

Introduction

The Wyndham Deliberative panel are a diverse group of community minded individuals who came together to provide direction as to how council should prioritise spending to maximise benefits to Wyndham. A focus on empowering community voices from a range of backgrounds (different cultures, ages, abilities, locations, sexualities and gender orientations) has the capacity to provide a snapshot of the overall community's needs and wants. The Council as an organisation has the responsibility of providing local services, making Wyndham a thriving city to live, play, study and work. We believe that the council should take the suggestions of this panel and use it to inform future decision making.

Our Decision Making Criteria

Our final criteria:

- Is this a service that the community needs? Is it legislated/essential?
- Balance: what is the social, environmental, cultural and economic value of the service?
- What is the extent of the benefit/loss to the community if the service is changed?
- Can the service be delivered differently or by someone else?

To develop a set of 'decision criteria' to use as we considered our remit, the panel undertook the following task:

1. All panellists were asked to spend some time considering the criteria (on their own) and all responses were collated and grouped by facilitators.
2. A subset of the panel then convened in another room, (supported by a facilitator and David Semmens, Manager Infrastructure Services Planning) to consider the responses and groupings, and suggest a series of decision criteria for the panel to endorse.
3. The subset group then presented their draft criteria to the entire panel - who endorsed the criteria unanimously.

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The diversity of the group

Our group, which consists of 32 panel members, 3 facilitators and councilperson David Semmens, represented the great level of diversity present within Wyndham City.

Our community's diversity was demonstrated in this panel. There was a diverse mix of cultures, gender & sexuality, ages, abilities and people from across all suburbs of Wyndham in our group.

People participating were from the following areas in Wyndham: Wyndham Central (15), Wyndham North (12), Wyndham West (9), Wyndham East (9) and Rural Wyndham (1).

The process we were involved in

The Asset plan deliberation 2022 began with an introductory evening on the 9th of Feb, allowing participants to mix and mingle, familiarising themselves with each other and facilitators they were to work with over the next two weekends.

The process over the first weekend consisted of listening to 12 speakers who covered six core service areas delivered by the Wyndham city council which will be discussed further below.

The speaker sessions were divided into half hour sessions. After each session we were allowed 10 minutes to discuss and ask a speaker who presented on a service area we had a deeper interest in. Next, we were asked to put our ideas and discussion with the speaker on paper. Answering the provided prompts to express our ideas and concerns about the particular service area. We then went around to each group's work to add further ideas and express what we supported and did not support. Over the weekend we participated in collaborative activities to gauge the consensus of the deliberative group which formed the basis of research to be used in writing this report.

Speakers we heard from

We heard from a variety of speakers on a wide range of topics. In particular, we heard from the following speakers about the following topics:

- Ellis Hughes about an Economically Prosperous City
- Rhonda Rathjen & Cliff Eberly on a Thriving City
- Mark Stoermar & Mark Ward on Community as an Active Partner
- Allison Kenwood, Richard Mougaueret & Mel Chapman on A Healthy, Accessible and Equitable City
- Cliff Eberly and Craig Toussaint on A Welcoming and Inclusive City
- Peter Van Till and Stephan Thorpe on A Liveable City
- Mark Boyle & Stephan Thorpe on A Green City

These talks explored various services such as libraries, inclusive employment, customer service, community engagement, youth services, animal management, school crossings, maternal child health, parks & open spaces etc, and why they're crucial to our city.

Information we were provided with:

We were provided with a copy of the Asset Plan Deliberation 2022 Intro booklet, which contains info in council services and the process of the forum.

Information from the speakers from different subsections of council services.

Learned about the different aspects of the council's services and the sections they are divided into: liveable city, green city, healthy, accessible and equitable city, welcoming and inclusive city, economically prosperous city.

Foundations

For us, having a long-term vision, coupled with sustainability and efficiency of services should always be the focus of Council. Council should start using a triple bottom line to measure social, environmental, cultural and economic impact to guide its work as a whole. This vision would promote a healthy and prosperous community.

Below we outline some foundations for the Council to remember which balance different areas of need with budget constraints:

Wyndham City Council needs to implement a viable, long-term economic growth plan that considers the communities future and current needs and ensures requirements are met, whilst keeping in mind the efficiency, sustainability, productivity of services and protects the environment from irreversible damage within budget constraints.

Implementation of these ideas for services and facilities being well advertised and communicated, benefit both Wyndham council and its community ensuring the public is fully informed and educated on the role of local council and its impact on community.

To ensure that services are inclusive council should hire diverse staff which reflect the community of Wyndham. Council should have policies and practices to drive this change and ensure a diverse representation of community members equally across service delivery and levels of staff from front desk to CEO.

Council must acknowledge the diversity of its community in relation to age, multiculturalism, ability, gender, and sexuality. In doing so deliver innovative services and systems in a way that is tailored to each community and avoiding a one size fits all approach that results in the exclusion and discrimination of disadvantaged community members.

Council carries out all services without delegating to a third party, unless by delegating the quality of the service will improve and be cost effective. The Council should consider restructuring/streamlining the services where necessary to remove any duplication of services - by redeployment of staff to minimise job losses and reallocating costs effectively.

If finances get tight Council should.....

<p>If finances get tight Council should prioritise and continue to support these services first <i>Add service grouping below</i></p>	<p>Reflect in this box, some of your observations about this suite of 'spend first' services...</p> <ul style="list-style-type: none"> - What do you notice about them all? - What connects them (if anything) ? - How well do they help us achieve our vision?
Customer service	<p>What connects them? Child, health and wellbeing + early education & care + youth services (all these are connected). These are connected on the basis that they relate to the youth (from birth to young adults).</p> <p>Customer service + community strengthening are linked</p> <ul style="list-style-type: none"> • <u>Customer service</u> is linked to all of the prioritised services. <p>There's something here about a timeline (again from birth to young adults or adults yet leaving out the elderly) Name of the service is not clear to understand what it delivers (community connection and care)</p> <p>What do you notice about them all?</p> <ul style="list-style-type: none"> - All essential services = without these the whole community falls apart - There are no mentions of elderly and services provided for them - Overall about human requirement (the people of the community) <p>How well do they help us achieve our vision?</p> <ul style="list-style-type: none"> - Improve the quality of life - Deal with human impact and activity - Provides a safe and healthy environment
Transport and roads	
Child, health, and wellbeing	
Early education & care	
Green living	
Waste	
Youth services	
Community strengthening	

<p>If finances get tight Council should reduce these services first <i>Add service grouping below</i></p>	<p>Reflect in this box, some of your observations about this suite of "cut first" services...</p> <ul style="list-style-type: none"> - What do you notice about them all? - What connects them (if anything) ? - Why are you comfortable for these to be cut first?
Place Management	<p>With the exception of Advocacy & IR, The other services are duplicated or are part of the activities of other sectors which results in the same outcome.</p> <p>With Advocacy and Intergovernmental Relationships, the risks of not getting positive results after adding funds to this sector is a factor which brings this to the list.</p>
Family Sector and Partnerships	
Strategic Communications	

Festivals and events	The majority of these services do not generate significant revenue to offset expenditure.
Advocacy and Intergovernmental Relations	

Strategic Area: A Healthy, Accessible and Equitable City

Community Infrastructure Planning

Recommendation: We recommend that the funding for this service remains the same.

Reasons:

Community infrastructure and planning is crucial to the development of the community and the gateway for many of the services provided.

This service provides informed and well thought-out planning for the development of Wyndham and the impacts of particular infrastructures on the environment.

Current planning already caters for development and consideration for current times. (e.g the new community centres.)

In making this recommendation we are conscious of the results of the survey conducted on the Loop of 173 people of Wyndham, 62% agreed that the funding should increase whilst only 5% stated it should decrease and 33% of survey participants recommended it remain the same.

Ideas for how this is delivered in the future:

Sport, Recreation and Physical Activity

Recommendation: We recommend that the funding for this service remains the same.

Reasons:

We note that there seem to be a lot of spaces to maintain, as sporting areas are large spaces

Inclusive sport and activity and different sports and physical activity, actively engage the community.

We want to see the reputation of Eagle Stadium (and places like it) maintained.

Ideas for how this is delivered in the future:

Different sports promoted to have more inclusivity, elderly, disabled, diversity, of more different
An ice park , rock climbing,

Animal Management

Recommendation: We recommend that this service remains the same, with a change in focus to make it more efficient.

Reasons:

Better animal control and awareness, leads to better community outcomes & protects our native fauna and flora.

Funding Animal management helps to prevent uncontrolled breeding.

Better animal management reduces the likelihood of animal attacks and promotes community harmony.

Funding Animal Management enables the city Council to better educate/communicate the community about responsible animal ownership.

If focus shifts to education, we will see better care of domestic animals, which decreases all animal related issues i.e. dog/cat (feral) attacks, destruction of native flora/fauna, lost animals, neighbourhood tensions (barking dogs).

Wyndham City Pound: Reunites animals. People want their lost animals back. Without funding, we don't have the means to reunite lost animals.

Wyndham City Pound gives lost animals another chance at finding a home (rather than being euthanised).

Enforcement of laws around responsible ownership. Ensuring compliance requires rangers/officers. Funding is needed to pay their wages/vehicles/infrastructure.

Ideas for how this is delivered in the future:

- Include information/education about rules, regulations, legislation, and responsibilities of owners in the Wyndham News, as well as general info about caring for pets.
- Also make more information (as above) available on the website.
- Greater awareness of the subsidised desexing programs

Environmental Health Services

Recommendation: We recommend that the funding for this service remains the same

Reasons:

This service is legislated, therefore the Council must provide this service.

As the economy/population of Wyndham increases, revenue should increase proportionately.

Ensures public health standards and allows business owners to be educated on safe and hygienic practices.

Ideas for how this is delivered in the future:

Revenue can be made through inspections and certifications for businesses.

Incorporating more unscheduled/surprise inspections.

Child Health and Wellbeing

Recommendation: We recommend that more is spent on this service

Reasons:

Health is a basic human right, if children are provided good health services at an early age then this investment reduces the need for health services in the future. There should be no compromise or negotiation on human basic needs.

The services will need to grow to meet the forecast increase in births.

The services that are provided for children differ from those of other health areas.

Child immunisation programme is run by council and legislated by Government.

For every child born, there is an estimated budget for their well being. The more children we get the more funding allocated.

Ideas for how this is delivered in the future:

Community Connections & Care

Recommendation: We recommend that more funding is allocated to this service.

Reasons:

It is important for individuals with special/extra needs to continue to receive quality services.
An increase in funds is required in order to provide care services for people in rural areas.

Allows for a sense of independence in the safety of their own homes or within aged care facilities.
It is a service that will serve every member of the community at some stage of their life.
Provides social inclusion opportunities for older people and for those with disabilities or health conditions.

Out of a survey of 173 people of Wyndham 46.71% agreed that there should be an increase in this area whilst only 12.57% recommended a decrease.

Overall, an increase in funding accommodates the additional programs that can benefit the people with their social, personal and physical wellbeing.

Ideas for how this is delivered in the future:

Tailored programmes can be provided to meet the needs of each individual such as outings that strengthen the sense of community more.

A better help/ health service for the elderly and those with care needs in rural areas.

Family & Sector Partnerships

Recommendation: We recommend that this service remains the same with a change in focus.

Reasons:

We note that this services overlaps with others offered by Council.

Direct their focus more and accommodate for changes in community and their needs. We note many of these services are centralised but should be spread more widely across the local community to increase participation - decentralise.

Specifically,

- More focus on special needs children in education and kindergarten settings. They have a different set of needs that need to be considered in more detail
- Elderly are also part of family. Continue to support aged/elderly with existing programs (lunch with the bunch, Corner House etc)

We recommend that Council explicitly outline the differences between the similar services they offer.

Ideas for how this is delivered in the future:

Youth Services

Recommendation: We recommend more is spent on this service

Reasons:

Youth services increase social cohesion and a connection to the community, they develop foundation skills for young people to take part in the community and live eg study, work, community reducing unemployment and the need for welfare service as as adult resulting in reduction in youth crime.

The damage from even a short term reduction of youth services would have long lasting effects on a generation.

Social media's prevalence has led to an increased exposure to various information and young people need the tools (social, emotional, psychological) to navigate the real and virtual world and differentiate between them. School based education leaves gaps in dealing with specific issues. In addition, the pandemic has particularly increased the need for mental health services and connection for youth, and this cannot be adequately delivered without increased funding.

We note that gaps exist around transition age of 8-12. A family focus in this age group may help parents with support strategies, although not all issues can be dealt with in family settings.

The high birth rate in Wyndham will increase the need of these services and unless they are increased may exclude some from access. Keeping participation costs low reduces barriers to entry, ensuring that the services are available to those that most need them.

We encourage Council to look for partners and/or outsource delivery of some youth services, as long as those services can be delivered more cost effectively and with better outcomes than those which Council can achieve.

We note that State & Federal services are extremely limited and at capacity.

Ideas for how this is delivered in the future:

Early Education & Care

Recommendation: We recommend that this service remains the same with a change in focus.

Reasons:

Early education is crucial for developing social awareness and achieving high early literacy rates

Ideas for how this is delivered in the future:

Increase the focus on working conditions and sustainability for sector workers

Focus on reducing staff turnover and burnout

Ensure centres are within a reasonable distance for active transport for most community residents

Ensure centres are away from major roads

Ensure centres are nearby to local primary schools

Strategic Area 2: A Welcoming and Inclusive City

Arts and Culture

Recommendation: We recommend that funding for this service remains the same with a change in focus.

Reasons:

The current services and assets in place are acceptable to cater for the requirements of the community.

We recommend a tweaking of methods be adopted by the Council to facilitate these requirements & to create new opportunities for cultural participation.

We don't need to increase the overall funding however, tweaking fund allocation is suggested in specific areas such as arts and cultural experiences.

Also, community initiatives & engagement should be encouraged and facilitated to create cultural experiences and support local artists.

Ideas for how this is delivered in the future:

- More street art - brings people to town.

Neighbourhood Activation & Development

Recommendation: We recommend that funding for this service remains the same.

Reasons:

Providing a safe and inclusive environment for the communities of Wyndham to access activities and programmes fosters community development and brings our diverse community together.

We see cultural venues as important for building relationships and skills through connecting to services and meeting new individuals.

We believe Council should build for a longer term future use, this prevents venues from being utilised to capacity. Need to build with the long term in mind.

The focus with cultural venues needs to be on community access, not profit making business purposes. These venues can be used for a variety of community activities and it is a cost effective way for Council to provide services to the community.

There is a need to increase awareness in the community of the services that are available to them.

Ideas for how this is delivered in the future:

- making use of current spaces, with more availability for weekends, will assist with sizing
- Utilizing other building ie churches -educating about other spaces available like churches schools halls etc to not have to grow rooms
- Create Revenue- tier system and weekend prices public holiday to assist with increased staff etc costs. Or lock boxes.
- Provides a space for hubs and small businesses to provide additional services to the community
- Look into online community hubs/ spaces for the community to engage and come together online rather than having to meet in person.
- Sliding scale for business rates related to income (to increase income and use).
- Having more space available for the community to use. This is more cost effective with renovation costs.

Festivals and Events

Recommendation: We were unable to reach consensus on this service area. Everyone agreed with the reasons behind why this is an important service, however there were varied opinions on whether funding should be increased, kept the same, or reduced.

Reasons:

Festivals and events are used to generate economic growth by engaging tourists and residents in the City of Wyndham. By activating local parks and areas to hold festivals and events there is a reduction in loitering and criminal activity. Festivals and Events are a good way to advertise other Council services. While Festivals and Events might not generate a direct revenue, the flow on effects of having a more cohesive community does inadvertently save money and resources in other areas.

Ideas for how this is delivered in the future:

Cultural Venues Management

Recommendation: We recommend this service remains the same but with a change in focus.

Reasons:

This service needs to have an expanded focus to cater for a broader spectrum of community organisations and events.

Ideas for how this is delivered in the future:

Educating people on what's happening at the event centres, arts gallery and cultural centres.

Encourage businesses to utilise these venues for their corporate events at a reasonable rent.

Give priority to the local community in venue bookings - do not have annual booking days.

Greater use of all available venues.

School Crossings

Recommendation: We recommend that the funding for this service remains the same but with a change in focus

Reasons:

With the projected increase in new schools and kindergartens, more staffing and maintenance of the crossings is required.

Maintains safe practices and safety of crossings for the community.

It can promote local employment.

Ideas for how this is delivered in the future:

Could be more self-funded via other revenue sources.

Advocate for more state level funds.

Redirect this service to the Department of Transport.

Apply the Queensland/South Australian system of using higher level students in a roster format to maintain the school crossings (this fosters life skill building and character development for young adults).

Strategic Area 3A: A Liveable City

Town Planning

Recommendation: We recommend that the funding for this service remains the same but with a change in focus

Reasons:

Town planning is necessary for the changing needs of Wyndham residents.

Accounts for changing climate conditions, potential natural disasters and population growth.

Town Planning goes hand-in-hand with general liveability.

Investing in this service simultaneously “invests” in other services.

Ideas for how this is delivered in the future:

Work with the municipal emergency planning department for changes in the community.

More space efficient, accessible, environmentally sustainable car parks.

Consider the carbon emissions released on average by houses in Wyndham and make changes in response.

Ensure safety is well incorporated into designs that are approved.

Instead of urban development ‘going out’, we should be ‘going up’ i.e. creating more high rise buildings.

Plant more trees and take into account biodiversity.

Stray away from piecemeal developments.

Strategic Area 3: A Liveable City

Waste Management

Recommendation: We recommend this service remains the same but with a change in focus.

Reasons:

This service has a low net cost for a significant budget line. It should be possible through rethinking to make this service either fully budget neutral or even revenue generating.

We want to see more investment through adoption of technology which deals with existing waste.

We see that waste management could be more cyclical - reuse, repair a larger focus. We want to see our public spaces demonstrating how waste can be used to recreate what we need (ie roads, park benches etc). We want to see Wyndham as a leader in this field.

We also think there are ways of working with multiple Councils to achieve this (ie fund one large amazing facility we can all use).

Ideas for how this is delivered in the future:

- We want to see more prevention of waste (ie green living) - focus on changing behaviours that generate excess waste (i.e. education on recyclable v non recyclable and how recycling is managed - no bags)
- Reduce illegal dumping by addressing the reasons it is done by individuals. Civic compliance should be a larger part of addressing illegal dumping by businesses.
- More central recycling shop/centre
- education (sms/email) awareness raising
- audit and forceful monitoring (cameras) and intervention (call it out, fines) for/on individuals and business.
- Community repair hub
- increase funding to accelerate building infrastructure to generate more future energy ; increase Sources and employment
- Invest in infrastructure, recycling technologies, renewable energies and factories, "buildings/plants - no flora"
- Consider alternatives to kerbside collection (possible trials for unit/apartment complexes)

Civic Compliance

Recommendation: We recommend that this services remains the same, with a change in focus.

Reasons:

The change in focus we recommend for this service is to create awareness around civic compliance and what it entails to make it more effective.

We note that this is a legislated service, therefore the Wyndham City Council is **legally required to provide this service.**

Civic compliance ensures there is order within the community (i.e. people are upholding the law and undertaking actions that do not pose a threat to the community), it holds people to account for their actions (positive reinforcement is not always key to resolving civil issues/deterring people from breaking the law).

Civic compliance promotes liveability, and directly affects the reputation of Wyndham City (therefore, it will have an impact on potential investors).

We note that the net cost of this service is not exorbitant when compared to other services, as a result the benefits of this service outweigh the cost.

We believe that spending the same on this service is justified, as law and order is largely enforced by state and federal police bodies.

Ideas for how this is delivered in the future:

- Provide education and enforcement measures to promote road and pedestrian safety (ensures people with different abilities and backgrounds understand road and pedestrian safety in Wyndham and therefore know how to use the roads safely)
- Enforce litter/waste management, and illegal dumping (this reduces the rubbish on the streets and leads to a cleaner city)

Transport & Roads

Recommendation: We recommend that more is spent on this service.

Reasons:

Transport and roads are essential. Roads and the public's access to them should be simple and easy, including for emergency access. Pathways and walkways connected to the roads are also essential. The quality of these things need to improve and if we invest appropriately now, this will reduce reinvestments in the future; saving more money.

Council is growing, expansion with housing and land use & this expansion needs to be covered.

We anticipate that more money will be required due to high inflation in construction (construction inflation specifically, not just general).

Everyone uses roads. The management of them needs to be up to date and effective. Emergency access is essential as is uninterrupted movement.

It is also important that maintenance of roads kept to standard, for new and existing roads.

Ideas for how this is delivered in the future:

- Budget awareness - how much is being spent and it is actually effective?
- Advocacy regarding recycling for road construction. E.G recycled tires, rubber or glass
- Budget for the transport and road should be set while keeping in mind the GDP trends
- Should we give preference to residential and business aspects
- Continual analysis of the roads and transport
- Increasing focus on active transport which has a lower infrastructure cost would allow for more to be done with the same budget and have the additional benefit of improving community health and reducing congestion

Strategic Area 4: Green City

Green Living

Recommendation: We recommend that funding stays the same for this service, with additional changes in focus.

Reasons:

Green city is very important for the residents of Wyndham, having a larger budget would not be necessary, instead Council should improve efficiency of spending.

This service improves the quality of life of the residents of Wyndham, as green spaces are highly valued by residents and helps develop a sense of belonging amongst residents.

Greater quality of green living will lead to increased physical exercise and time in fresh air, which can reduce strain on the health system, reduce pollution and increase air quality.

Continued and increased investment in green living will translate to greater overall benefit for the community in the future and help to reduce the effects of climate change.

Green living is interconnected with other council services and community health and wellbeing outcomes. For example, it creates a healthy living space for children and youth, a more active community, and an aspect of the community that its residents can be proud of.

Ideas for how this is delivered in the future:

Continue to educate the community about sustainability and provide incentives to improve energy efficiency.

Use new models of communication to reach individuals who might not know enough about green living.

Water and Coastal Governance

Recommendation:

We recommend that funding stays the same for this service.

Reasons:

The Coastal areas and waterways are one of Wyndham's finest assets and should be protected. Council must manage coastal areas in line with the requirements of the RAMSAR convention for wise use.

Ideas for how this is delivered in the future:

Council should ensure that all coastal recreation areas are policed for litter and pollution control especially around boat launching ramps.

Council should ensure all public water taps and drinking fountains are fully functional and controlled to prevent water wastage.

Council should ensure all municipal kerbing contains litter traps to reduce contamination of the waterways.

Council should run education campaigns through the Wyndham News and other media in different languages to encourage the wise use of water within the community and an appreciation of the coastal, riverine and riparian areas within Wyndham.

Council should support property owners to improve drainage within their properties where flooding is the result of poor infrastructure and earlier planning decisions to ensure no contamination of other areas.

Council needs to implement a planned replacement and upgrading of older drainage systems.

Parks and Open Spaces

Recommendation:

We recommend that funding stays the same for this service.

Reasons:

They are vital for our overall well being: mental, physical, social and spiritual.

They provide habitats for native species (flora and fauna) and allow and support them to thrive.

They act as a catalyst in socialization through BBQ areas, playgrounds and dog parks.

They increase the positive overall impact on the natural environment in order to create a climate resilient community.

They provide habitat for native species both flora & fauna and create bird corridors.

Contribute to the reduction in greenhouse gasses which combats warming of the environment - Helps keep temperature cool.

They create a desirable image of Wyndham and improve its reputation, thereby attracting more investors and visitors.

Ideas for how this is delivered in the future:

Council should ensure that real estate developers create new parks and open spaces, based on minimum standards specified by the council and using more durable materials to minimize maintenance.

The council should update and renovate older parks using recycled and more cost effective materials.

The council should maintain existing parks (trimming and pruning trees and grass, replacing broken bbq's and play structures).

If necessary, the council could outsource to provide maintenance services for the existing parks and open spaces, only if it's more cost effective and will provide a better service.

The council could initiate locally grown nurseries, where the trees required for the new parks and

open spaces would be sourced (local money spent locally, whilst reducing current amount of expenditure with regards to buying plants from somewhere else).

Strategic Area 5: An Economically Prosperous City

Economic Development

Recommendation: We recommend that the funding for this service remains the same

Reasons:

It ensures that any business that receives council investment aligns with community values.

Provides local jobs

An economically prosperous city increases tourism which will bring more taxes.

Ideas for how this is delivered in the future:

Focus on assisting existing local businesses to tackle the challenges that come with growth.

Focus on creating more local employment.

Explore opportunities to develop and market Wyndham's less visited attractions.

Council and investors should work with local TAFE, schools, universities and skill development centres before a business is up and running. So the local workforce is well equipped for the job demand.

Focus more on sports stadiums, hospitals, education and IT hubs, food and hospitality, retail, manufacturing.

Council should focus on developing the Werribee CBD.

Encourage local artists to develop street art for Wyndham.

Place Management

Recommendation:

We recommend that funding for this service should be reduced.

Reasons:

This service overlaps with other services (economic development and community strengthening) which are getting more funds. This simultaneously improves the quality of this service without having the need to increase the funding in place management.

Currently there is little revenue in comparison to the spending, suggesting funds can be spent in a more effective manner.

It is not a legislated service, therefore we have the option to drop it entirely if need be.

Ideas for how this is delivered in the future:

Staff and expertise delivering these services should be retained

Strategic Area 6: A Thriving City

Community Strengthening

Recommendation:

We recommend that funding stays the same for this service.

Reasons:

This service provides grants to a large number of not for profit groups/service groups and individuals to help them connect with and strengthen the wider community.

This encourages Capacity Building of individuals as well as community groups.

It supports any means of Community Knowledge Incorporation and promotes Leadership Programs within the community.

Facilitates Reconciliation Action Plan.

Ideas for how this is delivered in the future:

The focus should be on local not for profit groups and individuals, not businesses.

Inclusive Employment

Recommendation: We recommend that the funding for this service stays the same with a change in focus and delivery.

Reasons:

We are seeing an increasingly diverse (in terms of culture/ethnicity, language, ability, age, LGBTIQ+ community etc.) city, and therefore Wyndham requires employment opportunities, safe working conditions and inclusive workplaces for everyone.

The employment pathways currently available are not inclusive or broad enough for the current demographic and need to be improved in order to facilitate inclusivity for everyone.

Diversity is a great asset - different people and perspectives offer insight and knowledge to the benefit of everyone.

Education and awareness is needed to support businesses to adapt and change to the current level of diversity. Awareness also needs to be created in the general public about all minority groups. There is a current focus on cultural diversity (which is great and still needs focus) but ableism, gender bias, homophobia etc. are issues that are overlooked sometimes.

To break the cycle of disadvantage, interventions are needed to promote inclusivity. Different people in Wyndham have different levels of access to knowledge/resources, which can lead to inequality within employment, and access to education and employment is needed to counteract systematic bias.

More equitable access to employment opportunities will improve life outcomes which will improve overall mental health of minority groups, as well as improve cohesion in Wyndham and society in general.

Ideas for how this is delivered in the future:

Use of different delivery models to address the gaps of knowledge about discrimination that is currently happening in the system. E.g employer training programs, teaching people how to address inequalities.

Library Services

Recommendation: We recommend that the funding for this service remains the same with some slight changes.

Reasons:

Libraries are important for supporting a connected and knowledgeable Wyndham.

Libraries provide a wide range of services which promote equity and social inclusion for many groups living in Wyndham.

Library services are very trusted and appreciated by Wyndham residents. The library is seen as a safe and welcoming space where many people feel a sense of belonging.

Libraries are used by a wide demographic of Wyndham residents (e.g. by age, culture, ability)
Provides a trusted source of information for Wyndham residents. There are 1.1 million visitors to libraries in Wyndham per year.

Ideas for how this is delivered in the future:

Increase participation and usage by having a greater range of materials / assets in language for different cultures.

Strategic Area 7: Community as an Active Partner

Municipal Emergency Management

Recommendation: we recommend that the council will provide the same level of funding for Municipal Emergency Management.

Reasons:

Shared responsibilities between the different councils and the Wyndham council to plan and act upon any emergencies.

The occurrence of such disastrous emergencies is not as frequent

Emerging technologies and efficient education ensure that the management of such disasters and urban development can offset the need for extra funding for this area.

More funds are not needed as help to manage emergencies is always available through volunteer groups

The council is the first respondent to disasters and emergencies

Ideas for how this is delivered in the future:

- Having backyard drainage systems in upcoming residential areas.
- (Eg: better floodways, more fire guards, multipurpose facilities that accommodate for both emergency shelters and recreational activities)

Customer service

Recommendation: To Keep the funding the same

Reasons:

Customer Service is the face and voice of the council.

Current Service times are reasonable and adequate with handling community member queries and concerns.

Customer service is a support service that does not accomplish things without other services.

This service is necessary for providing accurate information to Wyndham residents, especially to our diverse community (through language, cultural appropriateness & ability).

Need to develop a more efficient system in customer service (see below ideas)

Ideas for how this is delivered in the future:

- Restructuring & organising current staff and providing them with required training to provide the services more effectively and efficiently.
- Utilising 24 hour chat functions, and adding FAQ facility online.
- Work from home could allow savings to be utilised in other areas (e.g training and wellbeing programmes.)
- Possibility to automate response to some queries reducing the need
- Hire people with multilingual skills, which means cost effective

Advocacy & intergovernmental relations

Recommendation: We recommend that the funding for this service remains the same.

Reasons:

It is a legislated service, therefore the Council is legally required to provide these services.

We are still getting the same proportion of money to advocate, which means our ability to raise more funds/assistance from State or Federal Governments is not hindered.

There are other priorities in the Council, this is not an issue that needs immediate attention as of now and therefore it is not necessary to increase funding for this service.

Ideas for how this is delivered in the future:

Ensure when council members speak to the State or Federal Government, they do so in an efficient and effective manner (by constricting funds, it discourages council members from wasting council money/time on projects that don't hold community value).

Community engagement

Recommendation: We recommend that the council will provide the same level of funding yet make changes for Community Engagement.

Reasons:

Community engagement helps to bring the community together

Allows the Creation of a more prosperous, peaceful and positive environment

Assists in enhance social harmony of the community and Educates people on different cultures

Increase information flow through communication (word of mouth)

Without community engagement communities can become lonely and have an impact on the general health of the residents of the Wyndham area. In addition, social isolation can lead to mental health problems.

Lack of community engagement can lead to a lack of trust within the community and the Council

Events held for the Wyndham community enhance the general enjoyment of living in Wyndham, in turn an engaged community is likely to have a decreased level of youth crime.

Through community engagement children and youth have access to positive role models which means there is a healthy development of youth.

Ideas for how this is delivered in the future:

- Better communication about the availability of community engagement events
- Information outlets - wyndham tv channel, bulletin boards in public places such as shopping centres, wyndham news, schools/youth centres, multilingual aspects/translations.
- A more culturally diverse staff in the wyndham council.

Strategic communications

Recommendation: We recommend that the funding for this service remains the same with some changes.

Reasons:

This service is important for increasing awareness and participation in council services and activities.

This service increases communication and efficiency between different council departments.

Highlight upcoming events to engage community in events

The Council needs to use strategic communications to justify funding and their role in the community, as well as use platforms to educate community members new to Wyndham and Australia about the role of local government in providing services to the community.

Important to recognise the diversity of the community and access to information. Diversity of language / ability.

Continue to recognise access issues - ie those who don't use digital platforms.

Ideas for how this is delivered in the future:

Change: Utilise the digital channels, media relational channels, to better educate the community on where to get information about services.

Continue the internal means of communication to get messages across different departments of Council.

Use the platform of the council to inform, educate the community on the local council's diverse range of services and provide case studies of impact on the community.

Provide an example of a day in the life of a worker e.g. Youth Worker, Depot Worker, gardener, Town Planner, Customer service in order to showcase the impact services have on the community where they are not as visual as roads, waste and rates etc.