

***City of Monash***  
***2021/22 Budget Consultation***  
***Response to our Community***



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## Introduction

Council invited the Monash community to participate in an online survey to inform the 2021-22 Budget, i.e. ***Participate in shaping our 2021/22 Monash Budget***. The survey opened on Monash's online engagement platform, ***Shape Monash***, on the 9 November 2020 and closed on 18 December 2020.

A total of 137 people contributed to the Survey.

Both Council, and Council officers, want to thank everyone who participated in the survey. Your feedback is very valuable to us and where possible we will try and prioritise issues and requests raised in the Council Budget.

This Report provides the community feedback and Council's response to the issues and requests raised.

## Survey Aim and Methodology

The aim of this survey is to:

- Provide the Monash community the opportunity to priorities funding for services/projects;
- Identify community priorities for discretionary and non-discretionary funding; and
- Use feedback from the survey to provide a degree of consensus where funding should be directed.

The survey topics/priorities selected were service issues, concerns and requests for service improvements arising from the last two Community Satisfaction Surveys (2019 and 2020) and Listening Posts.

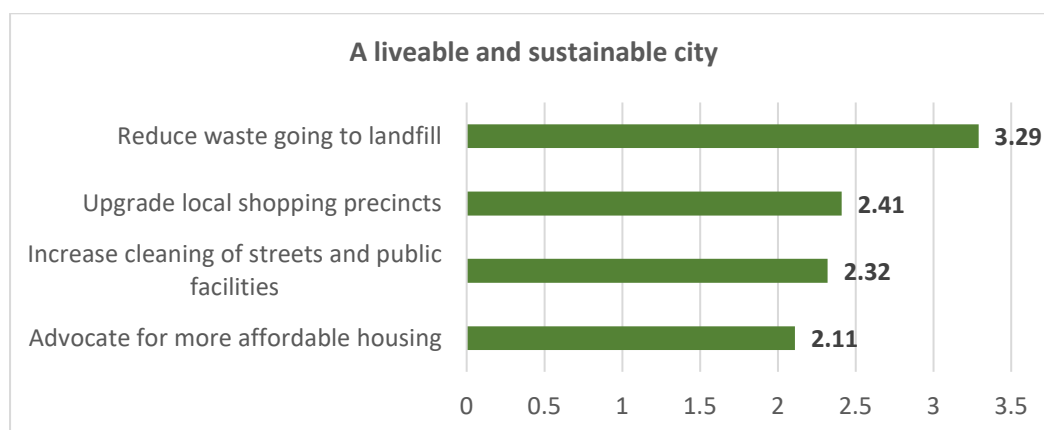
These priorities were then categorised under the four 2017-21 Council Plan Strategic Objectives (SO). This provided participants with the opportunity to select and prioritise which services/projects where funding should be allocated.

## SO1 A liveable and sustainable city

### Community Feedback

Under SO1 people were asked to: *Tell us what kind of projects you want Council to prioritise under liveable and sustainable city in the next budget.* Priorities were scored out of four. Results are illustrated in Figure 1.

Figure 1



Out of the four priorities the highest ranking priority was, *Reduce waste going to landfill* scoring 3.29 out of 4, the lowest was *Advocate for more affordable housing* scoring 2.11. Scores for *Upgrade local shopping precincts* and *Increase cleansing of streets and public facilities* were very close at 2.41 and 2.32.

### Council's Response

#### Reduce waste going to landfill

One of the goals in Council's [Waste Strategy 2017-27](#) is to reduce waste to landfill. In December 2020 we were at 57.9% of our waste being diverted away from landfill. Targets are 60% by 2022 and 75% by 2027, in line with state Recycling Victoria Policy. Actions taken:

- Council launched the Food Organics Green Organics (FOGO) on 1 July 2020. There was a noticeable impact of 5.6% increase in the diversion of waste from landfill, i.e. 52.3% recorded at 30 June 2020 to 57.9% recorded at 31 December 2020.
- Monash is part of a collective procurement contract with other South East Councils, facilitated by the Melbourne Waste and Resource Recovery Group (MWRRG) This is to support alternate waste processing, which may include energy from waste projects. ). The intention is to divert all remaining kerbside waste that cannot be recycled away from landfill and into Alternate Waste Processing (AWP) by 2025;
- Councils provides a 50% discount on compost bins and worm farms through Circular Foods. See our website for details; and
- There is also ongoing community education on recycling. This is increasing community awareness on recycling which will divert waste from landfill.

It is also important to note that Council is limited to what the Recycling Processors can accept in the yellow bin. Residents are encouraged to find locations where other items can be dropped off for

recycling. The Monash Waste Transfer Station offers free drop off of almost everything recyclable such as poly, CDs, batteries, fluorescent globes etc. Council offices such as Civic Centre also provide free drop of certain items. Soft plastics can be dropped off at supermarkets.

A question was raised about Council's dog poo bags, and yes they are bio degradable and considered suitable as they are disposed of to landfill.

### Upgrade local shopping precincts

Council has a rolling activity centre renewal program that looks at minor works in activity centres to improve amenities. Works are across the municipality and may include, upgrade and/or renewal of paving, street furniture, vegetation and other assets to make the activity centre more inviting.

### Increase cleaning of street and public facilities

Council currently provides various programs in regards to the cleaning of street and public facilities. Cleansing programs as follows:

- Residential streets are swept on a 5 weekly cycle and more frequency in activity centres;
- Council also sweeps many main roads on behalf of Vic Roads;
- Public litter bins are serviced a daily basis in most activity centres and less often in parks and reserves;
- Pavements in activity centres are swept and pressure cleaned on a daily, weekly or monthly program, according to location;
- Mobile litter control crews attend all sites across the municipality where littering can occur and respond to requests; and
- "Dumped rubbish" is attended to within 5 days.

In addition to these services Monash also provides the Monash Pride crew service where pride crews are based in Glen Waverley, Clayton, Oakleigh and Mt Waverley/Pinewood activity centres on a daily basis. These crews patrol the activity centres and attend to the cleanliness of each activity centre in a highly responsive manner. This service was recently increased from 3 crews to 4.

It should be noted that Council's cleaning services run on a 7 day week and include day and night shift programs.

Council also offers the community the ability to dispose of waste and recycling at the Monash Waste Transfer Station and a free annual hard waste collection with additional *At-Call Service* for a fee.

In terms of increased services:

- Additional resources to increase pavement cleaning in activity centres, particularly in Oakleigh, is under consideration for the 2021-22 Budget; and
- Council has also approved the appointment of a Major Activity Centre Coordinator, who's role will include inspections and coordination of activities including cleansing, in the municipality activity centres.



## Advocate for more affordable housing

Monash City Council is only one jurisdiction with a role to play in affordable housing. State and Federal Governments hold the primary responsibility for ensuring access to affordable housing in Australia. However, there is a growing role for local governments, especially in Victoria.

Social and affordable housing to permanently house people is a major human rights and public health and wellbeing priority for Council. Monash Council is a leader in the local government sector at championing the rights and needs of people with lived experience of homelessness and advocating for a greater supply of social housing across the Victorian state. Action taken:

- Council takes an active role in advocacy and is a member of the Eastern Affordable Housing Alliance (EAHA). The EAHA recently launched 'Zone in', a campaign demanding real action on social and affordable housing and calling for the introduction of mandatory requirements on all surplus government land and strategic redevelopment sites;
- Council officers also participate in the Inter Council Affordable Housing Forum;
- Council has a longstanding membership of the Eastern Affordable Housing Alliance;
- Council has also developed an affordable housing inclusionary zoning requirement as part of the proposed rezoning of land in Oakleigh and Clayton;
- Regional Local Government Homelessness & Social Housing Charter 2020 which Monash Council initiated in late 2019 and continues to coordinate to implement its 2020-2021 Regional Charter Framework. The Regional Charter Group is CEO-endorsed by its 13 Council membership, represents two million residents in the East and South-East of Melbourne and is supported by Municipal Association of Victoria [MAV], Department of Health & Human Services [DHHS] and Eastern Region Group of Councils [ERG];
- A Monash Social Housing Framework 2020-2025 adopted by Council in December 2020;
- Co-authoring of a joint submission to the September 2020 Federal Inquiry into Homelessness, which details the complex challenges of homelessness and alarming lack of housing options in the East and South-East region of metropolitan Melbourne;
- Providing dedicated homelessness outreach support to those with lived experience of homelessness, or at-risk of homelessness, in Monash; and
- Council is preparing the Draft Monash Affordable Housing Strategy that is due to be considered by Council in before the end of this financial year (2020-21).

## Other related community issues/requests

### Sustainability

There was significant amount of interest raised by the community in relation to Council's approach to sustainability. Council has created a [Zero Net Carbon Action Plan](#) to provide a pathway for Council to become carbon neutral by 2025. In February 2020, **Council committed to a target of zero net corporate greenhouse gas emissions by 2025**, with the focus toward on-ground action using a proactive and cost effective methodology. (Refer to Council's website for more detailed information)

The Plan was endorsed by council to achieve this commitment which include a number of key actions to reduce or avoid corporate GHG emissions and reach carbon neutrality by 2025:

- Sourcing 100% renewable electricity through a Local Government Power Purchase Agreement with 46 other councils;
- Main Roads street lighting changeover to LED;

- Improving energy efficiency of our largest major buildings;
- Energy efficiency and roof top solar for key community facilities;
- Fleet optimisation to reduce fuel use and transition to electric;
- Sustainable procurement including the use of recycled content materials;
- Environmental Sustainable Design for Council buildings and infrastructure; and
- Where GHG emissions cannot be avoided, Council will achieve carbon neutrality through offsets.

There are also three key directives for council to help the community and businesses in the municipality of Monash reduce and minimise GHG emissions:

- Leading in the Reduction of Municipal-wide GHG Emissions;
- Reducing waste generation and diverting waste from landfill (zero waste to landfill);
- Urban Carbon Forest – creating a tree canopy to provide local storage of carbon; and
- Improve community amenity and benefit biodiversity.

Council already delivers a range of environmental sustainability projects in the areas of reducing emissions. Refer to Council's website for further details. i.e.

- Water sensitive urban design;
- Sustainable procurement;
- Solar savers;
- Environmental upgrades agreements;
- Green Shoots program;
- Urban Biodiversity Strategy;
- Environmental Sustainability Strategy;
- Food Organics Green Organics (FOGO) (food in green bin) subsidised compost bins.
- Council has a number of EV vehicles and a range of hybrids; and
- A number of Council buildings already have solar installed. A program to install more solar panels.

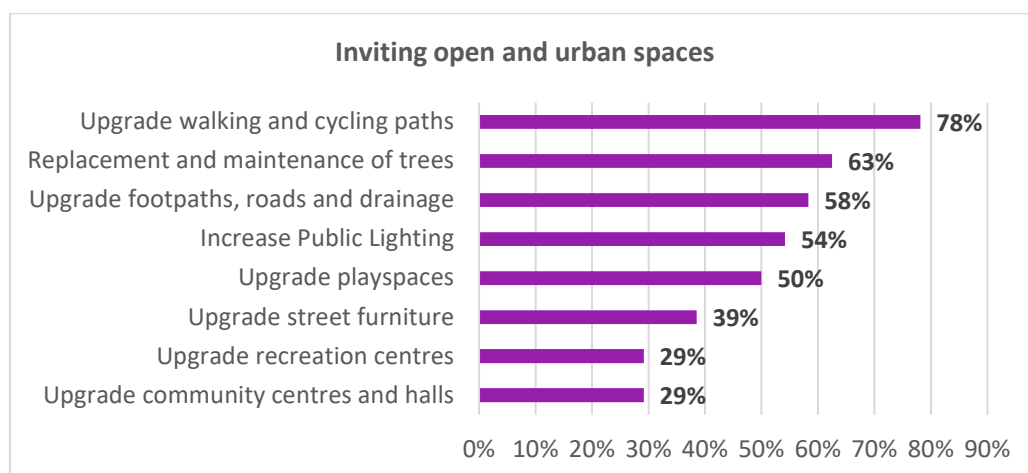


## SO2 Inviting open and urban spaces

### Community Feedback

Under SO 2 people were asked to: - *Tell us what kind of projects you want us to prioritise in the next budget. What are the top priorities Council should focus on to make our public spaces more inviting?* The priorities were given a percentage score out of 100. Results are illustrated in Figure 2.

Figure 2



Out of the eight (8) priorities the highest ranking priority was, *Upgrade walking and cycling paths* scoring significantly higher at 78%, followed by *Replacement and maintenance of trees* scoring 63%. The following 3 priorities also scored fairly high, i.e. *Upgrade footpaths, roads and drainage* (58%), *Increase Public lighting* (54%) and *Upgrade playspaces* (50%). The lowest scoring priorities were, *Upgrade recreation centres* and *Upgrade community centres and halls*, both scoring 29%, followed by a 39% score for *Upgrade of street furniture*.

### Council's Response

#### Upgrade walking and cycling paths

Council is committed to a city that is walking and cycling friendly and one where residents of all ages and abilities can easily walk and cycle as their preferred form of exercise and transport. Therefore, the [Monash walking and Cycling Strategy](#) was developed. The Strategy considers opportunities to better cater for the needs of all people who use pathways including people in wheelchairs, parents/carers with prams, young children on scooters, as well as cyclists and walkers. Council maintains a number of walking and cycling tracks in 120 parks and reserves in the region. Some recently completed projects, upcoming and proposed projects are listed below:

- Scotchmans Creek Trail between the rear of 87 Osborne and Kevin Street was completed in June 2020;
- Scotchmans Creek Trail between Kevin Street and Huntingdale Road as well as the shared path sections on either side of the Huntingdale Road pedestrian signals are to be upgraded. It is expected that this will be completed by the end of June 2021;
- Gardiners Creek (Stage 1) Trail from Highbury Road to High Street Road shared pathway upgrade is proposed to commence in the next few months and is expected to be completed by June 2021.

- Council has recently been successful in obtaining external funding into an investigation of a suitable shared path route between Jordanville Station and Mount Waverley Station. VicTrack approval of the route will be required. Council will then be in a position to seek future funding for the path's construction;
- A bicycle route plan is being developed to make cycling in Monash safer and easier. Council is committed in the first instance to filling in missing links in its major trails and upgrading existing trails to current standards. The plan includes the objective that routes should be either "protected", "off road", or "low traffic stress".
- A walking path around Larpent Reserve is on the priority list and grant funding sought for the construction.

Council received requests to increase **bike lock up stations**. Parkiteer bike lockers are traditionally provided at railway stations where parking duration is for long periods and to encourage train travel. Parkiteer is a Public Transport service operated by Bicycle Network. In Monash they are provided at Oakleigh, Huntingdale and Clayton Stations on the Dandenong Line and at Glen Waverley and Syndal Stations. A new Parkiteer is proposed for the Jordanville Station on the Glen Waverley Line.

Concern has been raised over **Warrigal Road/Euston Street** pedestrian crossing. The responsibility to build a footbridge is with the Department of Transport (DOT). Senior Council officers meet with DOT regularly and raise concerns/issues. Council officers will review the safety of this crossing and refer any concerns to DOT. However, Council is also in the process of developing a bicycle route plan to make cycling in Monash safer and easier. This includes review of route connection options for Oakleigh Primary School, Eaton Mall, Galbally Reserve & Chadstone. Advocacy through the Victorian Police is ongoing for enforcement of 40km/h timed speed zones during school hours.

### Replacement and maintenance of trees

Council has adopted a range of strategies and plans which guides it's activities in enhancing and protecting the 'garden city' character of Monash. In June 2016 Council adopted the [Monash Street Tree Strategy](#). Council is currently delivering the 6th year of a 30 year strategy to improve and protect Monash's street tree canopy through targeted street tree replacement and infill planting. Council is also currently consulting on its Draft Tree Management Policy which aims to set an agreed set of principles by which Council will manage its trees on a day to day basis. The key principles include; tree retention, tree planting, community safety, property protection, customer responsiveness and governance. For more information visit; <https://shape.monash.vic.gov.au/tree-policy>

Council provides both maintenance and capital funding to deliver a range of tree management programs which support the continued maintenance and growth of Council's tree population. Maintenance Programs include; proactive inspections leading to works such as planting, pruning, removal, root management and establishment works such as watering, weeding and formative pruning. Capital programs include; Street Tree Strategy, Reserve Improvement, Bushland Revegetation, Road Reserve Landscaping and Avendon Estate Cypress Removal along with specific projects which include landscaping such as playgrounds, facilities.

Council delivers tree planting programs which both renew and add additional trees throughout its network of local roads and open space reserves. These programs result in approx. 1500 trees planted in local roads and approx. 3000 trees planted throughout open space reserves.

### Upgrade footpaths, roads and drainage

The maintenance of both footpaths and roads follow a proactive inspection program delivered in accordance with Council's Road Management Plan (RMP).

Monash Council routinely inspect all footpaths a minimum of once every two years. High pedestrian usage areas such as, major and minor activity, or shopping strips are inspected on a more regular basis. This ensures footpaths are maintained in accordance with Council's RMP. All works are undertaken to reduce the risk based on timeframes within the RMP. Most of the timeframes are around 10 days but used the RMP for reference to the exact timeframes.

In regards to roads, Council officers carry out inspections to cover the whole municipality every 2 years. This is to ensure the safety the community and also manage Council's risk on roads.

Road Management Plan Inspections (Roads and Footpaths) in 2021 will cover Ashwood, Mt Waverley & Glen Waverley North of High Street Road, Mt Waverley South of Waverley Road, Parts of Claytons, Notting Hill, Glen Waverley and Mulgrave. Any urgent road repair works follows on from the inspection. Larger scale capital works to renew sections of roads is based on the overall condition of the asset and not to any one defect found by the inspectors.

Renewal Works are works on assets that address ageing and failing infrastructure. Over the next 2 years Council will be concentrating on renewing footpaths in the following areas:

- 2020-21 - Parts of Wheelers hill, Hughesdale and Oakleigh; and
- 2021-22 - Parts of Glen Waverley, Oakleigh, Wheelers Hill and Mulgrave.

Drainage maintenance and works in the municipality is on a priority basis. The listing, ranking and prioritisation of drainage works are necessary to ensure that those areas in most need are addressed first. The selection of priority is based on several factors including, but not limited to:

- Risk of flooding in properties;
- Flooding complaints;
- Risk of overland flows directed into properties;
- Community Safety and benefit;
- Likelihood of claims against Council;
- Age and condition of existing drainage infrastructure;
- Condition of drainage infrastructure;
- Storm water capacity of existing drainage infrastructure;
- Increase in unit & commercial developments within a catchment area; and
- External consultants drainage analysis and recommended drainage; works for Monash's drainage system

Council officers annually review the Drainage Programs, and its priority ranking list, and nominate to Council for funding those projects highest on the list. The priority ranking list enables officers to evaluate and prioritise requests for the design and construction of new, renewal, expanded or upgraded drainage.

### Increase Public Lighting

Funding is allocated annually for a Public Lighting Renewal Program. During the current financial year (2020-21) the design and rollout is in progress on some of Monash's collector roads and areas

of high pedestrian activity with existing safety concerns such as Browns Road Clayton and the route between the University and the station. Between 2021 to 2023, all lights at intersections and traffic control devices, such as roundabouts, will be renewed in all suburbs. Also during this period, car park lighting in all activity centres, and the replacement of all public lights in reserves and civic spaces across the municipality will be renewed.

### Upgrade playspaces

Monash has developed a new [Playground & Playspaces Strategy](#) which sets out Council's commitment to upgrade and deliver new playspaces across Monash which is available on Council's website at: <https://www.monash.vic.gov.au/About-Us/Council/Have-Your-Say/Playground-Strategy>.

The Strategy sets out minimum service levels and infrastructure provision standards for the different levels or classifications of playspaces. All planning undertaken for reserves and playspaces responds to our key design principles of:

- activity and activation (inviting open & urban spaces);
- access & equity (an inclusive community); and
- sustainability (a liveable and sustainable city).

The following playspaces will be completed by June 2021:

- Madison Court Playspace;
- Capital Reserve Playspace;
- Whitehaven Crescent Reserve Playspace;
- Danien Street Reserve Playspace; and
- Wilma Avenue Reserve Playspace.

In accordance with Monash's new Playground and Playspaces Strategy 2020, new shade structures are being delivered at playground upgrade sites where there is little or no shade existing.

### Upgrade street furniture

Council has allocated funding over the years to upgrade street furniture. Funding is also assigned annually to ensure that furniture is maintained and kept in good condition.

Currently Council is investigating a Federal Government opportunity to deliver a street furniture program.

### Upgrade recreation centres;

Council makes significant contributions to the development of sporting infrastructure across the municipality. Each year it needs to prioritise works across all its facilities, both in upgrading ageing facilities and building new ones, whether its libraries, kindergartens, sports facilities or leisure centres.

Monash is partnering with Sport and Recreation Victoria to develop an [Active Recreation Opportunities](#) Strategy for the City of Monash to guide the future enhancement of parks and reserves to encourage healthy physical activity. Information is available on line about this study at <https://shape.monash.vic.gov.au/active>. Over 40 site assessments of parks and reserves have been undertaken to identify opportunities to introduce active recreation infrastructure and enhance the existing environment. Facilities such as outdoor fitness equipment, walking circuits, bocce courts,

basketball courts, skate parks, climbing walls and other infrastructure that encourage residents to engage in healthy physical activity will be considered. Council hopes to have a draft Strategy approved for public exhibition and community feedback by mid-2021, with the implementation of recommendations to follow Council endorsement and subject to budget approval. Council's Long-Term Financial Plan also includes reference to the renewal and upgrade of recreation and sporting infrastructure categories.

Some recently completed projects, upcoming and proposed projects are listed below:

- A \$26 million upgrade of the Oakleigh Recreation Centre was complete in late 2020;
- New showers installed at the Monash Aquatic & Recreation (MARC) during the 2020 COVID shut down;
- Monash skate parks - Central Reserve, Glen Waverley and a new one at Waverley Park (Gate Seven Drive, Mulgrave);
- Construction of Brentwood Reserve Pavilion to be completed by June 2021;
- Waverley Women's Sports Centre upgrade of the outdoor netball courts to be completed 2021-22;
- Waverley Women's Sports Centre Precinct Plan Monash Council is exploring opportunities to improve the Waverley Women's Sport Centre site to maximise women's participation in sport and enhance the appeal, community use and functionality of the precinct; and
- A proposal in Council's Long Term Financial Plan facility to upgrade MARC

### Upgrade community centres and halls

Council officers undertake condition audits on all Council facilities every 4 years. In this process any defects found maintenance is undertaken. The condition audits also assist Council in prioritising renewal works of these facilities over the following 4-10 year period.

Capital funding is also allocated annually to ensure that Council buildings are maintained and kept in good condition.

Some upgrade and refurbishment works undertaken on community centres and halls between 2019 to 2021 as follows:

- Clayton Community Centre – minor refurbishment works, new theatre lighting, toilets renovation and installation of air-locks
- Mount Waverley Community Centre – general refurbishment works;
- Brandon Park Community Centre – minor refurbishment works, painting and upgrade of heating and cooling;
- Jordanville Community Centre –minor refurbishment works and air conditioning Upgrade;
- Batesford Hub Community Centre – minor refurbishment works and floor upgrade;
- Southern Community Centre- major power upgrade works;
- Hughesdale Hall – minor refurbishment works and painting;
- Fregon Hall – minor refurbishment works and kitchen renovation;
- Monash Inn –general refurbishment works;
- Oakleigh Hall – minor refurbishment works and kitchen renovation; and
- Ashwood Hall – general refurbishment including balcony upgrade, extension to meeting room and kitchen renovation.

## Other related community issues/requests

### Outdoor fitness stations

Request were received in relation to outdoor fitness stations. Monash has 12 sites where there is existing outdoor fitness stations or gym equipment located within its parks and reserves including:

- Scotchmans Creek (Caloola Reserve);
- Jingella Reserve;
- Essex Heights Reserve;
- Napier Park (within playground);
- Mannering Drive Reserve (within playground);
- Freeway Reserve;
- Wellington Reserve (within playground);
- Samada Street Reserve (within playground);
- Dennis Street Reserve (within playground);
- Skyrail Activity Hub (Clayton Road);
- Davies Reserve; and
- Waverley Park Regional (off Gate Seven Drive, Mulgrave).

### Improve and increase public open space

Monash's Open Space Strategy 2018 identifies opens space provision levels and gaps in open space provision. Council is working to implement recommendations in the Open Space Strategy and improve open space provision in gap areas over time as funds become available through open space developer contributions, external funding opportunities and Council's long-term financial plan.

### Parking

*Parking at Railway stations:* Dedicated rail commuter car parks at stations are provided by the State on VicTrack land. Currently there is no proposed car park project for Mount Waverley Station. However, within Monash there is a current State Government project to expand the parking at Jordanville Station.

*On street parking:* Managing on-street parking to provide a fair balance of the growing competing needs of all motorists, and in particular residents, is an ongoing and challenging task for Council.

*Parking at activity centres:* Council's general rationale towards resident, trader, shopper and rail commuter parking around activity centres and railway stations in local streets has remained consistent for many years and is largely based on using parking restrictions to confine non-resident parking to one side of the street only.

*Parking at Kingsway Glen Waverley:* This will be considered as part of the overall Kingsway redevelopment project nominated for 2021-22 which Council has committed to as part of the resolution for the Montclair carpark. However, this has been delayed as a result of Suburban Rail Loop announcements (SRLA) and the impact and opportunities afforded by SRLA are not yet known.

### More public toilets in parks and reserves.

Council is in the process of developing a Draft Public Toilet Strategy. The Draft Strategy will go out for community consultation in the last quarter of this financial year, i.e. April/June 2021. Feedback from the community will assist Council to:

- Determine the public toilet location priorities; and

- Estimate an annual capital budget required to deliver the Public Toilet Strategy objectives.

It is important to note that, capital works budgets are prioritised depending on available funds and also other essential/pressing projects.

### **Dog friendly parks**

There are many dog-off lead areas in Monash where dogs can play without a leash under the control of their owner. The list of dog off leash parks are detailed on Council's website. Just search under 'dog off leash areas' (<https://www.monash.vic.gov.au/Services/Pets-Pests/Animal-Regulations/Off-leash-areas-for-dogs>).

If you are for looking for a fenced off-leash dog area, currently there are seven (7) fenced sports ovals and reserves that can be used by dog owners outside of organised sport at:

- Batesford Reserve;
- Mt Waverley Reserve;
- Jack Edwards Reserve;
- Mulgrave Reserve;
- Southern Reserve;
- Gladeswood Reserve; and
- Gardiners Reserve South

Council at its December Council meeting asked officers to identify possible locations (at least 1 per ward if possible) for dedicated off leash areas strategically positioned across the Municipality. A report will be presented to Council by November 2021 so as to allow any finding considerations for the 2022/23 budget year.

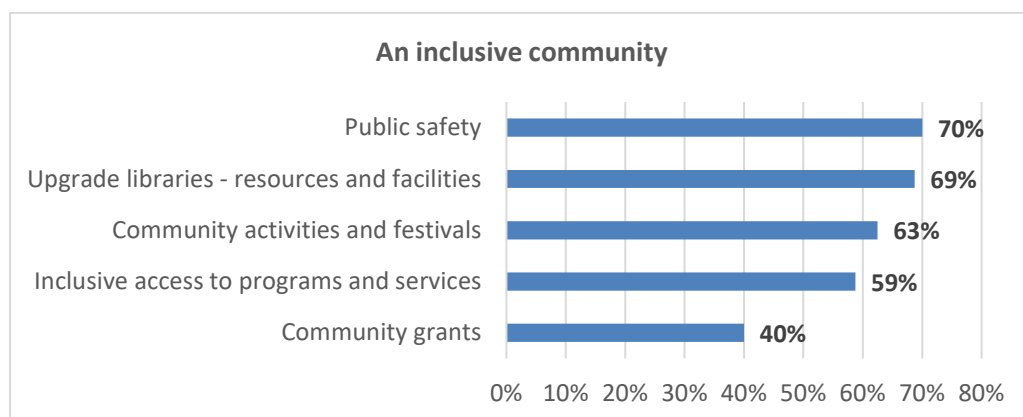


## SO3 An inclusive community

### Community Feedback

Under SO 3 people were asked to: - *Tell us what projects should be prioritised to support an inclusive community. What are your top priorities for an inclusive community.* The priorities were given a percentage score out of 100. Results are illustrated in Figure 3.

Figure 3



Out of the five (5) priorities the highest priority was *Public safety* at 70%, also close ranking was the *Upgrade libraries –resources and facilities* scoring 69%. Also ranking fairly high were: -*Community activities and festivals* 63%, *Inclusive access to programs and services* 58%. The lowest priority was *Community grants* at 40%

### Council's Response

#### Public safety

Monash Council is committed to continuing to working with the community to continue to create safe neighbourhoods and places and spaces where people feel happy and empowered to lead fulfilling lives.

The City of Monash employs a Community Safety Officer who has a number of roles across the Community Safety portfolio and these include:

- Updates and delivers actions from the [Monash Community Safety Framework](#) (Refer to Council's website for further information):
- Develops and maintains strong partnerships with key stakeholders across the City – these include Victoria Police, Neighbourhood Watch and other organisations;
- Conducts safety and security audits in various locations and produces reports;
- Applies for grants to obtain funding to tackle particular community safety issues in the City;
- Organises Community Safety Month which held across Monash every October and reminds us that we all have a role to play in keeping our community safe;
- Provides expertise in developing evidence based prevention programs associated with a harm minimisation approach to community safety issues with a particular focus on the perceptions of safety; and
- Undertakes community education and promotional activities, developing community information.

## Upgrade libraries - resources and facilities

The Monash Public Library Service is a safe, trusted and valued community service that has a commitment to developing inclusive programs and collections as part of the [City's Healthy and Resilient Monash integrated Plan](#).

The Library collection is maintained annually with new materials added each month. During the pandemic lockdown, collection development had an increased focus on providing access to e-resources. However, 2021 and beyond the emphasis will address both physical, electronic resources and also focus on a diverse range of resources and media including the LGBTIQ community.

The maintenance of libraries is guided by Council's Asset Management Policy. This Policy guides Council and its officers in the creation, operation maintenance, upgrade, renewal and rationalisation of Council assets required for the delivery of Council Services. Council is currently undertaking feasibility studies for the development of library facilities in Glen Waverley, Oakleigh & Wheelers Hill.

Monash Public Library Service has a four-year strategy that is designed to encourage lifelong learning, increase literacy and build strong and resilient communities across the City of Monash. Key actions for 2020-21 include:

- Maintaining quality library collections for the diverse Monash community;
- Reorganising library facilities to reflect post-pandemic requirements;
- Promoting the *1000 Books before School* and the *Premiers Reading Challenge* early years literacy programs;
- Offering a series of lifelong learning and creative programs to build community capacity and confidence e.g. Digital Mentors program, Creative Monash initiatives and online storytimes, including AUSLAN and community languages;
- Promoting library programs and services at key cultural events and festivals;
- Developing targeted reading support programs e.g. Home Library services to the vulnerable, a Pride Book Group and an English as An Additional Language (EAL) reading program;
- Scoping the design of a proposed expansion of the Mulgrave Library;
- Scoping potential development of the Monash Gallery of Art|Wheelers Hill Library Integrated Cultural Precinct; and
- Replacing the Glen Waverley Library air-conditioning system.

Future actions for the library will be informed by the four pillars of the Strategy that focus on literacy, connection, discovery and empowerment. They include:

- Implementing user and non-user engagement strategies to expand the reach of the library service to the Monash community;
- Undertaking scheduled building maintenance works including the replacement of gutters and roofing at the Mount Waverley Library;
- Reviewing opportunities for state-wide library consortia to procure e-books and other online resources;
- Subject to funding approval, expanding Mulgrave Library based on community consultation and scoping work;
- Subject to funding approval, commence scoping and design work to refurbish the public toilets at Mount Waverley Library; and
- Providing ongoing support to the annual WordFest Literary Festival and other lifelong learning programs/initiatives.

### Community activities and festivals

Monash has a dedicated Arts and Cultural Development Unit whose objectives include; celebrating the cultural diversity of the community, encouraging artistic expression and providing opportunities for both individuals and groups to participate in activities that enhance their understanding and appreciation of arts and culture. By meeting these objectives, we aim to facilitate a sense of community belonging and vitality that builds on cultural diversity and strengthens local communities.

Monash's cultural diversity is reflected in many of Council's events and activities, as well as by supporting a range of events run by community-based organisations. Upcoming festivals and events refer to Council's website.

Council is currently working to develop an Indigenous Framework that will guide all future decisions on how Council, in partnership with Aboriginal and Torres Strait Islander communities, acknowledges and celebrates Indigenous Australian culture. Council currently provides activities during NAIOC Week.

There was also community interest in dedicated food festivals. While Council does not deliver a dedicated food festival, food elements within current events perform strongly, e.g. Flavours of Monash and Hawkers Market at Clayton Festival.

### Inclusive access to programs and services

Monash Council is committed to continuing to ensure that Council programs and services are accessible and meet the needs of everyone in the community. The following principles are used to guide Council's provision of programs of services:

- Equity: We provide or enable services and supports to everyone, but especially for those who are most vulnerable.
- Access & Inclusion: We will remove or reduce barriers to participation by ensuring that information, services and facilities are accessible to people of all abilities and circumstances. and
- Intersectionality: We recognise that people's lives are multi-dimensional and complex and therefore our response to community issues cannot be developed through a singular lens.

These principles are reflected in all Council's services strategies. For further information and details please refer to the following documents on Council's website:

- Monash Loneliness Framework;
- A Healthy and Resilient Monash Integrated Plan; and
- Gender Equity Strategy.

Feedback was received in relation Council's attention to LGBTIQ+ services. Local government plays a critical role in creating an environment in which all its residents may live safe, fulfilled and engaged lives. The inclusion and recognition of our LGBTIQ+ community is vital for their sense of identity, mental health, resilience and social cohesion. Council wants to ensure our services, programs and networks include and represent our LGBTIQ+ community.

### Community grants.

The Monash Community Grants Program (MCGP) has numerous categories that cater to the many and varied organisations within the community. All organisations that are not for profit and incorporated are eligible to apply. If an organisation is not incorporated there is also the opportunity to be auspice by another organisation. The MCGP team is always available to answer any questions and direct the community into the correct category that they should be apply for comment.

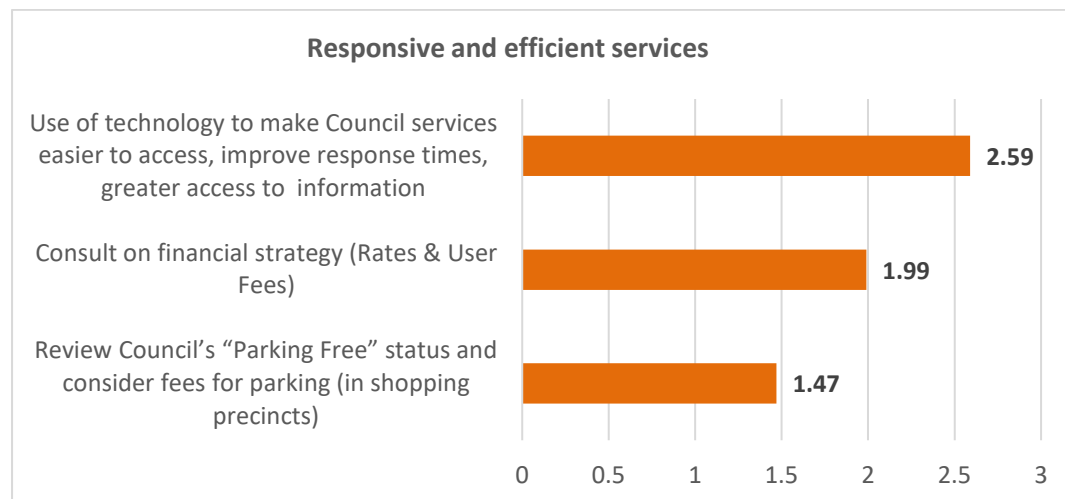
It is important to note that Council has a policy position on gambling and the MCGP guidelines are guided by this policy. Any organisation that meets in a venue that has Electronic Gaming Machines (EDNs) is not eligible to apply. This is due to the negative impact that EGM machines have on our community and the increased risk that this location poses to the group's members. The community support fund was set up as a means to provide community support where it is needed individuals and organisations are eligible to apply for these funds. Community arts grants also are available under the MCGP. Refer to Council's website for further information on how to apply for a community grant.

## SO4 Responsive and efficient services

### Community Feedback

Under SO 4 people were asked to: - Tell us what kind of projects you want Council to prioritise under 'responsive and efficient services' in the next budget. Priorities were scored out of three (3). Results are illustrated in Figure 4.

Figure 4



Out of the three priorities the highest ranking priority was, Use of technology to make Council service easier scoring 2.59 out of 3, followed by Consult on financial strategy (Rates & User Fees) 1.99 score and the lowest, Review Council's "Parking Fees" status scoring 1.47.

### Council's Response

#### Use of technology to make Council services easier to access, improve response times, greater access to information

Council approved a Budget allocation to deliver a 4 year Digital Strategy which commenced this financial year (2020-21) financial year.

The Strategy delivery will see customer focussed processes reviewed and enhanced and then digitised, enabling Customers to achieve much more interactions with Council at any time of the day from any location. The process review is all about improving responsiveness to our community.

An enhanced Website offering currently under development will enable our Customers to create their own environment with matters relevant to them, with a user name and password in operation.

A contemporary data and analytics offering is currently being constructed to ensure Council is making informed decisions with the latest tools available.

Smart-Cities technology is also being pursued as part of the Strategy to ensure further process improvement and a better informed community leveraging the latest technology.

### Consult on financial strategy (Rates & User Fees)

Monash Council is committed to providing opportunities for our community to influence the decisions, policies and plans of Council by their participation in the community engagement process, lending us their experiences and expertise.

We commit to engaging with transparency and accountability, in partnership with the Monash community, to ensure good governance and leadership.

The [Monash Community Engagement Framework](#) was developed in 2020 which provides Council's approach to community consultation. Refer to Council's website for further details.

Community consultation program will commence in March 2021 to talk to the community to understand the unique values, strengths and weaknesses of Monash, and hopes they have for the future. The program will run until September 2021

The purpose for this consultation is to identify key community issues and set priorities for the following Plans:

- Council Plan;
- Financial Plan;
- Asset Plan;
- Health & Wellbeing Plan

The consultation will be promoted through various Council's publication in particular, Council's website, social media and the Monash Bulletin. We encourage our community to participate to shape the future of Monash.

### Review Council's "Parking Free" status and consider fees for parking (in shopping precincts)

Whilst Council has no plans to implement paid parking in Monash, should Council decide to investigate the option in the future, it will consult with the community. Monash is one of the few metropolitan councils that do not charge parking fees for on street or off street car- parks

### Other related community issues/requests

#### Public notice boards

Noticeboards, as well as local community newsletters were identified in recent Community Action Plans for Notting Hill and Mulgrave as a method to foster stronger community connection. Monash officers are working to develop these opportunities further within their individual work plans. Please contact Council's Customer Service for more information.