



## Theme 1: Community, Services and Facilities

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

### Strategies

### Council's Role

	Plan	Deliver	Partner	Advocate
<b>1.1 Neighbourhoods and community spaces facilitate social connections and belonging</b> by providing, maintaining and activating places for people to meet, organise activities and celebrate events.	●	●	●	●
<b>1.2 Health and wellbeing is improved</b> through delivering, facilitating and advocating for services and programs that are accessible and affordable.	●	●	●	●
<b>1.3 Arts and culture are showcased</b> by increasing opportunities to participate in artistic and cultural programming.	●	●	●	●
<b>1.4 Facilities and sports precincts encourage equal access</b> through social planning, delivery, asset maintenance and renewal activities.	●	●	●	●
<b>1.5 Life-long learning is supported</b> by delivering and working with our community and partners to meet the broad range of interests within the community.	●	●	●	●
<b>1.6 Residents and visitors feel safe in public spaces</b> through encouraging local activity and creating and maintaining civic areas.	●	●	●	●
<b>1.7 Community resilience, safety and public health are improved</b> 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.