

We look forward to your continued involvement with the Boroondara Community Plan.

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 four-year term of office.



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Appendix

Appendix 1: Responsibilities under the Public Health and Wellbeing Act

The *Public Health and Wellbeing Act 2008* states a Municipal Public Health and Wellbeing Plan (MPHWP) must have regard to the Victorian Public Health and Wellbeing Plan 2019–23, and specify measures to prevent family violence and respond to the needs of victims of family violence in the local community. *The Climate Change Act 2017* also states Council must have regard to the potential impacts of climate change when preparing a MPHWP.

Through the implementation of the Boroondara Community Plan 2021–31, we will have regard to the strategic directions set out in the Victorian Public Health and Wellbeing Plan 2019–2023 and will adopt the following components to address health and wellbeing:

- improvements at every stage of life
- place-based approaches
- promoting health and wellbeing outcomes and reducing inequalities, in particular through improving mental wellbeing, tackling climate change and its health impacts, preventing all forms of violence, reducing harmful alcohol use, and promoting healthier eating and active living.

Council will also have regard to our responsibility in relation to climate change, to provide leadership and good governance, as set out in the section 17 of the *Victorian Climate Change Act 2017*. We will do this through the implementation of a large number of strategies broadly captured by the following directions:

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

Council will also have regard to the recommendations of the Royal Commission into Family Violence by working with our community and partners 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 and facilities through respectful and inclusive practices to improve equity
- 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
- undertaking our requirements as per the *Gender Equality Act 2020* and, in particular, the requirement to do gender impact assessments of all new policies, programs and services that directly and significantly impact the public, as well as those up for review.

Appendix 2: Municipal Health and Wellbeing Plan summary

Strategies under all seven Boroondara Community Plan (BCP) themes will contribute to creating the conditions for community health and wellbeing. The below table highlights key strategies, which will directly contribute to each of the six health priorities.

Key strategies for Community, Services and Facilities	Improving mental wellbeing and social connection	Tackling climate change and its impacts on health	Preventing all forms of violence	Reducing harmful alcohol use	Increasing healthy eating	Increasing active living
1.1 **Neighbourhoods and community spaces facilitate social connections and belonging** by providing, maintaining and activating places for people to meet, organise activities and celebrate events.	●	●	●	●	●	●
1.2 **Health and wellbeing is improved** through delivering, facilitating and advocating for services and programs that are accessible and affordable.	●	●	●	●	●	●
1.3 **Arts and culture are showcased** by increasing opportunities to participate in artistic and cultural programming.	●	●	●	●	●	●
1.4 **Facilities and sports precincts encourage equal access** through social planning, delivery, asset maintenance and renewal activities.	●	○	●	●	○	●
1.5 **Life-long learning is supported** by delivering and working with our community and partners to meet the broad range of interests within the community.	●	●	○	○	●	○
1.6 **Residents and visitors feel safe in public spaces** through encouraging local activity and creating and maintaining civic areas.	●	○	●	○	○	●
1.7 **Community resilience, safety and public health are improved** by working in partnership with community and government organisations.	●	○	●	●	○	○
Key strategies for Parks and Green Spaces						
2.1 **Parks and green spaces enable sport and recreation opportunities** by maintaining and improving recreation spaces and equipment.	●	○	○	○	○	●
2.2 **Our sustainable urban forest is preserved and increased** through managing and renewing our open space trees and understorey growth.	○	●	○	○	○	○
2.3 **Parks and green spaces are accessible and appealing** through maintaining, improving and increasing amenities.	●	○	○	○	○	●
2.4 **Green spaces are maintained and increased** through management practices and investigating opportunities to acquire or modify existing land.	○	●	○	○	●	●
2.5 **Playgrounds are made engaging and safe by** improving shading and renewing and diversifying equipment.	●	○	○	○	○	●
Key strategies for The Environment						
3.1 **Community resilience and capacity to live sustainably** is increased through advocacy, education and resources.	●	●	○	○	●	○
3.2 **The environmental impact of Council facilities and assets is further reduced** through implementing sustainable practices.	○	●	○	○	○	○
3.3 **Municipal and household waste is reduced** through initiatives to prevent, reduce, reuse and recycle.	○	●	○	○	○	○

	Improving mental wellbeing and social connection	Tackling climate change and its impacts on health	Preventing all forms of violence	Reducing harmful alcohol use	Increasing healthy eating	Increasing active living
Key strategies for The Environment						
3.4 **Trees and vegetation on private land are valued** through promoting and encouraging our community to retain and enhance greenery.	○	●	○	○	○	○
3.5 **Our leafy streetscapes are maintained and improved** through advocating for careful project planning by government and project authorities, supported by the increased planting of resilient species.	○	●	○	○	○	○
3.6 **Our biodiversity is conserved and maintained** through improving the way we manage our diverse plants, animals and natural spaces.	○	●	○	○	○	○
Key strategies for Neighbourhood Character and Heritage						
4.2 **The history of Boroondara's heritage places is respected and celebrated** through community education.	●	○	○	○	○	●
4.4 **New development positively contributes to amenity and liveability** through design excellence.	●	○	○	○	○	●
Key strategies for Moving Around						
5.1 **Safe roads and footpaths are provided** through proactive maintenance, renewal and community education.	○	○	○	○	○	●
5.3 **Shared paths and footpaths are fit-for-purpose** through continued improvements to surface condition and lighting.	○	○	●	○	○	●
5.4 **Off-road bike paths and on-road cycling lanes are interconnected and safe** through expanding access and infrastructure for cyclists.	○	●	○	○	○	●
5.5 **Sustainable transport use is encouraged and supported** through delivery of green travel programs and advocacy to State and Federal Governments.	○	●	○	○	○	○
5.6 **Emerging transport options including e-mobility are planned for** by exploring initiatives that increase safety and public confidence in e-mobility use and infrastructure.	○	●	○	○	○	○
Key strategies for Local Economy						
6.3 **Shopping centres and strips are hubs of community activity** through activating local shopping precincts.	●	○	○	○	○	○
6.5 **Local visitation is increased** through showcasing and promoting local shopping and attractions.	●	○	○	○	○	●
Key strategies for Governance and Leadership						
7.2 **Resources are responsibly allocated and used** through sound financial and asset planning, procurement and risk management practices.	○	○	○	○	●	○
7.4 **The voices of our community are heard** through engagement strategies to allow effective representation on current and long-term community needs.	●	○	○	○	○	○
7.8 **Celebrate and recognise Aboriginal and Torres Strait Islander cultures, knowledge and heritage** through implementing initiatives in partnership with our community and stakeholders.	●	○	○	○	○	○

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For further information, please visit:
www.boroondara.vic.gov.au/BCP