

# Annual Action Plan 2020/21





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# 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 2020/21

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 2020-21* 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 key themes have again been used to inform the key projects and initiatives to be delivered in 2020/21.



# 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 currently in a transition phase and is administered under two Acts, the *Local Government Act 1989* and the *Local Government Act 2020*.

**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:**

<b>Provide</b>	Council directly funds and delivers services or infrastructure. Council provides 66 services and hundreds of infrastructure projects every year.
<b>Advocate</b>	Council 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.
<b>Facilitate</b>	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 2020/21 ACTIONS	RESPONSIBLE DEPARTMENT	DUE DATE
Launch a citizen leadership program to develop Community Leaders who can help build knowledge of Council's role and responsibilities and build connection with Council's Administrators.	Active Communities	30 June 2021
Implement the Gender Equality Action Plan to create leadership opportunities for diverse women, ensure an enabling workplace culture and embed a gender inclusive approach to community programs, services and infrastructure.	Connected Communities	30 June 2021

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

Design and implement stage two of the Aged and Disability Service Review to explore different service models and address barriers to accessing support.	Connected Communities	30 June 2021
Collaborate with the development sector to support the early delivery of infrastructure through Development & Infrastructure Contribution Levies.	Growth and Investment	30 June 2021
Undertake a review to determine if Council should become a service provider of funded three year old kindergarten.	Child, Youth and Family	30 June 2021
Implement a comprehensive program in response to the COVID-19 pandemic to support our community to rebuild and thrive in both the social and economic environments.	Connected Communities	30 June 2021
Undertake community engagement to inform a new Community Vision that describes the City's aspirations for the next ten years to inform Council's strategic priorities.	Communications and Marketing	30 June 2021

## Strategy 1.3: A city with an accessible and well-connected transport network

Work with State and Federal Government to ensure major rail and transport upgrades deliver an integrated and reliable network.	City and Asset Planning	30 June 2021
Deliver paths and trails in Casey that improve connection and promote sustainable modes of transport.	City and Asset Planning	30 June 2021



# 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 2020/21 ACTIONS	RESPONSIBLE DEPARTMENT	DUE DATE
Deliver four new recreation reserves (Cranbourne North, Cranbourne East and Clyde North) to provide residents access to sports fields and playgrounds and promote opportunities for physical activity.	City Design and Construction	31 December 2020
Provide a range of digital programs to connect the community to arts and cultural experiences from Bunjil Place during its closure and beyond.	Arts and Cultural Development	30 June 2021
Partner with elite level sporting groups and state sporting associations to attract major events to the region and ensure representation in the Casey community.	Active Communities	30 June 2021

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

Partner with industry, government and the community to improve regional collaboration, long-term planning, infrastructure funding and governance reforms.	Growth and Investment	30 June 2021
Make best use of underutilised Council land by creating opportunities for new civic, community and commercial developments.	Growth and Investment	30 June 2021
Improve the local economy and create jobs by attracting new investment, supporting business growth and enhancing the planning, design and management of activity centres.	Growth and Investment	30 June 2021
Facilitate the unlocking of future employment land to ensure Casey residents have access to and choice of employment opportunities.	Growth and Investment	30 June 2021

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

Mitigate the impact of climate change by reducing Council's carbon footprint and supporting the community to reduce greenhouse emissions.	Sustainability and Waste	30 June 2021
Increase the diversion of waste from landfill through new kerbside services such as Food Organics Garden Organics and leading the procurement of advanced waste processing.	Sustainability and Waste	30 June 2020
Protect, plant and manage trees in streets and parks to grow strong natural assets and foster a greener, more liveable Melbourne.	City Presentation	30 June 2021
Develop a Domestic Waste Water Management Plan in order to minimise the environmental and public health risks associated with onsite domestic septic systems.	Safer Communities	30 June 2021
Introduce changes to the planning scheme that reflect contemporary policies and community priorities.	Planning and Building	30 June 2021



# A High Performing Organisation

# STRATEGIC OBJECTIVE 3: A HIGH PERFORMING ORGANISATION

## Strategy 3.1: A leader in applying technology and innovation

OUR 2020/21 ACTIONS	RESPONSIBLE DEPARTMENT	DUE DATE
Undertake community engagement to determine how Casey can use emerging smart city technology to improve liveability, wellbeing and sustainability.	Improvement and Innovation	30 June 2021
Develop and begin implementing a Transformation Strategy that ensures Casey is an agile, capable and sustainable Council into the future.	Improvement and Innovation	30 June 2021
Deliver new online features to provide customers with additional choice and flexibility, including a chat bot, to use more services 24/7.	Customer and Digital	30 June 2021

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

Implement a proactive governance program addressing the matters identified by the Independent Broad-based Anti-corruption Commission's (IBAC) Operation Sandon.	Governance	31 December 2020
Ensure the planning of infrastructure essential for Council and the community is financially sustainable and fit for purpose.	City and Asset Planning	30 June 2021
Expand the Voice of the Customer Program across more services to ensure we are listening to our customers and their feedback is used to improve the way we deliver services.	Customer and Digital	30 June 2021
Implement a Financial Sustainability Plan that guides resourcing and decision making to meet the needs of the growing community across a constrained budget.	Finance and Rates	30 June 2021

## Contact

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## National Relay Service

If you are deaf, hearing impaired or speech-impaired, call us via the National Relay Service

## Translating Interpreting Service

Speak and Listen (speech-to-speech) users phone NRS on 1300 555 727 then ask for 9705 5200.

Internet Relay users connect to NRS on [relayservice.com.au](http://relayservice.com.au) then ask for 9705 5200.



**TIS:** 131450 (Translating and Interpreting Service)

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