

Annual Plan

2013-14

The actions we will be undertaking this year.



BOROONDARA
City of Harmony

A close-up portrait of a woman with dark hair and green eyes, looking slightly to the right. The background is blurred, showing what appears to be a flag with green and white stripes.

"I have been organising Boroondara's Citizenship ceremonies for the past two years and every one of them has been special. It's wonderful to be part of a team that creates a meaningful and memorable occasion for those making the significant decision to become an Australian citizen".

BETH KLEIN

Executive Support Governance,
Governance

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Message from the CEO

The City of Boroondara is a great place to live and work. It takes a great team to help make this happen.

I am proud to lead an innovative and skilled workforce dedicated to delivering Council's vision of 'a vibrant and inclusive community with an outstanding quality of life'.

The Annual Plan outlines the actions we will be undertaking this year. Successful achievement of these actions is measured, monitored and reported back to our community through regular performance reports. A full report to our community is given through our Annual Report.

We at Boroondara are committed to serving the Council and community by providing services, facilities, support and advocacy to benefit people at all life stages. This document outlines how we will do this. We understand that we have an obligation to provide value for money for all ratepayers.

The Annual Plan also considers our long-term financial strategy and budget – the financial plan that makes our work possible.

It is both a privilege and a significant responsibility to work with Council and the community to make Boroondara a better place and to keep what is valued.



One of our key challenges is ensuring we understand what is important to our community and communicating how we will respond to community expectations. This challenge is made more demanding by the sometimes competing and conflicting expectations our community has about what is important. However, it is this diversity and our capacity to embrace it which determines the quality of life we can offer. Our most important asset in meeting these challenges is our staff.

To assist staff in understanding the community's needs, an online community panel has been set up. You can join the Boroondara Community Voice Panel via Council's website at:

www.boroondara.vic.gov.au/community-panel

I encourage you to sign up and influence the decisions Council makes.

I hope you enjoy reading the Council Plan and Annual Plan as they offer an insight into the work we do and the outcomes we are striving to achieve.

A handwritten signature in black ink, appearing to read 'Phil Storer'. The signature is stylized and fluid.

Phil Storer
Chief Executive Officer

Annual Plan 2013–14

The Annual Plan 2013–14 outlines actions to be taken in the coming year that will contribute to successful delivery of the Council Plan 2013–17. Eight Strategic Objectives have been identified across the five themes outlined in the Council Plan 2013–17.

Each Strategic Objective includes a number of Strategies, which, in turn, include a number of one-year Commitments, describing actions to be taken by Council's departments to deliver the Council Plan 2013–17.

Successful achievement of these actions is measured and monitored by Performance Measures in a set of Key Strategic Activities associated with each Strategy. The departments responsible for both Commitments and Key Strategic Activities are indicated.

- 1** Strong and engaged communities
- 2** Sustainable environment
- 3** Enhanced amenity
- 4** Quality facilities and assets
- 5** Responsible management



1 Strong and engaged communities

Strategic Objectives (desired outcomes)	Strategies (how we will achieve these outcomes)
Our community has a say in matters of interest to them in achieving Boroondara’s vision.	Communication and engagement
Community needs are identified and responses planned accordingly.	Community inclusion
Opportunities are provided to enable people in our community to be supported and involved.	Local business Families and young people Health, ageing and disability Library services Arts and culture

Strategic Objective

Our community has a say in matters of interest to them in achieving Boroondara's vision.

Strategy 1

Communications and engagement

We will develop and offer a range of communications and engagement opportunities to meet differing and emerging community needs.

2013–14 Commitments

- 1.1 Build on the community engagement policy and toolkit by creating a statutory planning specific process for consultation meetings.
Statutory Planning Department
-
- 1.2 Improve community access to Council services and programs by providing a high standard of digital content for the Boroondara website.
Communications and Engagement Department
-
- 1.3 Improve democratic processes by ascertaining community views through the Boroondara Community Voice Panel.
Communications and Engagement Department
-
- 1.4 Enable our engagement with the community to continuously improve by ensuring that the Community Engagement Framework is fully utilised across Council.
Communications and Engagement Department
-

Key Strategic Activities

Strategic Objective:

Our community has a say in matters of interest to them in achieving Boroondara's vision.

Key Strategic Activity (Related Commitment)	Performance Measure	Target
1.3 Improve democratic processes by ascertaining community views through the Boroondara Community Voice Panel.	Number of issues discussed at the Boroondara Community Voice Panel.	12
	Number of members on the Boroondara Community Voice Panel.	1,000

Strategic Objective

Community needs are identified and responses planned accordingly.

Strategy 2

Community inclusion

We will monitor and plan for the community's changing needs, aspirations and opportunities to contribute to community life.

2013–14 Commitments

2.1 Assist in linking Council's community grants programs with the community's expectations and changing needs by consulting with the community and key stakeholders on the draft Grants Policy 2013–17.

Community Planning and Development Department

2.2 Inform Council planning and service delivery by producing a report on social disadvantage in Boroondara.

Community Planning and Development Department

2.3 Improve access to health services for people with a disability by producing a community resource, listing accessible health services in Boroondara.

Community Planning and Development Department

2.4 Explore options for a community hub in Balwyn North in order to plan for enhanced service provision to the community.

Community Planning and Development Department

Key Strategic Activities

Strategic Objective:

Community needs are identified and responses planned accordingly.

Key Strategic Activity (Related Commitment)	Performance Measure	Target
2.1 Assist in linking Council's community grants programs with the community's expectations and changing needs by consulting with the community and key stakeholders on the draft Grants Policy 2013–17.	Develop the consultation plan by 31 July 2013.	31-Jul-13
	Number of consultation actions undertaken.	5
	Present the draft Grants Policy 2013–17 to Council for endorsement by November 2013.	30-Nov-13

Strategic Objective

Opportunities are provided to enable people in our community to be supported and involved.

Strategy 3

Local business

We will facilitate a positive business and community spirit by welcoming appropriate business investment and supporting existing commerce and local shopping centres.

2013–14 Commitments

- 3.1 Improve the vitality of our local strip shopping centres by delivering streetscape improvement works at Riversdale Road East Shopping Centre.

Environment and Sustainable Living Department

- 3.2 Develop a city-wide approach for the city's shopping centres to engender a spirit of goodwill and celebration leading up to Christmas.

Economic Development Department

- 3.3 Strengthen the economic viability of local businesses through promotion and patronage of the city's shopping centres to support a 'buy local' culture within the community.

Economic Development Department

- 3.4 Promote and enhance the operations of the Camberwell Fresh Food Market by completing a marketing strategy and commencing its implementation.

Financial Services Department

Strategy 4

Families and young people

We will plan, lead and facilitate high quality services to meet the needs of children, young people and their families.

2013–14 Commitments

- 4.1 Provide an alternative model to assist kindergartens' administrative and financial responsibilities by providing opportunities for them to join existing cluster management agencies.

Family, Youth and Leisure Services Department

- 4.2 Enable the provision of more flexible Early Years programs that respond to community needs by planning for the renewal of the Craig Family Centre's ageing infrastructure.

Family, Youth and Leisure Services Department

- 4.3 Encourage good parenting by implementing the state government-initiated 'Baby makes 3' program with new parents.

Family, Youth and Leisure Services Department

- 4.4 Increase the accessibility of programs for young people by the provision of a facility in Hawthorn that will co-locate Headspace and Council's Youth Resource Centre.

Family, Youth and Leisure Services Department

Strategy 5

Health and ageing

We will plan, facilitate and implement (where appropriate) programs to enhance the health, wellbeing and independence of Boroondara's community members, particularly older people and those with disabilities.

2013–14 Commitments

- 5.1 Contribute to the health and wellbeing of the Boroondara community by presenting a draft Public Health and Wellbeing Plan 2013–17 to Council for adoption.

Community Planning and Development Department

- 5.2 Help meet the needs of people with a disability in Boroondara by developing a new Metro Access Community Building Plan.

Health, Ageing and Disability Services Department

- 5.3 Contribute to improving the quality of life enjoyed by Boroondara's ageing community by developing a new Positive Ageing Strategy.

Health, Ageing and Disability Services Department

Strategy 6

Library services

We will continually evaluate our service and respond effectively to diverse and changing needs for knowledge and information.

2013–14 Commitments

- 6.1 Provide high quality library services that meet community needs by completing the Ashburton Library and Community Centre project.

Library, Arts and Cultural Services Department

- 6.2 Ensure that library services are relevant and meet community needs by commencing development of a new Library Services Strategic Plan 2014–18.

Library, Arts and Cultural Services Department

Strategy 7

Arts and culture

We will provide services, programs and facilities for the community to participate in a broad range of arts and cultural activities.

2013–14 Commitments

- 7.1 Enrich the arts and cultural life of the Boroondara community by completing a new arts and cultural centre in Hawthorn.

Library, Arts and Cultural Services Department

- 7.2 Ensure that the arts and cultural suite of programs offered by Council meet the needs and aspirations of the Boroondara community by commencing a review of the Arts and Cultural Strategy and reviewing programs as appropriate.

Library, Arts and Cultural Services Department

Key Strategic Activities

Strategic Objective:

Opportunities are provided to enable people in our community to be supported and involved.

Key Strategic Activity (Related Commitment)	Performance Measure	Target
3.1 Improve the vitality of our local strip shopping centres by delivering streetscape improvement works at Riversdale Road East Shopping Centre.	Completion of the project within budget.	<+10%
	Resident/trader satisfaction with the project deliverables.	80%
	Improvement works completed by 30 June 2014.	30-Jun-14
4.4 Increase the accessibility of programs for young people by the provision of a facility in Hawthorn that will co-locate Headspace and Council's Youth Services.	Co-locate Council's Youth Services with Headspace at the Hawthorn Arts Centre.	30-Jun-14
5.1 Contribute to the health and wellbeing of the Boroondara community by presenting a draft Public Health and Wellbeing Plan 2013-17 to Council for adoption.	Conduct community consultation on the draft Boroondara Public Health and Wellbeing Plan and incorporate feedback into the Plan.	31-Aug-13
	Present the draft Boroondara Public Health and Wellbeing Plan to Council for adoption.	31-Oct-13
6.1 Provide high quality library services that meet community needs by completing the Ashburton Library and Community Centre project.	New Ashburton Library and Community Centre open to the public.	28-Feb-14
	Completion of the Ashburton Library and Community Centre project within budget.	<+10%
7.1 Enrich the arts and cultural life of the Boroondara community by completing a new arts and cultural centre in Hawthorn.	Total attendance across all Hawthorn Arts Centre launch events.	1,200
	Number of Council programmed exhibitions at the Town Hall Gallery.	3
	Number of exhibition attendances at the Town Hall Gallery.	1,350
	Number of Council programmed arts events at the Hawthorn Arts Centre.	15
	Satisfaction with quality of venue at Hawthorn Arts Centre by hirers.	75%
	Satisfaction with administration of booking process at Hawthorn Arts Centre by hirers.	75%

2 Sustainable environment

Strategic Objectives (desired outcomes)	Strategies (how we will achieve these outcomes)
Our natural and urban environment is improved in a sustainable way	Living sustainably Parks, gardens and natural environment

Strategic Objective

Our natural and urban environment is improved in a sustainable way.

Strategy 8

Living sustainably

We will promote sustainability through sound environmental practice.

2013–14 Commitments

8.1 Contribute to Boroondara becoming a more 'water sensitive city' by presenting an Integrated Water Management Strategy with targets for Council adoption.

Environment and Sustainable Living Department

8.2 Provide effective and efficient hard waste collection by reviewing the trial of our booked hard waste service and implementing actions.

Infrastructure Services Department

Strategy 9

Parks, gardens and natural environment

We will apply sustainable practices in managing our parks, gardens and sportsgrounds.

2013–14 Commitments

- 9.1 Ensure appropriate balance between passive, active and community uses of Balwyn Park by preparing a Concept Masterplan that provides long-term planning and guidance.

Environment and Sustainable Living Department

- 9.2 Ensure the amenity and health benefits provided by Council's street trees are protected by developing and implementing an improved management plan that responds to electrical line clearance regulations.

Parks and Gardens Department

- 9.3 Present a report to Council in 2013 recommending the adoption of the Boroondara Open Space Strategy.

Strategic Planning Department

Key Strategic Activities

Strategic Objective:

Our natural and urban environment is improved in a sustainable way.

Key Strategic Activity (Related Commitment)	Performance Measure	Target
8.2 Provide effective and efficient hard waste collection by reviewing the trial of our booked hard waste service and implementing actions.	Complete a Council Report by 31 July 2013.	31-Jul-13

3 Enhanced amenity

Strategic Objectives (desired outcomes)	Strategies (how we will achieve these outcomes)
The character of our neighbourhoods is protected and improved.	<p>Land use, planning and building</p> <p>Parking, traffic and transport</p> <p>Safety and amenity</p>

Strategic Objective

The character of our neighbourhoods is protected and improved.

Strategy 10

Land use, planning and building

We will engage with our community in striving for protection and enhancement of the natural and built environment.

2013–14 Commitments

10.1 Provide clarity for applicants on what information is needed for the assessment of Construction Management Plans by producing digital and hard copy information sheets and templates.

Statutory Planning Department

10.2 Improve the function, character and economic viability of Camberwell Junction's hidden laneways by preparing a Camberwell Junction Laneways discussion paper that investigates and outlines opportunities.

Environment and Sustainable Living Department

Strategy 11

Parking, traffic and transport

We will respond effectively and efficiently to community needs on parking, traffic and appropriate transport issues.

2013–14 Commitments

- 11.1 Maintain safety in and around schools by reviewing the School Crossing Parking Enforcement Patrol Program which will contribute to a more effective and equitable spread of patrols across the City.

Local Laws Department

- 11.2 Contribute to reduced parking demand in Camberwell by developing sustainable travel plans with Camberwell traders.

Engineering and Traffic Department

Strategy 12

Safety and amenity

We will implement appropriate policies, strategies and practices that will improve neighbourhood amenity and safety.

2013–14 Commitments

- 12.1 Reduce the risk of possible occupant injury or risk to the public in the event of fire by developing a fire safety inspection and audit plan for high risk buildings.

Building Services Department

- 12.2 Provide protection for Boroondara's character and amenity by advocating Council's position during the development of the new Melbourne Metropolitan Strategy.

Strategic Planning Department

- 12.3 Provide recovery, short term housing, relocation and overall management of animals in the event of an emergency by developing and implementing an Animal Welfare Emergency Management Plan.

Local Laws Department

- 12.4 Continue to advocate for effective freeway noise abatement.

Engineering and Traffic Department

Key Strategic Activities**Strategic Objective:**

The character of our neighbourhoods is protected and improved.

Key Strategic Activity (Related Commitment)	Performance Measure	Target
10.2 Improve the function, character and economic viability of Camberwell Junction's hidden laneways by preparing a Camberwell Junction Laneways discussion paper that investigates and outlines opportunities.	Percentage of identified stakeholder groups consulted during the completion of the discussion paper.	95%
	Provide the Camberwell Junction Laneways discussion paper to Council for discussion.	30-Jun-14
11.1 Maintain safety in and around schools by reviewing the School Crossing Parking Enforcement Patrol Program which will contribute to a more effective and equitable spread of patrols across the City.	Number of school crossing parking patrols.	1,700
	Council cost to supervise school crossings per crossing.	\$7,795
12.2 Provide protection for Boroondara's character and amenity by advocating Council's position during development of the new Melbourne Metropolitan Strategy.	Prepare and adopt a submission to the Victorian Government's Metropolitan Planning Strategy on behalf of the City of Boroondara.	30-Jun-14

4

Quality facilities and assets

Strategic Objectives (desired outcomes)

The community's current and future needs for assets and facilities are proactively managed.

Strategies (how we will achieve these outcomes)

Managing assets

Leisure and sporting facilities

Strategic Objective

The community's current and future needs for assets and facilities are proactively managed.

Strategy 13

Managing assets

We will implement strategies for the development and ongoing renewal of Council's physical assets.

2013–14 Commitments

13.1 Provide a safe and functional footpath network by undertaking annual risk inspections and programming defects for remedial action.

Asset Planning Department

13.2 Create an exciting new public space for the community and its traders by commencing improvement works to revitalise the Camberwell Fresh Food Market and its surrounds.

Projects and Strategy Department

Strategy 14

Leisure and sporting facilities

We will manage, develop and improve the City's leisure and sporting assets for long-term sustainability, amenity and public safety.

2013–14 Commitments

14.1 Provide enhanced leisure and recreational opportunities through the provision of new and expanded services that will be available at the new Hawthorn Aquatic and Leisure Centre including a warm water indoor pool, expanded gymnasium and flexible program rooms.

Families, Youth and Leisure Services Department

14.2 Enhance sport and recreational opportunities for the community that are relevant to their needs through the review and development of the Boroondara Sports Strategy 2014.

Families, Youth and Leisure Services Department

14.3 Optimise use of Council facilities to meet changing community needs by undertaking a community facilities audit.

Families, Youth and Leisure Services Department

Key Strategic Activities

Strategic Objective:

The community's current and future needs for assets and facilities are proactively managed.

Key Strategic Activity (Related Commitment)	Performance Measure	Target
13.1 Provide a safe and functional footpath network by undertaking annual risk inspections and programming defects for remedial action.	Percentage of footpath network inspected annually.	100%
	Cost per kilometre of footpaths inspected.	\$56
	Number of footpath defects identified by proactive inspections as above the intervention level specified in the Road Management Plan.	2,500
	Percentage of footpath defects identified by proactive inspections and remediated within the timeframes specified in the Road Management Plan.	99%
14.2 Enhance sport and recreational opportunities for the community that are relevant to their needs through the review and development of the Boroondara Sports Strategy 2014.	Complete the consultation for the Boroondara Sports Strategy.	30-Jun-14

5 Responsible management

Strategic Objectives (desired outcomes)	Strategies (how we will achieve these outcomes)
Decision-making in the delivery of high quality services by capable and professional people reflects transparent, accountable and fair behaviours.	Governance Business support Customer responsiveness People support and development
Sound financial and risk management practices are carried out.	Financial management Risk management

Strategic Objective

Decision-making in the delivery of high quality services by capable and professional people reflects transparent, accountable and fair behaviours.

Strategy 15

Governance

We will ensure Council is open, transparent, inclusive and accountable to the community by having sound processes for making and implementing decisions.

2013–14 Commitments

- 15.1 Promote statutory compliance and meeting effectiveness by reviewing Council's Meeting Procedure Local Law to ensure that it remains current, relevant and responsive to the needs of Council and the community.

Governance Department

Strategy 16

Business support

We will continuously improve and implement processes for service delivery and reporting practices.

2013–14 Commitments

- 16.1 Provide an accurate and transparent record of Council's performance to the community through preparing the Annual Report 2012–13 and submitting it to the Minister of Local Government by 30 September 2013.

Business Development Department

- 16.2 Enhance service delivery to the community by providing Council staff with a search tool that will provide a 'single window' view into multiple Council systems and data files.

Information Technology Department

- 16.3 Encourage council staff to better serve the community through implementing a revised and holistic approach to innovation across the organisation, empowering and supporting Council staff to make improvements.

Corporate Services Directorate

Strategy 17

Customer responsiveness

We will support a culture of innovation and improvement to ensure we continue to offer a relevant, responsive and friendly service to the community.

2013–14 Commitments

- 17.1 Improve the quality of our staff's customer service skills by creating a recruitment and phone interview toolkit designed to assist selection of staff with these skills throughout Council.

Communications and Engagement Department

- 17.2 Improve customer service by reviewing and enhancing the current range of information sources available to manage customer requests.

Communications and Engagement Department

- 17.3 Offer customers more choice in how they contact Council by integrating new technologies into our website, such as enabling smart phone access and increasing the use of digital content.

Communications and Engagement Department

Strategy 18

People support and development

We will continuously improve capability for service delivery and ensure that the City of Boroondara is seen as an employer of choice.

2013–14 Commitments

18.1 Enhance staff members' service capability by implementing actions from the People Strategy addressing workforce demographic changes, staff attraction and retention, and technological developments.

People, Culture and Development Department

18.2 Ensure a safe workplace through delivery of the Occupational Health and Safety Strategy 2012–15 by focusing on training and embedding policies and procedures in day-to-day operations.

People, Culture and Development Department

Key Strategic Activities

Strategic Objective:

Decision-making in the delivery of high quality services by capable and professional people reflects transparent, accountable and fair behaviours.

Key Strategic Activity (Related Commitment)	Performance Measure	Target
16.1 Provide an accurate and transparent record of Council's performance to the community through preparing the Annual Report 2012–13 and submitting it to the Minister of Local Government by 30 September 2013.	Independent assessment by the Australasian Reporting Awards of quality of the Council's Annual Report.	Gold Award
	Submit the Annual Report to the Minister by 30 September 2013.	30-Sep-13
	Unqualified Victorian Auditor-General's Office (VAGO) audit opinion on Boroondara Financial Statements.	Achieved
18.2 Ensure a safe workplace through delivery of the Occupational Health and Safety Strategy 2012–15 by focusing on training and embedding policies and procedures in day-to-day operations.	Number of workplace OHS inspections undertaken.	40
	Lost Time Injury Rate.	Reduction of 5%

Strategic Objective

Sound financial and risk management practices are carried out.

Strategy 19

Financial management

We will provide customer-focused financial management processes, budget systems and valuation practices in accordance with professional standards and legislative requirements.

2013–14 Commitments

- 19.1 Ensure Council operates within a financially sustainable framework through preparation of the Annual Budget 2014–15 and Strategic Resource Plan in line with statutory requirements and for consideration by Council by 30 June 2014.

Business Development Department

Strategy 20

Risk management

We will provide risk management processes in accordance with professional standards and legislative requirements.

2013–14 Commitments

- 20.1 Ensure Council continues to deliver critical services to the community with minimal disruption in the event of a crisis by implementing the Crisis Management Plan and developing and testing robust departmental Business Continuity Plans.

People, Culture and Development Department

- 20.2 Develop appropriate responses to risks facing Council and the community by implementing the Risk Management Framework and ensuring consistency in risk monitoring and reporting.

People, Culture and Development Department

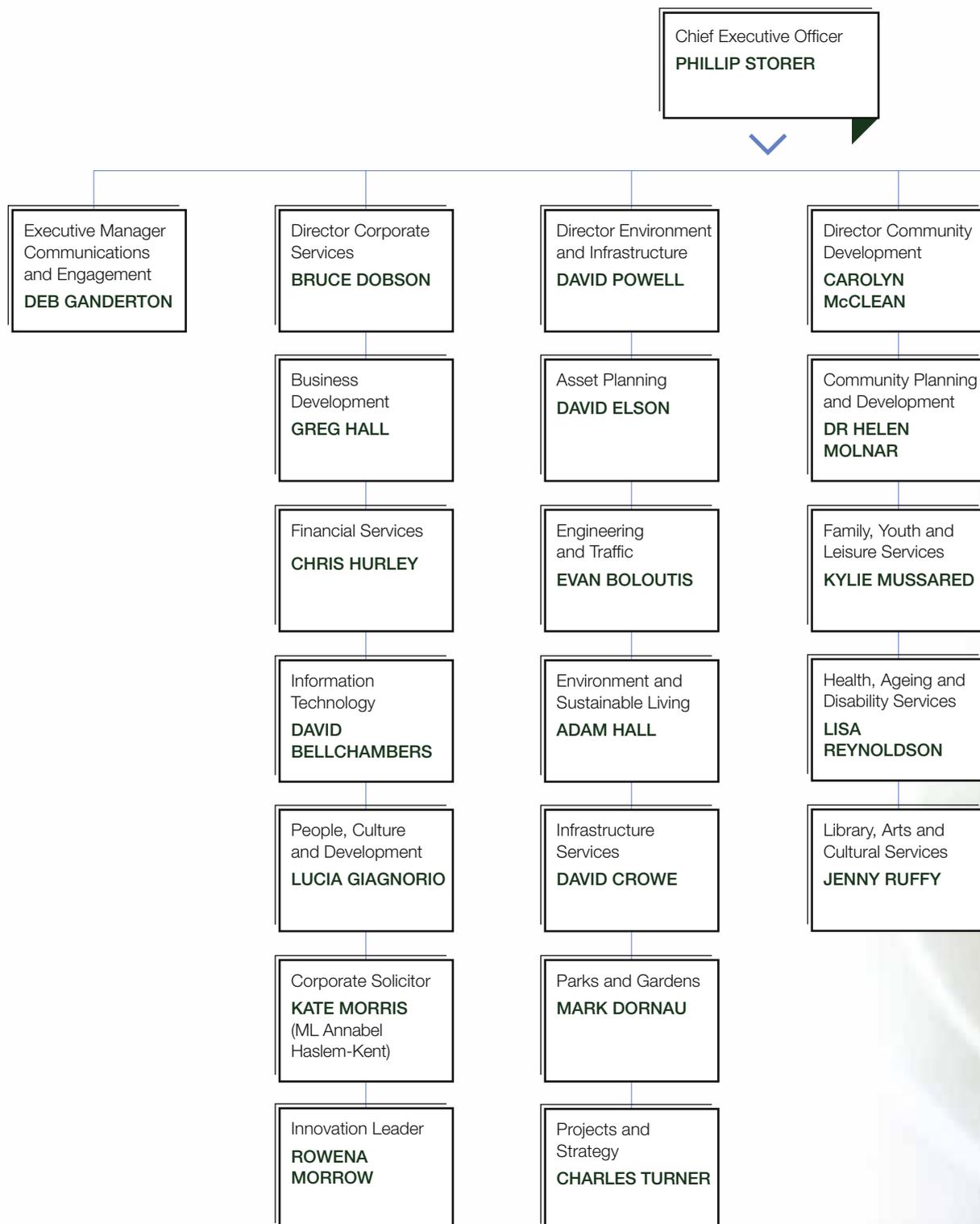
Key Strategic Activities

Strategic Objective:

Sound financial and risk management practices are carried out.

Key Strategic Activity (Related Commitment)	Performance Measure	Target
19.1 Ensure Council operates within a financially sustainable framework through preparation of the Annual Budget 2014–15 and Strategic Resource Plan in line with statutory requirements and for consideration by Council by 30 June 2014.	Budget presented to Council for consideration by 30 June 2014.	30–Jun–14
	The result of the most recently published financial sustainability assessment undertaken by the Victorian Auditor-General's Office.	Low risk
20.1 Ensure Council continues to deliver critical services to the community with minimal disruption in the event of a crisis by implementing the Crisis Management Plan and developing and testing robust departmental Business Continuity Plans.	Complete all relevant Business Continuity Plans.	30–Jun–14
	Number of training sessions undertaken for critical Business Continuity Plans.	5
	Business Continuity testing undertaken.	Complete

Our organisation



Director City
Planning
JOHN LUPPINO

Manager
Governance
DAVID THOMPSON

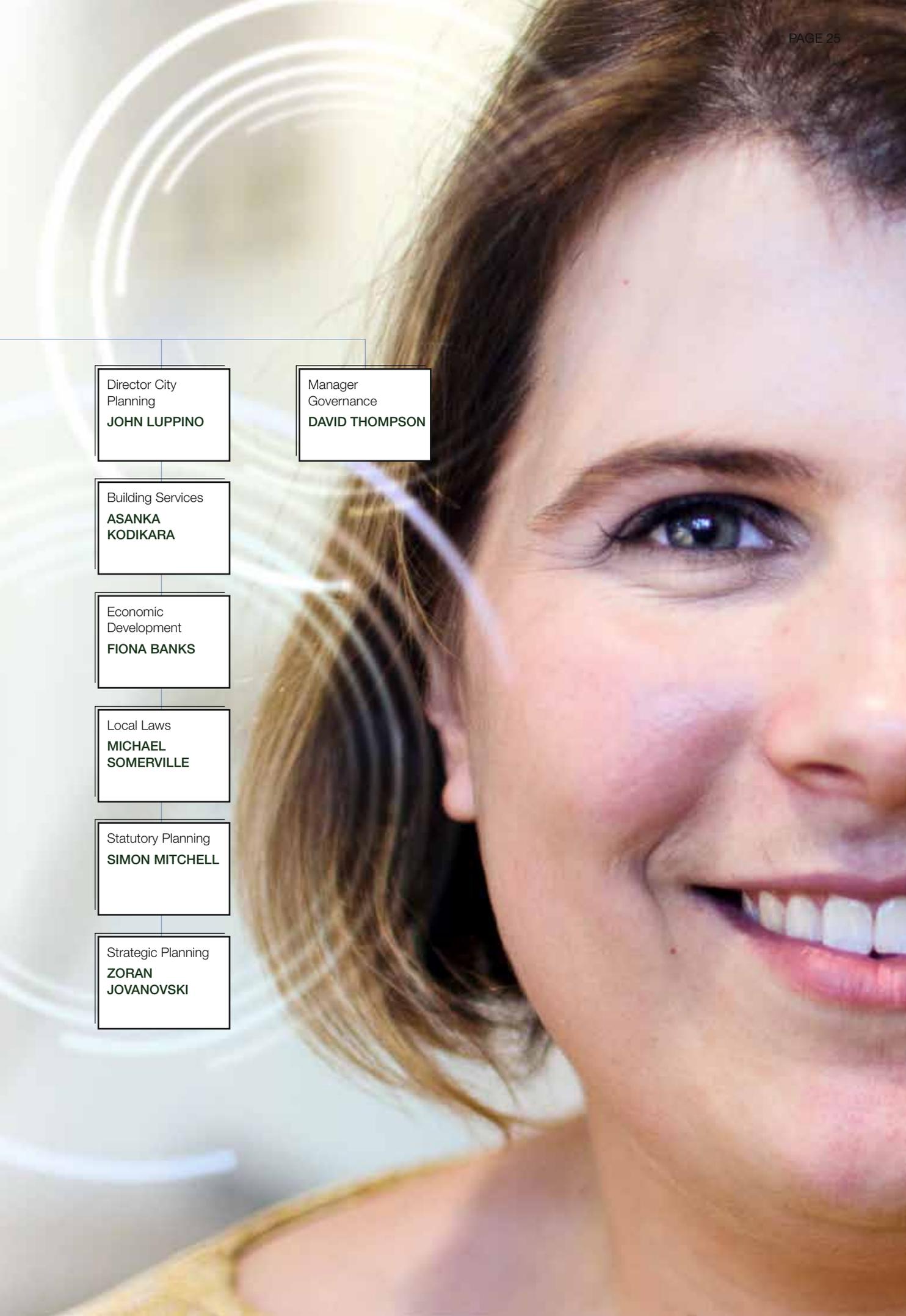
Building Services
**ASANKA
KODIKARA**

Economic
Development
FIONA BANKS

Local Laws
**MICHAEL
SOMERVILLE**

Statutory Planning
SIMON MITCHELL

Strategic Planning
**ZORAN
JOVANOVSKI**



Providing service to the community

Community Development Directorate

Community Planning and Development

- works actively within the community on key community development activities
- facilitates community connectedness, strengthens community capacity and responds to identified needs through the delivery of a range of programs, partnerships and networking opportunities for Boroondara's community
- develops policies, strategies and plans that address community priorities
- monitors, forecasts and analyses community change and wellbeing
- undertakes extensive community research on behalf of Council departments and the community
- prepares Council submissions in response to Australian and Victorian government enquiries and advocates on social issues impacting on the community
- manages the Boroondara Community Grants Program of annual and operational triennial grants
- promotes, supports and assists the development of volunteering and civic participation through the Boroondara Volunteer Resource Centre
- facilitates long day care, occasional care and kindergarten services through the provision of 43 buildings leased to the community and volunteer committees of management
- facilitates recreation and leisure activities through the provision of 75 leases to sporting clubs and committees of management
- advocates on behalf of young people, children and their families
- provides support and information and a range of activities and programs to young people and their families
- facilitates training and support for service providers and voluntary committees of management for early years, youth services and tenant groups leasing sporting and community facilities
- undertakes strategic planning and policy development to facilitate access to active participation opportunities for the Boroondara community and integrated coordination of early years and youth services
- manages the contracts for Council's five leisure and aquatic facilities, the Boroondara Tennis Centre, and Junction Skate and BMX Park
- facilitates community support programs through the provision of annual funding in a deed of agreement with Camcare

Families, Youth and Leisure Services

- operates the Boroondara Maternal and Child Health, Family Day Care, Kindergarten Central Enrolment, Kew Occasional Child Care and Kew Traffic School
- supports the inclusion of all children into kindergarten and childcare services through the provision of the Preschool Field Officer and Inclusion Support programs

Health, Ageing and Disability Services

- coordinates health services including immunisation and environmental health
- provides home support services including home, personal and respite care, food services and property maintenance
- provides volunteer and community transport, and social support (including events and planned activity groups)
- coordinates emergency management (recovery) across the municipality

- manages Canterbury Memorial Home Units (23 independent living units)
- undertakes strategy and development with a focus on positive ageing and disability (including Metro Access)

Library, Arts and Cultural Services

- provides a large range of library collections and services: in libraries, online and via home library services
- provides a welcoming community space for individual and group study, reflection, activity and discovery
- supports literacy development, reader development, life-long learning, creative and intellectual development
- provides family, children and adult library programs
- produces cultural programs and events for the community
- programs and manages cultural facilities at the Town Hall Gallery, Kew Court House and Hawthorn Arts Centre
- nurtures relationships and partnerships through the provision of funding support, strategic advice and provides a point of contact for arts and culture in Boroondara

City Planning Directorate

Building Services

- assesses building permit applications, conducts mandatory inspections and issues occupancy permits/final certificates for buildings and structures
- encourages desirable building design outcomes for amenity protection and to maintain consistent streetscapes
- provides property hazard and building permit history information to designers, solicitors, private building surveyors and ratepayers
- conducts property safety inspections including fire safety audits on high risk buildings and pool and spa safety barrier compliance inspections to ensure a safer built environment

- administers and enforces the *Building Act 1993* and Regulations including investigation of illegal and dangerous buildings to ensure public and occupant safety

Economic Development

- strengthens the viability of local businesses, including strip shopping centres
- facilitates the Boroondara Business Network, the Boroondara Farmers Market and the Boroondara (Hawthorn) Craft Market
- supports new and established businesses, through training and mentor services
- facilitates regular networking opportunities for the local business community

Local Laws

- delivers proactive patrol programs to maintain and promote safety and harmony within the community
- delivers administrative and field services in parking, amenity and animal management
- processes and issues permits relating to traders, street furniture, animal registrations, excess animals, commercial waste bins and residential parking
- delivers educational programs in responsible pet ownership, road safety, amenity regulation and fire prevention
- develops, implements and reviews appropriate local laws to achieve a safe and liveable environment
- manages school crossing supervision and access to disabled parking

Statutory Planning

- processes and assesses planning applications in accordance with the *Planning and Environment Act 1987*, the Boroondara Planning Scheme and Council policies
- provides advice about development and land use proposals as well as providing information to assist the community in its understanding of these proposals
- investigates non-compliances with planning permits and the Boroondara Planning Scheme and takes appropriate enforcement action when necessary

- defends Council planning decisions at the Victorian Civil and Administrative Tribunal
- administers Council's Tree Protection Local Law 1F and assesses applications for tree removal
- assesses applications to subdivide land or buildings under the *Subdivision Act 1988*

Strategic Planning

- advocates for and prepares land use policy and standards within the context of Victorian state policy
- promotes sustainable design and development and heritage conservation
- manages the Municipal Strategic Statement
- develops policies and plans to guide land use and development.

Corporate Services Directorate

Business Development

- develops and delivers the annual planning cycle for the Council Plan and Budget
- produces the annual Budget and Long Term Financial Strategy and manages Council's budgeting/forecasting and financial reporting systems
- manages Council's reporting system and conducts performance reporting, including the Quarterly Performance Report, Monthly Performance Report, Council's award-winning Annual Report and the Best Value Report
- coordinates financial analysis and business cases for projects and provides advice on the pricing of services as well as National Competition Policy compliance
- provides external grant application support for significant project funding opportunities
- provides internal audit services to Council
- conducts process improvement reviews across all Council departments
- development of departmental business plans and production of the Council Plan and Annual Plan

Corporate Solicitor

- monitors and reports on legislative changes and impacts for Council operations
- provides advice on legal and regulatory matters and ad hoc legal advice within the organisation
- delivers training programs to develop Council officers' knowledge of relevant legal issues

Financial Services

- coordinates Audit Committee and external audit
- manages procurement and conduct of all public tenders
- manages financial accounting, accounts payable and receivable and payroll services
- manages rates and property services, including Council databases and communication of the rate payment options available to residents
- administers the purchasing system and purchasing card systems including training
- coordinates fleet management

Information Technology

- coordinates improvement to service delivery to the community and within Council through the use of technology
- ensures effectiveness and reliability of computing and communication systems
- manages Council's corporate information and archival services

People, Culture and Development

- delivers the functions of occupational health and safety, risk management, human resources and organisation development and learning
- provides specialist advice, service and policy development related to human resources and organisation development
- coordinates recruitment, industrial relations, remuneration, award/agreement interpretation and work evaluation
- manages enterprise business risk including occupational health and safety, WorkCover, risk management and insurance including Council's Disaster Recovery and Business Continuity Plans

- facilitates and coordinates staff members' professional, leadership and cultural development programs, and the health and wellbeing program
- coordinates Council's employee performance management system

Environment and Infrastructure Directorate

Asset Planning

- provides proactive inspections on Council assets to ensure service standards are maintained
- provides a corporate Asset Management system to support the ongoing management and renewal of the community's assets
- develops and updates the five-year renewal program for assets
- develops the financial forecast for assets for Council's long-term financial strategy
- promotes occupational health and safety on Council worksites
- promotes continuous improvement processes

Engineering and Traffic

- develops, assesses and implements engineering solutions that address the amenity of residential and commercial areas
- implements parking and traffic management strategies, and engineering solutions including drainage issues, planning and subdivision permit referrals and development approvals, lane and parking bay occupation applications and investigation of black spot accident locations
- manages permits relating to the Asset Protection Local Law
- implements the Street Lighting Policy
- coordinates and implements sustainable transport initiatives including TravelSmart programs and improvement to the City's bicycle and pedestrian network

Environment and Sustainable Living

- helps the community to live more sustainably in response to emerging environmental challenges (eg climate change, water shortage, biodiversity conservation)
- promotes sustainability within built and natural environments
- develops and implements policies and strategies that set direction in environmental management, public space improvements, conservation of natural resources and sustainable development
- undertakes landscape design and construction works to promote use and enjoyment of outdoor spaces by the community
- builds the capacity of Council to integrate environmental and sustainability issues into our buildings and public space improvements, daily operations and decision-making processes

Infrastructure Services

- maintains the City's infrastructure including buildings, footpaths and roads, shopping centres, drains, street furniture and signs
- manages waste services, including kerbside bin-based waste, green and recycling collections and hard waste collection service
- operates the Boroondara Recycling and Waste Centre

Parks and Gardens

- manages and maintains parks, gardens, bushland and indigenous re-vegetation sites, sportsgrounds and garden beds associated with traffic control devices
- provides arboricultural management and maintenance services for street and park trees
- manages and maintains assets including playgrounds, barbecues, drinking fountains, park furniture, bins, fences and signage
- manages and maintains the Freeway Golf Course
- works with over 300 sports clubs, across 23 sports codes at over 100 sports facilities/grounds
- Capital Works planning and delivery

Projects and Strategy

- develops, manages and delivers the approved Environment and Infrastructure capital works and renewal program ensuring best value for money
- provides project management services and advice on Council's projects
- investigates and develops strategic solutions to major stormwater issues
- incorporates environmentally sustainable design principles into all building, stormwater and engineering projects
- undertakes planning for future projects to support Council's services
- provides technical advice regarding Council's infrastructure assets

Communications and Engagement

- enhances and protects the City of Boroondara's reputation
- develops strategic integrated communications plans for key initiatives linked to the Council Plan
- identifies and manages communications opportunities
- provides strategic leadership in issues management providing advice to CEO and directors
- develops, maintains and delivers advocacy campaigns in collaboration with the responsible director, CEO and Councillors

- develops and undertakes a corporate research program to inform improved service outcomes
- monitors media
- writes, publishes, edits and designs communications material
- delivers telephone, reception and cashiering services
- identifies and develops online opportunities to better serve the community
- leads community engagement practice and delivery
- coordinates translation service and supports multilingual communications

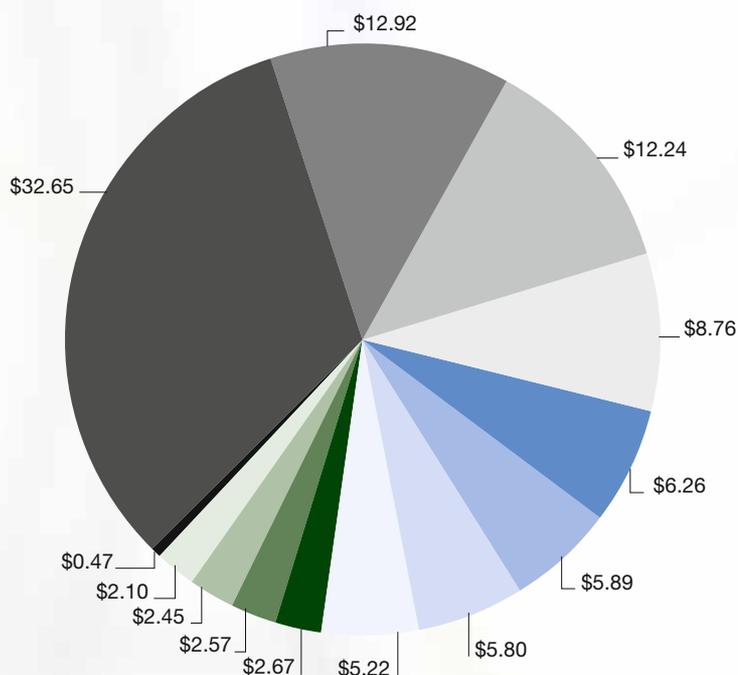
Governance

- provides secretarial and administrative support to Councillors, and to Council and Committee meetings
- manages Freedom of Information, Information Privacy, Whistleblowers Protection and internal Ombudsman responsibilities
- provides stewarding and catering services to the Camberwell function rooms
- maintains statutory registers, authorisations and delegations
- coordinates citizenship ceremonies and civic events
- administers conduct of Council elections

Where your rates go

For every \$100 of expenditure Council delivers the following services

The chart below provides an indication of how Council allocates its expenditure across the main services that it delivers. It shows how much is allocated to each service area for every \$100 that Council spends.



Building projects
\$32.65

Environment and waste management
\$12.92

Health, aged, community and family services
\$12.24

Parks, gardens and sportsgrounds
\$8.76

Libraries and arts programs
\$6.26

Roads, footpaths, safety and drainage
\$5.89

Planning and building
\$5.80

Local laws enforcement
\$5.22

Engineering and traffic
\$2.67

Leisure, aquatic and recreation centres
\$2.57

Communications and customer service
\$2.45

Rates and property services
\$2.10

Economic development
\$0.47

Contact us

General Information

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Email: boroondara@boroondara.vic.gov.au

Website: www.boroondara.vic.gov.au

Postal address

Private Bag 1

Camberwell VIC 3124

Customer Service Centres

Camberwell office

8 Inglesby Road, Camberwell

Hawthorn Town Hall

360 Burwood Road, Hawthorn (from November 2013)

Kew Library

Corner Cotham Road and Civic Drive Kew

Free interpreting service

9278 4002

For speech or hearing impaired

National Relay Service TTY 13 36 77

Speak and Listen 1300 555 727



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