

Annual Action Plan 2019/20





CONTENTS

Introduction	2
The Annual Action Plan 2019-20	4
Our Role	5
Strategic Objective 1: People Driven	6
Strategic Objective 2: A Place to Prosper	8
Strategic Objective 3: A High Performing Organisation	10

INTRODUCTION

Council Plan 2017-21

Every four years Council develops a Council Plan – a document that sets out the organisation's goals and objectives for the next four years, and outlines strategies that will achieve those goals and contribute to realising Council's long-term vision. The *Council Plan 2017-21* (the Plan) has the bold vision of 'Creating Australia's most liveable city'.

The Plan is a statement of how the City of Casey will work towards creating Australia's most liveable city and is comprised of three key strategic objectives.

Strategic Objectives

1. People Driven

The City of Casey strives to deliver services and infrastructure that meet the needs of its growing community. Creating a well-connected transport network is vital to support the rapid growth in the municipality, so that our residents and visitors are able to get around with ease.

The City of Casey aspires to create a place where people feel safe, included within their community and socially connected.

2. A Place to Prosper

The City of Casey aims to be a place in which our residents and visitors can thrive, with a local economy that fosters innovation and supports local jobs. Casey aspires to be a leading local authority, that leverages the strength of the region in advocacy, regional planning and investment.

We want to enhance our natural environment and provide access to cultural experiences and events that celebrate the diversity of our community and foster connection and wellbeing.

3. A High Performing Organisation

The City of Casey strives to be an efficient and effective organisation. Council is focussed on innovation and continuous improvement to transform the way we deliver services to our community.

We aim to optimise the use of technology and digital solutions, and will focus on our customers to create a seamless customer experience.



‘Creating Australia’s most liveable city’

THE ANNUAL ACTION PLAN 2019/20

Every year, Council develops an Action Plan that lists the key actions which will get us one step closer to 'creating Australia's most liveable city'. An integral part of the *Annual Action Plan 2019-20* development was to engage with our residents, giving the community opportunities to provide feedback on our priorities.

In March 2019, our community was asked what mattered most to them. Over 1,200 responses were received from engagement pop-ups across Casey and online through Council's dedicated engagement website, Casey Conversations. The top seven themes that our community told us were important to them were:

- 1. Getting around**
- 2. Working locally**
- 3. Having places to play**
- 4. Creating connected neighbourhoods**
- 5. Caring for our environment**
- 6. Community health and participation**
- 7. Infrastructure for a growing community**

These themes have been used to inform the key projects and initiatives to be delivered in 2019/20.



OUR ROLE

What we do

Local Government is one of the three levels of government that actively works within and for the community. Council's main responsibilities are to set the overall directions and goals for the municipality and then monitor their implementation and success. The Local Government sector in Victoria is administered under the *Local Government Act 1989*.

Council provides many services to over 350,000 residents and more than 20,000 businesses every day of the year. The services Council delivers or supports include:

- Economic Development
- Building and Planning
- Roads and Footpaths
- Drainage and Stormwater
- Waste Management
- Environment and Conservation
- Health and Safety
- Arts
- Sports and Leisure
- Parks and Open Space
- Child, Youth and Family
- Aged and Disability
- Community Facilities and Participation

Council does not have direct control over many of the key challenges facing the Casey community. For example, the State and Federal Government plans and funds major transport infrastructure. However, Council can have influence and facilitate service and infrastructure provision in other ways, detailed in the table below.

Table 1:
Council's roles in services and infrastructure delivery

Provide	Council directly funds and delivers services or infrastructure. Council provides 66 services and hundreds of infrastructure projects every year.
Advocate	Council staff and Councillors advocate on behalf of the Casey community for funding and delivery of services or infrastructure. Council commonly advocates to State and Federal Governments to fund infrastructure in the Casey area.
Facilitate	Council can facilitate outcomes for its community through building partnerships, changing regulations, promoting opportunities and building the capacity of community members and organisations.



People Driven

STRATEGIC OBJECTIVE 1: PEOPLE DRIVEN

Strategy 1.1: An inclusive, safe and connected community

OUR 2019/20 ACTIONS	RESPONSIBLE DEPARTMENT	DUE DATE
Establish an additional carers hub within the City of Casey and actively promote support available to carers.	Connected Communities	30 June 2020
In response to the Commonwealth Aged Care Reforms, complete a review of services and begin implementation of agreed recommendations.	Connected Communities	30 June 2020
Advocate to the State Government for an Orange Door service in Casey to provide services and support for the prevention of family violence.	Safer Communities	30 June 2020

Strategy 1.2: A council whose services and facilities are driven by community needs

Advocate to State and Federal Governments for a funding contribution for the Hampton Park community hub.	City and Asset Planning	30 June 2020
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Strategy 1.3: A city with an accessible and well-connected transport network

Support the planning and delivery of upgraded bus network routes servicing Clyde to Berwick, Clyde North to Berwick and the Merinda Park Railway Station Upgrade, to provide improved transport options and enhance liveability.	City and Asset Planning	30 June 2020
Support the planning and development of key Casey-wide transport projects including Monash Freeway Stage 2 and O'Shea Road (Berwick), Hallam South Road (Hallam) Upgrades and the Evans Road (Lyndhurst) Level Crossing Removal.	City and Asset Planning	30 June 2020
Increase opportunities for active transport through the delivery of shared path connections throughout the city.	City Design and Construction	30 June 2020



A Place to Prosper

STRATEGIC OBJECTIVE 2: A PLACE TO PROSPER

Strategy 2.1: The destination for arts, culture, sport and leisure that attracts visitors and brings communities together

OUR 2019/20 ACTIONS	RESPONSIBLE DEPARTMENT	DUE DATE
Complete the development of Casey Fields Regional Soccer Facility and redevelopment of the AFL pavilion to meet AFLW requirements.	City Design and Construction	30 May 2020
Complete a feasibility study for enhancements to The Factory Performing Arts Rehearsal Centre.	Active Communities	30 June 2020
Work with local schools and service providers to implement a partnership approach to develop a master plan for the Doveton Pool in the Park site.	City and Asset Planning	30 June 2020

Strategy 2.2: A thriving economy with local jobs, investment and new industries

Progress the regional procurement of an Advanced Waste Processing facility to secure the long term waste needs of south east Melbourne by 2026.	Sustainability and Waste	30 June 2020
Support the Casey Cardinia Visitor Economy Inc in their efforts to promote and grow the visitor economy in the region.	Growth and Investment	30 June 2020
Undertake strategic planning of key sites within Casey's major activity centres to attract private sector investment.	Growth and Investment	30 June 2020

Strategy 2.3: A city that sustainably plans and manages growth while protecting its diverse landscape

Advocate to the Victorian Government on the acquisition of identified land for Clyde Regional Park and Cardinia Creek Parklands and work collaboratively towards their future development for recreation purposes.	City and Asset Planning	30 June 2020
Advocate with South East Melbourne councils to support the development of social and affordable housing in the south-east region.	Growth and Investment	30 June 2020
Develop an <i>Urban Forest Strategy</i> , in line with the <i>Living Melbourne Strategy</i> , to enable strong natural assets and enhance liveability.	City Presentation	30 June 2020



A High Performing Organisation

STRATEGIC OBJECTIVE 3: A HIGH PERFORMING ORGANISATION

Strategy 3.1: A leader in applying technology and innovation

OUR 2019/20 ACTIONS	RESPONSIBLE DEPARTMENT	DUE DATE
Establish a single view of our customers across key services, and achieve a more consistent and seamless customer experience through process improvement, technological enhancement and greater collaboration.	Customer and Digital	30 June 2020
Develop a roadmap to articulate how the City of Casey will facilitate 'Smart City' concepts and broader innovation across our communities to improve liveability and community wellbeing.	Improvement and Innovation	30 June 2020

Strategy 3.2: An efficient and effective, customer focussed Council with sufficient resources to meet priorities

Implement the <i>People Strategy</i> to uplift the capability and capacity of the workforce to deliver better customer outcomes.	People and Culture	30 June 2020
Improve our digital services so that customers can access greater choice and more consistent ways of doing business with Council.	Customer and Digital	30 June 2020

Contact

For more information,
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