



City of Casey
ANNUAL ACTION PLAN
2024/25

Statement of Acknowledgement

The City of Casey proudly acknowledges the traditional owners, Casey's Aboriginal communities and their rich culture and pays respect to their Elders past, present and future. We acknowledge Aboriginal people as Australia's first peoples and as the traditional owners and custodians of the land on which we work and live.

Diversity Statement

The City of Casey is home to a remarkable diversity of cultures, languages, faiths, identities, landscapes, and stories. From our first Australians to our most recent arrivals and every wave between, the City of Casey welcomes and represents all community members and their respective ambitions to live healthy, rewarding, and happy lives. These intersecting and overlapping community stories form Casey's collective identity and contribute to its evolving, rich history. We recognise this diversity as our strength and we aim to share, nurture, and celebrate it.

© City of Casey 2024

CONTENTS

- 4 INTRODUCTION
- 8 ANNUAL ACTION PLAN 2024/25
- 10 OUR ROLE
- 13 STRATEGIC OBJECTIVES
- 21 CONTACT THE CITY OF CASEY

INTRODUCTION

COUNCIL PLAN 2021-25

The *Annual Action Plan 2024/25* outlines what the City of Casey plans to achieve during the coming 12 months and how it aligns to our *Long-Term Community Vision 2031* and *Council Plan Plan 2021-25*.

Every four years Council develops a Council Plan – a document that sets out the organisation's strategic directions and objectives for the next four years, and outlines strategies that will achieve those goals and contribute to realising Council's Long-Term Community Vision.

The Council Plan is a statement of how we will ensure our our Vision to **'become a more connected, bold and resilient community'**.

is attained, while also focusing on how we will work with our community, key stakeholders, community organisations, surrounding municipalities and other levels of government to achieve this.

The Council Plan is structured into seven Strategic Objectives which will assist in achieving this Vision, and are as follows:





AS WE CONSERVE, ENHANCE AND
RESTORE OUR NATURAL ENVIRONMENT,
OUR INTENTION IS TO BECOME
A CLIMATE READY CITY.

STRATEGIC OBJECTIVES

1. Deliver sustainable infrastructure and activate places

The City of Casey aims to manage urban growth and deliver future-focussed infrastructure that is innovative and sustainable. We will continue to advocate for and build an accessible, well-connected local transport network. As Casey strives to drive stronger connections, we will endeavour to foster partnerships which ensure we remain a destination for arts, culture, sport and leisure. We will design, build and cultivate places which create a sense of belonging, connection and pride and this includes maintaining safe and clean open spaces and places.

2. Grow Casey's current and emerging sectors

Building and leveraging partnerships that enhance service provision, infrastructure delivery and funding opportunities are important to the City of Casey. We will do this by supporting the creation of new jobs, focusing on developing local businesses, attracting investments, revitalising activity centres and facilitating employment pathways.

3. Foster environmentally sustainable practices and work towards being climate ready

The City of Casey will contribute towards a circular economy through waste management and resource recovery. As we conserve, enhance and restore our natural environment, our intention is to become a climate ready city.



4. Advocate to State and Federal Governments for key service and infrastructure delivery

The City of Casey will build on its current advocacy program by delivering a targeted advocacy campaign in the lead up to the Federal and State Government elections to ensure the municipality is supported in projects that improve transport and infrastructure.

5. Create a resilient, active and connected community

Addressing key health and wellbeing needs by connecting people to community and services is vital for the City of Casey. Integrating data and research will ensure our services, facilities and Council decision making reflect the needs and priorities of our municipality.

6. Ensure good governance and transparent decision making

The City of Casey will grow the capacity of community leadership through dedicated leadership programs and pathways. This will also include identifying opportunities to improve Council decision making through governance practices and community engagement. Overall, this will develop platforms for community empowerment.

7. Create an adaptable, innovative and financially sustainable organisation that delivers maximum community benefit

As a future-ready organisation, we will identify and implement a sustainable operating model. Council will enhance its services with a focus on innovation and partnerships. Through service reviews and considering stakeholder impacts we will ensure positive outcomes are delivered to the community. By building Council's ability to pursue innovative partnerships we will ensure greater community outcomes.

BY BUILDING
COUNCIL'S ABILITY
TO PURSUE INNOVATIVE
PARTNERSHIPS WE
WILL ENSURE GREATER
COMMUNITY OUTCOMES.

ANNUAL ACTION PLAN 2024/25



8

Every year, Council develops an Action Plan that lists the key actions which will move us one step closer to achieving our vision to ***'become a more connected, bold and resilient community.'***

An integral part of developing our strategic documents was to engage with our community members, giving them the opportunity to tell us their vision for the future of the municipality and what their specific needs and expectations of Council are.

Our *Shape Your City* engagement program ran between September 2020 and March 2021, giving the community an opportunity to share their views on the future of Casey. This resulted in 6,654 members of the community participating and contributing feedback through online surveys, telephone surveys,

online conversations hosted by community members or ambassadors, moderated online forums, deliberative sessions, workshops, and live discussion boards.

Through this program, community members had their say on a number of different topics, including community infrastructure, service delivery, parks and playgrounds, the arts and local road projects.

The following key themes emerged from this engagement:

- The aspiration to live in a truly safe place with an emphasis on socially connected communities, supporting appreciation of cultural diversity and utilising local skills and assets.
- The desire for greater social connection by proactively planning in response to continued rapid population growth, which encompasses building infrastructure, fostering social connections, and welcoming new residents with support and information.
- Clean and green public spaces with open spaces and community facilities tidy, well-lit, well-maintained and litter-free.



- The need to improve the transport infrastructure by continuing to deliver or work with key partners to advocate for improved public transport, active transport and to address traffic congestion issues.
- Re-thinking urban growth by keeping the peaceful and small country character of the City, while allowing for better planning and management of urban expansion which prevents overcrowding, heavy traffic and the development of new estates in flood prone areas.
- Helping to build a thriving and resilient local economy that drives and supports local business and innovation, to create more local employment opportunities and reduce the need to commute to other activity centres outside the City.
- Building a sustainable and resilient municipality with a focus on environmental sustainability and natural resource management, as well as a serious position on climate change.
- Better and more transparent governance to reflect more accountability, including visibility on Council's decisions and the way rates are spent.

As we approached the mid-way point of our Council Plan, we checked-in with our community in 2022/23 to help ensure that our planning continues to respond to their priorities and expectations.

We received over 3,800 responses during the check-in exercise, through online surveys, an interactive budgeting tool, community pop-ups, workshops, consultation with kindergarten children, youth and more.

Some of the strong themes identified during the 2022 check-in engagement were:

- **Open spaces and recreation:**

People expressed the need for improved infrastructure to engage themselves in sport and leisure activities with family and whole of the community.

- **Our environment:**

The community have expressed commitment to contributing back to the environment, however, need support and information from Council on some of the practices that the community can adopt to support this work together.

- **Transport and infrastructure:**

In addition to improving road conditions and network and public transport infrastructure, the community expressed particular concerns around safety on public transport and accessibility to transport options.

The themes from the initial Shape Your City engagement in 2020/21 and the mid-way check-in in 2022/23 have been used to inform the key projects and initiatives to be delivered in 2024/25.



OUR ROLE

Local Government is one of the three levels of government that actively works within and for the community. Council's main responsibilities are to set the overall directions and goals for the municipality and then monitor their implementation and success.

Council provides many services to over 400,000 residents and more than 25,000 businesses every day of the year including:

- Ageing and disability inclusion
- Arts and culture
- Building and planning
- Business support, sector growth and investment attraction
- Child, youth and family
- Community connection, health and wellbeing
- Community safety
- Land use strategy
- Assets
- Parking
- Parks and open spaces
- Paths and trails
- Pets and animals
- Roads
- Sports and leisure
- Sustainability and environment
- Tourism, destinations and events
- Waste
- Water



There are many challenges facing the community that Council does not have direct control over. This includes areas that fall under State and Federal Government jurisdiction, such as major transport infrastructure, public transport and arterial roads. However, Council actively works to influence and facilitate service and infrastructure provision in other ways as outlined in the table.

Deliver/ Provide	Council directly funds and delivers services or infrastructure. Council provides 26 strategic services and hundreds of infrastructure projects each year.
Facilitate	Council can facilitate outcomes for its community through building partnerships, changing regulations, promoting opportunities, and building the capacity of community members and organisations.
Advocate	Council advocates to State and Federal Governments on behalf of the Casey community for funding and delivery of services or infrastructure.

STRATEGIC OBJECTIVES

Strategic Objective 1:

Deliver sustainable infrastructure and activate places

OUR 2024/25 ACTIONS

RESPONSIBLE DEPARTMENT

OUR 2024/25 ACTIONS		RESPONSIBLE DEPARTMENT
Strategy 1.1 Advocate and build an accessible and well-connected local transport network		
Facilitate the delivery of developer-led road development to improve infrastructure for the growing Casey community.		Growth and Investment
Strategy 1.2 Foster partnerships that ensure Casey remains a destination for arts, culture, sport and leisure		
Promote partnerships and events of significance, to offer our residents opportunities to participate in arts and cultural activities across Casey.		Creative Communities
Enhance opportunities that support and encourage women to participate in sport across Casey.		Active Communities
Implement the <i>Sport4All</i> program to enable Council to be accessible, inclusive and welcoming for those people that identify as having a disability.		Active Communities
Strategy 1.3 Design, build and cultivate places that create a sense of belonging, connection, and pride		
Commence construction of the Hardys Road Community Centre to create a space where residents can gather, connect and access important community services.		City Design and Construction
Progress the co-design of Cranbourne Community Hub with potential tenants to deliver a purpose-built central hub that offers easy access to important community and council services.		City and Asset Planning
Deliver stage one of the Doveton Pool in the Park Masterplan to upgrade the 50 metre pool and advocate to the State and Federal Government for funding to support future stages of redevelopment.		City Design and Construction

Strategic Objective 1:

Deliver sustainable infrastructure and activate places

OUR 2024/25 ACTIONS

RESPONSIBLE DEPARTMENT

Strategy 1.4 Manage urban growth and deliver future-focused infrastructure that is innovative, sustainable and adaptable	
Respond to Building and Planning Reforms to make the planning system clearer, fairer and faster for the community.	Planning and Building
Finalise the Casey Fields South, Devon Meadows and Croskell Precinct Structure Plans with the Victorian Planning Authority and implement these plans to facilitate new housing and job opportunities.	Growth and Investment
Strategy 1.5 Prioritise investment that revitalises our existing infrastructure and services to meet changing needs	
Deliver Council's Capital Works Program which balances renewal and upgrades with existing infrastructure and new projects to service a growing community.	City and Asset Planning
Strategy 1.6 Create and maintain safe and clean open spaces and places	
Ensure the community has access to safe and purpose-built open spaces by renewing parks and playgrounds in Casey.	Infrastructure and Open Space
Ensure parks and open spaces across Casey are kept safe, accessible, well-maintained and attractive for our community.	Infrastructure and Open Space

Strategic Objective 2:
Grow Casey’s current and emerging sectors

OUR 2024/25 ACTIONS	RESPONSIBLE DEPARTMENT
Strategy 2.1 Support the creation of new jobs, by focusing on developing local businesses, attracting investments, revitalising activity centres and facilitating employment pathways	
Work with industry, education and training organisations to facilitate employment pathways and inclusive programs that provide Casey residents with increased access to local jobs.	Growth and Investment
Implement recommendations from <i>Business-Friendly Council Approvals (PLUS!)</i> program to improve Casey’s statutory planning processes to make it easier to do business in Casey.	Planning and Building
Strategy 2.2 Build and leverage partnerships that enhance service provision, infrastructure delivery and funding opportunities	
Progress the revitalisation of Council land to create opportunities for new civic, community and commercial outcomes.	Growth and Investment

Strategic Objective 3

Foster environmentally sustainable practices and work towards being climate ready

OUR 2024/25 ACTIONS

RESPONSIBLE DEPARTMENT

OUR 2024/25 ACTIONS		RESPONSIBLE DEPARTMENT
Strategy 3.1 Conserve, enhance and restore the natural environment		
Commence the implementation of Greening Casey 10-year planting plan to increase tree canopy cover, build climate resilience, and create places people love.		Infrastructure and Open Spaces
Undertake assessments and identify priority areas of Casey's natural environment, particularly habitats of native plants and animals to inform strategic work on conserving, protecting and enhancing biodiversity.		Sustainability and Waste
Empower and educate the community to partner in biodiversity conservation and restoration initiatives.		Sustainability and Waste
Strategy 3.2 Contribute towards a circular economy through waste management and resource recovery		
Continue implementation of the State Government kerbside waste reforms to ensure waste services across Victoria and enable the increased recovery of recyclable materials.		Sustainability and Waste
Deliver an education program to the community to help reduce the amount of contamination in kerbside services.		Sustainability and Waste
Progress the regional procurement of Advanced Waste Processing services to secure a long-term sustainable solution for managing Council's kerbside waste.		Sustainability and Waste
Strategy 3.3 Support a climate-ready city through climate change mitigation and adaptation		
Implement Casey's Climate Action Plan to deliver corporate emissions reduction initiatives with a focus on sourcing green energy and improving the efficiency of Council buildings.		Sustainability and Waste
Educate the community to prepare for the changing climate and to reduce carbon emissions.		Sustainability and Waste

Strategic Objective 4
Advocate to State and Federal Governments for key service and infrastructure delivery

OUR 2024/25 ACTIONS	RESPONSIBLE DEPARTMENT
Strategy 4.1 Secure funding through Council’s advocacy campaign, Connecting Casey, to provide transport, infrastructure and community services	
Influence direction and priority actions within the Greater South East Melbourne group of Councils to maximise benefit for the Casey community.	Growth and Investment
Advocate for key infrastructure in Casey including the Thompsons Road upgrade and extension, Clyde Road corridor upgrade and the development of a Women’s Centre of Excellence at Casey Fields.	Communications and Corporate Governance

Strategic Objective 5

Create a resilient, active and connected community

OUR 2024/25 ACTIONS	RESPONSIBLE DEPARTMENT
Strategy 5.1 Address key health and wellbeing needs within the community, by connecting people to community and services	
Work with children to develop programs that encourage healthy eating, being active and feeling safe.	Child, Youth and Family
Deliver age-friendly infrastructure and equipment that assists the delivery of, and access to, community facilities, programs and events so that older people can remain independent and connected.	Connected Communities
Strategy 5.2 Improve Council decision-making to reflect community needs and priorities	
Implement <i>Innovate Reconciliation Action Plan</i> which aims to nurture deeper connections of respect and collaboration with the Aboriginal and Torres Strait Islander community, while promoting broader understanding and education within our community.	Connected Communities

Strategic Objective 6:
Ensure good governance and transparent decision making

OUR 2024/25 ACTIONS	RESPONSIBLE DEPARTMENT
Strategy 6.1 Grow the capacity of community leadership through dedicated leadership programs and pathways	
Deliver professional development and networking opportunities for Casey Community Leadership Program Alumni to support and enhance their leadership journey.	Active Communities
Strategy 6.2 Continue to identify opportunities to improve better Council decision making through governance practices and community engagement	
Deliver the Return to Elected Councillors Program to ensure councillor induction meets the needs and expectations of the Council and the community.	Communications and Corporate Governance

Strategic Objective 7
Create an adaptable, innovative and financially sustainable organisation that delivers maximum community benefit

OUR 2024/25 ACTIONS	RESPONSIBLE DEPARTMENT
Strategy 7.1 Enhance our services with a focus on innovation and partnerships, to ensure positive outcomes are delivered to the community	
Implement the new customer service model to enhance self-service options, resolve more enquiries the first time and offer additional support for customers to improve their overall experience.	Customer and Digital
Strategy 7.2 Identify and implement a sustainable operating model which enhances Casey’s future-readiness	
Review our current Community Vision and develop a new Council Plan 2025-29 to reflect the community and the newly elected Council’s future direction and organisational priorities.	Strategy, Innovation and Transformation
Strategy 7.3 Build Council’s ability to pursue innovative partnerships for greater community outcomes	
Implement the Smart Casey Launchpad Program to improve the use of technology, innovation and data across our growing City.	Strategy, Innovation and Transformation

Note: The actions listed above in the respective Strategic Objectives are all expected to be completed by 30 June 2025.



Contact the City of Casey:

Web: casey.vic.gov.au
Email: caseycc@casey.vic.gov.au
Phone: 03 9705 5200
Post: PO Box 1000, Narre Warren VIC 3805
NRS: 133 677 (for the deaf, hearing or speech impaired)

Customer Service Centres:

Narre Warren: Bunjil Place, 2 Patrick Northeast Drive
Cranbourne: Cranbourne Park Shopping Centre



TIS: 131450 (Translating and Interpreting Service) المتترجم الفوري 翻译 مترجم شفاهى ਦੁਆਰੀਆ താമസ പരിവർത്തന

CASEY.VIC.GOV.AU

