



# Whitehorse Health and Wellbeing Plan 2017-2021

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## Achievements Report

1 January 2018 – 30 June 2019



## Contents

Introduction .....	3
Review and reporting requirements .....	3
Victorian Public Health and Wellbeing Act 2017 Amendment .....	3
Development of the Whitehorse Health and Wellbeing Plan .....	3
Broad range of strategies .....	4
Partnerships and a Developmental focus .....	4
A snapshot of achievement highlights .....	5
Achievements list .....	7
Strategic Direction One: Support a healthy, vibrant, inclusive and diverse community .....	7
Strategic Direction Two: Maintain and enhance our built environment to ensure a liveable and sustainable city .....	36
Strategic Direction Three: Protect and enhance our open space and natural environments .....	40
Strategic Direction Four: Provide strategic leadership and an open and accessible government .....	44
Strategic Direction Five: Support a healthy local economy .....	48

## Introduction

*The Whitehorse Health and Wellbeing Plan 2017-2021* (the Plan) 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 18 months of 1 January 2018 to 30 June 2019 under each of the relevant Council Strategic Directions and aligned Health and Wellbeing Goals.

In the past, health and wellbeing planning and reporting was undertaken on a calendar year basis. To reduce reporting duplication and streamline administration, the health and wellbeing reporting cycle has been adjusted to align with the Council Plan.

## 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

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. The 2018/2019 report to the Secretary as requested was submitted by Council on 23 August 2019 detailing actions which are included in this report

## 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 2013-2017*.

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.

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

## 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 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 identified developmental areas where Council would strengthen partnerships and collaborative planning:

- prevention of family violence and violence against women
- reducing harm from alcohol and
- promoting healthy eating.

A key focus of the first 18 months of the *Whitehorse Health and Wellbeing Plan 2017-2021* was in the developmental area of prevention of family violence and violence against women.

## A snapshot of achievement highlights



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

- Leadership in Mental Health initiatives: Mental Health Forum and Men's Health Week Seminars with topics including Suicide Prevention, Anxiety and Depression in Men, Expectations and Wellbeing
- Family Violence and Elder Abuse Prevention [Partnerships]
  - Family Violence Prevention Collaborative Action and Networking Group and Action Planning
  - Free from Violence Project and program of activities
  - Nadrasca collaboration
  - Interfaith United for Safety and Respect Project
  - Elder Abuse awareness raising
  - IDAHOBIT Day
- Forest Hill Dementia Friendly Project [Partnership]
- Immunisation Program
- Maternal Child Health (incl. Enhanced & Mandarin)
- Intergenerational Project [Partnership]
- Accessible Community Events and Arts Programs for people with disabilities, older people and people of culturally diverse backgrounds



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

- Opening of additional space at Box Hill Skate Park
- Review of street lighting in Market and Main Streets, Box Hill [Partnership]
- Eastern Affordable Housing Alliance Advocacy [Partnership]



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

- Biodiversity Inventory
- Sustainability Program
- Waste Management Strategy [Collaboration with other Councils]
- New park at Chaucer Street



## Health and Wellbeing Goal: Communicating, actively engaged Council

- Snap, Send and Solve
- Language translation and improved search functions on new Council website
- Your Say community engagement platform
- Healthy Workplace Achievements
- Use of social stories using simple language and images to help children with anxiety disorders and autism understand what happens at pool based parties held in Council facilities



## Health and Wellbeing Goal: Economic opportunity for people

- Partnerships and programs to increase employment with Deakin University, Gateway LLEN and other Councils
- Business Skills Programs
- Youth Connexions Employment Support

## 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 and violence against children prevention\*
- Violence against women prevention\*
- Harm from alcohol reduction\*
- Healthy eating\*<sup>1</sup>
- Physical activity
- Local area planning for prevention and health promotion

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\* <sup>1</sup>Developmental areas

## Achievements

### People and Families

Achievements 1 Jan 2018 – 30 Jun 2019	Partners and Lead	Reference to Council Plan Approach
<p><b><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></b></p> <p><b>Achievements</b></p> <p>Actions in 2018 for <i>Municipal Early Years Plan 2014-2018</i> were reported to Council 15 October 2018</p> <p>In the first six months of 2019 participation rates in the MCH service across all the Key Ages and Stages visits are well above the State average: the home visit, 2 week, 4 week, 8 week, 8 month and 12 month are at 100%, while the 18 month, 2 year are above 90%. The 3.5 year visit is 84% - which is well above the State average.</p> <p>In addition, the MCH service delivers new parents groups to all first time parents, including an evening session for working partners. A post-natal wellbeing program is provided at Aqualink for first time mothers.</p>	<p><b>WCC</b></p> <p>Health and Family Services</p> <p>Whitehorse Early Years' Sector Network</p>	<p><b>1.1.1</b></p>
<p><b><i>Promote and deliver public immunisation programs and school immunisation programs to protect children against vaccine preventable diseases</i></b></p> <p><b>Achievements</b></p> <p>In the first 6 months of 2019, an immunisation coverage rate of 94.5% was achieved, an even higher rate than the previous year. Council administered approx. 5000 vaccines to 2,400 children as part of Council's public childhood immunisation.</p> <p>In addition around 3,600 vaccinations were administered as part of Council's school immunisation program.</p>	<p><b>WCC</b></p> <p>Health and Family Services</p>	<p><b>1.1.1</b></p>



Achievements 1 Jan 2018 – 30 Jun 2019	Partners and Lead	Reference to Council Plan Approach
<p><b><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></b></p> <p><b>Achievements</b></p> <p>2018 Actions in Council’s <i>Municipal Early Years Plan</i> 2014-2018 were report to Council, 15 October 2018. In the first six months of 2019, over 9000 families were supported by Council’s MCH service with 9200 consultations completed. Over 50 parents groups including specific groups for Mandarin speaking families were provided to Whitehorse families. The Enhanced program provided additional support to over 60 extremely vulnerable families.</p> <p>One hundred and forty families were supported with their parenting to enhance children’s education and care through participation in one of four Parenting Information Forums.</p> <p>Each week during school terms between 8 to 10 families participated in one of five Supported Playgroup sessions. The Supported Playgroups are delivered by Council in conjunction with local service providers – Kara House, FAN, EACH, MIC.</p> <p>Promotion of effective parenting and caregiving programs and information through various publications, displays and media, including online social media</p>	<p><b>WCC</b></p> <p>Health and Family Services</p> <p>Whitehorse Early Years’ Sector Network</p>	<p><b>1.1.1</b></p>
<p><b><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></b></p> <p><b>Achievements</b></p> <p>2018 Actions in the <i>Municipal Early Years Plan</i> 2014-2018 were reported to Council 15 October 2018.</p> <p>Council supports DET and Early Learning Association Australia (ELAA) by sponsoring venues to host local training for Education and Care Services in Whitehorse.</p>	<p><b>WCC</b></p> <p>Health and Family Services</p> <p>Other service providers</p>	<p><b>1.1.1</b></p>

Achievements 1 Jan 2018 – 30 Jun 2019	Partners and Lead	Reference to Council Plan Approach
Facilitation of the Whitehorse Early Years' Sector Network, and ongoing networking between service providers was achieved.	Whitehorse Early Years' Sector Network	
<p><b><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></b></p> <p><b>Achievements</b></p> <p>2018 Actions in Council's <i>Municipal Youth Plan</i> 2014-2018 were reported to Council 15 October 2018. 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 programs - Whitehorse Youth Representative Committee and the FReeZA Committee</p> <p>Collaboratively supported young people's health with local service providers – referrals for young people to specialist services as required</p> <p>Activities for young people promoted via various communication platforms</p>	<p><b>WCC</b></p> <p>Health and Family Services</p> <p>Whitehorse Youth Issues Network</p>	<b>1.1.3</b>
<p><b><i>Support and strengthen secure, safe, involved and caring family environments and healthy personal relationships</i></b></p> <p><b>Achievements</b></p> <p>2018 Actions in the <i>Municipal Youth Plan</i> 2014-2018 were reported to Council 15 October 2018</p> <p>Council has strengthened families and their support of young people by the roll out of Respectful Relationships Program in secondary schools to reduce the prevalence of bullying and unhealthy intimate relationships.</p>	<p><b>WCC</b></p> <p>Health and Family Services</p> <p>Whitehorse Youth Issues Network</p> <p>Department Education and Training</p>	<b>1.1.3</b>

Achievements 1 Jan 2018 – 30 Jun 2019	Partners and Lead	Reference to Council Plan Approach
<p><b><i>Provide quality , accessible , flexible, affordable and integrated services to support and promote young people's health and wellbeing</i></b></p> <p><b>Achievements</b></p> <p>2018 Actions in the <i>Municipal Youth Plan</i> 2014-2018 reported to Council 15 October 2018.</p> <p>Collaborated through the Youth Issues Network and Eastern Homelessness Network to develop sector-wide strategies to improve young people's access to services and supports, especially mental health support</p> <p>Capacity development of youth service professionals focussed on young people's mental health and engagement strategies.</p>	<p><b>WCC</b></p> <p>Whitehorse Youth Issues Network</p> <p>Eastern Homelessness Network</p>	<p><b>1.1.1</b></p>
<p><b><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></b></p> <p><b>Achievements</b></p> <p>In partnership, Council delivered the 2018 Whitehorse Seniors Festival to an estimated 530 people. The opening event was attended by 150 senior Whitehorse residents. Over 40 free and low cost events provided by Council and community partners provided seniors with an opportunity to try new activities and become more involved in their local community.</p> <p>WHACS Occupational Therapist facilitated a Safety Week event with all social support group members that included information on falls prevention, active ageing and pressure care to support consumers' capacity to live in their homes, improve knowledge regarding mobility aids and equipment and enhance safety awareness.</p> <p>The Walking Basketball Pilot Project engaged older people in physical activity and socialisation. Eleven people from U3A Nunawading participated in a 4 week walking basketball pilot project. A future implementation of the pilot is being explored.</p>	<p><b>WCC</b></p> <p>Community organisations/ groups and services providers</p> <p>Local basketball clubs</p> <p>Basketball Victoria</p>	<p><b>1.1.6</b></p>

Achievements 1 Jan 2018 – 30 Jun 2019	Partners and Lead	Reference to Council Plan Approach
<p><b><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></b></p> <p><b>Achievements</b></p> <p>WHACS delivers person centred services. In 2018 this included: 28,951 hours of Social Support services, 15,817 hours of Accompanied Activities which support community connectedness, 670 hours of the Cooking for 1 or 2 program and 31,962 hours of Transport. 2,991 Respite services were provided.</p> <p>The “Cooking for 1 or 2” program supported consumers to develop basic cooking skills and nutritional knowledge while socialising together as a group, leading to improved health and wellbeing.</p> <p>In addition the Seniors Cultural Meals Program- facilitates the provision of 25,263 culturally appropriate meals, encouraging and supporting older people remain connected and participating in community life.</p> <p>Mountainview Cottage celebrates cultural &amp; calendar events. Over 90 people attended the ‘Christmas @ Carrington’ Function.</p> <p>Success of the Mountainview Cottage and Star Fish Child Care Centre Intergenerational Partnership Project has seen further activities underway with local schools.</p> <p>In 2018 all social support group members participated in Health and Safety Week activities run by the Occupational Therapist to assist them to live in their homes, improve knowledge of nutrition, sleep, mindfulness, energy conservation, mobility and equipment and enhance safety awareness</p> <p>In 2019 all social support group participants learned about Elder Abuse Prevention, Advance Care Planning, Balancing Independence and Support, Moving into Residential Care and Getting your Affairs in Order through a series of presentations by the Occupational Therapist.</p>	<p><b>WCC</b></p> <p>Whitehorse Home and Community Services</p>	<p><b>1.1.1</b></p>

Achievements 1 Jan 2018 – 30 Jun 2019	Partners and Lead	Reference to Council Plan Approach
<p><i>Promote active and healthy ageing for people in the diverse community</i></p> <p><b>Achievements</b></p> <p>Mandarin speaking worker was engaged for the Cooking for One or Two program to enhance participation in the program by people with Chinese background.</p>	<p><b>WCC</b></p> <p>Home and Community Services</p> <p>Community Development</p>	<p><b>1.1.8</b></p>

## Community

Achievements 1 Jan 2018 – 30 Jun 2019	Partners and Lead	Reference to Council Plan Approach
<p><b><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></b></p> <p><b>Achievements</b></p> <p>Hosted by the Asian Business Association of Whitehorse with support from Council, the Chinese New Year event is one of the largest Chinese New Year celebrations in Melbourne.</p> <p>Delivered by Community Development in partnership with Arts and Culture, the 2018 Global Fiesta Event was held at the Box Hill Gardens in March. The event was attended by approx. 5,000 people and involved over 30 community stalls and 15 colourful stage performances from local community groups.</p> <p>Hosted in Nangnak Gardens, the Sorry Day Flag Raising event included a Welcome to Country and Smoking Ceremony performed by Uncle Perry Wandin. Over 150 local community members, service providers and school students attended.</p> <p>The Welcome Dinner Project hosted a community luncheon at Box Hill Town Hall in July. Over 80 people attended and learned about other cultures through sharing their favourite cuisines in a pot luck style meal, a cultural dance performance and impromptu Bollywood Dance class.</p>	<p><b>WCC</b></p> <p>Community 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><b>1.1.6</b></p>
<p><b><i>Enhance the creativity, skills, knowledge and social connections of the community through the delivery of accessible community arts programs</i></b></p> <p><b>Achievements</b></p> <p>The Community Arts Centre offers a monthly program for people with disabilities organised through Scope, Box Hill, and facilitated by the Arts Centre. Many disability service providers also use the centre to run their own programs for the community.</p>	<p><b>WCC</b></p> <p>Arts and Cultural Services</p>	<p><b>1.1.6</b></p>

Achievements 1 Jan 2018 – 30 Jun 2019	Partners and Lead	Reference to Council Plan Approach
<p>The Annual “Alkira” exhibition held in September offered a creative communal opportunity for people with a disability to showcase and receive recognition for their artwork.</p>		
<p><b><i>Foster greater cultural awareness, connectedness and understanding within the community through the delivery of accessible, affordable performing arts and art exhibitions</i></b></p> <p><b>Achievements</b></p> <p><b>Whitehorse Centre</b>  Included in Season 2018 were works of historical and contemporary significance, including an indigenous work on the Stolen Generations entitled <i>Hart</i> and a work exploring immigration, entitled <i>Jurassica</i>.</p> <p>Attendances for the first half of the year exceeds 6,800. The Season has a combination of dramatic and satirical works along with circus and music, including the award winning indigenous musical play <i>The Sapphires</i>.</p> <p>The Midweek Matinee Program is an affordable and accessible daytime series of concerts and classic films. In 2018 six quality music shows and five classic films with a complimentary morning tea, were performed and in 2019 patrons have enjoyed a mix of toe tapping Broadway tunes, some Gilbert and Sullivan and a Julie Andrews tribute show along with Bob Hope and Doris Day films.</p> <p><b>Whitehorse Artspace</b>  In 2018 approximately 8,000 local residents and visitors attended free, accessible exhibitions at Whitehorse Artspace and the All Nations Foyer at Box Hill Town Hall. Free artist and curator talks enhanced patron knowledge and understanding of the exhibited works.</p> <p>Between January and June 2019 approximately 4,500 people visited the Whitehorse Artspace and the All Nation’s Foyer. Artspace hosted visitors from the local Chinese Australian community, retirement homes, disability organisations, multicultural organisations and pre-schools.</p>	WCC	1.1.6

Achievements 1 Jan 2018 – 30 Jun 2019	Partners and Lead	Reference to Council Plan Approach
<p><b><i>Build capacity and promote social connection and participation in smaller NFP organisations, including for diverse communities</i></b></p> <p><b>Achievements</b></p> <p>Funding of CALD social groups and other organisations through Council community grants program.</p> <p>24 Community organisations featuring CALD membership or focus received community grants in the 2019/20 funding round</p> <p>Community Grants Program reviewed to align with Council’s Strategic Directions in the Council Plan and health &amp; wellbeing goals</p> <p>Smarty Grants Program Introduced to host Councils Community Grants Program</p>	<p><b>WCC</b></p> <p>Community Development</p>	<p><b>1.1.4</b></p>
<p><b><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></b></p> <p><b>Achievements</b></p> <p>2018 Actions in the <i>Municipal Youth Plan</i> 2014-2018 reported to Council 15 October 2018.</p> <p>Promoted Young Person of the Month Awards to celebrate, acknowledge and recognise achievement and diversity in young people and provide features about young people in Whitehorse News</p>	<p><b>WCC</b></p> <p>Health and Family Services</p> <p>Whitehorse Youth Issues Network</p>	<p><b>1.1.7</b></p>
<p><b><i>Plan and implement strategic responses to local priorities for young people</i></b></p> <p><b>Achievements</b></p> <p>In 2018 local priorities for young people were identified through analysis and use of Health and Well-being profiler survey data in addition to consultations with young people and service providers. This information led to the creation and implementation of the Creative Youth Hub as a new means communicating information to young people, to provide a platform for young people to raise issues, concerns and feedback on key topics and to enable young people to creatively express themselves.</p>	<p><b>WCC</b></p> <p>Health and Family Services</p> <p>Whitehorse Youth Issues Network</p>	<p><b>1.1.1</b></p>



Achievements 1 Jan 2018 – 30 Jun 2019	Partners and Lead	Reference to Council Plan Approach
<p><b><i>Support and promote intergenerational interactions and activities to help reduce social isolation of older people and counter ageism</i></b></p> <p><b>Achievements</b></p> <p>Different models and approaches promoted within the community included Neighbour Day 2018 and Intergenerational Grants provided to schools and kindergartens to partner with older persons organisations (seven grants in 2018-19 financial year).</p> <p>An Intergenerational Partnership Program has been developed between Council's Mountainview Cottage and several children specific services including Star Fish Child Care Centre, St Philip's Primary School Year 6 and Burwood East Primary School. Consumers and children have been engaged in various activities sharing skills and experiences. Activities included Christmas card making, gardening, chocolate making and a Life Skills program. In the Life Skills young students learned life stories of the elderly participants and produced books reflecting their lives.</p>	<p><b>WCC</b></p> <p>Community Development</p> <p>WHACS</p> <p>Local schools</p> <p>Community organisations</p> <p>Services providers</p> <p>Aged care facilities</p>	<p><b>1.1.2</b></p>
<p><b><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></b></p> <p><b>Achievements</b></p> <p>Council promoted and delivered services and programs at Sportlink, Aqualink Box Hill &amp; Aqualink Nunawading in response to community need, including Creche and Occasional Care, Group fitness classes, Hot Streak Basketball program (to maximise court time and also give everyone a go), Post Natal program and Fab Living (60+) social events</p> <p>The Fab Living program for 60+ continues to be popular with many continuing the exercise journey. The post-natal program runs each school term for mothers who want to return to exercise with their child in the class with them.</p> <p>Aqualink Crèches operated through the year increasing the attendance of the Occasional Care services.</p> <p>In 2018 to coincide with the Commonwealth Games activities at Leisure Facilities included gym and inflatable challenges as well as information to promote interest by patrons.</p>	<p><b>WCC</b></p> <p>Leisure and Recreation Services</p>	<p><b>1.1.1</b></p>

Achievements 1 Jan 2018 – 30 Jun 2019	Partners and Lead	Reference to Council Plan Approach
<p>During Seniors Week awareness raising seminars on the role of diet and exercise for mental health and memory and eating for heart health were held.</p>		
<p><b><i>Promote the rights and inclusion of people with disability in the life of the community, including people with a mental illness</i></b></p> <p><b>Achievements</b></p> <p>Via online networks opportunities for people with disabilities to join the Youth Representative Committee and volunteer programs were promoted.</p> <p>Whitehorse Disability Advisory Committee continued to provide strategic advice to Council.</p> <p>Council promoted a wide range of activities and information relating to both Mental Health Week and International Day of Persons with Disability. Council partnered with the Mental Health Foundation Australia to host the <i>Let's Talk Mental Health</i> Forum on 18 October to raise awareness of the impacts of mental illness on the lives of people as well as services available in the local community.</p>	<p><b>WCC</b></p> <p>Community Development</p> <p>Health Service Providers</p> <p>Disability Service Providers</p> <p>Community Organisations</p>	<p><b>1.1.4</b></p>
<p><b><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></b></p> <p><b>Achievements</b></p> <p>Opportunities to learn about the NDIS and its processes were promoted in the community and across Council via e-networks and other media</p> <p>Funding for the Building Inclusive Communities Program ceases in December 2019. Whitehorse CC and other LGAs continue to advocate for the retention of the Program within local government.</p>	<p><b>WCC</b></p> <p>Community Development</p> <p>WHACS</p> <p>NDIA</p> <p>State and Federal Government Departments</p>	<p><b>1.1.1</b></p>

Achievements 1 Jan 2018 – 30 Jun 2019	Partners and Lead	Reference to Council Plan Approach
	People with disabilities Disability Service Providers	
<p><i><b>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</b></i></p> <p><b>Achievements</b></p> <p>People with disability attend a broad range of Council events including Carols by Candlelight, Australia Day Concert, Spring Festival and the Swing Pop Boom Concert series, as well as programs, activities and courses held at Aqualink, Sportslink and Box Hill Community Arts Centre.</p> <p>Height adjustable and wider seating has been purchased to assist patrons with mobility issues attending the Whitehorse Centre.</p>	<p><b>WCC</b></p> <p>Community Development</p> <p>Arts and Recreation Services</p> <p>People with disability</p> <p>Community Organisations</p> <p>Disability Service Providers</p> <p>Sporting clubs and associations</p> <p>Fitness facility providers</p> <p>Whitehorse interfaith network and faith organisations</p>	<p><b>1.1.6</b></p>
<p><i><b>Plan and implement the Disability Action Plan (DAP) in response to local priorities for people with a disability in Whitehorse</b></i></p>	<p><b>WCC</b></p> <p>People with disability</p>	<p><b>1.1.1</b></p>

Achievements 1 Jan 2018 – 30 Jun 2019	Partners and Lead	Reference to Council Plan Approach
<p><b>Achievements</b></p> <p>The Disability Action Plan outcomes are reported as required, in Council's Annual Report.</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><b>Achievements</b></p> <p>Officers have commence exploration for Whitehorse CC to become a signatory to the Age-Friendly Victoria Declaration</p>	<p><b>WCC</b></p> <p>Community Development</p>	<p><b>1.1.1</b></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><b>Achievements</b></p> <p>The Forest Hill Dementia Friendly Community is in development with</p> <p>Nine service providers and eight community members in the group (alliance) who have agreed to work together to improve the well-being and quality of life of people living with dementia in Forest Hill. The consultation involved 332 surveys and face to face discussions with 43 people. Two priority actions have been agreed on and are currently being explored: 1. Assist people with dementia and their carers to know where to get help, and 2. Help businesses to have an understanding about people with dementia.</p>	<p><b>WCC</b></p> <p>Community Development</p> <p>Forest Hill Dementia Friendly Communities Pilot Project Working Group</p> <p>Inner East Primary Care Partnership</p> <p>Carrington Health</p>	<p><b>1.1.1</b></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><b>WCC</b></p>	<p><b>1.1.1</b></p>

Achievements 1 Jan 2018 – 30 Jun 2019	Partners and Lead	Reference to Council Plan Approach
<p><b>Achievements</b></p> <p>Contributed to improved knowledge and responses to promote the health and wellbeing of older people in Whitehorse through participation in relevant network meetings: Eastern Elder Abuse Network (EEAN), Eastern Dementia Network.</p> <p>EMR Aged Services Managers investigated the feasibility of strategic regional EMR Dementia Forum with the event planned for September 2019. A collaborative working group with Maroondah Council was formed.</p>	<p>Community 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 Network</p>	
<p><i>Continue to build Council and partner agencies' capacity to engage with, understand, respond to and promote the rights and needs of LGBTI+ people</i></p>	<p><b>WCC</b></p>	<p><b>1.1.1</b></p>

Achievements 1 Jan 2018 – 30 Jun 2019	Partners and Lead	Reference to Council Plan Approach
<p><b>Achievements</b></p> <p>Council Diversity Working group established.</p> <p>Diversity Training was delivered to 20 staff from across Council and was well received.</p>	<p>Community Development</p> <p><b>Q-East Alliance</b></p> <p>VLGA Rainbow Network</p>	
<p><b><i>Advocate and inform improvements in the service system to respond to the needs of migrant and refugee people</i></b></p> <p><b>Achievements</b></p> <p>Council works in partnership with the Migrant Settlement Committee (MSC), a network that has over 100 service providers and agencies in the East. Council contributes to working groups for various projects to address the needs of migrants. The MSC is funded by Council's Community Grants program.</p> <p>Contributing member of the Victorian Local Government Migrant Issue Network (VLGMIN).</p>	<p><b>Migrant Settlement Committee</b></p> <p>WCC</p> <p>Community Development</p> <p>VLGMIN</p>	<p><b>1.1.1</b></p>
<p><b><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></b></p> <p><b>Achievements</b></p> <p>Council supported and guided seniors groups regarding governance and grant applications as required.</p> <p>Planning for a dedicated project and delivery of governance training for community organisations has commenced and will be rolled out over the next 12-18 months</p>	<p><b>WCC</b></p> <p>Community Development</p>	<p><b>1.1.4</b></p>
<p><b><i>Continue to support and facilitate the Whitehorse Interfaith Network (WIN) to increase its capacity to deliver activities and consolidate its membership base</i></b></p> <p><b>Achievements</b></p>	<p><b>WCC</b></p> <p>Community Development</p>	<p><b>1.1.5</b></p>

Achievements 1 Jan 2018 – 30 Jun 2019	Partners and Lead	Reference to Council Plan Approach
<p>Whitehorse Interfaith Network (WIN) hosted three Tour of Worship Events (two involving school students and one as part of Seniors week) attended by approx. 150 people. The tour of worship in May 2019 saw St James Primary School students touring through a Gurduara Sikh Temple in Blackburn and a Buddhist Temple in Box Hill.</p> <p>WIN members participated in a collaborative family violence prevention project with Whitehorse, Monash, Manningham and Boroondara Councils and their interfaith networks. The project was a great success; over 100 people attended the final forum and three new WIN members were gained as a result of this interfaith project reaching out to the Inner East community.</p> <p>Council also supports WIN's active involvement in Global Fiesta and the Welcome Dinner Event</p>		
<p><b><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></b></p> <p><b>Achievements</b></p> <p>Hosted National Sorry Day Flag-Raising Ceremony during Reconciliation Week which included a schools competition. Over 150 people attended with great community feedback.</p> <p>Convened the Whitehorse Reconciliation Advisory Committee. Conducted planning session resulting in a stronger strategic vision for the WRAC.</p> <p>Council has also attended the newly reconvened Eastern LAN network which focuses on health, wellbeing and reconciliation matters for indigenous families in the east.</p> <p>An Aboriginal Cultural Awareness training session was facilitated by Karen Milward to over 25 staff and members of the WRAC.</p>	<p><b>WCC</b></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><b>1.1.7</b></p>

Achievements 1 Jan 2018 – 30 Jun 2019	Partners and Lead	Reference to Council Plan Approach
<p><b><i>Continue integration of Volunteer management functions across organisational systems, planning and programs within Council and other organisations</i></b></p> <p><b>Achievements</b></p> <p>Coordination and supervision of more than 335 volunteers across Council in a diversity of programs, projects and initiatives.</p> <p>Participated in regional and sector networks and partnerships in line with development priorities, including the implementation of National Standards for Volunteer Involvement and Child Safe Standards.</p>	<p><b>WCC</b></p> <p>Community Development</p> <p>Volunteering Victoria</p> <p>LG Pro</p> <p>Eastern Volunteers</p> <p>Boroondara Volunteer Resource Centre</p> <p>Volunteering in Manningham</p>	<p><b>1.1.5</b></p>
<p><b><i>Continue promotion of, information about and capacity for volunteering, community participation and community organisations within Council and in the community</i></b></p> <p><b>Achievements</b></p> <p>Convened and supported the Whitehorse Volunteer Network to share knowledge and resources.</p> <p>Council staff trained in working with volunteers who are on the autism spectrum.</p> <p>Produced and distributed updated edition of “Get Involved: Local Volunteering Opportunities” booklet.</p>	<p><b>WCC</b></p> <p>Community Development</p> <p>Eastern Volunteers</p>	<p><b>1.1.5</b></p>
<p><b><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></b></p> <p><b>Achievements</b></p>	<p><b>WCC</b></p> <p>Community Development</p>	<p><b>1.1.2</b></p>



Achievements 1 Jan 2018 – 30 Jun 2019	Partners and Lead	Reference to Council Plan Approach
Intergenerational projects and activities are supported by Council, with seven projects funded in Whitehorse through the Community Development 'Intergenerational Grants' program. Recipients include primary schools and preschools.		
<p><b><i>Recognise and celebrate volunteers and those who are actively involved in their local community</i></b></p> <p><b>Achievements</b></p> <p>International Volunteer Day function delivered in November 2018 with 100 volunteers in attendance who were also recognised for their contribution.</p> <p>Social media used to promote volunteering during National Volunteer week in 2019.</p> <p>Developed social media videos about local community groups and volunteers with 1770 people watching the videos.</p> <p>Volunteers were regularly profiled in Whitehorse News.</p>	<p><b>WCC</b></p> <p>Community Development</p>	<p><b>1.1.5</b></p>

## Family Violence Response and Prevention

Achievements 1 Jan 2018 – 30 Jun 2019	Partners and Lead	Reference to Council Plan Approach
<p><b><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></b></p> <p><b>Achievements</b></p> <p>Whitehorse City Council Statement on Family Violence and the Prevention of Violence Against Women and Children was adopted by Council 24 June 2019: <b><i>Whitehorse City Council says no to violence. Council is committed to working together with the community to model and promote equal and respectful relationships. We want a community where everyone is valued and safe.</i></b></p> <p>Council participated in regional advocacy and planning for PVAW through continuing contribution to the Action Plan for EMR Together For Equality and Respect (TFER) Strategy 2017-2021 and the respective Evaluation Plan.</p> <p>Council engaged stakeholders in PVAW in Whitehorse through establishment of the Whitehorse Prevention of Family Violence and Violence Against Women Collaborative Action Working Group early in 2018.</p> <p>Council encouraged best-practice activity across settings by Council and external partners through the development and publication of the <i>Whitehorse Local Government and Community Settings Practice for Prevention of Violence Against Women</i> resource. The resource was distributed across Council, to partner agencies and is also available on the MAV website for other LGAs.</p> <p>Council contributed to sector development through the provision of Family Violence and Prevention of Family Violence sessions for 20 members of the Whitehorse Early Years Network.</p> <p>Council collaborated with Manningham, Monash, and Boroondara Councils and Interfaith Networks for the <i>Inner East Faith Communities Unite for Safety and Respect Project</i>. Learning opportunities reached 53 different participants across three different co-designed workshops. Thirteen faiths and 11 organisations have been represented. Sixteen people of the Whitehorse Interfaith Network have been actively involved in looking at how to</p>	<p><b>WCC</b></p> <p>Community 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>Local family violence agencies</p> <p>Victoria Police</p> <p>Whitehorse Manningham Libraries</p> <p>Community organisations, including faith-based</p>	<p><b>1.1.3</b></p>

Achievements 1 Jan 2018 – 30 Jun 2019	Partners and Lead	Reference to Council Plan Approach
<p>promote safety and respect and prevent family violence. The project builds the capacity of the Inner Eastern Region faith settings to create a safe and respectful community.</p> <p>The highly engaging Miss Makes Code community event in March promoted girls engagement with Science Technology Engineering and Maths (STEM), reaching 95 children and adult participants. Over 60 per cent of adults reported an increase in knowledge about gender equality.</p> <p>Whitehorse Celebrates Equality and Respect, a program of coordinated activities to mark the 16 Days of Activism Against Gender-based Violence, involving:</p> <ul style="list-style-type: none"> <li>• Well-received White Ribbon Breakfast hosted by the Mayor with over 100 people in attendance.</li> <li>• The Men's Action Group created a thought-provoking installation on the lawns of the Town Hall and the Civic Centre, and collected signatures of people committed to say no to violence against women.</li> <li>• Coordinated toy drive to support specialist family violence service EDVOS and local refuge Kara House</li> <li>• Coordinated communications and marketing of campaign: social media posts, web-based information, Leader advertising and Whitehorse News; as well as participation in regional social media campaign with TFER Partnership</li> <li>• Sports Club Development Forum to promote Women's Leadership in Sport. (In Annual Report 2019)</li> <li>• Collaboration with Manningham CC and WML for Gender Equity Storytime.</li> <li>• The 2018 sessions at Box Hill and Nunawading Libraries were attended by fifty five children and 46 adults. Sessions were reported to be enjoyable and informative.</li> </ul> <p>Successful Free from Violence State Government grant saw the implementation of the <i>Whitehorse Strengthening Local Action for Family Violence Prevention Project</i>. The project, to run over 12 months December 2018 - December 2019 aims to enhance Council's capacity to develop strategic responses to prevent family violence and to promote gender equality in diverse settings, in collaboration with existing and new partners. A key outcome, currently under development, is the Family Violence Prevention Action Plan 2019-2021.</p> <p>Active Bystander Training was delivered to members of staff with representatives from across Council.</p> <p>Council's Family Violence leave enshrined in the Collective Agreement has been accessed on a number of occasions by staff experiencing family violence. Council has a Family Violence Resource Kit to support staff experiencing family violence.</p>		

Achievements 1 Jan 2018 – 30 Jun 2019	Partners and Lead	Reference to Council Plan Approach
<p><b><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></b></p> <p><b>Achievements</b></p> <p>Council contributes to the Regional Family Violence Working Group to progress actions for prevention of family violence, focussing on people living with disability.</p> <p>Council partnered with Nadrasca to deliver a range of preventative and awareness raising initiatives to support people accessing Nadrasca services – such as RUOK day, Friendship Day – each promoting elements of respectful relationships.</p> <p>A project entitled Abuse is Not OK saw Nadrasca employees with disability working alongside senior managers, trainers and Council’s MetroAccess Officer to develop co-designed key messages, undertake filming and acting in the video.</p>	<p><b>WCC</b></p> <p>Community Development</p> <p>WHE</p> <p>Local FV Services</p> <p>EDVOS</p> <p>Women’s Health East</p> <p>Other Councils</p> <p>Nadrasca</p>	<p><b>1.1.3</b></p>
<p><b><i>Continue to safeguard the rights, dignity, health and independence of older people through action to prevent elder abuse</i></b></p> <p><b>Achievements</b></p> <p>WHACS respond appropriately to elder abuse disclosures and provide support services and undertakes ongoing cross-agency collaboration and improvements to service co-ordination.</p> <p>Participated in the Eastern Elder Abuse Network and the Eastern Elder Abuse Committee (EEAC). This committee has a focus on developing primary prevention approaches to elder abuse across the EMR.</p> <p>Council supported and promoted the annual World Elder Abuse Awareness Day across City of Whitehorse and the Eastern Metropolitan Region. Council supported a number of initiatives to raise awareness of elder abuse, including:</p>	<p><b>WCC</b></p> <p>WHACS</p> <p>Community Development</p> <p>Eastern Elder Abuse Network</p> <p>Eastern Community Legal Centre</p> <p>Senior’s Rights Victoria</p>	<p><b>1.1.3</b></p>

Achievements 1 Jan 2018 – 30 Jun 2019	Partners and Lead	Reference to Council Plan Approach
<ul style="list-style-type: none"> <li>• <i>Together We Can Stop Elder Abuse</i> banner displayed on the Box Hill Town Hall lawn and the Town Hall illuminated in purple from 15-29 June</li> <li>• Ribbons and written material available at Council Customer Service Centres</li> <li>• Promotion through Whitehorse News and Face Book to increase awareness of the issue and encouraged the community to wear purple on Friday 15 June</li> <li>• Regional forum for professionals</li> </ul>		
<p><b><i>Continue to enhance workforce capacity of direct service providers to respond to elder abuse, family violence and child safety concerns</i></b></p> <p><b>Achievements</b></p> <p>All MCHNs have received training in how to apply the additional family violence consultations funded by the state government and now included in the key ages and stages program.</p> <p>All MCHN staff have attended 16 hours of specific training relating to trauma in children as a result of family violence.</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>All Early Years and youth staff received training about family violence and in particular, identification of signs and referral pathways for intervention support.</p> <p>WHACS staff explored case studies about elder abuse and occupational violence facilitated at the Peer Support Group meetings, attended by 135 Support Workers.</p> <p>Whitehorse Regional Assessment service undertook 2 hour training sessions run by Senior Rights Victoria. Training included individual case-by-case case discussions conducted with relevant WHACS staff to follow up on suspected elder abuse.</p>	<p><b>WCC</b></p> <p>Health and Family Services</p> <p>WHACS</p>	<p><b>1.1.1</b></p>

Achievements 1 Jan 2018 – 30 Jun 2019	Partners and Lead	Reference to Council Plan Approach
<p><b><i>Coordinate regional activities to promote understanding about respectful relationships, gender and sexual diversity</i></b></p> <p><b>Achievements</b></p> <p>Council and other local and regional organisations collaborated to deliver the IDAHOBIT pop-up event in Box Hill Central providing entertainment and information on health and wellbeing programs available to support young people. Council also raised the rainbow flag at Box Hill Town Hall and Council's Civic Centre and lit the Town Hall in purple during the week of the event.</p>	<p><b>WCC</b></p> <p>Community Development</p> <p>Arts and Recreation Services</p> <p>Health and Family Services</p> <p>Q-East</p> <p>Women's Health East (WHE)</p>	<p><b>1.1.7</b></p>
<p><b><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></b></p> <p><b>Achievements</b></p> <p>Produced Women's Safety Information Card to support Council's work in prevention of family violence (hard copy and online). The Women's Safety Cards have been extensively distributed through Service Centres, WELS, MCHS, and Libraries and at relevant events.</p> <p>In collaboration with VECCI and Manningham City Council, Council hosted the <i>How to Approach Performance Management</i> business breakfast in November 2018 which included topics such as Reading the signs of depression, Domestic and family violence leave and Employee assistance programs.</p> <p>The October 2018 Women's Forum Inspirational Stories – From Addiction to Recovery was attended by 150 women. Three guest speakers presented inspirational personal stories and performance about the impacts of addiction and their recovery from their own or another's addiction.</p>	<p><b>WCC</b></p> <p>WHE</p>	<p><b>1.1.3</b></p>

<b>Achievements 1 Jan 2018 – 30 Jun 2019</b>	<b>Partners and Lead</b>	<b>Reference to Council Plan Approach</b>
<p>The May 2019 Women's Forum looked at happiness, Healthy Body Happy Mind, with 170 guests attending.</p> <p>Over 150 men and the people who care about them participated in activities to promote men's mental health and wellbeing as part of Men's Health Week 2019. Topics included Suicide prevention, Anxiety and Depression in Men, Expectations and Wellbeing. Participants report an increased knowledge and confidence to speak with others about their concerns.</p>		

### *Safety*

<b>Achievements 1 Jan 2018 – 30 Jun 2019</b>	<b>Partners and Lead</b>	<b>Reference to Council Plan Approach</b>
<p><b><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></b></p> <p><b>Achievements</b></p> <p>Program of Annual Activities:</p> <ul style="list-style-type: none"> <li>• Quarterly MEMPC meeting</li> <li>• MEMP reviewed and updated</li> <li>• Annual Community and Stakeholder Engagement, including Fire Awareness Consultation, posting of extreme weather alerts on social media and involvement in regional and local EM planning forums</li> <li>• Annual testing and exercising of the Municipal Emergency Management Plan</li> <li>• Conduct reviews of nominated Community Emergency Risk Assessments (CERA).</li> </ul>	<p><b>WCC</b></p> <p>Compliance</p> <p>Municipal Emergency Management Planning Committee (MEMPC)</p>	<p><b>1.1.3</b></p>
<p><b><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></b></p> <p><b>Achievements</b></p>	<p><b>WCC</b></p> <p>Compliance</p> <p>MEMPC</p>	<p><b>1.1.3</b></p>

Achievements 1 Jan 2018 – 30 Jun 2019	Partners and Lead	Reference to Council Plan Approach
<p>Expanded the weather alert early warning system through Flexibuzz and social media.</p> <p>To reinforce emergency agency and state government messaging, Council promoted community action to prepare for emergencies, such as residents maintaining their smoke detectors, through Whitehorse News articles and social media.</p> <p>Council's WHACS clients are regularly informed about measures to take during heat-waves and power blackouts through distribution and access to DHHS information on thermal health.</p> <p>Awareness and information about emergency management issues is through web page, local media and information sheets.</p> <p>Council staff are kept up to date about business continuity through :</p> <ul style="list-style-type: none"> <li>• Annual desktop exercise with managers</li> <li>• Annual departmental recovery plan review</li> <li>• Six monthly Business Continuity Steering Committee meetings</li> <li>• Six monthly audit reports</li> </ul>		
<p><b><i>Inform, collaborate and advocate to reduce problem gambling and gambling harm in the community</i></b></p> <p><b>Achievements</b></p> <p>Review of Whitehorse City Council's Responsible Gambling Policy 2011 has commenced. The literature review and research phase is complete, as well as consultations with internal staff. An external consultation phase is being planned.</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.</p> <p>Two videos focussing on gambling harm in the City of Whitehorse were also produced internally and promoted via social media during Gambling Harm Awareness Week 2018.</p>	<p><b>WCC</b></p> <p>Community Development</p> <p>Gamblers Help East</p> <p>MAV</p> <p>VLGA</p>	<p><b>1.1.3</b></p>



Achievements 1 Jan 2018 – 30 Jun 2019	Partners and Lead	Reference to Council Plan Approach
<p><b><i>Collaborate to implement initiatives to promote community safety and prevent crime</i></b></p> <p><b>Achievements</b></p> <p>The end of 2018 saw the finalisation of the collaborative Theft from Motor Vehicle bi-language signage project with Victoria Police with 206 “Lock it, Remove it or Lose it!” signs installed in ten Council car parks. Community education sessions were conducted and evaluation indicates an increased community awareness of the need to remove valuables from parked cars to reduce theft.</p>	<p><b>VicPol</b></p> <p>WCC</p> <p>Local business</p> <p>Community Groups</p>	<p><b>1.1.3</b></p>
<p><b><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></b></p> <p><b>Achievements</b></p> <p>In 2018 over 70 % of Class 1 and 2 food premises in the City of Whitehorse achieved 5 and 4 star (30% and 42.2% respectively). This demonstrates high standards being recorded and maintained across 72.2% of the food businesses that were assessed. Overall this was a positive result with an improvement of 2.4% above the result for 2017. Overall, food safety performance for food businesses within Whitehorse continued to remain high with 95.5% of premises being compliant.</p> <p>To support compliance two Allergen forums were held with translation services to cater for Chinese-speaking business people.</p> <p>Guides were sent out to all businesses to support compliance as well as the delivery of two information forums which included presentation of the 5 Star Food Premises of the Year award.</p>	<p><b>WCC</b></p> <p>Health and Family Services</p>	<p><b>1.1.8</b></p>
<p><b><i>Undertake Tobacco Control activities to protect the health of the community, in particular young people</i></b></p> <p><b>Achievements</b></p> <p>Tobacco control activities included assessments and educational activities conducted with retail tobacco outlets, food businesses and other workplaces, and outdoor areas, as well as enforcement activities. These together with</p>	<p><b>WCC</b></p>	<p><b>1.1.8</b></p>

Achievements 1 Jan 2018 – 30 Jun 2019	Partners and Lead	Reference to Council Plan Approach
test purchases for cigarette sales to minors met service targets and funding requirements in accordance with MAV/DHHS Service agreement.		
<p><b><i>Implement changes in the Tobacco Act (1987) to further restrict public places where smoking is permitted</i></b></p> <p><b>Achievements</b></p> <p>The State Government's 2018 changes to the Tobacco Act to include additional public areas in which smoking is prohibited are being regulated by Council's Community Laws and Health Teams.</p> <p>Council administered the new tobacco legislative reforms with respect to bans on smoking in outdoor areas and regulation of e-cigarettes and shisha tobacco in accordance with MAV/DHHS Service agreement.</p>	WCC	1.1.8
<p><b><i>Work with new and existing rooming house operators and other stakeholders to support compliance with regulation with public health standards</i></b></p> <p><b>Achievements</b></p> <p>Registered prescribed accommodation underwent annual assessments and follow up inspections in relation to health, building and planning compliance.</p> <p>Unregistered premises were investigated.</p> <p>Rooming house operators were supported to meet compliance through education visits and a newsletter sent out to all registered rooming houses in March 2019 promoting health, building and community law requirements.</p>	WCC	1.1.8
<p><b><i>Inform, collaborate and advocate to reduce harm from alcohol and drugs in the community</i></b></p> <p><b>Achievements</b></p> <p>Council is a partner in the EMR Action on Alcohol Flagship Group (AAFG). During the 18 months the group undertook action planning and was successful in obtaining a grant for an ADF Local Drug and Alcohol Team (LDAT).</p>	WCC EMR Alcohol Action Flagship Group	1.1.3

Achievements 1 Jan 2018 – 30 Jun 2019	Partners and Lead	Reference to Council Plan Approach
<p><b><i>Support the social and economic wellbeing of the community in relation to alcohol availability in the municipality</i></b></p> <p><b>Achievements</b></p> <p>At the October 2018 Women’s Forum (Inspirational Stories – From Addiction to Recovery) three guests speakers presented personal stories and performance about the impacts of addiction and their recovery from their own or another’s addiction. Their stories touched on addiction in multiple forms – alcohol, drugs and gambling – as well as how family violence and new settlement issues also played a part. Fifty-seven of the 150 women in attendance responded to an anonymous evaluation survey (response rate of 38%). In the survey the women attending were asked to suggest important messages to convey to women about drinking alcohol. The messages they suggested broadly encompassed the following themes:</p> <ul style="list-style-type: none"> <li>• Harms caused</li> <li>• Assess your drinking – could you be in denial of a problem?</li> <li>• Seek help</li> <li>• Promote healthier options</li> </ul>	<p><b>WCC</b></p> <p>Community Development</p>	<p><b>1.1.3</b></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 Jan 2018 – 30 Jun 2019	Partners and Lead	Reference to Council Plan Approach
<p><b><i>Introduce a Planning Scheme Amendment for Municipal Wide Tree Controls to reduce tree removal</i></b></p> <p><b>Achievements</b></p> <p>In pursuit of a reduction in tree removal, authorisation was sought in April 2019 to prepare and exhibit Amendment C219 to introduce a municipal wide Significant Landscape Overlay.</p> <p>Delivered tree awareness education to support the introduction of tree controls.</p>	<p><b>WCC</b></p> <p>Planning and Building</p> <p>Department of Environment, Land, Water and Planning</p>	<p><b>2.1.1</b></p>
<p><b><i>Continuous improvement to the Planning Scheme</i></b></p> <p><b>Achievements</b></p>	<p><b>WCC</b></p> <p>Planning and Building</p>	<p><b>2.1.1</b></p>

At its meeting on 16 July 2018, Council endorsed the findings of the Whitehorse Planning Scheme Review which includes review of the scheme's Municipal Strategic Statement. Review of the Planning Scheme is undertaken every 4 years.	Department of Environment, Land, Water and Planning	
<p><b><i>Continue to realise the Urban Realm Vision to create space, places and connectivity for people to engage</i></b></p> <p><b>Achievements</b></p> <p>Commenced pilot testing of Place Activation Guidelines (PAGs).</p> <p>PAGs successfully guided the process for the This Space Your Place place-making initiative in Box Hill Mall. The learnings from this pilot project will inform the next round of updates for the PAGs.</p> <p>Box Hill Urban Realm Treatment (BHURT) Guidelines to assist planning applicants to understand expectations for works in the public realm are completed. The Guidelines were prepared with funding from the Victorian Planning Authority's Streamlining for Growth Program. The finalised BHURT Guidelines are ready for distribution and implementation once the technical component has been completed.</p>	WCC Planning and Building	2.1.5
<p><b><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></b></p> <p><b>Achievements</b></p> <p>Whitehorse continues to be an active participant in the Eastern Affordable Housing Alliance and has supported an advocacy campaign in the lead up to the State and Federal Election.</p> <p>Practical ways that local government can help to increase the supply of social and affordable housing have been promoted through the EAHA ZoneIn website, which is regularly reviewed and updated.</p> <p>Finally, Whitehorse has researched and shared data about surplus State and council owned sites for each of the EAHA local government areas.</p>	WCC Planning and Building Eastern Affordable Housing Alliance EMR Councils	2.1.2

<p><b><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></b></p> <p><b>Achievements</b></p> <p>Advocated to the State Government for improvements to the Box Hill Transport Interchange.</p>	<p><b>WCC</b></p> <p>Engineering and Environmental Services</p>	<p><b>2.1.3</b></p>
<p><b><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></b></p> <p><b>Achievements</b></p> <p>Council continues to provide many educational and behavioural programs to promote the physical and mental wellbeing of adults and children. These include the Whitehorse Active and Safe School Program, support for Walk to School, Transit, and Bike It active travel programs in schools and adult bicycle skills training courses to increase participation in cycling.</p>	<p><b>WCC</b></p> <p>Engineering and Environmental Services</p> <p>Whitehorse primary and secondary schools</p>	<p><b>2.1.5</b></p>
<p><b><i>Increase access to shared spaces for physical activity and social connections by building multi-use, youth-friendly infrastructure</i></b></p> <p><b>Achievements</b></p> <p>In 2018 Box Hill South Skate Park extension opened, providing access to a new beginner area, street plaza style skating elements and new basketball half court.</p>	<p><b>WCC</b></p> <p>Engineering and Environmental Services</p>	<p><b>2.1.4</b></p>
<p><b><i>Improve access to shared spaces for physical activity and social connections by building multi-use, disability and female-friendly infrastructure</i></b></p> <p><b>Achievements</b></p> <p>All building upgrades and redevelopment projects of recreation facilities were undertaken in line with universal access guidelines.</p> <p>The design phase of Elgar Park South sports pavilion is completed. Project has moved into procurement and construction.</p> <p>Terrara Park Pavilion Redevelopment concept plans have been signed off by tenant clubs.</p>	<p><b>WCC</b></p> <p>Leisure and Recreation Services</p>	<p><b>2.1.4</b></p>

<p><b><i>Ensure Council facilities are accessible and safe for all people, including children, people with disabilities and older people</i></b></p> <p><b>Achievements</b></p> <p>Employed Universal Access guidelines and DDA in retrofit program/upgrades of all Capital Works, increasing accessibility at Whitehorse Neighbourhood Houses, the Town Hall and other community venues.</p> <p>The Capital Works Program have building accessibility works scheduled as part of 13 Building Development Projects, 11 Building Refurbishment Projects, and 7 building upgrade projects to 2021.</p>	<p><b>WCC</b></p> <p>Assets and Capital Works</p>	<p><b>2.1.4</b></p>
<p><b><i>Plan for the needs of multiple users of Council managed facilities to promote a shared, welcoming community</i></b></p> <p><b>Achievements</b></p> <p>Minimum Universal Access and DDA compliant design processes are employed for Nunawading Hub and all other major projects.</p> <p>Council provides infrastructure on projects to install electric charging stations for electric cars, for example Harrow St Car Park has 4 electric charging points with provision for more.</p> <p>Nunawading Community Hub classrooms are fitted with audible hearing loops and infrastructure provisions for electric charging points.</p> <p>Nunawading Community Hub will also be a 5 star Greenstar building providing a sustainable environment for the community and staff.</p>	<p><b>WCC</b></p> <p>Major Projects &amp; Building</p>	<p><b>2.1.4</b></p>
<p><b><i>Increase community safety for residents, businesses and visitors of Whitehorse</i></b></p> <p><b>Achievements</b></p> <p>A study and review of existing street lighting located in Market Street and Main Street of Box Hill Mall to improve community safety was undertaken in the first half of 2019.</p>	<p><b>WCC</b></p> <p>Engineering and Environmental Services Local traders' groups and Victoria Police</p>	<p><b>2.1.6</b></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 Jan 2018 – 30 Jun 2019	Partners and Lead	Reference to Council Plan Approach
<p><b><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></b></p> <p><b>Achievements</b></p> <p>To encourage responsibility to care for our natural environment, environmental activities with a bushland focus at Blackburn Lake Sanctuary and Yarran Dheran were conducted as well as the promotion of tree planting in public and private land to improve vegetation cover.</p>	<p><b>WCC</b></p> <p>ParksWide</p> <p>Whitehorse Primary &amp; Secondary Schools</p> <p>Early Learning Centres</p>	<p><b>3.1.3</b></p>
<p><b><i>Increase and enhance existing biodiversity in the urban environment through implementation of the Biodiversity Strategy</i></b></p> <p><b>Achievements</b></p> <p>The Whitehorse Biodiversity Inventory of flora, fauna and fungi species in 50 reserves completed and will inform the implementation of the Biodiversity Strategy.</p>	<p><b>WCC</b></p> <p>ParksWide</p>	<p><b>3.1.3</b></p>



Achievements 1 Jan 2018 – 30 Jun 2019	Partners and Lead	Reference to Council Plan Approach
<p><i>Manage and sustain the natural environment through implementation of the Urban Forest Strategy</i></p> <p><b>Achievements</b></p> <p>Progress the Urban Forest Strategy through research and implementation of a tree canopy cover assessment tool.</p> <p>Council completed a full audit of street trees in Mitcham that identifies multiple management attributes including genus and species, tree age, health, and safe life expectancy.</p>	<p><b>WCC</b></p> <p>Parkswide</p>	<p><b>3.1.1</b></p>
<p><i>Inform, engage and encourage the community to adopt sustainable living practices and adapt to climate change</i></p> <p><b>Achievements</b></p> <p>The community was engaged in sustainable living practices through numerous free community events and workshops in 2018 and the first half of 2019.</p> <p>The Sustainable Living Week program saw over 1,800 people attending 27 diverse workshops and activities, on topics ranging from energy-saving measures, solar energy, gardening, nature play, waste-free living, and the joy of minimalism. Practical advice was shared about making the home more sustainable (potentially even getting off-grid), caring for indoor plants, and environmentally sustainable design for buildings.</p> <p>A general “Sustainable Living in Whitehorse” presentation has been developed for delivery at English Language classes improving Council’s communication with people of CALD about sustainability.</p> <p>Well attended Smarter Living Workshops promoted the topics of 'The effect of litter on our waterways, and 'Urban Agriculture’.</p> <p>Council partnered with Eastern Climate Action Melbourne to provide a community workshop about climate change policies.</p> <p>Council promoted and provided incentives for the uptake of solar panels and home composting including offering financial rebates for home composting installations.</p>	<p><b>WCC</b></p> <p>Engineering and Environmental Services</p>	<p><b>3.1.3</b></p>

Achievements 1 Jan 2018 – 30 Jun 2019	Partners and Lead	Reference to Council Plan Approach
<p>In 2018, Council promoted the Solar Savers program to assist low income households to install solar panels</p> <p>Council provided independent and reliable advice on energy efficiency for residents and businesses, including the purchase of solar panels and batteries through the engagement and promotion of the Moreland Energy Foundation's 'Positive Charge' program.</p> <p>Urban Harvest Food Swap local food initiative was promoted and workshops and activities related to growing food, food waste avoidance, and healthy food hints conducted.</p> <p>Council supported community organisations, schools and community to implement relevant waste and sustainability projects through programs such as Council's Community grants program Stephanie Alexander Food Garden Foundation and Resource Smart Program.</p> <p>Nine schools completed composting workshops and council grants were awarded to 17 schools and early learning centres to undertake sustainable and waste reduction projects at their school or kinder.</p>		
<p><b><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></b></p> <p><b>Achievements</b></p> <p>Delivery of Council's waste and recycling services maintains a clean city, reduces waste to landfill and facilitates recycling.</p> <p>A new Waste Management Strategy 2018-2028 was adopted by Council in December 2018 and implementation in 2019 is progressing well.</p>	<p><b>WCC</b></p> <p>Engineering and Environmental Services</p> <p>Other Councils</p>	<p><b>3.1.4</b></p>

Achievements 1 Jan 2018 – 30 Jun 2019	Partners and Lead	Reference to Council Plan Approach
<p>Council continues to collaborate with other Councils and regionally for waste and sustainability service delivery and knowledge sharing. Current collaborations include recycling, landfill contracts, and advanced waste processing multi-Council procurement project.</p>		
<p><b><i>Increase access to shared spaces for physical activity and sports participation, in particular for the sports of soccer and cricket</i></b></p> <p><b>Achievements</b></p> <p>Works completed for Ballyshannassy Park and reopened for the Summer 2018/2019 season. Four cricket clubs shared the summer allocation and the ground was allocated for the 2019 winter season for soccer.</p> <p>Walker Park Pavilion Redevelopment works commenced.</p> <p>Sports ground lighting upgrades completed at East Burwood Reserve and Vermont Reserve.</p>	<p><b>WCC</b></p> <p>Leisure and Recreation Services</p>	<p><b>3.1.2</b></p>
<p><b><i>Plan for the needs of multiple users of Council-managed open spaces to promote a shared, welcoming community</i></b></p> <p><b>Achievements</b></p> <p>Council's Dog Off Lead provision was reviewed in 2018 with community input sought. In October Council endorsed the new Order which added three dog off-lead areas to the existing 19 and improved a number of definitions. The new Order became effective 1 November 2018.</p> <p>In 2019 a new Park at Chaucer Street, Box Hill South completed with features to maximise shared use of open space:</p> <ul style="list-style-type: none"> <li>• Development of gravel paths into the park;</li> <li>• Installation of park furniture;</li> <li>• Establishing informal grassed open space areas; and</li> <li>• Construction of a 'small local' level play space.</li> </ul>	<p><b>WCC</b></p> <p>Leisure and Recreation Services</p> <p>ParksWide</p>	<p><b>3.1.2</b></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 Jan 2018 – 30 Jun 2019	Partners and Lead	Reference to Council Plan Approach
<p><b><i>Continuously improve Council customer services making it easier for people with diverse needs and abilities to do business with us</i></b></p> <p><b>Achievements</b></p> <p>Ensured <i>Complaints and Complements</i> mechanisms meet customer needs through regular review of policies, procedures and monitoring on a regular and ongoing basis. Policies are amended as required</p> <p>The Snap Send and Solve program was implemented, assisting our community to communicate issues to Council.</p> <p>Children with anxiety disorders and autism have been able to access social stories in which simple language and images explain what happens at pool based parties in Council facilities. The availability of social stories has been promoted through Council networks and media.</p> <p>Customer Feedback Guidelines which include assistance options for customers who are unable to submit their feedback in writing, have been developed.</p>	<p>WCC</p> <p>Civic Services</p> <p>Community Development</p>	<p>4.2.4</p>

Achievements 1 Jan 2018 – 30 Jun 2019	Partners and Lead	Reference to Council Plan Approach
Council officers professional development in working with people with diverse needs and abilities included Disability Awareness training and Accessible Communication training.		
<p><b><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></b></p> <p><b>Achievements</b></p> <p>The introduction of Council’s new digital platforms are nearing completion and herald increased engagement with our community. Council’s new website has improved search function and language translation, among other features, to increase access.</p> <p>The “Your Say Whitehorse” community engagement portal is being utilised across Council.</p>	<p><b>WCC</b></p> <p>Digital and Business Technology Communications</p>	<p><b>4.3.2</b></p>
<p><b><i>Progressively implement new technology to increase access for the community to Council</i></b></p> <p><b>Achievements</b></p> <p>Online livestreaming and recordings of Council meetings are available and being utilised by our community. Between 100-200 people listen to the livestream each meeting. This together with an average of 100 downloads per month demonstrates the value of this initiative for our community.</p>	<p><b>WCC</b></p> <p>Civic Services</p>	<p><b>4.1.2</b></p>
<p><b><i>Communicate health and wellbeing information in community languages through Council customer services to increase health literacy and access to services</i></b></p> <p><b>Achievements</b></p> <p>Council has created dedicated spaces for health and wellbeing information in its Service Centres. A pilot display was implemented at Forest Hill service centre in a prominent space beside the counter. The display is generating interest, with customers reading and regularly taking brochures. Customer Services gathered feedback from customers who find this useful. Future access will be investigated through Council’s new digital platforms.</p>	<p><b>WCC</b></p> <p>Civic Services Community Development</p>	<p><b>4.3.1</b></p>

Achievements 1 Jan 2018 – 30 Jun 2019	Partners and Lead	Reference to Council Plan Approach
Currently Customer Services have access to the Health Translations Service that has more than 18,000 resources available in more than 105 languages.		
<p><b><i>Investigate ways to reduce mortgage stress and non-payment of Council rates</i></b></p> <p><b>Achievements</b></p> <p>Implemented Council's Rate Hardship Policy and debt collection practices which are aligned with Victorian Government model litigant guidelines</p>	<p><b>WCC</b></p> <p>Property and Rates</p>	<p><b>4.2.4</b></p>
<p><b><i>Continue to enhance the health and performance of Council's workforce (employees and volunteers) through organisational development initiatives</i></b></p> <p><b>Achievements</b></p> <p>Ongoing support for workforce with a dedicated health and wellbeing focus within the Risk, Health and Safety Team of Council. Council achieved 4 out of 5 benchmarks in the Healthy Workplace Achievement program, and is the first organisation to achieve the Drugs and Alcohol recognition.</p> <p>Implementation of needs based training across Council focused on identified areas of need. A reduction in work related Injury in the targeted areas continues to be observed and further expansion of this needs based training will be implemented.</p> <p>The Annual Report describes employee health and wellbeing, injury management and safety activities.</p>	<p><b>WCC</b></p> <p>People and Culture</p>	<p><b>4.2.2</b></p>
<p><b><i>Support staff experiencing family violence in line with Collective Agreement</i></b></p> <p><b>Achievements</b></p> <p>Implementation of Collective Agreement provisions regarding family violence leave as required.</p>	<p><b>WCC</b></p> <p>People and Culture</p>	<p><b>4.2.2</b></p>

Achievements 1 Jan 2018 – 30 Jun 2019	Partners and Lead	Reference to Council Plan Approach
<p><i>Implement learnings from participation in Resilient Melbourne's Neighbourhood Project in future Community-Led Place Making initiatives</i></p> <p><b>Achievements</b></p> <p>The pilot place making project <i>This Space Your Place</i> was carried out.</p> <p>A Place Making Coordinator role has been created and recruited to support the cross-Council activity for place-making initiatives.</p>	<p>WCC</p> <p>Strategic Planning</p>	<p><b>4.2.3</b></p>

## 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 Jan 2018 – 30 Jun 2019	Partners and Lead	Reference to Council Plan Approach
<p><b><i>Revitalise small business precincts to create hubs for community gathering and opportunities for employment</i></b></p> <p><b>Achievements</b></p> <p>Council promoted utilisation of public spaces by providing information to existing and potential business owners of restaurants and cafes about merchandising or trading their products, looking at outdoor seating on the footpath etc. through:</p> <ul style="list-style-type: none"><li>• Council's Outdoor Trading Policy</li><li>• "Operating a Business in Whitehorse" information sheet</li><li>• The Business Guide</li><li>• Down to Business</li><li>• Council's Business Website:</li></ul>	<p><b>WCC</b></p> <p>Investment and Economic Development</p>	<p><b>5.1.1</b></p>



Achievements 1 Jan 2018 – 30 Jun 2019	Partners and Lead	Reference to Council Plan Approach
<ul style="list-style-type: none"> <li>• <a href="http://www.wbiz.com.au">www.wbiz.com.au</a></li> </ul> <p>Councils Visual Merchandising booklet is regularly promoted in <i>Down to Business</i>, business events, customer service centres, festive window decorating competition and is distributed directly to businesses during consultations in retail precincts.</p> <p>Council also encourages community gathering in our retail precinct by making available free of charge, Pop Up Furniture</p>		
<p><b><i>Promote innovative and creative small business models and practices to increase business activity and sustainability</i></b></p> <p><b>Achievements</b></p> <p>In the City of Whitehorse, there are currently two privately run Serviced Shared Office providers. The old ATO building (Whitehorse Road) and Regus (Prospect Street) both in Box Hill.</p> <p>Preliminary discussions with partner organisations to develop an entrepreneurship hub for the creative industries were conducted.</p> <p>Council has an ongoing and positive relationship with many small businesses in Whitehorse. In 2019 Council was approached by Small Business Victoria to nominate interesting businesses for their Small Business Secrets promotion. Two local businesses received mentoring and free marketing as a result.</p>	<p><b>WCC</b></p> <p>Investment and Economic Development</p> <p>Small Business Mentoring Service</p> <p>Deakin University</p> <p>Small Business Victoria</p> <p>Destination Melbourne</p> <p>Box Hill Institute</p> <p>Whitehorse Business Group</p> <p>Asian Business Association of Whitehorse</p>	<p><b>5.1.1</b></p>

Achievements 1 Jan 2018 – 30 Jun 2019	Partners and Lead	Reference to Council Plan Approach
<p><b><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></b></p> <p><b>Achievements</b></p> <p>Council liaised with local businesses regarding opportunities for involvement in business events and initiatives that promote a sense of place. Retail precinct champions are routinely invited to the full range of programs run by the Investment &amp; Economic Development Unit.</p> <p>Throughout 2018 a number of Council initiatives saw partnerships and local business involvement in :</p> <ul style="list-style-type: none"> <li>• How to Approach Performance Management business breakfast, (in November) held in collaboration with VECCI and Manningham City Council.</li> <li>• Whitehorse Business Week Breakfast, August, “Discover the Dynamic Transitional Economy of Melbourne East” held in collaboration with Melbourne East Councils (160 registrations).</li> <li>• Collaborated with other LGAs to produce a <i>Living, Working and Playing in the Melbourne East</i> video that showcases the benefits of the East, and features Box Hill.</li> <li>• Council partnered with the Whitehorse Business Group to host Networking workshops as part of the Boost Program (in March). A fully booked event. Council regularly promotes the Whitehorse Business Group events program in <i>Down to Business</i>, the Wbiz website and E- bulletin.</li> </ul> <p>The 2018 Festive Window Competition was a reinvigorated competition run through the Instagram platform for the first time, where shoppers were encouraged to upload a photo of their favourite festive window to win the competition. Nominated businesses also became eligible to win, with over \$6,000 of prizes given away. 76 different businesses were nominated and 67 eligible businesses judged.</p> <p>The 2018/19 <i>Think Local Buy Local</i> campaign focus was on the benefits of spending \$100 locally. It featured a competition inviting shoppers to tell us their favourite Whitehorse business to win and why. 129 entries were received.</p> <p>In the first half of 2019 Council:</p>	<p><b>WCC</b></p> <p>Investment and Economic Development</p> <p>Whitehorse-Manningham Libraries</p> <p>Box Hill Institute</p> <p>Deakin University</p> <p>Whitehorse Business Group Network</p> <p>Community Groups</p>	<p><b>5.1.5</b></p>

Achievements 1 Jan 2018 – 30 Jun 2019	Partners and Lead	Reference to Council Plan Approach
<ul style="list-style-type: none"> <li>Further established relationship with LightFM by regularly attending its business breakfast and connecting with local businesses.</li> <li>Collaborated with other Eastern LGAs to deliver the 2019 Melbourne East Regional Breakfast “Digital Horizons – the next big things to impact your business” in May, with 161 attendees.</li> <li>Cohosted the Networking workshop at Boost Your Business in March with the Whitehorse Business Group. The Business Group gave presentations to the attendees about the benefits of joining their network.</li> <li>Ran the Box Hill Logo competition ran during March – April and received 65 submissions from Whitehorse tertiary institutions, secondary schools, businesses and residents. The Judging Panel members were representatives from the local community. The new logo incorporates multiple colours representing different elements of Box Hill as a business, education, transport, health and social hub. The competition was sponsored by Deakin University and Box Hill Institute.</li> <li>Hosted Regional Economic Development Information Exchange event topic ‘Partnerships and Collaboration’.</li> </ul>		
<p><b><i>Increase employment opportunities for young people, including those from diverse backgrounds, by leading the Whitehorse Tertiary Business Skills Program</i></b></p> <p><b>Achievements</b></p> <p>Council collaborated with Deakin University to continue to run the successful Whitehorse Tertiary Skills Program with 26 student/business placements. 80% of participants were international students. 2018 was the 10 year anniversary of the program and it received an award in the National Government Innovation Awards.</p> <p>Council partnered with Gateway LLEN to run Speed X Industry Immersion session in May 2018. This education retention program targeted at risk or disengaged youth to encourage continuing education through VCAL or VETis pathways. Twenty businesses/organisations engaged with 61 students from six participating schools.</p> <p>The <i>Down to Business</i> newsletter keeps Whitehorse businesses informed about events and activities, business excellence, as well as information to manage a business. Produced and distributed three times per year, Issue 2 in 2018, featured a full page advertisement about the Australian Network on Disability “Illness, Injury or Disability is Diverse” and listed Whitehorse Business Groups event “Mums Return to work “. The newsletter has a distribution of 4000.</p>	<p><b>WCC</b></p> <p>Investment and Economic Development</p> <p>Deakin University</p> <p>Business and NFP organisations</p>	<p><b>5.1.1</b></p>

Achievements 1 Jan 2018 – 30 Jun 2019	Partners and Lead	Reference to Council Plan Approach
<p><b><i>Facilitate opportunities for young people to engage with employment, training and education, including targeted support for vulnerable young people</i></b></p> <p><b>Achievements</b></p> <p>Young people, including those with learning and behavioural challenges, were support by the Youth services team and the School Focussed Youth Services Coordinator to maintain engagement with education.</p> <p>At Youth Connexions the Youth Team also supported young people to access work experience through volunteering, training and apprenticeships, as well as assisting with resume writing and job seeking.</p>	<p><b>WCC</b></p> <p>Whitehorse Youth Issues Network</p> <p>Secondary Schools</p> <p>Employers</p> <p>Tertiary institutions</p> <p>MIC</p>	<p><b>5.1.1</b></p>
<p><b><i>Promote investment in mixed use/multi-purpose development to increase local employment opportunity</i></b></p> <p><b>Achievements</b></p> <p>The scale of proposals increased considerably in 2018, providing significant opportunities to shape our City, including advocacy for Health &amp; Wellbeing objectives. Some examples include the proposed redevelopment of Box Hill Central, large mixed use development on Whitehorse Road and Station Streets in Box Hill, Greenwood Office park in Burwood and HP site in Forest Hill with advocacy for improved transport and infrastructure. The Victorian Government’s commitment to building the Suburban Rail Loop, will connect Box Hill and Whitehorse with the northern and southern suburbs, the airport, universities, jobs and economic opportunities.</p>	<p><b>WCC</b></p> <p>Investment and Economic Development</p>	<p><b>5.1.1</b></p>
<p><b><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></b></p> <p><b>Achievements</b></p> <p>The 2018 Boost Your Business Program in March featured a range of low cost/free educational opportunities with a total of 110 registrants:</p> <ul style="list-style-type: none"> <li>• Tapping into Tourism</li> <li>• Effective Business Networking</li> </ul>	<p><b>WCC</b></p> <p>Investment and Economic Development</p> <p>Financial Literacy Australia</p>	<p><b>5.1.1</b></p>

Achievements 1 Jan 2018 – 30 Jun 2019	Partners and Lead	Reference to Council Plan Approach
<ul style="list-style-type: none"> <li>• Attracting Customers through Creative Retail Merchandising Design</li> <li>• Keeping The Right Staff: How to Employ Good People</li> <li>• How to Increase traffic to your Website</li> </ul> <p>In 2019 the Boost Your Business Program attracted 103 registrations in sessions about:</p> <ul style="list-style-type: none"> <li>• Marketing Your Business</li> <li>• Single Touch Payroll for Business</li> <li>• Effective Networking</li> <li>• Business Planning Essentials</li> <li>• Cyber Security For Small Business</li> <li>• Taking Your Business Online</li> </ul> <p>Council collaborated with Small Business Victoria and hosted multiple initiatives to deliver affordable business skills education and mentoring opportunities in 2018 and the first half of 2019 :</p> <ul style="list-style-type: none"> <li>• The Small Business Bus in which businesses can access a free 45 minutes sessions with an experienced mentor at one of five different sessions across the year</li> <li>• Five different sessions to access to a free and confidential small business mentoring service</li> <li>• Over the 18 months a number of low cost workshops with over 90 registrants, facilitated by experienced professionals. Topics include Starting Your Business, Taking Your Business Online, Record Keeping for GST</li> </ul> <p>The Whitehorse Business Groups event in 2018 “Mums Return to Work” was promoted in in <i>Down to Business</i>, with a distribution of 4000.</p> <p>In 2019 Council collaborated with other Councils of the Melbourne East &amp; the Australia Small Business Advisory Services, to roll out the “Digital Solutions Program” further increasing access to opportunities for the promotion of entrepreneurship. This low cost program provides access to 25 workshops, two mentoring sessions, webinars and a digital solutions portal. Workshops commenced in February 2019 to run through to November 2019.</p>	<p>Small Business Mentoring Service</p> <p>Small Business Victoria</p>	

Achievements 1 Jan 2018 – 30 Jun 2019	Partners and Lead	Reference to Council Plan Approach
<p><b><i>Continue to facilitate knowledge sharing for business people, including cross-cultural investment opportunities and the link between employee health and productivity</i></b></p> <p><b>Achievements</b></p> <p>In November 2018 Council collaborated with VECCL and Manningham City Council to host the How to Approach Performance Management business breakfast with 100 Registrations. This session included topics about employee health and wellbeing such as</p> <ul style="list-style-type: none"> <li>• Readings signs of depression, anti- social behaviour and underperformance</li> <li>• Domestic and family violence leave</li> <li>• Employee assistance programs</li> </ul> <p>The Investment and Economic Development Unit and Aqualink partnered with the Whitehorse Business Group to run the Active Networking Event in October. Event sponsors were local health and wellbeing businesses. Keynote speaker was Matt Welsh who shared about the importance of health and wellbeing in business.</p> <p>As a part of 2018 Whitehorse Business Week, Council hosted the China Ready Checklist business lunch in August to equip participants with the necessary fundamental information for planning and commencing operations in or with China. (88 Registrations)</p> <p>Council also collaborated with Melbourne East Councils and hosted a Business Breakfast “Discover the Dynamic Transitional Economy of Melbourne East” with 160 registrants. An insight to the transitional economy, effects on rapid advancements of technology and the changing nature of the workplace.</p> <p>Early 2019 the biennial Business Performance Survey was printed in Mandarin. Two-hundred surveys were sent via direct mail to Mandarin proprietors and a council officer fluent in Mandarin also distributed the survey face to face to Box Hill businesses.</p>	<p><b>WCC</b></p> <p>Investment and Economic Development</p> <p>Australia China Business Association</p> <p>Whitehorse Business Group</p> <p>Asian Business Association of Whitehorse</p>	<p><b>5.1.1</b></p>
<p><b><i>Continue to promote Box Hill as a multi-cultural food destination, increasing value of community diversity</i></b></p>	<p><b>WCC</b></p>	<p><b>5.1.3</b></p>

Achievements 1 Jan 2018 – 30 Jun 2019	Partners and Lead	Reference to Council Plan Approach
<p><b>Achievements</b></p> <p>The Whitehorse/Box Hill Visitor Guide was released in April 2018. The guide includes maps of Whitehorse and Box Hill with details of public transport, places of interest, key services, parks and reserves. Over 800 copies of the printed guide are now available from local accommodation providers, tertiary institutions, Council customer service centres, libraries and shopping centres. Mandarin and English versions of the map are available online at the websites <a href="http://www.wbiz.com.au">www.wbiz.com.au</a> and <a href="http://www.boxhill.com">www.boxhill.com</a>.</p> <p>In 2018 councils in the Melbourne East collaborated to produce a video showcasing the benefits of Living, Working and Playing in the Melbourne East. The video features Box Hill.</p> <p>As a result of Council's ongoing partnership with Destination Melbourne, a blog "A Day Out in Box Hill" was featured in the Discover Your Own Back Yard website in March 2018.</p> <p>In 2019 the Box Hill website (<a href="http://boxhill.com.au">boxhill.com.au</a>) had a complete content review and new design created, ensuring its relevance to a range of the visitors to Box Hill – medical, visiting friends and family, students, business travel. The new Box Hill Logo incorporates multiple colours representing different elements of Box Hill as a business, education, transport, health, food and social hub.</p>	Investment and Economic Development	
<p><b><i>Facilitate interest in new farmer's market/s at additional locations across the municipality to increase people's access to fresh fruit and vegetables and increase social interactions</i></b></p> <p><b>Achievements</b></p> <p>A new Community Market was established by Whitehorse Community Chest in Vermont South, running from October 2018 to April 2019.</p>	WCC Community Development	5.1.5