

Achievements in 2020-21

Here we give a summary of our achievements for the past year. This is presented under our 3 strategic objectives. These objectives come from our Council Plan 2017-21.

Strategic objective 1: Connected community

Key priorities

1. Achieve higher levels of social cohesion for our multicultural, established and newly arrived community, by fostering opportunities for shared learning and celebration.
2. Set a clear vision and strategy for aquatics, leisure and sporting facilities to meet ongoing community needs.
3. Determine the best way for Moreland to continue supporting our community throughout and after aged care and National Disability Insurance Scheme reforms.
4. Enhance family and children's services to meet the needs of Moreland's growing population and increasing birth rate.
5. Better equip our young people for employment and provide opportunities to actively participate in civic life.
6. Help people feel safer in our neighbourhoods.

Achievements

- We provided Covid-19 relief and recovery support during 2020-21. This included:
 - food aid
 - mental health services
 - anti-racism measures.
- Our Thrive Community Grants gave over \$96,000 to local community-led activities. We gave grants of up to \$5,000 to 21 Moreland community groups.
- To support local businesses, we ran a specialist hotline and a buy-local campaign. We also awarded 34 grants in our Love Your Shop Front program. This was for new signage, branding and improvements to support local businesses.
- We maintained innovative programs to support our older residents during the Covid-19 pandemic. We focused on increasing opportunities for social connection.
- With library closures and reduced operating hours, we continued our delivery and click and collect services. Over 50,000 items were loaned these ways.
- We stopped charging fines for overdue items at our libraries.
- Our \$1.4 million upgrade at the Coburg Leisure Centre saw changes to the pool, plant and filtration. Updates to the changeroom facilities and the spa/sauna area are underway.
- We started talking to the community about the upgrade of Fawkner Leisure Centre.
- We started upgrades to the heritage-listed pavilion and grandstand at Coburg City Oval. We are improving the facility's accessibility through a new lift and updates to amenities.
- We completed the delayed upgrade to facilities at Gillon Oval in Brunswick.
- The Bush Reserve Tennis and Bowls Club pavilions in Coburg were upgraded during the year. Both pavilions are now more accessible.
- We upgraded the tennis, cricket and football pavilion area at ATC Cook Reserve, Glenroy. This includes improvements to the amenities for women and girls.
- We constructed female-friendly changerooms at Cole Reserve in Pascoe Vale. Construction of female-friendly changerooms at Martin Reserve in Hadfield is in progress.

- We partnered with Guide Dogs Victoria to install new navigation technology at our sports and leisure centres. Our centres are now more accessible to people with low vision or blindness.
- We developed a new 4-year capital works program to improve the accessibility of activity centres. During 2020-21, we spent \$45,000 on improving the accessibility of bus shelters. And \$80,000 on accessibility upgrades of our pedestrian network.
- We expanded our Maternal and Child Health services. This followed feedback from the community. We now offer appointments on Saturdays once a month. And we launched a new breastfeeding drop-in service.
- **Looking ahead:** We worked with the community to refresh our masterplan for Hosken Reserve. This involved a detailed consultation using our new engagement processes. We will work on implementing the masterplan from 2021-22.

Strategic objective 2: Progressive city

Key priorities

1. Enhance liveability, affordability and sustainability by guiding growth and excellence in urban design and development.
2. Facilitate a demonstrable shift to more sustainable modes of transport that also targets a long-term reduction in car use.
3. Support the local economy and trading environments to enhance economic activity and promote local jobs.
4. Increase tree canopy cover, enhance existing open space and create at least 2 new parks, in areas with the lowest access to open space.
5. Move to a proactive approach to managing construction impacts resulting from population growth in our city.
6. Develop a clear and funded approach to achieve zero carbon emissions by 2040.
7. Invest in the revitalisation of shopping and trading precincts.
8. Strengthen and invest in the significant creative sector in Moreland and enhance its standing as a destination for the arts.
9. Enhance the environmental outcomes of council waste services and increase community awareness and participation in environmental initiatives to reduce waste to landfill.

Achievements

- We completed more actions in our Zero Carbon Moreland – Climate Emergency Action Plan. We brought more staff on board to deliver projects. Completed actions included:
 - a new public charging hub for electric vehicles in Brunswick
 - a new Zero Carbon Moreland website at morelandzerocarbon.org.au
 - new contracts to provide advice and support. They will help residents and businesses get solar panels and energy efficiency upgrades.
- We established and implemented an Environmental Management System. This maps out the environmental impacts of our operations. It highlights how we can mitigate them and decrease our carbon footprint.
- Around 75% of households now access our food and garden organics collection service (they may be sharing a bin). They saved over 13,060 tonnes of food and garden waste from landfill in 2020-21. This is a 10% increase from the year before. This waste is turned into compost used by community gardens and Victorian farmers.
- We ran a Plastic Free Sydney Road trial with the Boomerang Alliance. Twenty-seven food businesses joined the trial. The aim was to reduce and eliminate single-use plastic items from their businesses.
- We prepared a new draft local Environmentally Sustainable Design policy.

- We signed a memorandum of understanding with 28 councils to investigate a Zero Carbon Planning Scheme Policy. This also involved the Council Alliance for a Sustainable Built Environment.
- We completed and endorsed our Integrated Water Management Strategy 2040 and 5-year action plan. This will help Moreland continue its journey to becoming a water sensitive city. It aims to:
 - keep our open spaces resilient to the impact of climate change
 - improve water security, making the most of our precious water resources
 - protect and enhance our urban and natural environments
 - support community health and wellbeing.
- We started construction of Gavin Park wetland. We also began detailed design for the Somerlayton wetland. We started planning Brunswick Parklands.
- We continued our successful advocacy to the State Government in the Level Crossing Removal Project. Outcomes for the community included new:
 - walking and bike paths
 - playgrounds
 - open space equal to 2 MCGs in area.

We also supported local businesses in Glenroy during major works. We ran a mentoring program and a 'Feed the Workforce' initiative. This gave workers vouchers to local food outlets.

- We approved the start of the process to consider transferring a parcel of land in Brunswick to Moreland Affordable Housing Ltd (MAH) for a social and affordable housing demonstration project. The proposed development will support MAH to become self-sustaining.
- Our Flourish Arts Recovery Grants supported the arts sector during the pandemic. We gave over \$200,000 to assist 30 local artists and arts organisations.
- We started a trial of shared zones on streets in Brunswick East and Pascoe Vale. We also made improvements for cyclists on Albion Street, Brunswick to connect routes. These projects make it easier for people to walk and cycle around Moreland as we recover from the pandemic.
- We started a trial of 3 separated bicycle lanes in Brunswick and Pascoe Vale. The lanes separate cyclists from moving cars.
- We delivered a walking and cycling bridge at Ronald Street over Edgars Creek in Coburg North. We also partnered with Darebin City Council to build new walking and cycling bridge over the Merri Creek at Kingfisher Gardens in Brunswick East.
- We successfully trialled the 'Open Streets' concept, a first in Australia. This increased active travel among students at a primary school in Brunswick East. It was a partnership with Bicycle Network.
- We re-launched our SmartArt project. SmartArt allows the community to view art in Moreland using augmented reality on their smartphone.
- We progressed the redevelopment of the Coburg Square site. We started to transform the building into artists' studios, a café and an event space.
- We completed construction of the Gaffney Village streetscape project in Pascoe Vale.
- The Russell Street streetscape upgrades in Coburg were completed in December 2020.
- We completed the design of the Louisa Street streetscape upgrade. We will undertake consultation and further design work in 2021-22.
- We opened 2 new parks – Garrong and Bulleke-bek parks – in our A Park Close to Home project. We engaged the community on the design of a new park at Frith Street, Brunswick. Construction of this park will begin in September 2021. We asked the community about our draft plan for another new park, at Cardinal Road, Glenroy. We plan to start construction of this park in 2021-22.

- We completed upgrades of the playgrounds at Martin Reserve in Hadfield and Balfe Park and Douglas Reserve, both in Brunswick East. Martin Reserve now has more equipment and nature play opportunities and Douglas Reserve has been designed to bring in elements supported by the community.
- **Looking ahead:** We started upgrades of parks in Hadfield, Brunswick East and Brunswick West. We will create a new open space at Service Street in Coburg and a park at 260 Sydney Road in Brunswick.

Strategic objective 3: Responsible council

Key priorities

1. Improve resident satisfaction to 90% with Council's performance in customer service.
2. Reach the top 25% of all councils for improved community satisfaction with Council's engagement practices.
3. Maintain and match our infrastructure to community needs and population growth.
4. Provide transparent and effective governance of Council's operations.
5. Operate without seeking an exemption from the rate cap through efficient use of Council's skills and financial resources.
6. Enable Council's workforce to be mobile and accessible, supported by smart and efficient technologies.

Achievements

- Our overall community satisfaction increased by 12% since the previous year. This represents further improvements in the way we provide our services. Satisfaction went from 60% in 2020 to 67% in 2021. These results are based on residents who requested a service from us. They are measured independently by Customer Service Benchmarking Australia.
- We started construction of the Glenroy Community Hub. The hub is due to open in early 2022. The building will be home to a new:
 - library
 - council customer service centre
 - maternal and child health services
 - community health centre
 - kindergarten
 - neighbourhood learning and childcare services.
- We provided input to the State Government review of the Local Government Act.
- We updated our Community Engagement Policy. This now meets the requirements of the new *Local Government Act 2020*. This policy came to life in the roll out of our Imagine Moreland engagement program.
- We launched Imagine Moreland to find out the community's vision for the future of the area. The program included pop-up events, workshops, and digital engagement to collect ideas. This was followed by a community panel to develop our community vision and inform our key plans.
- We delivered the State Government-funded Working for Victoria initiative. We provided temporary employment opportunities to those affected by the Covid-19 pandemic. We employed approximately 308 people in fixed-term 6-month roles funded with the \$16.18 million grant.
- We adopted the Moreland Promise, our charter to improve accountability and customer service.
- We launched a new website in June 2021. The new site helps the community access council services and information with ease. It also now meets international accessibility standards.

- We supported the employment and economic participation of people with disability. This included a 12-month inclusive traineeship program for 5 people with disability. We also delivered a 3-month work experience program for people with disability.
- We completed work on the revitalised grandstand at Fleming Park in Brunswick East. It is now open and accessible to the community. This was the start of a larger project to improve the park following community feedback. Construction will continue later in 2021-22 to add new amenities, sporting facilities and upgrade the park.
- Our Smart Cities Internet of Things infrastructure was installed. Sensors across Moreland are collecting data. We are developing reports that may be relevant to the community, starting with air quality data.
- **Looking ahead:** We selected a design team for the Saxon Street Hub. We are transforming the site into a state-of-the-art community and creative facility. We want it to support our creative industries and have a space that can be enjoyed by everyone.