



Whitehorse Health and Wellbeing Plan 2017-2021

Achievements Report

1 July 2020 – 30 June 2021



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Introduction

The Whitehorse Health and Wellbeing Plan 2017-2021 represents Council's long term commitment to working in partnership to improve the health and wellbeing of the municipality. The Plan builds upon the work undertaken in previous Municipal Public Health and Wellbeing plans and strengthens Council's approach to supporting a healthy, vibrant, prosperous and sustainable community.

This report describes the achievements of the *Whitehorse Health and Wellbeing Plan 2017-2021* for the 12 months of 1 July 2020 to 30 June 2021 under each of the relevant Council Strategic Directions and aligned Health and Wellbeing Goals.

The COVID-19 pandemic has rapidly and significantly impacted on the operations and strategic work of Council from early 2020. Council's responsiveness to the health, social and economic needs of the community is reflected in this report.

Review and reporting requirements

The *Whitehorse Health and Wellbeing Plan 2017-2021* takes into account Council's responsibilities under the Victorian Public Health and Wellbeing Act 2008 (the Act), other legislation and the policy context of the State and Federal Governments. The Act states that '*A Council must review its municipal public health and wellbeing plan annually and, if appropriate, amend the municipal public health and wellbeing plan*'. The legislation does not prescribe what a review might entail.

Victorian Public Health and Wellbeing Act 2017 Amendment – Family Violence

In 2017 the Victorian Government amended section 26 of the Public Health and Wellbeing Act 2008 (Vic) to require councils to specify measures and report *on the measures it proposes to take to reduce family violence and respond to the needs of victims in the local community*. A Council must report to the Secretary of the Department of Health and Human Services on the measures at the intervals specified by the Secretary by notice in writing – on a two-yearly basis. Refer to section [Family Violence Response and Prevention](#) for Council achievements in 2020-2021.

Development of the Whitehorse Health and Wellbeing Plan

The *Whitehorse Health and Wellbeing Plan 2017-2021* is strongly aligned with the *Whitehorse Council Vision 2013-2023* and is partially integrated with the *Whitehorse Council Plan 2017-2021*.

The *Whitehorse Health and Wellbeing Plan 2017-2021* considers key age groups – children and families, younger people and older people – in recognition of their special needs and the benefits of early intervention, education and health promotion, as well as those of people within our community who experience unequal health and wellbeing outcomes, such as people living with a disability.

Broad range of strategies

Many existing Council plans and strategies are integrated into and inform the *Whitehorse Health and Wellbeing Plan 2017-2021* including: the Whitehorse Disability Strategy and Action Plan, the Whitehorse Diversity Plan, the Whitehorse Reconciliation Plan, The Whitehorse Community Participation Strategy, the

Over 4,865 people from across Whitehorse actively engaged and contributed to the development of the Plan

Whitehorse Positive Ageing Strategy, the Whitehorse Recreation Plan, the Whitehorse Cultural Strategy, the Whitehorse Youth Plan and the Whitehorse Early Years Plan.

The *Whitehorse Health and Wellbeing Plan 2017-2021* identified numerous strategic activities reported under the Council Plan that contribute to the health and wellbeing of the municipality. This report highlights some of these to illustrate Council's influence on people's health through the work it does in the social, built, natural and economic domains.

Partnerships and a developmental focus

A keystone of *Whitehorse Health and Wellbeing Plan 2017-2021* is strengthening Council's work with local partners in a number of key areas of health and wellbeing.

The plan also identified developmental areas where Council would strengthen partnerships and collaborative planning. A key focus of the *Whitehorse Health and Wellbeing Plan 2017-2021* was in the developmental area of prevention of family violence and violence against women.

Health and wellbeing in the pandemic

Subsequent to the release of the Victorian public health and wellbeing plan, a major worldwide public health event has had sudden and profound impacts on everyone. The COVID-19 pandemic is a unique emergency event unlike any we have experienced in the past.

Since being reported in January 2020, the Whitehorse community has experienced a low rate of infection, with a total of 220 cases of COVID-19 recorded to April 2021¹. This equates to a rate of 1.1 per 100,000 people. However, the impact of the control measures and fear of the virus itself have impacted our community.

Restrictions on human contact and movement as well as the wearing of personal protective equipment are public health controls that have not been implemented in our society before. The introduction of these restrictions is significantly impacting on the economy (constraints on people's ability to work and do business), education (students' ability to attend schools/tertiary institutes), health (constraints on access to health services, manifestations of psychological distress, mental health issues, decreased physical activity etc.) and social (impacts of people being isolated and more vulnerable).

The impacts of coronavirus and the responses to it are not experienced equally across the community due to the existing, underlying inequities of everyday life. The pandemic reinforces and widens health inequalities.²

For example, while the increase in access to telehealth has been a positive development during the pandemic by enabling patients to consult health professionals from home, lack of access to digital technology leads to a decrease in access to services for some.³

¹ <https://www.dhhs.vic.gov.au/victorian-coronavirus-covid-19-data>

² Ahmed, F., et al., Why inequality could spread COVID-19. *The Lancet Public Health*, 2020.

³ Freeman, T., et al., Healthy infrastructure: Australian National Broadband Network policy implementation and its importance to health equity. *Information, Communication & Society*, 2019. 22(10): p. 1414-1431.

Jobs are important for health and it is young people and women who have been disproportionately affected by the pandemic's impact on work given that these two cohorts carry out the majority of casual employment. The types of jobs and who gets them can cause social inequities to widen, which flow through to affect health inequities.⁴

Significant effort in 2020-2021 was focussed on the Plan's priority areas of social connectedness and mental health promotion, while maintaining progress in the prevention of family violence.

The year ahead

The impacts of the COVID-19 pandemic and social restrictions on the health and wellbeing of our community require Council to continue to be flexible and focus efforts on resilient recovery and with consideration of increasing health inequalities.

⁴ Broom, D., et al., The lesser evil: Bad jobs or unemployment? A survey of mid-aged Australians. Social Science & Medicine, 2006. 63: p. 575-586.

A snapshot of achievement highlights



Health and Wellbeing Goal: Connected, safe, respected and resilient people, families and communities

- Pandemic Response and Recovery
- COVID-19 Community Relief Grants, Facility Fee Relief and Rates Hardship Program
- Flexible, Safe Service Delivery for Youth, Families, Parents and Older People
- Community Information, Outreach and Support
- Mental Health Initiatives
- Immunisation, Parent Engagement and Community Education
- Maternal Child Health Reach
- Early Years Services Recovery
- International Students Project [Partnership]
- Virtual Community and Creative Arts Programs
- Global Fiesta Week
- Local Heroes Program
- Social Connections and Connecting Generations Projects
- #Call it Out for Respectful Relationships



Health and Wellbeing Goal: Accessible, safe and welcoming places for all people

- Integrated Transport Strategy
- Box Hill Urban Realm Treatment Guidelines
- Easy Rides Routes
- Our Club – A Place for Everyone
- Eastern Affordable Housing Alliance Advocacy [Partnership]



Health and Wellbeing Goal: A sustainable environment and shared open spaces

- Interim Urban Forest Strategy
- Interim Climate Response Plan
- Digital Environmental Education
- Indigenous Planting
- On-demand Lighting Trial
- Sustainable Living Week
- Recycling Drop-off Points



Health and Wellbeing Goal: Communicating, actively engaged Council

- Timely, Accurate Community COVID-19 Information
- Diverse Media for Local Languages
- Communications through Social Media Channels
- Centralised Electronic Direct Mail
- Rates Payment Calculator
- Healthy Workplace Achievements



Health and Wellbeing Goal: Economic opportunity for people

- COVID-19 Business Relief Grants
- Local Business Promotion
- Neighbourhood Activity Centre Renewal
- Business Resilience Program
- Retail Precinct Audit
- Business Skills Programs
- Young People into Employment
 - Youth ConneXions Employment Support
 - Interns in Industry

Achievements list



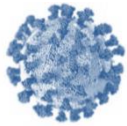
Strategic Direction One: Support a healthy, vibrant, inclusive and diverse community

Health and Wellbeing Goal: Connected, safe, respected and resilient people, families and communities

Priorities

- Social connectedness
- Mental health and wellbeing
- Dementia-friendly communities
- Family violence response
- Family violence and violence against women and children prevention*
- Harm from alcohol reduction*
- Healthy eating*⁵
- Physical activity
- Local area planning for prevention and health promotion

⁵ Developmental Areas



Pandemic response and recovery

The Pandemic Recovery Group was convened in late April 2020 and meets regularly. As of June 2021, it continued to meet. The team is headed by the CEO and comprises the Executive Management Team, the Municipal Emergency Resource Officer (MERO), Municipal Recovery Manager (MRM), and operational managers such as the Managers of Strategic Marketing and Communications, People and Culture, IT, Leisure and Recreation Services, Arts and Cultural Services and Coordinator of Customer Service.

The Pandemic Recovery Group was formed to oversee the restoration of Council facilities and services, provide assistance to the Whitehorse business community and assist at-risk and vulnerable residents to obtain support. Council's response and recovery efforts during the 2020/2021 year are outlined below.

Management of lockdowns and reopening of Council services between July to September 2020, December/January 2020 and May 2021 which included:

Closure and staged reopening of all non-essential Council services and facilities for

- All leisure and arts facilities
- Libraries only offering click and collect services and online activities
- Supervised school crossings cancelled
- WHACS (MOW) volunteers and group social support suspended, community and assisted transport for essential journeys only and Regional Assessment Service performed by phone

- Nursery and transfer centre return to lockdown conditions with only commercial access
- Filming projects suspended
- Suspending mass-gathering events such as Spring Festival, Carols and Australia Day and the modification of the Swing Pop Boom program. Supporting the socially distanced ANZAC day commemoration and the Asian Business Association with the suspension of the Asian New year events
- Permits for personal training and boot camps in Council parks suspended
- Skate parks, outdoor public playgrounds and public gym equipment closed if directed
- Golf – closed or observe social distancing.

Continuing ongoing service arrangements entailing

- Community Laws, Building and engineering, Childcare, MCH, EHOs, customer service and WHACS continue to operate. As well as the majority of service areas that performed their roles throughout the lockdown, many working from home to ensure that services to the community were maintained.
- Parking team to patrol "red signs" area – no parking and permit zones.
- Office-based staff who can work from home worked from home using VPNs and mobile computing
- On-duty staff working at their regular work location to carry passes to show they are permitted workers including operations staff

- Ensuring vital Council services continued including key facilities for school crossing supervision (where required), maternal and child health, home support and meals, recycling and waste management remained open and safely operating
- Ensuring Council facilities are adequately maintained
- Providing on-line services for libraries, Youth Connexions, Aqualinks and Arts and Cultural Services
- Redeployment of those permanent staff who could not perform their regular function to other duties
- Council honouring current shifts for casuals laid-off due to COVID-19.

Providing staff and community relief and services through

- Conducting two community needs assessment of COVID-19 on the Whitehorse community and planning for a third
- Implementing hygiene stations, social distancing and hygiene signage and customer counter screens at Council facilities in preparation for re-opening
- Extending rate payments as required and managing increases in rates hardship applications
- Issuing parking permits for medical staff for the areas around hospitals in the city
- Facility fee relief for sporting and community associations
- Managing increased dumped rubbish complaints
- Increased cleansing in highly frequented areas of the city
- Assisting businesses establish larger outdoor dining areas and removing footpath trading permit costs
- Establishing a permit system

- Installation of community hygiene and social distancing signage
- Use social media and Whitehorse news to inform residents of COVID-related issues
- Administering \$80,000 of state government relief funding for the CASI program
- Undertaking two staff wellbeing surveys
- \$2m relief and support package and \$2.5m stimulus package grants allocated to community and businesses.
- Undertaking Community and Economic grant rounds in addition to two substantive Community Grant rounds

Governance of the pandemic response entailing:

- Updating the pandemic action and COVID-Safe plans and the development of specific pandemic standard procedures such as hygiene, cleansing and social distancing procedures and how to manage positive pandemic cases.
- Patrolling closed Council facilities.
- Implemented QR codes in all Council facilities.
- Upgraded the audio-visual facilities in Council meeting rooms to facilitate on-line meetings including Council meetings.
- Ensuring all staff are trained in the use of PPE and hygiene.
- Introducing staff induction program for returning to the office environment.
- Regular reporting to Local Government Victoria of Council COVID-19 actions.

Communications and community engagement by:

- Providing timely, accurate information from Victorian Government departments for Community and staff via Whitehorse News, Council web and intranet sites with COVID-specific posts and twice-weekly CEO staff updates.

- Attending daily Department of Health Communications and Community Engagement meetings.

People and Families

Achievements 1 Jul 2020 – 30 Jun 2021	Partners and Lead	Reference to Council Plan Approach
<p><i>Provide children with the opportunity to grow, learn and develop into healthy, active and thriving children by enhancing protective factors and reducing risk factors for health and wellbeing</i></p> <p>Achievements</p> <p>Whitehorse Early Learning Services (WELS) started off the first 6 months of the financial year at participation rate of 79.82 % which is due to the continued impact of the global pandemic. This is significantly lower than previous years. The rate increased to 85.39% by December 2020 despite the removal of free child care, and WELS achieved a high of 92.49% mid June 2021. WELS gained the confidence of families to return but the service is still well under previous years' targets.</p> <p>Overall the service made a remarkable recovery this financial year and was able to provide continuous high quality education and care at all three of its centres.</p> <p>WELS maintains nutrition, mental health and physical activity education programs in collaboration with external partners where necessary.</p> <p>Maternal Child Health (MCH) supported 9000 families during the last year.</p> <p>Face to face consultation of all infants 0-8 weeks were carried out during the pandemic when lockdown was in place, all other consultations are done via telehealth or phone. The service extended the fact to face consults up</p>	<p>WCC</p> <p>Health and Family Services</p> <p>Whitehorse Early Years' Sector Network</p>	<p>1.1.1</p>

Achievements 1 Jul 2020 – 30 Jun 2021	Partners and Lead	Reference to Council Plan Approach
<p>to ages 4 months once restrictions allowed.</p> <p>The MCH service delivers new parents groups to all first time parents and these have been conducted on-line.</p> <p>MCH nurses continued to promote healthy eating, physical exercise and playgroups to families.</p> <p>MCH nurses continued to monitor and refer families as necessary to allied health/medical services to promote early intervention.</p>		
<p><i>Promote and deliver public immunisation programs and school immunisation programs to protect children against vaccine preventable diseases</i></p> <p>Achievements</p> <p>Council's public childhood immunisation program administered a total of 9,536 vaccinations to 4,531 children this year. Immunisation coverage rates for Whitehorse remain high at 94.87%.</p> <p>A total of 6,183 vaccinations were administered as part of Council's school immunisation program.</p> <p>578 staff flu vaccinations were administered.</p> <p>Council put in place a wide range of hygiene and infection control measures in response to COVID-19 to ensure the health and safety of staff and the community. These measures were deployed at various stages in response to the evolving pandemic.</p> <p>WELS distributes immunisation materials to families. Council's Immunisation Nurse has been attending MCH new parent groups via Zoom to promote Immunisation.</p>	<p>WCC</p> <p>Health and Family Services</p>	<p>1.1.1</p>
<p><i>Strengthen the skills, capacity and confidence of all families, parents and caregivers, including targeted support for vulnerable families, young mothers, fathers, culturally diverse parents and parents with a disability, through promotion, information and service provision</i></p>	<p>WCC</p> <p>Health and Family</p>	<p>1.1.1</p>

Achievements 1 Jul 2020 – 30 Jun 2021	Partners and Lead	Reference to Council Plan Approach
<p>Achievements</p> <p>Council's MCH service supported 9000 families in Whitehorse. New parents groups, including specific groups for Mandarin speaking families, were provided.</p> <p>Enhanced MCH are continuing to support vulnerable families either face to face or via telehealth.</p> <p>Parents were supported to enhance children's education and care through participation in one of five Parenting Information Forums: Talking Teens, Strive & Thrive VCE Together, Peaceful Parenting, Dad's Toolkit, Tweens and their Screens and School Readiness. Four sessions were recorded and then made available online for a 4-week period afterwards, enabling more families within our community to access the sessions and information. A noticeable change in our Parenting Information Forums in recent years has been the increase in fathers attending, either by themselves or with their partner.</p> <p>Online sessions 'Managing VCE Stress' and 'Learning to Live with COVID-19', a collaboration with the Anxiety Recovery Centre Victoria, were well attended and well received by participants.</p> <p>Each week during school terms between 8 to 10 families participated in one of five Supported Playgroup sessions. Delivery of supported playgroups to vulnerable families continued, going online during the pandemic:</p> <ul style="list-style-type: none"> • Zoom playgroup sessions • Weekly MailChimp newsletter each week to the families • Regular play activity sheets distributed to the families (at least weekly) • Care packs have been delivered to parents and children (3 delivered throughout this year) • Regular phone calls and emails with families • Participation in network meetings • Delivery of on-line training/play information sessions – sponsored by the Sustainability team <p>WELS liaised with Inclusion Support and Preschool Field Officer to support children with additional needs. WELS assisted children access to Occupational Therapists, Speech Therapists and Physiotherapists.</p> <p>Promotion of effective parenting and caregiving programs and information through various publications, displays and media, including online social media.</p>	<p>Services</p> <p>Whitehorse Early Years' Sector Network</p>	

Achievements 1 Jul 2020 – 30 Jun 2021	Partners and Lead	Reference to Council Plan Approach
<p><i>Provide quality, accessible, affordable and integrated maternal and child health services and early childhood services that support children and their families through continuous improvement, workforce capacity, partnerships and collaboration across the service system</i></p> <p>Achievements</p> <p>Current leases in early childhood education and care services ensure compliance with all laws, regulations and government policies. New leases and maintenance schedules will be finalised in 2021.</p> <p>Council continues to advocate for funding for infrastructure and parents' rights regarding the education reforms and roll-out of funded three year old kindergarten.</p> <p>Council supports the Whitehorse Kindergarten Group (WKG) by sponsoring a venue to host the annual WKG Conference.</p> <p>Council supported DET and Early Learning Association Australia (ELAA) by sponsoring venues to host local training for the Education and Care Services in Whitehorse. This financial year Council facilitated a forum for the sector about the Department of Education and Training's roll-out of three year old funded kindergarten.</p>	<p>WCC</p> <p>Health and Family Services</p> <p>Other service providers</p> <p>Whitehorse Early Years' Sector Network</p>	<p>1.1.1</p>
<p><i>Provide young people with the opportunity to be healthy, resilient and engaged by enhancing protective factors and reducing risk factors for health and wellbeing</i></p> <p>Achievements</p> <p>Various programs and supports were offered by Council Youth Services to facilitate young people's social inclusion, civic engagement and community participation, including in volunteering.</p> <p>During restrictions, Council Youth Services was able to provide remote support to young people during these challenging times. Through our various programs and online Council has averaged contacts with 70 young people per week in 2020/21 in person or online:</p> <ul style="list-style-type: none"> Whitehorse Youth Representative Committee meets fortnightly and has 12 participants, and during restrictions has been meeting online. 	<p>WCC</p> <p>Health and Family Services</p> <p>Whitehorse Youth Issues Network</p> <p>Faith groups</p> <p>Regional networks</p>	<p>1.1.3</p>

Achievements 1 Jul 2020 – 30 Jun 2021	Partners and Lead	Reference to Council Plan Approach
<ul style="list-style-type: none"> • The FReeZA Committee meets fortnightly and has 10 participants and during restrictions has been meeting online. They also ran several online events for local young people. • The Whitehorse Study Support Program moved to an online format and ran once per week with 5 people attending each session. It is currently running twice a week. • Our Zoom Hangouts helped us keep in touch with young people while the centre was closed with young people were running twice a week and would average 3 people a session • When Youth ConneXions has been able to open we have averaged about 8 Young people a day. 5 days a week. <p>Council works with the following organisations on a regional basis to support young people:</p> <ul style="list-style-type: none"> • Family Access Network • EACH – Eastern Access Community Health • healthAbility (Carrington Health • HYPa • Anglicare • Community Housing LTD • Jesuit Social Services • Job Prospects • Salvation Army • TMG College • YSAS – Youth support and advocacy service • Crossway LifeCare • Gateway Local Learning and Employment Network • Ames • Migrant Information Centre <p>In addition, every CALD and Faith group helps support young people, for example:</p> <ul style="list-style-type: none"> • The Baha’i Assembly of Whitehorse (faith group) works with youth via Neighbourhood Clubs. • Many of the Christian churches have youth groups. 		

Achievements 1 Jul 2020 – 30 Jun 2021	Partners and Lead	Reference to Council Plan Approach
<ul style="list-style-type: none"> • The Er Yu Buddhist Temple in Box Hill has a youth group. • The Sikh Gurdwara (temple) in Blackburn has a strong commitment to providing intergenerational support for the Sikh community. <p>The Youth Services team engaged other departments within Council to support youth committees/volunteers with their mental health.</p> <p>Council has collaborated with local service providers to support young people's health and provided referrals for young people to specialist services as required.</p> <p>Wellbeing events developed and implemented by young volunteers and Council Youth Services team to support young people in the community. Activities for young people are promoted via various communication platforms.</p> <p>Cross-promotion of other Council initiatives/programs (e.g. Aqualink) as well as initiatives/programs offered by other LGA's to support young people's wellbeing.</p>		
<p><i>Support and strengthen secure, safe, involved and caring family environments and healthy personal relationships</i></p> <p>Achievements</p> <p>Promotion of effective parenting and caregiving programs and information through various publications, displays and media, including online social media and Council's website.</p> <p>At the end of June 2020 our push notification application Flexibuzz had 883 users registered to receive information on the Parenting Information Forum program, and 510 users registered to receive information/resources on Parenting Youth/Teenagers. Flexibuzz was discontinued from 1 July 2020.</p> <p>Collection of available supports (including COVID-19-specific resources) for parents/families/schools were made available via Council's website and advertised via social media and network meetings.</p> <p>One hundred and twenty-one families were supported with responding to their children/teen's needs through their participation in the Whitehorse SFYS Wellbeing Network webinars in Term 2 and 3.</p> <p>A noticeable change in Council's Parenting Information Forums in recent years has been the increase in fathers attending, either by themselves or with their partner and this trend has continued with the new online format.</p>	<p>WCC</p> <p>Health and Family Services</p> <p>Whitehorse Youth Issues Network</p> <p>Department Education and Training</p>	<p>1.1.3</p>

Achievements 1 Jul 2020 – 30 Jun 2021	Partners and Lead	Reference to Council Plan Approach
<p>In 2020-2021 Council worked with a network of local LGA's and Parentzone to provide webinars on 'Parenting and Schooling during COVID-19' and 'Understanding Your Teen'. Both were well received and attended by Whitehorse families.</p>		
<p><i>Provide quality , accessible, flexible, affordable and integrated services to support and promote young people's health and wellbeing</i></p> <p>Achievements</p> <p>Council engages young people through the Outreach Program run by Youth Services and participating organisations.</p> <p>The Youth Services team collaborated with other professionals in developing innovative methods of engagement with young people in the community. Communications strategies included the Council website, Facebook, Instagram, hard copy material and the Whitehorse creative Youth Community Hub webpage. Information about available supports (including COVID-19-specific resources) for young people was made available on Council's website and advertised via social media and network meetings.</p> <p>Council collaborated through the Youth Issues Network and Eastern Homelessness Network in developing sector-wide strategies to improve young people's access to services and supports, especially mental health support.</p> <p>Council is represented at relevant network meetings and officers undertook professional development and collaborated with other LGAs to better meet the needs of young people and to maintain and enhance best practice. Capacity and skill development of youth service professionals focused on young people's mental health and engagement strategies.</p>	<p>WCC</p> <p>Whitehorse Youth Issues Network</p> <p>Eastern Homelessness Network</p>	<p>1.1.1</p>
<p><i>Plan and deliver a range of social, educational and recreational opportunities for older people to remain connected, actively engaged and participate in the local community, and maintain health and wellbeing</i></p> <p>Achievements</p> <p>Due to the pandemic Council made some changes to the 2020 Seniors Festival program in Whitehorse. Whitehorse, along with other local governments, joined with the State Government to deliver the Victorian</p>	<p>WCC</p> <p>Whitehorse Home and Community Services</p> <p>Community</p>	<p>1.1.6</p>

Achievements 1 Jul 2020 – 30 Jun 2021	Partners and Lead	Reference to Council Plan Approach
<p>Seniors Festival.</p> <p>The Victorian Seniors Festival, reimagined in 2020, was a special festival delivered directly to people's homes. Rather than being in October, the festival commenced early (approx. May) and consisted of online performances, interviews and story-telling as well as radio broadcasts to target those not online.</p> <p>Fab Living 60+ programs continued to run with many group fitness classes suitable and accessible to participants. Council promoted activities to our festival stakeholders and the wider community via social media, a dedicated page on Council's website and Whitehorse News.</p>	<p>Engagement and Development</p> <p>Leisure and Recreation Services</p> <p>Community organisations/ groups and services providers</p>	
<p><i>Facilitate opportunities of social connectedness and support for older residents and their carer partners, especially those with special needs such as dementia, CALD background, social isolation and those experiencing elder abuse</i></p> <p>Achievements</p> <p>WHACS delivers person centred services. In 2020-2021 this included: 8,047 hours of Social Support services, 8,438 hours of Accompanied Activities which support community connectedness, 2,280 hours of Respite services, 17376 hours of Personal Care, 62,828 hours of Domestic Assistance & 2,524 trips of Community Transport. The delivery of services was impacted by the pandemic due to multiple restrictions and increased infection control.</p> <p>Home and Community support services maintained delivery of essential services to eligible Whitehorse residents during the COVID-19 pandemic. We conducted welfare and social connections calls to over 1,200 current service users to identify risks and additional needs caused by the COVID-19 pandemic. The calls provided opportunity for one-off or regular social contact over the phone and clients were referred for appropriate internal and/or external services when needed.</p> <p>The Social Connections Project for clients identified at high risk of social isolation continues helping clients to exchange phone numbers and stay in contact with others in their groups, as well as weekly social connection calls. Weekly face to face contactless visits also continue this year.</p>	<p>WCC</p> <p>Whitehorse Home and Community Services</p>	<p>1.1.1</p>

Achievements 1 Jul 2020 – 30 Jun 2021	Partners and Lead	Reference to Council Plan Approach
<p>To increase access for WHACS clients, Council is developing a Digital Social Connection Project in which clients will be able to participate in activities via internet.</p> <p>Fortnightly Activity Packs continued to be distributed to clients along with the quarterly “What’s New” Newsletter. Activity Packs include puzzles, brain teasers, colouring in books, Sudoku, word searches and craft activities.</p> <p>Staff utilised their enhanced skills in response to an increased number of clients with mental health challenges.</p>		
<p><i>Promote active and healthy ageing for people in the diverse community</i></p> <p>Achievements</p> <p>The Seniors Cultural Meals Program (on hold during COVID-19 lockdowns of 2020) resumed in April 2021. This program provides financial support for participating clubs that provide meals for their members. Thirteen Whitehorse seniors clubs participate in the Seniors Cultural Meals Program. The total number of members across the 13 clubs is approx. 1200 (based on 2019 club membership data). In 2020/21, 13 seniors clubs participated in the program for a three-month period with the total number of meals served at 3,445.</p> <p>We anticipate that the way in which Seniors groups operate and the activities they host, post-COVID-19, may change due to new priorities and risk management measures.</p> <p>Planning has commenced for the ‘Cooking for 1 or 2’ program re-commencement with special attention to COVID-safe plan and infection control procedures. The ‘Cooking for 1 or 2’ program supports consumers to develop basic cooking skills and nutritional knowledge while socialising together as a group, leading to improved health and wellbeing. The Carrington Health (HealthAbility) dietitian facilitates presentations to promote healthy eating.</p>	<p>WCC</p> <p>Home and Community Services</p> <p>Community Engagement and Development</p>	<p>1.1.8</p>

Community

Achievements 1 Jul 2020 – 30 Jun 2021	Partners and Lead	Reference to Council Plan Approach
<p><i>Celebrate diversity, promote reconciliation and connect people of the Whitehorse community through the safe and effective delivery of events and activities for the whole community</i></p> <p>Achievements</p> <p>Global Fiesta was celebrated differently in 2021. Instead of the usual one-day festival in Box Hill Gardens, Council facilitated a week-long activation of Box Hill Mall, supporting community groups to host an activity or performance in this busy public space. The theme was “We are Whitehorse – Stronger Together”. Global Fiesta Week was a celebration of our diverse community. Over 20 community groups were involved.</p> <p>The Box Hill Lunar New Year celebration (to be hosted by the Asian Business Association of Whitehorse, with support from Council) planned for February 2021 was cancelled due to the five-day Victorian COVID-19 lock down. However, Lunar New Year decorations were installed throughout the Box Hill CBD.</p> <p>This year’s annual Sorry Day Flag Raising Ceremony was live streamed via Facebook due to COVID-19 restrictions preventing the planned public gathering. With an original 187 registrations (including students from 18 local schools) it was a success to see 167 live viewers and a total of 702 views over the 24 hours the event was available online. Evaluation showed that most viewers were women (76%) and aged between 45-54 years and 55-64 years the largest viewing groups.</p> <p>A Community Welcome Dinner to be delivered by a community group and with support from Council’s Interfaith Network was cancelled this year due to the COVID-19 pandemic.</p>	<p>WCC</p> <p>Community Engagement and Development</p> <p>Arts and Cultural Services</p> <p>Local community groups</p> <p>Asian Business Association of Whitehorse</p> <p>Whitehorse-Manningham Library</p> <p>Whitehorse Historical Societies</p>	<p>1.1.6</p>
<p><i>Enhance the creativity, skills, knowledge and social connections of the community through the delivery of accessible community arts programs</i></p> <p>Achievements</p> <p>The Box Hill Community Arts Centre plays a key role in accessible community arts programs that positively impact on</p>	<p>WCC</p> <p>Arts and Cultural Services</p>	<p>1.1.6</p>

Achievements 1 Jul 2020 – 30 Jun 2021	Partners and Lead	Reference to Council Plan Approach
<p>people's health and wellbeing.</p> <p>The Centre continued to provide online engagement and activities as well as face to face classes whenever possible in accordance with COVID-19 restrictions. The online format offered classes designed to support the community to stay connected throughout the lockdown and to provide a sense of community, albeit primarily online in 2020.</p> <p>BHCAC offered programs that focused on sectors including families, NDIA clients, the elderly and other more vulnerable people.</p> <p>Face-to-face classes resumed in November and the Centre is once again filled with regular participants and those who had connected with the Centre over the lockdown.</p> <p>Free Arty Zoom Tasters during lockdown consisted of introductory and instructional classes to enable the BHCAC community to stay in touch, keep active and get their creativity flowing. These included - Learn Ukulele, Art Therapy, Botanical Illustration, Clay Hand-building, Dance for Fitness, Wheel Masterclass and Beginner Tai Chi were all offered as one-off classes.</p> <p>A number of the returning student have expressed their delight in being back at the Centre as it is 'their happy place', where they come to relax, create and meet people who share similar interests.</p> <p>Despite ongoing challenges presented by the pandemic into 2021, Box Hill Community Arts Centre will continue to offer the community a range of high quality, carefully curated programs and workshops for students of all ages as well as a space for the community to come together.</p>		
<p><i>Foster greater cultural awareness, connectedness and understanding within the community through the delivery of accessible, affordable performing arts and art exhibitions</i></p> <p>Achievements</p> <p>The Whitehorse Centre presented three free online concerts - Farewell Concert starring Marina Prior and special guest Kane Alexander, A Migrant's Son and Salute to The Anzacs – all well received with total online viewers of 8283.</p>	<p>WCC</p> <p>Arts and Cultural Services</p>	<p>1.1.6</p>

Achievements 1 Jul 2020 – 30 Jun 2021	Partners and Lead	Reference to Council Plan Approach
<p>Season 2021 was released in two parts to enable patrons to connect with live performances again, while acknowledging the ongoing COVID-19 restrictions. 2021 Part 1 was released in March 2021 and opened with legendary singer-songwriter Archie Roach, popular family show Magic Beach and two concerts featuring the music of Lennon and McCartney and the Travelling Wilburys. The highly affordable and accessible Midweek Matinee program recommenced in May 2021. The attendance at live performances for both curated programs was 2060.</p> <p>Free, accessible exhibitions at Whitehorse Artspace and the All Nations Foyer at Box Hill Town Hall were viewed by approximately 1,400 local residents and visitors in 2020-2021. This is about 7,000 less attendances than pre-COVID. Free artist and curator talks enhanced patron knowledge and understanding of the exhibited works. Demonstrations in celebration of 50 years of friendship with the City of Matsudo exhibition were held in the All Nations Foyer. Artspace hosted visitors from the local Chinese Australian community, retirement homes, disability organisations, multicultural organisations, Probus groups and U3A Art Appreciation groups.</p> <p>The Schwerkolt Cottage Museum Complex continued to attract residents and guests, with 1,350 attending in 2020-2021. While this is about 60% less attendances than pre- COVID, people of all ages were still able to learn and experience local history of the area – from school aged children through to seniors.</p> <p>The 30th anniversary of the Centre was reimagined to an online environment. We celebrated the history and community spirit of the Centre and to acknowledge past and present students, patrons, community groups, tutors and staff.</p> <p>In March and April Art Therapist Emma Finch presented her exhibition “Women of Influence” as well as art therapy classes at Box Hill Community Arts Centre. The classes focussed on how creative expression fosters healing and mental well-being in a non-judgemental environment where everyone is welcome.</p> <p>The Boite presented an online concert in October – Harmony through music to celebrate the 50th anniversary of Matsudo week – a cultural celebration of sister city relationship between the two cities of Whitehorse and Matsudo.</p>		
<p><i>Build capacity and promote social connection and participation in smaller NFP organisations, including for diverse communities</i></p> <p>Achievements</p> <p>In the 2020/2021 Financial Year, two grant programs were delivered to provide financial support to not-for-profit and/</p>	<p>WCC</p> <p>Community Engagement and Development</p>	<p>1.1.4</p>

Achievements 1 Jul 2020 – 30 Jun 2021	Partners and Lead	Reference to Council Plan Approach
<p>or incorporated community organisations, groups, and clubs.</p> <p>The 2020/21 Annual Community Grants program received 140 applications.</p> <p>The COVID-19 pandemic was declared one week after the 2020-2021 community grants round closed and this impacted the processes and timelines, resulting in a second round of Community Grants being offered to the community. Council allocated funding to 81 community groups.</p> <p>In addition to the annual community grant program, to assist community organisations, club and groups with their recovery from the pandemic, the Whitehorse Stimulus package allocated funding towards a new round of grants; the <i>Whitehorse Recovery Grants Package: Business and Community</i>. The <i>Whitehorse Recovery Grants: Community</i> received 113 applications. Council funded 64 applications.</p> <p>All approved grants for the 2020/2021 Community Grants and the 2020/2021 <i>Whitehorse Recovery Grants: Community</i> were processed and paid between September and November 2020.</p> <p>In February 2021 the 2021/2022 Community Grant program opened and Council also opened a second round of <i>Whitehorse Recovery Grants: Community</i>. During the application period, a number of information sessions were held and included drop in sessions at the Red Pod in Box Hill Mall with Mandarin and Cantonese translators available.</p> <p>The 2021/2022 Community Grant recommendations were presented at the July council meeting.</p>		
<p><i>Create a safe, welcoming and inclusive community for all young people, regardless of cultural background, religion, language, gender, sexuality, ability or socio economic status</i></p> <p>Achievements</p> <p>Council facilitated the Whitehorse Youth Issues Network.</p> <p>Officers promoted Young Person of the Month Awards to celebrate, acknowledge and recognise achievement and diversity in young people and provided features about young people in Whitehorse News.</p>	<p>WCC</p> <p>Health and Family Services</p> <p>Whitehorse Youth Issues Network</p>	<p>1.1.7</p>

Achievements 1 Jul 2020 – 30 Jun 2021	Partners and Lead	Reference to Council Plan Approach
<p>Officers promoted youth-committee led events/initiatives to various networks including schools and Youth Issues Network.</p> <p>Council engaged with young people to ensure youth-led content/support/resources were available via key social media platforms.</p>		
<p><i>Plan and implement strategic responses to local priorities for young people</i></p> <p>Achievements</p> <p>Council engaged the Whitehorse Youth Representative Committee to develop a tailored survey to better understand the impact of COVID-19 on young people in the community.</p> <p>Council's Youth Services team consulted with education providers and community agencies to assist Council in identifying the gaps in services for vulnerable young people in the community.</p> <p>Council promoted opportunities for young people to be involved with the Whitehorse 2040 Community Vision and the development of key strategic responses.</p>	<p>WCC</p> <p>Health and Family Services</p> <p>Whitehorse Youth Issues Network</p>	<p>1.1.1</p>
<p><i>Support and promote intergenerational interactions and activities to help reduce social isolation of older people and counter ageism</i></p> <p>Achievements</p> <p>In response to the impacts of the COVID-19, Council implemented the 'Connecting Generations project' 27 July 2020 – 30 October 2020. This program recognised that under the second Stay at Home lockdown, older people may be isolated in their homes, particularly those who do not have the means, confidence or desire to link to others via technology or for whom English is a second language. Council was also committed to supporting the wellbeing and cohesion of the community, including older and younger generations. The program encouraged primary school aged children across Whitehorse to write a letter of greeting to an older Whitehorse resident. De-identified and appropriate letters were distributed via post to WHACS clients who had discontinued or suspended services over the Covid-19 pandemic. Council was successful in gaining a 'Working For Victoria' role to support the project.</p> <p>Project outcomes</p> <ul style="list-style-type: none"> Over 300 letters were delivered to older people. Letters included those in English, Italian, Greek and Chinese 	<p>WCC</p> <p>Community Engagement and Development</p> <p>WHACS</p> <p>Local schools</p> <p>Community organisations</p> <p>Services providers</p> <p>Aged care facilities</p>	<p>1.1.2</p>

Achievements 1 Jul 2020 – 30 Jun 2021	Partners and Lead	Reference to Council Plan Approach
<ul style="list-style-type: none"> • Community Awareness of the initiative. • Provision of an additional service to reach an identified at risk population group (older people who are potentially isolated and older people literate in simplified Chinese, Greek and Italian) • A redeployment opportunity for a stood down staff member • Piloting of a project that has extension options • Provided an intergenerational opportunity when the '2020 Intergenerational grants' have been cancelled • The opportunity for primary school aged children to consider and contribute to supporting the wellbeing of older Whitehorse community members <p>The existing Intergenerational Partnerships with Star Fish Child Care Centre and St Phillip's Primary school have been on hold since March 2020 due to COVID-19 and planning has now commenced for recommencing the program. The program facilitates Council's social support group members to participate in various group activities with children, sharing knowledge, skills and storytelling of life experiences. Intensive planning is currently underway in partnership with the child care centre and the school, with special attention to COVID-Safe plan and infection control procedures</p> <p>In 2021 Council recommenced its Intergenerational Grant program. Grants of up to \$1000 were available to primary and secondary schools, early years' services and kindergartens in Whitehorse to expand existing intergenerational activities or to develop a new project. The grants were to enable connections between children and older people in the local community, facilitate the sharing of knowledge, skills and experience between generations and to tackle ageism towards older people. Nine applications were received and 6 applications were successful in gaining funds.</p>		
<p><i>Plan, promote and deliver a range of amenities and programs to enable all people to access health and fitness, wellness and social activities across the municipality</i></p> <p>Achievements</p> <p>Throughout the last 12 months Aqualink was closed or ran reduced programs due to COVID-19. When open, Aqualink delivered a range of programs to the community including group fitness classes, post-natal, personal training, childcare and occasional care. Information about access features was provided on the Aqualink website. Fab Living 60+ programs continued to run with many group fitness classes suitable and accessible to participants.</p> <p>Sportlink facilitated a range of special interest activities for the Whitehorse community including:</p>	<p>WCC</p> <p>Leisure and Recreation Services</p>	<p>1.1.1</p>

Achievements 1 Jul 2020 – 30 Jun 2021	Partners and Lead	Reference to Council Plan Approach
<ul style="list-style-type: none"> Hot Streak social basketball - a social basketball program open to players of all skill levels but specifically catered for casual participants unable to commit to traditional basketball competitions. Holiday programs in partnership with third party provider Kelly Sports with 900 attendances in 2020-2021 Gentle exercise program through Mountainview Cottage catering to participants of all strength and mobility levels, with many exercises being adaptable for standing or seated participants. <p>Sportlink provides a purpose built child minding facility enabling the Whitehorse Netball Association to provide child care services for participants on daytime programs such as Mid-Week Ladies competition & the recently established Walking Netball program.</p>		
<p><i>Promote the rights and inclusion of people with disability in the life of the community, including people with a mental illness</i></p> <p>Achievements</p> <p>The Whitehorse Disability Advisory Committee (WDAC) continued to provide strategic advice to Council. WDAC meetings were held via Zoom throughout the year due to pandemic restrictions.</p> <p>Council informed members of the WDAC, people with disability and disability service providers about opportunities for participation in:</p> <ul style="list-style-type: none"> Council community engagement opportunities, such as Council Plans and other initiatives open for public consultation. Key external consultations were also promoted such as the opportunity to forwards submissions to the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability, the State Disability Plan and the National Disability Strategy. The Youth Representative Committee <p>Council promotes local and state-wide Mental Health Week and International Day of Persons with Disability activities.</p> <p>Council contributes to the Eastern Mental Health Service Coordination Alliance and the Local Government EMR Mental Health Support and Prevention Network.</p> <p>Council provided a submission and continues to monitor the implementation of recommendations of the Royal</p>	<p>WCC</p> <p>Community Engagement and Development</p> <p>Health Service Providers</p> <p>Disability Service Providers</p> <p>Community Organisations</p>	<p>1.1.4</p>

Achievements 1 Jul 2020 – 30 Jun 2021	Partners and Lead	Reference to Council Plan Approach
<p>Commission Inquiry into Victorian Mental Health Services.</p> <p>The Whitehorse Youth Representation Committee has increased disability awareness through training delivered by Council.</p>		
<p><i>Increase understanding of the impacts of the transition to the NDIS for people with disability, their families and carers, the community and Council services</i></p> <p>Achievements</p> <p>The Victorian Local Government Disability Planners Network, of which Council is a member, continues to monitor the impacts of the NDIS on the services and supports available in the local community for people with a disability.</p>	<p>WCC</p> <p>Community Engagement and Development</p> <p>WHACS</p> <p>NDIA</p> <p>State and Federal Government Departments</p> <p>People with disabilities</p> <p>Disability Service Providers</p>	<p>1.1.1</p>
<p><i>In collaboration, increase the participation of people with disabilities in cultural events, the arts and sporting, recreational, social, religious and cultural activities within the community</i></p> <p>Achievements</p> <p>Events and activities delivered by Aqualink, BHCAC, Whitehorse Centre and the Whitehorse Manningham Libraries during the pandemic restrictions were promoted to disability service providers.</p>	<p>WCC</p> <p>Community Engagement and Development</p> <p>Arts and Recreation Services</p>	<p>1.1.6</p>
<p><i>Plan and implement the Disability Action Plan (DAP) in response to local priorities for people with a disability in</i></p>	<p>WCC</p>	<p>1.1.1</p>

Achievements 1 Jul 2020 – 30 Jun 2021	Partners and Lead	Reference to Council Plan Approach
<p>Whitehorse</p> <p>Achievements</p> <p>The Disability Action Plan outcomes are reported, as required, in Council's Annual Report.</p>	<p>Community Engagement and Development</p> <p>People with disability</p> <p>Health Service Providers</p> <p>Disability Service Providers</p> <p>Community Organisations</p>	
<p><i>Continue to work to realise an Age-Friendly City, optimising opportunities for health, participation and security in order to enhance quality of life as people age</i></p> <p>Achievements UP</p> <p>Due to COVID-19 internal consultation and gap analysis for exploring Council's participation in the WHO Age Friendly City model has been pushed back.</p>	<p>WCC</p> <p>Community Engagement and Development</p>	<p>1.1.1</p>
<p><i>Work towards a dementia friendly community where people living with dementia are able to live a high quality of life with meaning, purpose and value</i></p> <p>Achievements</p> <p>In Nov 2020 the 'Forest Hill Dementia Friendly Community Report on the Evaluation of the Co-design Process' was completed. Published by the Inner East Primary Care Partnership (IEPCP), Whitehorse Council was heavily involved in the evaluation process and contributing to the final report. "This evaluation showed a high level of satisfaction with the quality of the co-design process, a number of benefits to participants, some insights into how the process could be improved, and considerations for future co-design evaluation." (Page 3 of the report, available from https://iepcp.org.au/key-project/dfc/)</p>	<p>WCC</p> <p>Community Engagement and Development</p> <p>Inner East Primary Care Partnership</p> <p>HealthAbility</p>	<p>1.1.1</p>

Achievements 1 Jul 2020 – 30 Jun 2021	Partners and Lead	Reference to Council Plan Approach
<p>Soon after, the project was put on hold due to the effects of the pandemic on the retail sector, a key target of the project.</p>		
<p><i>Plan and implement strategic responses to local priorities for the ageing population informed by local, sub-regional, regional and state-wide services and networks</i></p> <p>Achievements</p> <p>In collaboration with Eastern Region Local Government Aged and Disability Managers and Municipal Association of Victoria (MAV), Council advocated to the Federal Government to retain the benefits of the Victorian coordinated care system and strength-based aged care assessment and service delivery practices that focus on capacity building, community links and local knowledge in system navigation.</p> <p>Council is participating in 'Tackling Ageism Together- EveryAGE Counts in Melbourne's East' with all 7 Councils in the EMR and support by Inner East PCP (IEPCP). Implementation was postponed in 2020 due to COVID-19 but resumed in 2021. Outcomes of the project to date include:</p> <p>Council leadership:</p> <ul style="list-style-type: none"> Mayor signed the pledge on behalf of Council stating that Council is committed to stand for the world without ageism where all people of all ages are valued and respected and their contributions are acknowledged Promotion to the community via Social Media and the Community Groups e-Newsletter <p>Increased understanding of Ageism and the project:</p> <ul style="list-style-type: none"> Staff training delivered to WHACS staff, Community Engagement and Development Staff and Customer Service (approx. 60 people) Councillors, CEO, Directors, Coordinators and the Team leaders of the Human Services Division (Approx. 40 people) Live Council Webpage on Tackling Ageism Together <p>Evaluation of the wider regional project underway:</p> <ul style="list-style-type: none"> Data currently being collected/collated by the Inner East PCP <p>Council is currently in the process of rolling out the 'Tackling Ageism Together- EveryAGE Counts in Melbourne's East'</p>	<p>WCC</p> <p>Community Engagement and Development</p> <p>Home and Community Services</p> <p>Local community, organisations and services providers</p> <p>Neighbourhood Houses</p> <p>Community Aged Care Service Providers Network (CASPNOW)</p> <p>Eastern Elder Abuse Network (EEAN)</p> <p>Inner East PCP Practitioners Network</p> <p>Eastern Dementia Network</p> <p>MAV State-wide Positive Ageing</p>	<p>1.1.1</p>

Achievements 1 Jul 2020 – 30 Jun 2021	Partners and Lead	Reference to Council Plan Approach
<p>communications campaign.</p> <p>Whitehorse has linked its Intergenerational Grant program to reducing ageism towards older people.</p> <p>Council contributes to:</p> <ul style="list-style-type: none"> • EMR Healthy Ageing Network • MAV Positive Ageing network • Eastern Elder Abuse Network (EEAN), and the EEAN WEAAD working group • Eastern Elder Abuse Network Prevention working group • MAV Ageism working Group 	Network	
<p><i>Advocate and inform improvements in the service system to respond to the needs of migrant and refugee people</i></p> <p>Achievements</p> <p>Council is represented on the Migrant Settlement Committee (MSC), a network that brings together over 100 service providers and agencies in the East. At MSC meetings Council reports on local projects, identifies the needs of our local community and collaborates with community and government sector members.</p> <p>We are a contributing member of the Victorian Local Government Migrant Issue Network (VLGMIN). VLGMIN is an information sharing and capacity building network of Community Development Officers (Diversity) across the State. As a network of 79 members each Council shares and contributes experiences, knowledge and helpful resources. Everything learned through the VLGMIN network helps Council to better understand and support our migrant communities; outcomes in 2022/21 included:</p> <ul style="list-style-type: none"> • Access to translated material to share within the Whitehorse community. • Increased understanding of the challenges facing CALD seniors groups and ideas for practical measures to assist. • Strategies from ABS in the lead up to 2021 Census to increase participation in CALD communities. 	<p>Migrant Settlement Committee</p> <p>WCC - Community Engagement and Development</p> <p>VLGMIN</p>	1.1.1
<p><i>Advocate for diversity, social cohesion and inclusion in the municipality and more broadly</i></p> <p>Achievements</p>	<p>WCC</p> <p>Community Engagement and</p>	1.1.1

Achievements 1 Jul 2020 – 30 Jun 2021	Partners and Lead	Reference to Council Plan Approach
<p>Council has participated in Welcoming Cities Network meetings (as a guest member) since March 2020.</p> <p>Council has identified practical communications actions to welcome and include our migrant community, reduce barriers to participation for non-English speaking residents (primarily via translations), and address racism. Implementation of these actions is in progress.</p> <p>Council has participated in the Inner East International Students Partnership Project since August 2020. The purpose of this project is to better understand the issues facing international students, to identify practical actions to support students, and to collaborate with the university sector to address service gaps and social needs – with a focus on activities that welcome international students into our community.</p>	<p>Development</p> <p>VLGMIN</p> <p>IEPCP</p>	
<p><i>Collaborate with culturally specific service providers to reduce social isolation of vulnerable older people of immigrant, non-English speaking background</i></p> <p>Achievements</p> <p>During COVID-19 Council has been sharing information (particularly translated health materials) with service providers, community leaders and community groups. Relationships have been strengthened during COVID-19 due to increased telephone conversations with diverse groups. Consultation with service providers is ongoing.</p> <p>Council conducted a <i>Needs Assessment</i> in August 2020 and May 2021 to determine the nature and scale of need in the community as a result of COVID-19, including emergency relief for vulnerable groups.</p> <p>Council has prepared information about local emergency services for the community, translated into our six most spoken languages.</p> <p>Council has met with NFP organisations that support the health and wellbeing of elderly residents from Mainland China to better understand the needs of this cohort. Elderly migrants from Mainland china are among the municipality's largest vulnerable CALD group. The intersection of old age, newly arrived status, very different cultural background and no English makes it difficult for this group to access community and Council services, programs and groups.</p> <p>From the meetings Council has increased connections with CALD services, more information about this cohort, ideas about key issues and how council can support/collaborate.</p>	<p>WCC</p> <p>The Internal Community Needs Assessment Working Group that has cross Council representation and is chaired by Council's Community Recovery Manager and Manager Community Engagement & Development</p> <p>Community Engagement and Development</p> <p>MIC</p> <p>Chinese Social</p>	<p>1.1.1</p>

Achievements 1 Jul 2020 – 30 Jun 2021	Partners and Lead	Reference to Council Plan Approach
	Services AMES Other local services and NFPs	
<p><i>Guide and support seniors' groups to manage and govern as their membership ages, so that members remain connected and actively participating within their local community</i></p> <p>Achievements</p> <p>Council continues to advise and act to support groups experiencing difficulties.</p> <p>During COVID-19 Council has contacted club leaders via phone to check welfare. Sharing information about COVID-19 and social wellbeing has been the priority.</p> <p>Council is undertaking a continuous improvement project to optimize Council's support and engagement of Senior Groups in Whitehorse. This project has included Council identifying the breadth of senior focused groups in Whitehorse and updating groups' contact details to allow for better future engagement.</p> <p>Plans to establish a Seniors Network are on hold during COVID-19 restrictions, as clubs are unsure about future membership and operations post-restrictions. The Network will be a forum for club leaders to access and share information about governance, health and safety, new initiatives.</p> <p>In May 2021 Council's Community Engagement & Development department launched an e-newsletter for Community Groups which includes senior focused groups. This monthly publication is distributed to over 400 recipients and has been a valuable avenue for Council to communicate information to groups.</p>	<p>WCC</p> <p>Community Engagement and Development</p>	<p>1.1.4</p>
<p><i>Continue to support and facilitate the Whitehorse Interfaith Network (WIN) to increase its capacity to deliver activities and consolidate its membership base</i></p> <p>Achievements</p>	<p>WCC</p> <p>Community Engagement and</p>	<p>1.1.5</p>

Achievements 1 Jul 2020 – 30 Jun 2021	Partners and Lead	Reference to Council Plan Approach
<p>The Whitehorse Interfaith Network (WIN) was unable to host any community events during 2020-2021 due to COVID-19 restrictions, but has continued to meet online once a month. Meetings throughout 2020-2021 focused on building stronger “faith to faith” relationships and supporting Council to promote social cohesion through positive story telling.</p> <p>WIN members regularly attend a broad range of faith events across the municipality, showing their support for interfaith relationships.</p> <p>The Network participated in Council’s 2021 Global Fiesta event at Box Hill Mall.</p>	<p>Development WIN</p>	
<p><i>Strengthen reconciliation in Whitehorse by working in partnership to raise awareness of Aboriginal culture, build strong relationships and increase participation for Aboriginal people in the life of the community</i></p> <p>Achievements</p> <p>Whitehorse Reconciliation Advisory Committee meetings were held via zoom during this reporting period.</p> <p>An interim Acknowledgement of Country was adopted by Council, in recognition that 25% of the City of Whitehorse land is contested by groups within the Kulin Nation.</p> <p>Council participated in DFFS Eastern Region Aboriginal Governance Network Meetings. Council is also an active participant in the Inner East Local Aboriginal Network which includes local government, Indigenous community members, Mullum Mullum Indigenous Gathering Place, Boorndawan William, Eastern Health Aboriginal Outreach Services and other community organisations.</p> <p>History Markers in parks and reserves are being updated.</p>	<p>WCC</p> <p>Community Engagement and Development</p> <p>Whitehorse Reconciliation Advisory Committee</p> <p>Whitehorse Friends For Reconciliation</p> <p>Wurundjeri Tribe Land and Compensation Cultural Heritage Council</p> <p>Mullum Mullum Indigenous Gathering Place</p>	<p>1.1.7</p>

Achievements 1 Jul 2020 – 30 Jun 2021	Partners and Lead	Reference to Council Plan Approach
<p><i>Continue integration of Volunteer management functions across organisational systems, planning and programs within Council and other organisations</i></p> <p>Achievements</p> <p>Quarterly meetings with Council’s Volunteer Supervisors have been re-established to build their capacity through shared learning, networking and scheduled learning and development opportunities.</p> <p>A collaborative project is underway with volunteer supervisors to improve the information available on the corporate website for volunteering.</p> <p>Council continues to participate in LGPro special interest group sessions to stay connected and keep up to date with how the sector is managing following the pandemic and to share strategies and tools for managing volunteer programs.</p>	<p>WCC</p> <p>Community Engagement and Development</p> <p>Volunteering Victoria</p> <p>LG Pro</p> <p>Eastern Volunteers</p>	<p>1.1.5</p>
<p><i>Continue promotion of, information about and capacity for volunteering, community participation and community organisations within Council and in the community</i></p> <p>Achievements</p> <p>In July 2020, Council established the Whitehorse Local Heroes program to recognise, reward and celebrate outstanding, local volunteering efforts undertaken by individuals and groups that are making a positive contribution to the well-being of the Whitehorse community, during the COVID-19 pandemic period up until the end of 2020. Nominated by the community, seven individuals and one local community group received recognition for their voluntary contribution to the City of Whitehorse. Recipients were listed on a virtual honour board on Council’s website and received recognition on Council’s Facebook page.</p> <p>The Get Involved: Local Volunteering Opportunities Booklet remains available online however the capacity of various volunteer programs has been significantly impacted by the State Government lockdowns and associated restrictions.</p> <p>Council continues to work closely with Eastern Volunteers to deliver quarterly Communities of Practice meetings. These meetings bring together people who have responsibility for managing or coordinating volunteers in a range of groups</p>	<p>WCC</p> <p>Community Engagement and Development</p> <p>Eastern Volunteers</p>	<p>1.1.5</p>

Achievements 1 Jul 2020 – 30 Jun 2021	Partners and Lead	Reference to Council Plan Approach
<p>and organisations from health, aged care, community services, sporting, environmental, animal welfare, tourism and every other place volunteers are working for their community.</p> <p>The State Government lockdowns and associated restrictions resulted in Council being unable to take on new volunteers. All enquiries and offers of volunteer support were referred to the centralised Volunteer Bank which was established by Eastern Volunteers. Council promoted the Volunteer Bank to help deliver vital services to those who are isolated and vulnerable in our community.</p> <p>A collaborative project is underway with volunteer supervisors to improve the information available about volunteering on the corporate website including direct links to Council's volunteer management system Better Impact.</p>		
<p><i>Promote, support and explore the development of programs and initiatives designed to increase volunteering and intergenerational community participation, especially for young people, CALD people, international students, people with a disability, professionals, families and men</i></p> <p>Achievements</p> <p>In March 2021, schools from the municipality were invited to apply for an intergenerational grant of \$1000 to undertake projects that engaged young people with older people aiming to tackle ageism. Nine Primary Schools applied and six were successful in receiving funding towards their intergenerational project. The schools that have been approved for funding are: Mitcham PS, Parkmore PS, Rangeview PS, Forest Hill College, Starfish ELC Blackburn South, St. Phillips's Primary School.</p>	<p>WCC</p> <p>Community Engagement and Development</p>	<p>1.1.2</p>
<p><i>Recognise and celebrate volunteers and those who are actively involved in their local community</i></p> <p>Achievements</p> <p>Council was unable to host an event at the end of 2020 to reward and recognise Council's volunteers due to the ongoing restrictions in place from the COVID-19 pandemic. In lieu of a face to face event, the Mayor wrote to all volunteers. All volunteers received a 2021 pocket diary with their letter from the Mayor and those who had reached a 'milestone year of service' were acknowledged with a certificate and a \$10 gift voucher for Mont Albert Village or</p>	<p>WCC</p> <p>Community Engagement and Development</p>	<p>1.1.5</p>

Achievements 1 Jul 2020 – 30 Jun 2021	Partners and Lead	Reference to Council Plan Approach
<p>Brentford Square.</p> <p>In May 2021, during National Volunteer Week, Council was able to host a COVID-Safe morning tea to reward and thank volunteers who reached a milestone year of service in both 2020 and 2021. Planning is underway for an end of year celebration for all volunteers in December 2021, pending any further restrictions that may be imposed due to COVID-19 outbreaks.</p>		

Family Violence Response and Prevention

Achievements 1 Jul 2020 – 30 Jun 2021	Partners and Lead	Reference to Council Plan Approach
<p><i>Collaboratively plan and deliver evidence-based strategies to increase capacity of Council and the community to respond to and prevent family violence and violence against women</i></p> <p>Achievements</p> <p>A member of the EMR Together for Equality and Respect Partnership (TFER), Council contributed to the TFER Strategy review this year.</p> <p>Council coordinated six meetings of the Whitehorse Collaborative Action Network for Prevention of Violence Against Women (CAN4PVAW) increasing the focus on the needs of Chinese-background families affected by family violence. The group has 19 member organisations.</p> <p>Council implemented a coordinated plan of action for the prevention of family violence In collaboration with the members of CAN4PVAW.</p> <p>This year the 16 Days of Activism against Gender-based Violence activities created 290 total engagements:</p> <ul style="list-style-type: none"> Community Active bystander training - with 10 attendees. All agreed that the training increased their skills and confidence to be an Active Bystander EMR 16 Ways in 16 Days Social Marketing campaign – reach of 8,563 and with 241 engagements Family Violence Information Lunchtime Update for council and community - with 24 people in attendance Inner East Interfaith Unite for Safety and Respect Project Reconnect session - with 15 participants <p>The Whitehorse Gender Equality Sports Club Pilot was finalised, with the delivery of customised training to a local club with 69 girls and 65 boys in the age groups 11-15 years and 16+ reached. The current Case Study will be adapted and used to seek future funding to roll out the project.</p> <p>Council joined a new partnership with the International Students Support Project, hosted by the IEPCP and inclusive of universities in the Inner East (Monash, Deakin and Swinburne), Councils and health services to address issues around students’ social and emotional wellbeing, which have taken on new dimensions and complexity with</p>	<p>WCC</p> <p>Community Engagement and Development</p> <p>All areas of Council</p> <p>Together for Equality and Respect Partnership</p> <p>Regional Family Violence Partnership</p> <p>WHE</p> <p>EDVOS</p> <p>Whitehorse Manningham Libraries</p> <p>Inner East Primary Care Partnership</p> <p>Community organisations, including faith-based</p>	<p>1.1.3</p>

Achievements 1 Jul 2020 – 30 Jun 2021	Partners and Lead	Reference to Council Plan Approach
<p>COVID-19. Already additional means of communication to international students and opportunities for future work have come about.</p> <p>To support health and wellbeing planning Council produced and shared online with the community a Health and Wellbeing Profile 2021.</p> <p>Council provides information regarding resources to encourage the empowerment of women in community sport (e.g. VicHealth's Partnership Grants and This Girl Can campaign) via the All Sports Newsletter and direct emails to sporting clubs.</p> <p>The Municipal Emergency Management Plan identifies various support agencies available to victims of family violence in emergency response and recovery.</p> <p>Council has undertaken preparatory actions required to meet our obligations of the Gender Equality Act (2020) including;</p> <ol style="list-style-type: none"> 1. Conduct Gender Audit effective 30 June 2021; 2. Development of a Gender Equality Action Plan based on the audit findings by 1 December 2021. This will also address workforce planning gender requirements within the new Local Government Act required by 31 December 2021; 3. Initial exploration of processes to undertake Gender Impact Assessments of Council policies, plans, initiatives and programs that are either new or under review. <p>Employees have attended "Successful Managing EO, Bullying and Diversity in the Workplace" training.</p> <p>Council's Family Violence leave enshrined in the Collective Agreement has been accessed by staff experiencing family violence. Council has a Family Violence Resource Kit to support staff experiencing family violence.</p>		
<p><i>In partnership with community organisations, disability services, and other Councils develop strategies to prevent violence against women with a disability and children with disability</i></p>	<p>WCC Community</p>	<p>1.1.3</p>

Achievements 1 Jul 2020 – 30 Jun 2021	Partners and Lead	Reference to Council Plan Approach
<p>Achievements</p> <p>Council continues to partner with Nadrasca (a local disability service) in its “Stop Abuse” initiatives, including developing and implementing activities for the 16 Days of Activism against Gender-based Violence campaign</p> <p>Council is a member of the Regional Family Violence Partnership Intersectionality and Inclusion Working Group. The working group seeks to address systemic and organisational barriers experienced by people with disability.</p>	<p>Engagement and Development</p> <p>Nadrasca</p>	
<p><i>Continue to safeguard the rights, dignity, health and independence of older people through action to prevent elder abuse</i></p> <p>Achievements</p> <p>Council continued to partner with Easter Community Legal Centre, Inner East Primary Care Partnership, other organisations and LGs across the region. We participated in:</p> <ul style="list-style-type: none"> • Eastern Elder Abuse Network (EEAN) • EEAN Prevention working group meetings and associated sub meetings • Relevant forums related to elder abuse <p>Council participated in the development of the ‘Preventing Abuse of Older People in Melbourne’s East: A Primary Prevention Framework and Guide’ launched in June 2021.</p> <p>Whitehorse World Elder Abuse Awareness Day activities in June 2021 included an article in Whitehorse News, banner displayed on the lawn of the Box Hill Town Hall (which was lit in purple for two weeks), social media and information on Council’s website.</p>	<p>WCC</p> <p>WHACS</p> <p>Community Engagement and Development</p> <p>Eastern Elder Abuse Network</p> <p>Eastern Community Legal Centre</p> <p>Senior’s Rights Victoria</p>	<p>1.1.3</p>
<p><i>Continue to enhance workforce capacity of direct service providers to respond to elder abuse, family violence and child safety concerns</i></p> <p>Achievements</p> <p>Council's MCHNs work closely with the Eastern Domestic Violence Service to provide secondary consultations and support for at risk families.</p>	<p>WCC</p> <p>Health and Family Services</p> <p>WHACS</p>	<p>1.1.1</p>

Achievements 1 Jul 2020 – 30 Jun 2021	Partners and Lead	Reference to Council Plan Approach
<p>All Health and Family Services staff follow policy in relation to the monitoring, referral and reporting of any child abuse or family violence scenarios that may present.</p> <p>In response to reporting concerns of elder abuse, family violence and occupational violence, WHACS work procedures were updated and staff provided supported through reflective practice opportunities and information. The reflective practice allows service improvements, new initiatives and suggestions to enhance customer experience and quality consumer outcomes. Staff were able to employ further strategies and respond to elder abuse, family violence and complex care matters.</p>		
<p><i>Coordinate regional activities to promote understanding about respectful relationships, gender and sexual diversity</i></p> <p>Achievements</p> <p>Council's Youth Services team hosted an IDAHOBIT Celebration on 15 May in Box Hill Mall to raise awareness about, celebrate and support the LGBTIQ+ community in Whitehorse. The event was hosted in collaboration with Headspace, EACH, FAN , Victoria Police, Box Hill Institute, HYPA, youth volunteers from the Whitehorse FReeZA committee 'Flying Pig Events', and member organisations of the Box Hill Youth Outreach program.</p>	<p>WCC</p> <p>Health and Family Services</p> <p>Arts and Recreation Services</p> <p>Q-East</p>	<p>1.1.7</p>
<p><i>Increase health literacy for men and women in identified health and wellbeing priority areas, including mental health, harmful use of alcohol and violence prevention</i></p> <p>Achievements</p> <p>Council collaborated with other Eastern Councils in delivery of an online health and wellbeing series with a focus on mental wellbeing:</p> <p><i>From Surviving to Thriving</i> with Dr Lucy Hone, Director of New Zealand Institute of Wellbeing and Resilience in October 2020. Live-streamed; viewing audience was 330. Total views for the week was 1514.</p> <p><i>Women's Resilience in Lockdown: Share, learn and laugh together</i> with Georgie Dent in December 2020</p>	<p>WCC</p> <p>Community Engagement and Development</p> <p>Other LGAs</p>	<p>1.1.3</p>

Achievements 1 Jul 2020 – 30 Jun 2021	Partners and Lead	Reference to Council Plan Approach
<p>featured three local women sharing the different ways women in our community have shown resilience in the face of the many challenges brought about by the COVID-19 pandemic. Live webinar with 59 people logged in for the event and a retention rate of 91.5%. 70 views online post session.</p> <p><i>The Power of Connections</i> with Esther Xu in May 2021. Recorded and launched online. This bi-lingual event included the presentation in English and Mandarin and workbook in both English and Simplified Chinese versions. 150 registrants.</p> <p><i>Healthy Gut, Healthy Mind</i> with Dr Michael Mosely in June 2021. Live presentation with 900 in attendance and over 770 people viewing online afterwards.</p>		

Achievements 1 Jul 2020 – 30 Jun 2021	Partners and Lead	Reference to Council Plan Approach
<p><i>Work in partnership with government, health and emergency services to prevent, prepare, respond to and recover from emergencies and natural disasters through maintenance of the City of Whitehorse Municipal Emergency Management Plan</i></p> <p>Achievements</p> <p>Whitehorse has an established Municipal Emergency Management Planning Committee in place that meets four times a year. The committee has community representation as well as emergency management agencies</p> <p>The Committee has endorsed the Municipal Emergency Management Plan that:</p> <ul style="list-style-type: none"> • Is reviewed regularly • Audited every three years • Is exercised and tested annually • Engages with community and key stakeholders on improvement opportunities • Identifies locations where vulnerable people congregate <p>The Plan has identified 9 Community Emergency Risk Assessments (CERA) and identified mitigation strategies to assist the community in being more resilient in emergency events.</p>	<p>WCC</p> <p>Community Safety</p> <p>Municipal Emergency Management Planning Committee (MEMPC)</p>	<p>1.1.3</p>
<p><i>Inform and educate the community, especially those most at risk, about how to prepare for, respond to and recover from identified emergency risks</i></p> <p>Achievements</p> <p>Whitehorse City Council is a partner in the Eastern Metropolitan Region Council network that has developed an emergency Relief Centre Plan to provide consistency across the region and enabling improved support arrangements.</p> <p>Council provides support to lead emergency agencies such as Victoria Police, DHHS and Vic SES through the MERO and MRM.</p> <p>In partnership with lead emergency management agencies, information is available through Council's web, social</p>	<p>WCC</p> <p>Community Safety</p> <p>Strategic Communications and Customer Service</p> <p>MEMPC</p>	<p>1.1.3</p>

Achievements 1 Jul 2020 – 30 Jun 2021	Partners and Lead	Reference to Council Plan Approach
<p>media, information sheets and articles to assist community members prepare, respond and plan for emergencies.</p> <p>Whitehorse City Council's Business Continuity framework ensures we:</p> <ul style="list-style-type: none"> • Conduct annual desktop exercise with managers • Annually review departmental business continuity plans • Conduct twice annual Business Continuity Steering Committee meetings <p>Whitehorse City Council provides regular community emergency management information and emergency warning information through its social media platforms. Through WHACS, information on heat health is distributed to at risk community members</p> <p>In response to the COVID-19 pandemic, Council communicated COVID-19 pandemic information with the community in a timely, accurate and relevant way. There was a clear, documented communications strategy, and internal and external stakeholders received information they needed. Communications strategies were developed at various stages in line with Vic Government announcements – the organisation adopted a calm, measured approach to communicating with our community.</p> <p>Victorian Government COVID-19 material including videos, social media posts and flyers shared across council's platforms.</p> <p>Council's subscriptions to its electronic newsletter and engagement on social media channels grew significantly in this period, reflecting a strong appetite for reliable information from a trusted source.</p> <p>4,938 e-news subscribers for Whitehorse News, as at 30 June.</p> <p>11,600 Facebook followers on the corporate Whitehorse Facebook page as at 30 June.</p>		
<p><i>Inform, collaborate and advocate to reduce problem gambling and gambling harm in the community</i></p> <p>Achievements</p> <p>The Gambling policy review was postponed due to current COVID-19 restrictions and will now incorporate a gender impact assessment as part of the broad consultation and policy review. The Gender Equality Act 2020 requires local government to undertake gender impact assessments on all new policies, programs and services</p>	<p>WCC</p> <p>Community Engagement and Development</p> <p>Gamblers Help East</p>	<p>1.1.3</p>

Achievements 1 Jul 2020 – 30 Jun 2021	Partners and Lead	Reference to Council Plan Approach
<p>that directly and significantly impact the public, as well as those up for review. Council's approach is to pilot this process across all Departments in the first year. Whitehorse's Responsible Gambling Policy is currently being reviewed and meets the above criteria to warrant a gender impact assessment. Once complete, the gender impact assessment can be used as a case study to help guide future implementation. Consultation has commenced with key external stakeholders.</p> <p>The community has access to increased information and messaging about the inherent risks of playing EGM'S, the extent of problem gambling and potential harm through updated factsheets and information on Council's corporate website, which also include information on net expenditure savings attributed to the impact of COVID-19 and temporary venue closures.</p>	<p>MAV VLGA</p>	
<p><i>Collaborate to implement initiatives to promote community safety and prevent crime</i></p> <p>Achievements</p> <p>The plan to translate and reproduce the existing hardcopy version of the Home Safety Checklist was put on hold due to the pandemic.</p>	<p>VicPol WCC Community Engagement and Development Local business Community Groups</p>	<p>1.1.3</p>
<p><i>Implement Council's Five Star Food Hygiene Assessment (FHA) system to improve the safety of food being manufactured, handled, stored and sold in the municipality</i></p> <p>Achievements</p> <p>In response to COVID-19 pandemic modified rapid food safety assessments were conducted in 2020 focussing on areas of greater risk.</p> <p>Though the 5-Star Food Safe program was not implemented in its traditional form, in 2020 food safety performance still remained strong with 92.3% achieving a compliant rating.</p> <p>Given the pandemic and multiple lockdowns imposed, many businesses had a significant reduction in food</p>	<p>WCC Health and Family Services</p>	<p>1.1.8</p>

Achievements 1 Jul 2020 – 30 Jun 2021	Partners and Lead	Reference to Council Plan Approach
<p>activities during the course of the year.</p> <p>Education and regular communication were provided to food businesses on their responsibilities with respect to the COVID-19 pandemic and supporting compliance in terms of hygiene and infection control.</p>		
<p><i>Undertake Tobacco Control activities to protect the health of the community, in particular young people</i></p> <p>Achievements</p> <p>Council conducted educational visits to 27 retailers selling tobacco and e-cigarettes, 63 eating/drinking establishments, 15 outdoor locations and 8 visits to public hospitals.</p> <p>Due to the pandemic Council put on hold test purchasing as part of the Cigarette Sales to Minors program during 2020. As a result, there was an increased number of education visits and assessments of retailers and eating/drinking establishments.</p> <p>Council also responded to tobacco related complaints: one to display of advertising, one to sales to minors and seven in relation to smoke-free dining/workplace.</p>	<p>WCC</p> <p>Health and Family Services</p>	<p>1.1.8</p>
<p><i>Implement changes in the Tobacco Act (1987) to further restrict public places where smoking is permitted</i></p> <p>Achievements</p> <p>Council's Environmental Health team work together with Community Laws and Arts and Culture and Council's Recreation department to coordinate tobacco control activities in relation to outdoor smoke free dining.</p> <p>Conditions are incorporated into Council's outdoor street furniture permits with respect to compliance with tobacco laws.</p> <p>Council supported compliance through education and provision of signage. This included distribution of signage to food businesses and community groups/sporting clubs as well as event organisers in relation to festivals.</p>	<p>WCC</p> <p>Health and Family Services</p>	<p>1.1.8</p>

Achievements 1 Jul 2020 – 30 Jun 2021	Partners and Lead	Reference to Council Plan Approach
<p>Council will continue to support DHHS expansion of tobacco controls of public places (e.g. shopping centre entrances, public mall areas) as part of a service agreement which aims to reduce the prevalence of smoking among adults, the uptake of smoking by young people and reduction in the exposure to second-hand smoke.</p>		
<p><i>Work with new and existing rooming house operators and other stakeholders to support compliance with regulation with public health standards</i></p> <p>Achievements</p> <p>In 2020-2021 Council conducted 164 annual assessments of rooming houses with 4 requiring follow up inspections for non-compliance. A total of 39 complaints of unregistered rooming houses were investigated and coordinated with planning and building enforcement. All rooming houses are required to have registration under the Public Health and Wellbeing Act whether or not a planning permit has been issued. Rooming houses are monitored through the requirement to be inspected annually by Council's Environmental Health Officers.</p> <p>Education and regular updates were provided to rooming house operators on their responsibilities with respect to the COVID-19 pandemic and supporting compliance around hygiene and infection control and managing suspected and confirmed cases.</p> <p>Strong networking and communication with Consumer Affairs Victoria and Victoria Police to coordinate enforcement activities. Additionally there was strong collaboration with Community Health agencies to support vulnerable residents of shared accommodation, particularly access to information, testing and immunisations for COVID-19 for those with complex needs.</p>	<p>WCC</p> <p>Health and Family Services</p>	<p>1.1.8</p>
<p><i>Inform, collaborate and advocate to reduce harm from alcohol and drugs in the community</i></p> <p>Achievements</p> <p>Council continues to participate in the EMR Action on Alcohol Flagship Group.</p> <p>The AAFG produced Alcohol Use in the Pandemic Communique and provided in-service training to Health Planners</p>	<p>WCC</p> <p>Community Engagement and Development</p> <p>Leisure and</p>	<p>1.1.3</p>

Achievements 1 Jul 2020 – 30 Jun 2021	Partners and Lead	Reference to Council Plan Approach
<p>in EMR.</p> <p>Council's Leisure and Recreation and Community Engagement and Development departments are working together to implement the Action on Alcohol Flagship Group (AAGF) Our Club initiative across all EFNL clubs.</p> <p>The seven football clubs that have signed up for the program represent 65+ teams and five Auskick Centres. This accounts for 2000+ participants and their families and supporters. The reach of the campaign through (banners at sports fields and club communication campaigns material will be thousands of people. The participating Clubs are:</p> <ul style="list-style-type: none"> • Blackburn Junior and Senior Football Clubs • East Burwood Junior and Senior Football Clubs • Vermont Junior Football Club • Surrey Park Football Club • Forest Hill Football Club 	<p>Recreation Services</p> <p>EMR Alcohol Action Flagship Group</p>	



Strategic Direction Two: Maintain and enhance our built environment to ensure a liveable and sustainable city

Health and Wellbeing Goal: Accessible, safe and welcoming places for all people

Priorities

- Connectivity and connectedness
- Active living
- Access and safety for people with disability, and older people
- Feeling safe
- Affordable housing

Achievements

Achievements 1 Jul 2020 – 30 Jun 2021	Partners and Lead	Reference to Council Plan Approach
<p><i>Introduce a Planning Scheme Amendment for Municipal Wide Tree Controls to reduce tree removal</i></p> <p>Achievements</p> <p>In pursuit of a reduction in tree removal, approval was sought in June 2021 to extend the expiry date of the interim Significant Landscape Overlay - Schedule 9 (SLO9) for a further 12 months.</p>	<p>WCC</p> <p>City Planning and Development</p> <p>Department of Environment, Land, Water and Planning</p>	<p>2.1.1</p>
<p><i>Continuous improvement to the Planning Scheme</i></p> <p>Achievements</p>	<p>WCC</p> <p>City Planning and</p>	<p>2.1.1</p>

<p>Work to implement the MSS Review is ongoing:</p> <ul style="list-style-type: none"> • 4 recommendations complete • 5 recommendations underway • 13 recommendations ongoing 	<p>Development Department of Environment, Land, Water and Planning</p>	
<p><i>Continue to realise the Urban Realm Vision to create space, places and connectivity for people to engage</i></p> <p>Achievements</p> <p>Finalised Box Hill Urban Realm Treatment (BHURT) Guidelines to assist planning applicants to understand expectations for works in the public realm. The BHURT Guidelines are made available to planning permit applicants and developers.</p>	<p>WCC City Planning and Development</p>	<p>2.1.5</p>
<p><i>Continue to partner, identify and advocate for affordable housing in Whitehorse and the Eastern Metropolitan Region, including social housing and mixed-use developments</i></p> <p>Achievements</p> <p>Council has developed a draft policy and work has commenced on guidelines which set out in greater detail how the different affordable housing models and arrangements are defined for the purposes of applying the draft policy.</p> <p>Whitehorse City Council adopted the Regional Housing Charter along with 13 other Council's in the East and South. Council continues to be an active participant in the Eastern Affordable Housing Alliance, as well as in the Regional Local Government Charter Group on Homelessness and Social Housing. The Charter Group has been developing shared messaging and collateral, including a glossary for consistent definitions of key terms for use in advocacy and policy development and a Practice Guide for Local Government on Housing First for People Sleeping Rough.</p>	<p>WCC City Planning and Development Eastern Affordable Housing Alliance EMR Councils</p>	<p>2.1.2</p>
<p><i>Continue to advocate to the State Government for infrastructure and service improvements that make public transport, walking and cycling more convenient, safe and accessible for people in Whitehorse</i></p> <p>Achievements</p> <p>Council adopted the Box Hill Integrated Transport Strategy in September 2020. The strategy focuses on making</p>	<p>WCC Engineering and Investment</p>	<p>2.1.3</p>

<p>improvements to the Box Hill Metropolitan Activity Centre (MAC) for better walking, cycling and public transport access.</p> <p>Council continues to advocate for better transport outcomes in relation to the State Government major projects, such as North East Link, Mont Albert/Surrey Hills Level Crossing Removal and Suburban Rail Loop projects.</p>		
<p><i>Promote physical and mental wellbeing of adults and children through education and access to safe, enjoyable, sustainable, active transport modes such as cycling and walking</i></p> <p>Achievements</p> <p>Council continues to provide many educational and behavioural programs to promote the physical and mental wellbeing of adults and children. For schools, this includes programs such as the Whitehorse Active and Safe School Program, Walk to School, Transit and Bike It. For adults, this includes Ride to Work Day activities and adult bicycle skills training courses to increase participation in cycling.</p> <p>Active transport programs were impacted by the COVID pandemic during the 2020/21 year. Several school programs did not run including the Walk to School Program, or experienced significant delays.</p> <p>The Whitehorse Active and Safe School Program was run with Orchard Grove Primary School and St Johns Primary School.</p> <p>Council hosted our first E-Bike Come and Try session in May 2021 and also commenced the implementation of the Easy Ride Routes program which aims to encourage short trips by bicycle on quieter local streets.</p>	<p>WCC</p> <p>Engineering and Investment</p> <p>Whitehorse primary and secondary schools</p>	<p>2.1.5</p>
<p><i>Increase access to shared spaces for physical activity and social connections by building multi-use, youth-friendly infrastructure</i></p> <p>Achievements</p> <p>Council renewed a total of 8 play spaces in the 19/20 financial year providing new upgraded equipment for socializing and physical activity. Council has included accessible play equipment as part of the Highbury Park play space design which is scheduled for construction in 21/22.</p> <p>The design for the Halliday Park Basketball Half Court has been completed.</p>	<p>WCC</p> <p>Engineering and Investment</p>	<p>2.1.4</p>

<p><i>Improve access to shared spaces for physical activity and social connections by building multi-use, disability and female-friendly infrastructure</i></p> <p>Achievements</p> <p>The new Elgar Park South Pavilion was completed in early 2021 for occupation by the tenant sporting clubs.</p> <p>A new initiative by Council was an on-demand lighting trial at Mont Albert Reserve. This project facilitated the broader community to access the sports field lighting (when not occupied by the tenant club) to use the sports field for low impact activities such as walking. The project has been well received by the local community.</p> <p>Construction of the new building at Terrara Park is well underway, to be completed later in 2021.</p> <p>Construction of the new building at Sparks Reserve West will begin in late 2021 and will be completed in 2022.</p>	<p>WCC</p> <p>Leisure and Recreation Services</p>	<p>2.1.4</p>
<p><i>Ensure Council facilities are accessible and safe for all people, including children, people with disabilities and older people</i></p> <p>Achievements</p> <p>Council employed Universal Access guidelines and DDA in retrofit program/upgrades of all Capital Works, increasing accessibility.</p> <ul style="list-style-type: none"> • Strathdon House (under construction) has been designed to comply with Council's wayfinding strategy. Pathways have been widened and compacted to allow for wheel chair access. Four additional disable parking bays will also be included. • Sportlink project includes a roof over four existing netball courts, re-grading of existing surface to comply with the current code and provide a more inclusive and shared community experience with inclusion of basketballs courts. • Morton Park Pavilion completed and handed over to sporting clubs and complies with BCA, Access to Premises Standards and objectives of the DDA 1992. • Morack Golf Course redevelopment project is undergoing detail design and will comply with BCA, Access to Premises Standards and objectives of the DDA 1992. 	<p>WCC</p> <p>Project Delivery and Assets</p>	<p>2.1.4</p>

<p>Nunawading Community Hub opened to community in Jan 2021 with Council's signage and wayfinding strategy implemented.</p> <p>The proposed design for the future building that replaces the Whitehorse Centre includes aisle seats with hinged arms which will make seating easier for patrons with limited mobility, hearing augmentation will include both a hearing loop in the floor and a radio frequency system with portable transmitters with headphones, ground-level entry and will also be fully accessible from the car park.</p>		
<p><i>Plan for the needs of multiple users of Council managed facilities to promote a shared, welcoming community</i></p> <p>Achievements</p> <p>A Disability Discrimination Act (DDA) consultant is engaged for all projects to review the architects design for DDA compliance.</p> <p>All factors to-satisfy the provisions of the DDA standards 2010 are achieved.</p> <p>Specific DDA requirements are addressed during design to suit community needs, for example fixtures and fittings and audible hearing equipment.</p>	<p>WCC</p> <p>Major Projects</p>	<p>2.1.4</p>
<p><i>Increase community safety for residents, businesses and visitors of Whitehorse</i></p> <p>Achievements</p> <p>Council has awarded the contract for works for the lighting upgrade at Box Hill Mall.</p> <p>Completed design, and streetscape works were awarded and commenced late July 2021 for improvement to the lighting as part of the Britannia Mall streetscape improvement works.</p> <p>New development applications are assessed for community safety, at the interface between development and public space. Council requires compliance with the surveillance and safety requirements of the Whitehorse Planning Scheme that relate to the sense of address, visibility to the street and secure foyer spaces for apartment buildings.</p>	<p>WCC</p> <p>Engineering and Investment</p> <p>Local traders' groups and Victoria Police</p>	<p>2.1.6</p>



Strategic Direction Three: Protect and enhance our open space and natural environments

Health and Wellbeing Goal: A sustainable environment and shared open spaces

Priorities

- Connection to and value of the natural environment
- Sharing open spaces
- Climate change adaptation
- Living sustainably

Achievements

Achievements 1 Jul 2020 – 30 Jun 2021	Partners and Lead	Reference to Council Plan Approach
<p><i>Broaden and expand environmental educational initiatives to reach more children and people from diverse backgrounds, increasing the community's appreciation of, and connection with, the natural environment</i></p> <p>Achievements</p> <p>Council continued the transformation of environmental education content to digital platforms following restriction on face to face interaction.</p> <p>Council looked at ways to utilise the Strathdon House Project for an expansion of the Bush-kinder program.</p> <p>During the year Council developed a series of short environmentally themed videos for the Council website and viewable via social media such as YouTube. These include a variety of themes ranging from nesting hollows and the need for their preservation to spiders and spring wildflowers. Council also produced a series of videos giving summary information on all of the city's bushland parks.</p>	<p>WCC</p> <p>Parks and Natural Environment</p> <p>Whitehorse Primary & Secondary Schools</p> <p>Early Learning Centres</p>	<p>3.1.3</p>

Achievements 1 Jul 2020 – 30 Jun 2021	Partners and Lead	Reference to Council Plan Approach
<p><i>Increase and enhance existing biodiversity in the urban environment through implementation of the Biodiversity Strategy</i></p> <p>Achievements</p> <p>A total of 27,000 local indigenous plants were produced at the Parks & Natural Environment Nursery and planted in Council parks and gardens in 2020-2021</p> <p>Numerous events were held across Council with community groups and Council staff for the 2021 City Nature Challenge promoting local biodiversity to the local community using the program iNaturalist.</p> <p>Council investigated wildlife habitat connectivity improvements across Whitehorse and implemented plans for the Wattle Valley Gully pollinator study by developing four planting sites to be the locations for data collection. This study will assist Council to determine the effectiveness of connectivity within the corridor.</p>	<p>WCC</p> <p>Parks and Natural Environment</p>	<p>3.1.3</p>
<p><i>Manage and sustain the natural environment through implementation of the Urban Forest Strategy</i></p> <p>Achievements</p> <p>The Interim Urban Forest Strategy was presented to Council. An overview was presented to the community via a webinar link in May 2021.</p> <p>Council will set targets related to:</p> <ul style="list-style-type: none"> • river and wetland health • the number of trees with passive irrigation • potable water usage • the amount of water harvested • Stormwater volume and quality <p>Council planted over 4,000 trees (2,000 street trees planted, a 30% increase in the street tree planting program from the previous year) resulting in positive Community feedback and increased engagement.</p> <p>A total of 27,000 local indigenous plants were planted in Council parks.</p>	<p>WCC</p> <p>Parks and Natural Environment</p>	<p>3.1.1</p>

Achievements 1 Jul 2020 – 30 Jun 2021	Partners and Lead	Reference to Council Plan Approach
<p>In April 2021 Council commenced municipality wide street tree assets data capture (estimated to be more than 70,000).</p> <p>Council is compliant with <i>Electricity Safety (Electric Line Clearance) Regulations 2020</i>.</p>		
<p><i>Inform, engage and encourage the community to adopt sustainable living practices and adapt to climate change</i></p> <p>Achievements</p> <p>Council continued its partnership with Australian Energy Foundation throughout the year to provide a trusted, free advisory program for 403 residents on how to make their home more energy-efficient through measures such as installing solar panels, LED lighting, draught-proofing etc. Information includes a phone advisory service and online information.</p> <p>Council planned and delivered a successful series of community workshops and events as part of its Sustainable Living Weekend program in May 2021 for over 1000 participants. Topics included: indoor and outdoor gardening, making your home more energy-efficient, designing homes for inter-generational living, second hand clothing styling, and kids' activities such as making insect hotels.</p> <p>A keynote event Sustainable Living was the discussion topic regarding the economics of climate change and some positive actions that can be implemented to make the community more resilient to the impacts of climate change. There were "creative hands-on sustainability" workshops at the Box Hill Community Arts Centre, and an online screening of the documentary 'The Story of Plastic'.</p> <p>Two online information sessions about the benefits of bees attracted 48 participants.</p> <p>Council is part of the Eastern Alliance for Sustainable Learning (EASL) that held a successful sustainable learning conference for local schools and education providers, to help embed sustainability into the classroom and broader school community. A total of 247 people were engaged.</p> <p>Council awarded community grant funding to 10 local schools to implement a sustainability-themed project in their schools.</p>	<p>WCC</p> <p>Engineering and Investment</p>	<p>3.1.3</p>

Achievements 1 Jul 2020 – 30 Jun 2021	Partners and Lead	Reference to Council Plan Approach
<p>Council's Smarter Living series of workshops were delivered in partnership with Manningham Council. Workshop topics included home composting and worm farming, follow-your-recyclables virtual tours, all things reusable, and second-hand clothing. The activities were attended by 324 people.</p> <p>Council participated in the annual Garage Sale Trail program in October 2020, encouraging 1,500 members of the community to hold or shop at online garage sales to reuse of items rather than disposing of them to landfill.</p> <p>The home composting rebate was opened to businesses to support businesses during the pandemic. A review was also conducted to determine the best incentive program.</p> <p>Council adopted an interim Climate Response Plan in September 2020 to accelerate action on mitigating and adapting to climate change impacts. A range of new and extended actions to build on Council's previous climate actions were identified to further accelerate Council's reduction in greenhouse gas emissions, and to help the community to become more resilient to climate change impacts. Various actions from the Plan are in progress.</p> <p>In February 2021, Council adopted an ESD Policy for its buildings and infrastructure, designed to embed higher environmental and sustainability standards into the design and construction of future upgrades and new construction of Council assets. This policy will help buildings and infrastructure to be more resilient to the impacts of climate change, as well as operate more efficiently.</p>		
<p><i>Continue to deliver and improve waste management in Whitehorse and more broadly to reduce waste to landfill and recover and recycle waste resources</i></p> <p>Achievements</p> <p>Implementation of the Whitehorse Waste Management Strategy 2018-2028 has seen Council's waste and recycling programs and services maintain a clean city, reduce waste to landfill and facilitate recycling:</p> <ul style="list-style-type: none"> • 3,120,168 kerbside garbage bin collections, resulting in 28,402 tonnes of garbage being taken to landfill. 	<p>WCC</p> <p>Engineering and Investment</p> <p>Other LGAs</p>	<p>3.1.4</p>

Achievements 1 Jul 2020 – 30 Jun 2021	Partners and Lead	Reference to Council Plan Approach
<ul style="list-style-type: none"> • 2,033,721 kerbside recycling bin collections, resulting in 14,895 tonnes of recyclables being processed for recycling. • 770,224 kerbside garden bin collections, resulting in 16,276 tonnes of garden organics being processed for compost. • 6,377 tonnes of hard waste and serviced 37,146 hard waste bookings from across the City. <p>Council worked with contractors and monitored COVID-19 contingency plans for all kerbside waste and recycling services. Collection and processing services continued without any major disruption, but with heightened hygiene and social distancing strategies.</p> <p>Two mobile recycling pop-up trailers dedicated to recycling clothing and small electronic waste items were commissioned and have been operating at Sportlink and the new Nunawading Community Hub. The trailers will remain at these locations for a few months, providing the community with an opportunity to recycle clothing and small electronic items such as kettles, laptops, mobile phones and radios. Over 6 tonnes of items have been dropped off for reuse and recycling to date.</p> <p>Dedicated electronic waste and clothing recycling bins have been installed in 3 locations – Aqualink Box Hill, Nunawading library and Box Hill library as further drop-off points to help the recycling of these items.</p> <p>National Recycling Week in November included two community virtual tours of Visy's Recycling facility, community social media polls on known commonly confused recycling items and a Children's recycling week themed colouring competition. The tours and colouring competition were well received by the community.</p> <p>Council's Smarter Living series of workshops were delivered in partnership with Manningham Council. Workshop topics included: home composting and worm farming, follow-your-recyclables virtual tours, all things reusable, and second-hand clothing.</p> <p>Council participated in the annual Garage Sale Trail program in October 2020, encouraging the community to hold or shop at online garage sales to reuse of items rather than disposing of them to landfill.</p>		

Achievements 1 Jul 2020 – 30 Jun 2021	Partners and Lead	Reference to Council Plan Approach
<p>Planning is underway for a new Food Organics and Garden Organics (FOGO) collection service, due to commence in July 2022.</p> <p>Council passed a resolution to work with 15 other Victorian local councils to establish the South East Metropolitan Advanced Waste Processing Facility to treat residual waste that would otherwise be directed to landfill.</p>		
<p><i>Increase access to shared spaces for physical activity and sports participation, in particular for the sports of soccer and cricket</i></p> <p>Achievements</p> <p>The redevelopment of Morton Park and Elgar Park Pavilions are complete and the facilities are now ready to service the needs of the local community.</p> <p>The on-demand lighting trial which was suspended in 2019-2020 due to COVID-19 became operational again in 2020-2021.</p> <p>Municipality-wide participation data is compiled annually for seasonally allocated sports, providing breakdown of men, women, boys and girls teams. High-level analysis of sports field utilisation is undertaken from a turf management perspective, to help guide allocation and access decision making.</p> <p>Council is participating in the “Our Club” initiative which is being rolled out across all EFNL clubs. The campaign used a co-design method to develop values-based messaging around the theme “Our Club – A place for everyone”. With the COVID-19 pandemic the campaign has been postponed.</p>	<p>WCC</p> <p>Leisure and Recreation Services</p>	<p>3.1.2</p>
<p><i>Plan for the needs of multiple users of Council-managed open spaces to promote a shared, welcoming community</i></p>	<p>WCC</p> <p>Leisure and</p>	<p>3.1.2</p>

Achievements 1 Jul 2020 – 30 Jun 2021	Partners and Lead	Reference to Council Plan Approach
<p>Achievements</p> <p>Council has commenced planning for the development of recreation facilities in open spaces across the municipality to accommodate a range of users, in particular at Halliday Park Basketball Half Court, Eley Park Activity Court Space, floodlights at Box Hill Gardens Activity Space.</p> <p>The creation of a new open space will be developed at Scott Grove, Burwood for passive and recreational use for the community.</p>	<p>Recreation Services</p> <p>Parks and Natural Environment</p>	



Strategic Direction Four: Provide strategic leadership and an open and accessible government

Health and Wellbeing Goal: Communicating, actively engaged Council

Priorities

- Access to information
- Engagement with community
- City resilience

Achievements

Achievements 1 Jul 2020 – 30 Jun 2021	Partners and Lead	Reference to Council Plan Approach
<p><i>Continuously improve Council customer services making it easier for people with diverse needs and abilities to do business with us</i></p> <p>Achievements</p> <p>Council reviewed policies, procedures and monitoring on a regular and ongoing basis and made amendments as required</p> <p>Council is reviewing its current Complaint Management Policy to ensure it complies with legislation.</p> <p>Continued enhancement of the Snap Send Solve product, integrating systems and collaborating with the Vendor to implement translatable content for multi-lingual customers.</p>	<p>WCC</p> <p>Governance and Integrity</p> <p>Community Engagement and Development</p>	<p>4.2.4</p>
<p><i>Develop and implement a digital transformation initiative to broaden the range of people across the municipality with whom Council engages, improving access and reducing environmental impacts</i></p> <p>Achievements</p> <p>Council's website content meets WCAG 2.1 accessibility standard- AA in most cases.</p>	<p>WCC</p> <p>Digital and Business Technology</p> <p>Strategic</p>	<p>4.3.2</p>

Achievements 1 Jul 2020 – 30 Jun 2021	Partners and Lead	Reference to Council Plan Approach
<p>A network of web champions has convened, providing consistent support and training.</p> <p>Content is designed and prioritised according to emerging needs, including the establishment of a suite of COVID-19 resources and information sources. This information is reviewed on a regular basis to ensure relevance and accuracy.</p> <p>A practice group of all social media channel champions across Council was convened, with consistent training and support, to share and increase capability.</p> <p>Cooperation and sharing of content across Council channels has been enhanced.</p> <p>Council's Facebook page is a source of inbound Customer Service enquiries. This provides for efficient two-way communication between Council and the community, on topics of interest or concern.</p> <p>Social media audiences have grown in size and are more engaged. The corporate Council Facebook page grew its following from almost 9,000 in 2019-2020 to 11,600 in 2020-2021. The LinkedIn following grew from 2230 followers to 5,828 followers. Use of these channels provides a timely, engaging way of presenting small bites of information, cultivating a Whitehorse 'voice' with which to engage our community, and can also lead people to important web content and consultations.</p> <p>The "Your Say Whitehorse" community engagement portal is being utilised across Council; the new provider has been appointed and platform is up and running.</p>	Communications and Customer Services	
<p><i>Progressively implement new technology to increase access for the community to Council</i></p> <p>Achievements</p> <p>Council officers are able to effectively work remotely to support the community during the COVID-19 restrictions.</p> <p>Council implemented Webchat on Council's website enabling customers to communicate in real time and digitally.</p> <p>Further self-servicing, including visitor check-in and kiosks at various Council locations are being planned.</p>	<p>WCC</p> <p>Governance and Integrity</p> <p>Information Technology</p>	4.1.2
<p><i>Communicate health and wellbeing information in community languages through Council customer services to increase health literacy and access to services</i></p>	<p>WCC</p> <p>Governance and</p>	4.3.1

Achievements 1 Jul 2020 – 30 Jun 2021	Partners and Lead	Reference to Council Plan Approach
<p>Achievements</p> <p>During COVID-19, Customer Service Centres temporarily close to the public, however full service continued via alternate contact channels.</p> <p>Operations resumed following periods of lockdown in accordance with COVID-SAFE protocols. All critical signage was displayed in multiple languages and alternate options for QR check-in was available.</p> <p>In collaboration with Strategic Marketing & Communications (SMC), Customer Service remains focused on regularly updating information via all mediums including the website, social media and publications.</p> <p>Health and wellbeing information on Council’s website and in the display spaces is regularly reviewed and updated. In collaboration with SMC, Customer Services remained focused on regularly updating COVID-19 information via all mediums including the website, social media and publications.</p> <p>Currently Customer Services have access to the Health Translations Service that has more than 18,000 resources available in more than 105 languages.</p>	<p>Integrity</p> <p>Community Development</p>	
<p><i>Communicate Council services, facilities and initiatives through a wide range of accessible channels</i></p> <p>Achievements</p> <p>Council’s written style guide and the accompanying quality training reflect contemporary standards and plain English communication.</p> <p>Council provides English captions for all videos, and simplified Chinese (as our next most widely read community language) for most videos.</p> <p>Translations into community languages are provided frequently, and care is taken to distribute translated material into appropriate community channels.</p> <p>Council has centralised most of its electronic direct mail outs (EDMs) through one server, in order to ensure high quality, well designed, accessible and engaging content. This also enables better use of analytics to refine and improve Council’s customer experience.</p> <p>A subscriber management and ticketing system was introduced to the Arts and Cultural Services portfolio to provide an</p>	<p>WCC</p> <p>Strategic Communications and Customer Services</p>	<p>4.3.1</p>

Achievements 1 Jul 2020 – 30 Jun 2021	Partners and Lead	Reference to Council Plan Approach
<p>efficient customer experience and data-informed communication.</p> <p>Aqualink has introduced a membership management system which provides for integrated communications – enabling timely and accurate communication with all members.</p> <p>Whitehorse News continues to be printed and distributed to 61,000 households, while at the same time Council has grown the digital subscriber list to 4398+. This reflects the Customer Satisfaction Survey results showing that the majority of people in Whitehorse prefer to receive information about Council via an emailed or hard copy newsletter.</p>		
<p><i>Investigate ways to reduce mortgage stress and non-payment of Council rates</i></p> <p>Achievements</p> <p>The Revenue & Rating Strategy - after community consultation, the Strategy was adopted by Council as part of its 2021-2022 annual budget.</p> <p>Council continues to provide hardship support to its ratepayers via its Rates Assistance Hardship Policy.</p> <p>Council has not levied any penalty interest on overdue current rates or rate arrears since the declaration of the COVID-19 pandemic in March 2020. Council's Rates Assistance Hardship Policy was recently reviewed by The Ombudsman and no adverse findings were made.</p> <p>The online rates payment calculator is an example of innovation and new thinking. In October 2020 Council introduced an online payment calculator via its website; the calculator enabled ratepayers to pay their Council Rates and Fire Services Property Levy (FSPL) in full by 31 May 2021 without incurring any penalty. The calculator was designed to give ratepayers struggling to meet the existing due dates an extra three and an half months to pay their rates and FSPL as well as providing an opportunity for ratepayers to structure their own repayment schedule. The uptake has been high and it has also created efficiencies in the rates department. The Ombudsman's report positively acknowledged Council's online payment calculator.</p>	<p>WCC</p> <p>Property and Leasing</p>	<p>4.2.4</p>
<p><i>Continue to enhance the health and performance of Council's workforce (employees and volunteers) through organisational development initiatives</i></p>	<p>WCC</p> <p>People and</p>	<p>4.2.2</p>

Achievements 1 Jul 2020 – 30 Jun 2021	Partners and Lead	Reference to Council Plan Approach
<p>Achievements</p> <p>Whitehorse City Council continues to see positive results in the Workers Compensation premium due to proactive Injury prevention and return to work.</p> <p>Council maintains a Health and Wellbeing program targeting staff demographics and the health and wellbeing profile of the organisation.</p> <p>Council provided access to a range of Health and wellbeing initiatives to our employees during the pandemic including on line offerings. In addition several surveys were conducted to monitor employee HWB and to provide input to appropriate strategies.</p>	Culture	
<p><i>Support staff experiencing family violence in line with Collective Agreement</i></p> <p>Achievements</p> <p>Collective Agreement provisions regarding family violence leave are implementation whenever required. This leave has been accessed on a number of occasions by staff experiencing family violence. Council has a Family Violence Resource Kit to support staff and confidential counselling is available through Council's Employee Assistance Provider.</p>	<p>WCC</p> <p>People and Culture</p>	4.2.2

Strategic Direction Five: Support a healthy local economy



Health and Wellbeing Goal: Economic opportunity for people

Priorities

- Employment opportunity for young people
- Women and new entrepreneurs in business
- Health and wellbeing is good business
- Cultural diversity is good business

Achievements

Achievements 1 Jul 2020 – 30 Jun 2021	Partners and Lead	Reference to Council Plan Approach
<p><i>Revitalise small business precincts to create hubs for community gathering and opportunities for employment</i></p> <p>Achievements</p> <p>Council continues to support and implement initiatives that revitalise small business precincts, including cross-departmental collaborations for Place Making activities in Box Hill and Mitcham.</p> <p>Council secured access to the Neighbourhood Activity Centre Renewal Fund in September 2020 through the Office of Suburban Development. These funds are supporting Council in the development and improvement of Brentford Square as a place of local economic activity and community gathering. A large amount of cross department collaboration within Council has seen the creation of a pop up activation pod, a mural on the central toilet block and painting around the car park. Council is using Place Score to undertake a before and after Place Experience (PX) assessment of the changes to provide baseline data and enable Council to identify the impacts of the capital work improvements.</p>	<p>WCC</p> <p>Engineering and Investment</p> <p>Engineering and Environmental Services</p>	<p>5.1.1</p>

Achievements 1 Jul 2020 – 30 Jun 2021	Partners and Lead	Reference to Council Plan Approach
<p>Christmas activations at Mont Albert and Blackburn Station villages saw beautiful festive images painted on participating business shopfronts as well as local activities with positive responses from both traders and shoppers.</p> <p>Outdoor dining and trading permits - as well as outdoor place-activations in Blackburn and Box Hill, the encouragement of outdoor dining as a result of the easing of COVID-19 restrictions created a sense of place in the area.</p> <p>The Brentford Square special charges scheme (infrastructure and marketing) was renewed and the new scheme was declared in January 2021. In response to the impacts of COVID-19, the trader association agreed to hold the collection of rates for the first 6 months.</p> <p>Throughout 2020/2021 the Think Local Buy Local messaging continued to be communicated through campaigns like Go Local First and the Click for Vic in addition to Council's existing platforms. This two-pronged campaign approach included two separate messages – one directed to residents and the other focussing on businesses.</p> <p>Council's multi-faceted Business Resilience Program included resources for businesses and temporary signage and ground decals were placed in precincts wherever capital works were being conducted. In some precincts a consumer based competition to encourage local spending was implemented.</p> <p>Council conducted a Retail Precinct audit to gather valuable information to assist in tracking both the short and long term impacts of COVID-19 on different precincts and sectors. Whitehorse Open for Business Map and Think Local Buy Local Business Flyers were produced to support local businesses and local community hubs.</p>		
<p><i>Promote innovative and creative small business models and practices to increase business activity and sustainability</i></p> <p>Achievements</p> <p>In 2020-2021 there were a range of initiatives undertaken to promote innovations, creative small business models and sustainability, including :</p>	<p>WCC</p> <p>Engineering and Investment</p> <p>Small Business Mentoring Service</p>	<p>5.1.1</p>

Achievements 1 Jul 2020 – 30 Jun 2021	Partners and Lead	Reference to Council Plan Approach
<ul style="list-style-type: none"> • Your Council: Financial Relief and Support Information presentation in partnership with the Whitehorse Manningham libraries • The Small Business Mentoring Service, now available on-line. • The Whitehorse Supporting Local Map • Plastic Free July campaign • Solar rebates for businesses (including home based) • Sustainable Resources for Business webpage <p>Whitehorse Recovery Business Grants Program provided vital financial assistance to eligible Small to Medium Enterprises affected by the pandemic. Round 1 encompassed three funding streams, business innovation, business continuity and business resilience with 433 submissions received and 280 of successful applicants. Round 2 comprised of two funding streams, business innovation and support. There were a total of 144 successful funding applications.</p> <p>Businesses were able to access The Interns in Industry program in 2021. Delivered in partnership with Deakin University, this internship program offers new business ideas, innovation and will be a hybrid/blended model. Following a competitive selection process 20 businesses were selected for participation in the program, providing placement opportunities for 32 students.</p> <p>Council continues to support Whitehorse Business Group initiatives, events and membership.</p>	Deakin University Small Business Victoria Destination Melbourne Box Hill Institute Whitehorse Business Group Asian Business Association of Whitehorse	
<p><i>Explore opportunities for partnerships and involvement of local businesses, community organisations and educational institutions in initiatives and sponsorship which promote a sense of place, such as community-led place-making and activation events</i></p> <p>Achievements</p> <p>In May 2021, Business Victoria’s Small Business Bus was located at the Whitehorse Civic Centre in Nunawading for the day. The visit had a revised format with bookings for one-on-one coaching sessions as part of the Wellbeing and Emotional Health program with EACH.</p>	WCC Engineering and Investment Whitehorse-Manningham Libraries Box Hill Institute	5.1.5

Achievements 1 Jul 2020 – 30 Jun 2021	Partners and Lead	Reference to Council Plan Approach
<p>The festive season activation by Mont Albert Village placed a lot of emphasis on their dog friendly status and also included a little library which was developed throughout Melbourne's lockdowns, while at Blackburn Station Village local artists from 345 Art Creative painted beautiful white silhouette window illustrations on participating business shopfront. The response from both traders and shoppers was extremely positive.</p> <p>Council is leading a collaboration with other Councils in Melbourne's East and the Australian Taxation Office to deliver a coordinated five-part webinar series for small businesses. A total of 199 people registered for the series, which included the topics Introduction to Business Records, Cash Flow for Small Business Success, Digital Options for Your Business and more.</p> <p>To provoke a sense of pride for people that live, work and play in Box Hill Box Hill, Council updated the panels on the bins throughout Box Hill, including areas in the mall, in the gardens and near the Town Hall. There are a total of 10 different designs spread across 36 bins in these locations. These signs highlight important anti-litter messages as well as brightening up the area with colour and graphics.</p>	<p>Deakin University Whitehorse Business Group Network Community Groups</p>	
<p><i>Increase employment opportunities for young people, including those from diverse backgrounds, by leading the Whitehorse Tertiary Business Skills Program</i></p> <p>Achievements</p> <p>Whitehorse Tertiary Business Skills Program was re-branded as Interns in Industry In 2019. Whitehorse and Knox City Councils partner in the program with Deakin University. In 2020, Maroondah City Council was to also able join the program; however the 2020 program was postponed due to COVID -19.</p> <p>In 2021 29 expressions of interest were received for the Interns in Industry program and following a competitive selection process, 22 businesses were selected for participation, providing placement opportunities for 32 students.</p> <p>An additional intake of Deakin University's Australian Business Consultancy program occurred in the 2020/2021 financial year. This was promoted by Council to Whitehorse businesses via direct email and Whitehorse Facebook – October 2020.</p>	<p>WCC</p> <p>Engineering and Investment</p> <p>Deakin University Business and NFP organisations</p>	<p>5.1.1</p>

Achievements 1 Jul 2020 – 30 Jun 2021	Partners and Lead	Reference to Council Plan Approach
<p>Council promoted opportunities including:</p> <ul style="list-style-type: none"> • The Australian Business Consultancy program (ABC) developed by Deakin University in response to COVID -19. • The Job Access Employee Toolkit • Ignite (not youth specific) <p>Council promoted Infection Control training conducted at Box Hill Institute which was an initiative of the State Government to assist Victorian Workers.</p>		
<p><i>Facilitate opportunities for young people to engage with employment, training and education, including targeted support for vulnerable young people</i></p> <p>Achievements</p> <p>Council supported school communities to respond to the emerging needs of vulnerable young people, including young people with learning and behavioural challenges through the School Focused Youth Service program.</p> <p>The Youth Services Team supported young people to access career opportunities by assisting with resume writing and job seeking.</p> <p>Collection of job-seeking/ study resources (including COVID-19-specific resources) made available via Council's website and advertised via social media and network meetings.</p> <p>The Youth Services Team worked collaboratively with community organisations to offer online resources and opportunities for young people's career development.</p>	<p>WCC</p> <p>Engineering and Investment</p> <p>Health and Family Services</p> <p>Whitehorse Youth Issues Network</p> <p>Secondary Schools</p> <p>Employers</p> <p>Tertiary institutions</p> <p>MIC</p>	<p>5.1.1</p>
<p><i>Promote investment in mixed use/multi-purpose development to increase local employment opportunity</i></p> <p>Achievements</p> <p>Council continued to facilitate investment enquiries (private, public and institutional investment) and advocate for a mix of land use activities, multi-purpose and shared facilities, in medium and large scale developments. Council also advocated</p>	<p>WCC</p> <p>Engineering and Investment</p>	<p>5.1.1</p>

Achievements 1 Jul 2020 – 30 Jun 2021	Partners and Lead	Reference to Council Plan Approach
<p>for lease pre-commitments in developments and facilitated introductions with local health and wellbeing providers and education providers and other growth industries aligned to the local workforce.</p> <p>It is noted that in this period and particularly since COVID-19, there has been a noticeable decline in new enquiries. Council is considering ways to stimulate renewed investment and development and how this aligns with other levels of Government.</p> <p>Diversity in local employment opportunities will become increasingly important into the future in addition to reviewing existing and emerging industrial sectors and workforce catchments.</p>		
<p><i>Design and deliver affordable business skills education and mentoring opportunities for new and emerging business people, with a focus on women returning to the workforce, work-life balance and the promotion of entrepreneurship</i></p> <p>Achievements</p> <p>Council liaised with Financial Counselling Victoria and The Victorian Small Business Commission to provide resources for new and emerging businesses in addition to established businesses.</p> <p>Council collaborated with other councils and partner organisations to deliver Digital Solutions webinars, <i>Starting a Business</i> virtual workshops as well as a five-part webinar series for small businesses.</p> <p>Women in Business opportunities were offered online via webinars throughout 2020/2021.</p> <p>Council promoted the Melbourne Innovation Centre Business Resilience Program and an event titled <i>Remotivate, Reengage, Revitalise</i> in May 2021.</p> <p>The Whitehorse Business Facebook page has seen the number of posts more than double from 88 posts July – December 2019 to 197 posts July – December 2020.</p>	<p>WCC</p> <p>Engineering and Investment</p> <p>Financial Literacy Australia</p> <p>Small Business Mentoring Service</p> <p>Small Business Victoria</p> <p>Other LGAs</p>	<p>5.1.1</p>
<p><i>Continue to facilitate knowledge sharing for business people, including cross-cultural investment opportunities and the link between employee health and productivity</i></p> <p>Achievements</p>	<p>WCC</p> <p>Engineering and Investment</p>	<p>5.1.1</p>

Achievements 1 Jul 2020 – 30 Jun 2021	Partners and Lead	Reference to Council Plan Approach
<p>In May 2021, Business Victoria's Small Business Bus was located at the Whitehorse Civic Centre in Nunawading for the day. This visit has a revised format with bookings for one-on-one coaching sessions as part of the Wellbeing and Emotional Health program with EACH.</p> <p>In response to COVID-19, promotion of Mental Health resources and events were included on the WBIZ website, through Whitehorse Business Facebook posts and in various editions of Down to Business.</p> <p>Council's monthly Investment and Economic Development Newsletter (Down to Business) includes resources, information and initiative's relevant to the business community. A translation prompt in six of the most spoken languages in Whitehorse is included.</p>	<p>Australia China Business Association</p> <p>Whitehorse Business Group</p> <p>Asian Business Association of Whitehorse</p>	
<p><i>Continue to promote Box Hill as a multi-cultural food destination, increasing value of community diversity</i></p> <p>Achievements</p> <p>Economic diversity and resilience has been a key message and themes this past year. There has been continued promotion and advocacy of Box Hill as a diverse, true multi-cultural activity centre and destination. This includes the new Box Hill place logo and branding displayed around the centre (on bins, signs etc.) as well as marketing campaigns. The new Box Hill logo focuses on diversity, multi-cultural and vibrancy (away from the previously Asian-themed 'East meet West').</p> <p>Place-making activation works and activities in the Box Hill Mall helped Council to facilitate such diversity, together with a pandemic response including the provision of public outdoor dining opportunities.</p> <p>Notwithstanding, the population density living and working in Box Hill and surrounds appears to have sustained demand for the food and beverage offer, facilitated by the rapidly growing trend of food delivery services. This and other trends will continue to be monitored to build a more diverse and resilient economy.</p>	<p>WCC</p> <p>Engineering and Investment</p>	<p>5.1.3</p>