



Whitehorse City Council
Integrated Council Plan
2025-2029

Council Plan

Action Plan 2025/26

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Introduction

The Integrated Council Plan 2025-2029 is a shared roadmap for the future and will guide our work for the next four years. This plan marks a new direction for Council as we embrace change and seek to create a resilient and future-ready organisation.

Each year, Council will also create a plan called Council Plan Action Plan, which explains the key initiatives we'll deliver to achieve our strategic objectives and respond to the changing needs of the community.

The Council Plan Action Plan 2025/26 should be read together with the Integrated Council Plan 2025-2029. There is also a Municipal Public Health and Wellbeing Plan Action Plan 2025/26, which can also be read on its own.

The Integrated Council Plan 2025-2029 and Council Plan Action Plan 2025/26 meet the all the requirements of the *Local Government Act 2020 (Vic)* (the Act) which requires Councils to develop a Council Plan every four years following Council elections.



Actions with this icon show a connection to a Major Initiative listed in the Integrated Council Plan 2025-2029 and the Budget 2025/26.

This plan is accurate at the time of printing and Whitehorse City Council reserves the right to make changes.

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Strategic Direction 1: Community

Community is about making sure people can easily meet and connect with others and feel they belong. It's about being active, having fun, making people feel welcome and respected.

We foster these connections through recognising our shared experiences and unique differences. Our community thrives when people feel safe, healthy, and valued. Through partnerships and thoughtful initiatives, we build connection, promote wellbeing, and create the foundation for a city where everyone can participate, contribute, and find their place.

Objectives	2025/26 Council Plan Actions
Objective 1.1 An involved and connected community	Conduct a review of Council's Outdoor Event Framework to maximise the efficiency of Council's permitting process to host public events in open space
	Deliver the Community Voices Project to provide an inclusive and engaging experience for seniors and the broader community.
	Partner with community organisations to activate new and innovative ways to engage young people and support them to access relevant information and referrals.
	Implement a Community Funding Accelerator Program to increase education on grants for community
Objective 1.2: A community that fosters social inclusion, cohesion and respect	Create a Multicultural Advisory Committee to create a new way for culturally diverse community members to have a formal voice to Council
Objective 1.3: A healthy and active community	<i>Actions listed under the Municipal Public Health and Wellbeing Plan Action Plan 2025/26</i>
Objective 1.4: A community where people feel safe	Establish a Community Safety Crime Prevention Committee to work collaboratively with safety partners across the Municipality 

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Strategic Direction 2: Built




The spaces we create shape how we live, move, and interact. Our built environment reflects our values of accessibility, safety, and sustainability. Through thoughtful design, we craft public spaces that invite activity and connection while providing infrastructure that makes daily movement easier for everyone. We focus on doing the basics well, like fixing roads, filling potholes, and maintaining footpaths, while preserving important open spaces where everyone can feel safe.

We look beyond today, planning for growing populations and changing needs, creating versatile facilities that serve multiple purposes, are highly used and adapt over time. The character of our neighbourhoods, the functionality of our shared spaces, and the resilience of our infrastructure all contribute to a city that works for its people now and into the future.

Objectives	2025/26 Council Plan Actions
Objective 2.1 Safe and accessible public places	Create a priority list of public spaces to review for safe and easy access
	Enhance and upgrade pedestrian and cycling paths across the municipality to encourage active transport uptake by the Community.
	Deliver the Cycling Strategy recommendations to promote healthy living outcomes 
	Develop a Whitehorse Integrated Transport Strategy (including walking and cycling) to guide Council in delivering advocacy, programs and services. 
	Implement the Connect with Confidence - Public Transport Community Education Program for older people to improve confidence and overcome barriers to use public transport
Objective 2.2 Community facilities and shared spaces are well used	Prepare Koonung Park Master Plan to guide the park's renewal and improvements over the next 15 years 
	Review Council's approach to the management of privately constructed buildings on council land
	Review and update the Sporting Facilities Guidelines to promote increased community use and accessibility

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Objectives	2025/26 Council Plan Actions
Objective 2.3: Sustainable planning and infrastructure to respond to population change	Undertake the statutory process following the adoption of the Whitehorse Open Space Strategy 
	Review and revise Council's Housing Strategy to ensure currency and alignment with the Plan for Victoria
	Endorsement of the Community Infrastructure Plan to help guide Council's investment in community facilities over the next 20 years 
	Advocate for community needs in Suburban Rail Loop precinct structure planning process to ensure that the future needs of our community are considered 
	Review the Municipal Emergency Management Plan to ensure a focus on greater density living
	Implement Planning Scheme Provision changes following the Municipal Flood Modelling
Objective 2.4 A desirable and well-presented City	Implement streetscape and drainage improvement across the municipality, for example Hamilton Street and Vermont East Shopping Strip upgrades
	Establish a cross functional improvement team to combat, measure and report dumped rubbish



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Strategic Direction 3: Economy

A thriving economy creates opportunity, fosters innovation, and builds prosperity. Local businesses and industry form the backbone of our economic landscape — they create jobs, provide essential services, and give our area its unique character. We understand that economic health requires both stability and adaptability, supporting established businesses while nurturing new ventures and encouraging investments. Through education, employment pathways, and strategic investment, we contribute to an economy that's resilient to change and accessible to everyone. When we strengthen our local economy, we create a community where people can live, work, study, volunteer and fulfil their aspirations close to home. This is how we position ourselves to thrive in tomorrow's economy.

Objectives	2025/26 Council Plan Actions
3.1: A thriving local economy	Deliver a business training and mentoring calendar that provides opportunities for businesses to learn and grow
	Partner with Business and Trader Associations in Whitehorse to deliver initiatives for the business community to network and celebrate and recognise business excellence.
	Review Council's Procurement Policy and procurement activities, including holding workshops, to maximise potential Whitehorse investment into local businesses'
	Design a local trader marketing program , which focuses on individual businesses and activity centres which encourages local spend.
	Develop a prioritisation approach for streetscape improvements
	Develop a Whitehorse Visitor and Tourism Strategy
3.2 Local businesses supported through change	Partner with Business and Trader Associations and key stakeholders to deliver training which supports navigating disruption / change.
	Work with the State Government to monitor and provide strong support for businesses, employees and customers displaced and impacted by Suburban Rail Loop. 
3.3: Diverse education, employment & volunteering opportunities	Partner with Eastern Volunteers to establish a Whitehorse Volunteering Navigation Hub to serve as a central resource, connecting community members with meaningful volunteer opportunities that match their skills and interests
	Improve Council's Student Placement and Work Experience offering 

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Objectives	2025/26 Council Plan Actions
	Implement a Council apprenticeship and traineeship program 
	Facilitate connections between higher education and vocational education and training providers and local businesses to promote industry/employment opportunities. 
	Scope and initiate a Deakin Memorandum of Understanding to enhance collaboration and maximise opportunities for students and graduates 
	Provision of public library services that support equitable and inclusive access to and use of information and knowledge systems, and community spaces
3.4: A City that attracts investment and jobs	Establish a business concierge program to improve the customer experience when navigating through Council's permit system 
	Facilitate the activation of markets in Box Hill and Mitcham to attract evening attendance into these two activity centres.
	Identify future placemaking projects and spaces for placemaking to activate key activity centres , including initiatives that enhance the public realm and increase local utilisation.
	Develop an Investment Strategy with view to increase investment, identify potential industries, and reach out to investors.




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Strategic Direction 4: Natural

Our natural spaces provide more than beauty — they sustain life, clean our air, cool our streets, and nourish our wellbeing. We recognise that healthy ecosystems and biodiversity are essential partners in creating a liveable city, which becomes increasingly important with a growing population. Trees, waterways, parks, and wildlife corridors form a green network that supports both nature and people. We face environmental challenges that require both immediate action and long-term planning. By protecting and enhancing our natural environment, we create a more climate resilient, sustainable city where both community and nature can flourish together for generations to come.

Objectives	2025/26 Council Plan Actions
4.1 Enhanced and protected natural and green spaces	Continue to deliver North East Link funded tree planting of local indigenous trees to offset trees removed as part of the Victorian Government project. 
	Advocate for improved open spaces for the Community as part of the State Government's North East Link project 
	Coordinate the Whitehorse National Tree Day planting event in collaboration with the local community to provide the opportunity to be involved with an environmental project with great impact
	Facilitate workshops to grow existing and create new 'friends of' groups
4.2 An environmentally sustainable and climate resilient City	Develop an Emissions Reduction Plan for Council operations to work towards reducing emissions including energy efficiency, electrification, renewable energy and fleet opportunities.
4.3 A Council that responsibly and sustainably manages waste	Finalise Council's kerbside bin transition plan to implement this legislative service change 




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Strategic Direction 5: Governance

Good governance is the foundation that supports everything we do as a Council. It means making decisions openly, managing resources wisely, and always being accountable to the community we serve. We understand that effective governance requires both listening and acting — hearing diverse community voices and translating that feedback into meaningful outcomes. Services that are accessible, adaptable, and deliver real value reflect our commitment to continuous improvement. Through responsible and sustainable financial management and strong advocacy, we secure the resources for today and the future, needed to fulfil community priorities. Good governance isn't just about following rules — it's about earning trust through actions that consistently put community interest first.

Objectives	2025/26 Council Plan Actions
5.1 An open, transparent, accountable and responsible Council	Improve access on Council's website to Council registers and information prescribed under the <i>Local Government Act 2020</i>
5.2 A Council that delivers core services that are fit for purpose and good value.	Create Customer Commitments that reflect service standards and customer expectations 
	Plan and deliver technologies that improve process and the customer experience 
	Deliver service reviews to ensure Council services meet the changing needs of the community and explore collaborative service delivery options, including with regional partners
	Determine the Whitehorse Manningham Libraries Governance Model in accordance with the <i>Local Government Act 2020</i> to plan for the future governance arrangements for the provision of library services
	Undertake a review of Neighbourhood Houses to determine the most effective way to provide services for the community
5.3 A Council that actively engages with the community for genuine feedback and input	Host a creative think tank to engage young people to solve real life challenges (e.g. Hack-a-thon)
	Roll out an improved 'close the loop' process for Council community engagements to provide community members with regular communication and project updates
5.4 A Council that is well governed, efficient and financially sustainable	Deliver transformative initiatives that continuously improve our operations with an ongoing commitment to delivering improvement projects with reportable benefits to the community
	Develop Council's Strategic Property Framework and Roadmap to support Council in making decisions to improve the utilisation and management of its property portfolio 

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Monitoring and Reporting

To facilitate transparency and accountability, the actions listed in this annual Action Plan will be reported back to the community on a quarterly basis in the Whitehorse Quarterly Performance Report (QPR). Strategic Indicators will be reported on in the Quarter 2 QPR and in the Annual Report. While the Annual Report is prepared at the conclusion of each financial year and available online after formal Council adoption, each QPR is made available on Council's website after being presented to Council for each quarter of the financial year.

Find all of Council's Quarterly Performance Reports here:

<https://www.whitehorse.vic.gov.au/about-council/what-we-do/publications/corporate-documents/performance-reports>

Integrated Council Plan: Monitoring and Reporting



Note: The Quarterly Performance Report and Annual Report both contain reporting information on more areas than those listed above.