MELTON CITY COUNCIL

Council and Wellbeing Plan

2025-2029





Acknowledgement of Country

Melton City Council acknowledges the Kulin Nations as the Traditional Owners and custodians of this land and pays respect to their Elders past and present.

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Welcome from our Councillors



Cr Steve AbboushiMayor, Councillor
for Bullum Bullum Ward



Cr Lara Carli
Deputy Mayor,
Councillor for
Sugar Gum Ward



Cr Kathy Majdlik
Councillor for
Lake Caroline Ward



Cr Brandi Morris
Councillor for
Coolibah Ward



Cr Sophie Ramsey
Councillor for
Watts Ward



Cr Julie Shannon
Councillor for
Stringybark Ward



Cr Bob Turner
Councillor for
Cambrian Ward



Cr Ashleigh Vandenberg Councillor for Jackwood Ward



Cr John Verdon
Councillor for
Hillton Ward



Cr Dr Phillip Zada Councillor for Mount Atkinson Ward



It is with a deep commitment to the City of Melton that we welcome you to read our Council and Wellbeing Plan 2025–2029 – our commitment to the vision of – A welcoming and liveable City accessible to all.

This Plan sets out the vision, priorities, and strategic direction for our Council for the next four years. It recognises and responds to the opportunities and challenges of being one of Australia's fastest growing local government areas and reaffirms our commitment to a healthy and inclusive community, a thriving and well-designed city and a progressive and trusted Council.

The City of Melton is a place where people come to build a home, raise a family, start a business, or grow a career. We are a city full of people who love where they live. It is the people of our city that define who we are – a community of diverse, resilient, and ambitious individuals who are the heart and soul of our city.

Thank-you to our 50-member deliberative community panel and our independent facilitators who selected our panel from 375 expressions of interest to ensure we heard the voices of a broad cross-section of our community. The Panel's role was to help refresh our long-term community vision and to guide the development not only of this Plan, but also our 10-year Financial Plan and our Asset Plan.

We look forward to leading Council in the delivery of this Council and Wellbeing Plan for current and future generations to live, grow, and enjoy. A welcoming and liveable City accessible to all.

Introduction

Our Council is committed to strategic and inclusive planning for the future, and as part of this, has developed this Council and Wellbeing Plan (the Plan) to be the base of our City's policy development, decision making and community accountability.

About our Council and Wellbeing Plan

The Plan was developed following engagement with our community, stakeholders, councillors and staff as well as analysis of relevant data, trends, research and government policy directions. The consultation was in accordance with the requirements of the *Local Government Act 2020*.

We have incorporated the Municipal Public Health and Wellbeing Plan into this Plan. In doing this, we reinforce our high-level commitment to promoting, improving and protecting public health and wellbeing in everything we do. The Plan is informed by the Community Vision and provides direction not only to Council and its staff, but also to our community, stakeholders, local service providers and other levels of government.

The Plan represents our priorities for moving toward achieving the Council Vision over the next four years by detailing the medium-term direction and outcomes of Council. The Plan is structured around three Themes – these are our focus areas for the next four years and are supported by Strategic Priorities – the desired future state. Under each Theme are Objectives which are a roadmap for what we want to achieve. Supporting these are Strategies that capture our plan and Indicators which is how we will show our progress.

The Plan guides our development of operational plans, organisational strategies, resource plans and annual budgets. This Plan is Council's primary strategy document that provides overall direction and links to more detailed information in other planning documents.

How the Council and Wellbeing Plan works

The Plan is prepared in accordance with the *Local Government Act 2020*, Local Government Regulations 2020, *Public Health and Wellbeing Act 2008*, and Public Health and Wellbeing Regulations 2019. Developing this Plan is one of the most important strategic pieces of work Council does, recognising that everything we do should create environments in which people can live healthy lives.

The Actions to deliver on the Strategic Priorities of the Plan are reviewed each year to reflect the evolving needs of our growing community. The progressive achievement of the Plan is reported to the community in Council's Annual Report.

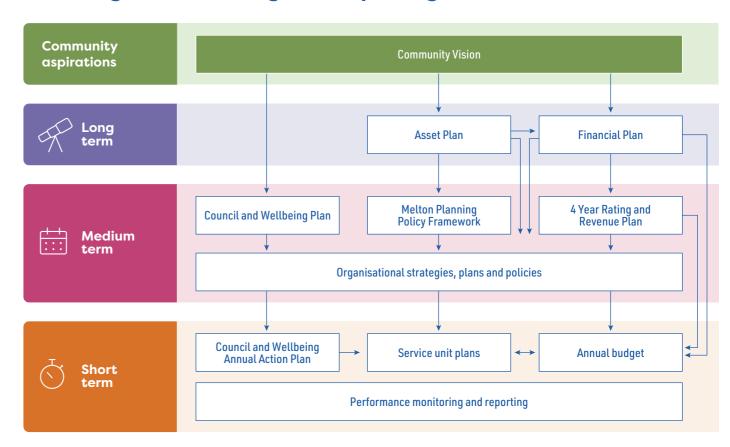
Integrated Planning and Reporting Framework

Council has developed an integrated approach to planning and delivering services to meet current and future needs of the community. Integrated planning and reporting aims to ensure we remain an adaptive, responsive and viable local government authority. This is facilitated by understanding what our community aspires to, setting direction within our resource capability and allowing us to make informed decisions on behalf of our community.

Council's Integrated Planning and Reporting Framework (page 3) outlines the relationship between our key strategic documents and highlights the importance of the Community Vision being at the heart of Council's strategic planning.



Our Integrated Planning and Reporting Framework



Annual Action Plan

An Annual Action Plan identifies how we will work towards achieving the Strategic Priorities identified in the Plan, aligned with the annual budget process. It describes our key strategic activities and new initiatives. Progress on these activities is then detailed in Council's Annual Report, with major projects and service highlights reported to Council on a quarterly basis.

Although the Plan describes our strategic direction up to 2029, we recognise the importance of being flexible and adapting to new challenges. For this reason, we will undertake annual reviews and updates to ensure the Plan remains relevant for the duration of the Council and Wellbeing Plan.



The City of Melton is one of the fastest growing local government areas in Australia. The City is home to more than 230,000 people. The population forecast provides projections up to 2046, showing how the City's population is expected to grow into the future.

Compared to metropolitan Melbourne, our residents are relatively young, and there is a higher proportion of family households. Much of this is because our area is known for attracting families with its comparatively affordable home ownership opportunities.

Our City welcomes people from around the world and we are enriched by our cultural and linguistic diversity. More than 30,000 people born overseas, and representing more than 130 different nations, currently call our City home. Many of our City's residents were born in India, the Philippines, New Zealand, Malta and Vietnam. In recent years, our City has welcomed an increase of people from African and Asian nations through skilled migration, family reunion and refugee immigration streams, adding further to our City's cultural diversity.

Opportunities and challenges

As a rapidly growing community that is diverse, ambitious and bold in its vision for the future, we want to continue to develop a City that is both economically and environmentally sustainable, and a place people aspire to live, work and raise a family.

As our population expands, we face the dual challenge of delivering infrastructure, facilities, and services at a pace that keeps up with local demand, while also preserving our community's character, heritage and unique environment.

Critical issues include ensuring residents, irrespective of age, cultural background, faith or ability, feel safe in our community and have access to essential health and wellbeing services, facilities and programs. Additionally, the timely provision of roads, public transport, education and employment hubs and affordable housing.

Our growth also presents us with the unique opportunity to shape a vibrant, inclusive City for the future, fostering positive outcomes through sustainable urban planning, protection of natural environments, and investment in active transport, parks, and recreation spaces that promote healthy lifestyles and social connection.

Strong waste management, community safety, and developing youth and senior programs are essential in meeting diverse local needs, as is attracting business investment, creating local jobs and advocating for State and Federal government health, transport, and education support to help build a resilient local economy.

Balancing these priorities within a constrained budget environment remains a significant yet crucial challenge for Council to meet in coming years.

Our Council

Our Council plays a key role in provision of infrastructure and services, and an advocacy role in facilitating local economic and social development that meets the community's needs.

Council can contribute to economic growth and community wellbeing by harnessing its key areas of influence:

- Attract new businesses and events
- Advocate for the community's interests and investments from the Victorian and Australian governments
- Facilitate future growth by working with the community and development industry
- Partner with other levels of government, adjoining jurisdictions and organisations
- Deliver community services by providing a range of services to the community, such
 as waste management, maternal and child health, local roads and paths, parks and
 playing fields, planning regulations and development, libraries, leisure centres, and
 other community programs and services
- **Collaborate** with the private sector and community organisations, creating mutually beneficial partnerships to deliver diverse initiatives

Council has roles and responsibilities under more than 100 Victorian Acts and regulations and is also required to operate within Commonwealth and international legislation. Some of the legislation that Council is accountable to includes the *Disability Act 2006, Gender Equality Act 2020* and the Victorian Charter of Human Rights.

Guiding Values

Our organisation continues to be guided by six values in the ways we work to deliver outcomes for our community.

Motivate

Empower

Lead

Trust Open

Nurture





Community Vision

After every Local Government election, we must consult with the community to develop a Community Vision. This ensures that the aspirations of the community are known at the start of each Council term. Our Council and Wellbeing Plan must consider and address the Community Vision.

About the Community Vision

In 2017, Melton City 2036 – The City We Imagine was developed as our City's first Community Vision. In 2021, for the first time, Council engaged a community panel to review the Community Vision – Melton City 2041 – The City We Create. Over the last four years, this vision has helped shape the future of our City to 2041.

Since 2021, our community has continued to grow, and community aspirations may have changed. We therefore wanted to review the vision to ensure it captures the aspirations of our community.

In February and March 2025, we invited 50 community members to join the Melton Community Panel to collectively review the Community Vision, identify the most important actions for Council for the next four years, and provide guidance to Council on financial decision making and investing in assets.

The panel members were selected to closely represent the diversity of our City's population. The panel was asked to represent the City of Melton's broader community values and aspirations. Across four sessions and two webinars, the panel considered various challenges and developed specific outputs to inform the review of the Community Vision and the Council and Wellbeing Plan, as well as guidance to inform the Asset Plan and Financial Plan.

Overall, the community panel felt the Community Vision was still fit for purpose. However, some changes were made to refine the vision statement to ensure that it continues to address our community's future needs and priorities.

Updated Community Vision

In 2051, our vibrant and inclusive community thrives with safety, sustainability, health and innovation.

- We cherish diversity, foster community relationships. and provide abundant opportunities.
- We are progressive in promoting liveability, sustainability, and greater proximity to transport links.
- · We nurture our natural environment as we grow.
- We are a safe and healthy community with quality open spaces and places to support active lifestyles, mental health, and wellbeing. We have access to a hospital and local health and community services.
- We are known as a learning city and we value education, innovation, as well as delivering local employment and investment opportunities.







Vision focus areas

The community panel proposed the following as the most important actions for Council to progress towards the updated vision:

- Creating events and activities
- Improved safety measures and better visibility (street lighting, CCTV, cameras in public spaces)
- A great effort in reducing waste in landfill to meet the 80% target set by the Victorian Government
- Increasing access and awareness for people of all ages and abilities into natural spaces
- Improved access to public transport including adding more buses and trains, more car park spaces
- Delivery of improved road infrastructure
- Encourage higher education by bringing in established universities to City of Melton
- Greater diversity of business and attractions within the Melton town centre
- Consistent and open dialogue with Council around spending and future planning
- Encouraged to deliberate and contribute to development of Council projects that effect our lives

How Council works to support the Vision

Working closely with our community, we will navigate the way forward to meet our community's needs and priorities. Council accepts responsibility for carriage of the Community Vision and we will use it to guide the direction of our work.

The Community Vision ensures that the community's voice and aspirations are at the heart of Council's work. Everyone who lives, works, studies, plays or visits the City of Melton has an active role in helping to achieve our Community Vision.

Council is well placed to drive the implementation of the Community Vision. Council, community, private industry, governments and not-for-profit agencies will be required to work to achieve our collective ambitions.



The Municipal Public Health and Wellbeing Plan must have regard to the Victorian Public Health and Wellbeing Plan which guides the work of state and local government, health services, businesses and employers, and the wider community to improve the health and wellbeing of all Victorians.

Our wellbeing commitment outlines priorities to improve health and wellbeing at every life stage. Council, in partnership with local and regional health and community organisations, delivers initiatives that address the health priorities in the Victorian Public Health and Wellbeing Plan.

Health and wellbeing are determined by much more than genes and lifestyle factors. They are determined by the circumstances in which people are born, grow, live, work and age. Everyone in the City deserves to live healthy, happy lives, and experience positive health and wellbeing.

Promoting health and wellbeing is part of Council's core business due to our significant influence on the built, natural, social and economic environments, and we recognise that all our decisions, policies, programs and services have a direct or indirect impact on community wellbeing.

Implementing the Health and Wellbeing Priorities

Each year we will develop an annual action plan to achieve the objectives of the Council and Wellbeing Plan. We cannot improve health and wellbeing outcomes across our City alone and will work in partnership with our community, business, service providers and other levels of government to protect, improve and promote health and wellbeing.

The way that Council supports community wellbeing is framed by the principles of public health and health promotion — in that health is a human right, not a privilege. Council is committed to supporting those in our community who may not have fair and equal access to resources, including but not limited to diverse faith, religious and cultural groups, people experiencing homelessness, low income earners, women, older people, people with disability, newly arrived community groups, Aboriginal and/or Torres Strait Islander people and our lesbian, gay, bisexual, transgender, intersex, queer and asexual (LGBTIQA+) community.

Developing the Health and Wellbeing priorities

Council's health and wellbeing priorities have been informed by the following inputs:

1. Legislation

The Public Health and Wellbeing Act 2008 which outlines goals and strategies to promote optimal community health, driven by evidence and community engagement. The Victorian Charter of Human Rights and Responsibilities Act 2006 which enshrines certain freedoms into law. The Gender Equality Act 2020 which requires Council to progress gender equality in our organisation, policies, programs and services. The Climate Action Act 2017 which requires Council to mitigate and plan for climate change risks to achieve the best outcomes for our current and future community.

2. Local data

The Health and Wellbeing Profile analyses the health status and health determinants of the municipality. This profile targets several focus areas and identifies vulnerable groups for tailored interventions.

3. Service provider workshops

Findings from a survey and workshop with 34 stakeholders from health services, community organisations and council departments.

Council has identified six health and wellbeing priorities for the City of Melton community. Each priority includes focus areas, and these are embedded throughout the Plan. The areas with a stronger link to health and wellbeing are highlighted with a heart icon.

Our Health and Wellbeing priorities



Priority 1: Increase active living and physical activity

Low levels of physical activity is a significant issue in the City of Melton. Approximately 28.4% of residents don't engage in moderate to vigorous physical activity, compared to 19.5% of residents across Victoria. City of Melton residents with chronic conditions are prevalent. Many of these conditions, such as diabetes, could be changed through living more actively.

In the City of Melton, women across all age groups are more likely than males to not meet physical activity guidelines.

Men generally report higher engagement in organised sports, while women are more likely to engage in lower-impact activities such as walking. Socioeconomic factors and cultural backgrounds also influence activity levels with people living with a disability or those from non-English-speaking backgrounds often facing additional challenges in maintaining active lifestyles.



Priority 2: Support healthier eating and enhance food security

Indicators show that City of Melton residents do not consume enough healthy food. Almost 60% of our residents fail to meet daily fruit and vegetable intake recommendations. This is above the Victorian average of 51.7%. Approximately, 43.7% of residents consume sugary drinks daily or several times a week, higher than the Victorian average of 34.4%.

We know that healthy eating needs to be seen in the context of food insecurity. Some of City of Melton's residents struggle to get enough food on a weekly basis. In the City of Melton, 11.7% of residents experienced food insecurity in the last 12 months, above the state average of 8%. This is even higher for single-parent families (who are more likely to be women) with 20% struggling to have enough food.

Food insecurity disproportionately affects marginalised groups, including Aboriginal and Torres Strait Islander adults, who experience much higher rates of hunger than their non-Indigenous counterparts.



Priority 3: Improve mental health and wellbeing

Mental health and wellbeing are shaped by a range of complex factors, including social determinants, gender, and personal experiences. In the City of Melton, women report higher rates of anxiety, depression, and psychological distress than men, yet men are more likely to die by suicide, reflecting differing mental health challenges and helpseeking behaviours. In addition, LGBTIQA+ people are more likely to experience poorer mental health than non-LGBTIQA+ people including an increased risk of depression and anxiety.

Mental health and wellbeing can be impacted by social factors such as discrimination, with 19% of adults in the City of Melton experiencing discrimination in the past year, higher than Victoria's 15.8%. Housing stress is another significant factor of levels of mental health and wellbeing in the City Melton, with both homeowners and renters experiencing higher rates of housing stress than the Victorian averages.



Priority 4: Promote gender equity and prevent gender-based violence

Gender equity and the prevalence of gender-based violence are critical issues with the rate of family violence in the City of Melton at 1381.3 per 100,000 people. This is slightly above the Victorian average of 1377.4.

We know that 30.2% of criminal offences in the City of Melton are related to family violence. In addition, 1,408 clients accessed homelessness services due to family violence, with the rate of homelessness in the City of Melton more than doubling since 2016.



Priority 5: Enhance community safety

Community safety encompasses a broad spectrum of factors, including crime rates, perceptions of safety and social determinants. In the City of Melton, there were 10,496 criminal incidents in 2023–24, marking an 18.5% increase from the previous year. Offences were predominantly theft-related, and most offenders were male (79.1%).

Women and men in the City of Melton had much lower perceptions of safety when walking alone at night compared to the Victorian average, with women overall having lower perceptions of safety.



Priority 6: Address climate change and its impact on health

Climate change and its impacts on health are typically shaped by environmental factors, such as rising temperatures, extreme weather events, and changing air quality. In the City of Melton, the biggest risk to health from climate change is through heatwaves which can result in heat exhaustion, premature death and exacerbating existing health conditions.

The City of Melton's vulnerability to the negative health impacts reflects the fact that we have the second highest Urban Heat Island score in Greater Melbourne. Contributing to this is our low levels of tree canopy cover (4.1% compared to 15.3% in Greater Melbourne), a strong car-based culture and existing socio-economic inequalities.



As our City continues to welcome new people and our population grows, we aim to deliver infrastructure, facilities, and services that meet the needs of our community.

Our Vision for the City of Melton is to be:

A welcoming and liveable City accessible to all.

To support this, we are focusing on three Themes for the four years of the Council and Wellbeing Plan.



The following symbols signify:

- Health and Wellbeing initiatives
- Disability Action initiatives

Each year of our Council and Wellbeing Plan we will develop an annual Action Plan and review our indicators to ensure we are appropriately and meaningfully measuring success.

Each Theme is supported by:

- Strategic Priorities which illustrate what we want the future to look like,
- · Objectives which outline the roadmap for what we want to achieve,
- Strategies which capture how we are going to deliver our plan, and
- Indicators which we will use to show our progress.

where everyone feels welcome, safe, and supported.

We are an inclusive, connected, and healthy community

- 1.1 A connected community where people have equitable access to local activities, events, programs and services.
- 1.1.1 Strengthen access, inclusion and safety for all ages, cultures, abilities, and genders for all Council services and events. 💙 💿
- 1.1.2 Support local community and cultural groups to deliver events that celebrate cultural diversity and strengthen social connection. ♥
- 1.2 A safe and inclusive community that celebrates and promotes its diversity, and where people are proud to live.
- 1.2.1 Implement improvements to enhance safety in our streets and public spaces. ♥
- 1.2.2 Promote gender equality and the prevention of gender-based violence in all its forms impacting people of all ages. 💙
- .2.3 Facilitate the provision of diverse and affordable housing. •
- 1.3 A City that invests in and promotes positive public health and wellbeing outcomes.
- 1.3.1 Support healthier eating and enhance food security in our City.
- 1.3.2 Grow awareness and understanding of mental health and wellbeing to address stigma and barriers. 🛡
- 1.3.3 Increase active living and physical activity for all. ♥ ●
- 1.4 A community with access to local training, education and learning opportunities for all ages and abilities.
- 1.4.1 Advocate for the provision of all levels of education and training locally, including a university within the City.
- 1.4.2 Create learning opportunities for all stages of life and abilities including early engagement with and support for children, young people and families.
- 1.5 A strong, diverse and future focused local economy that provides our community with varied local job opportunities.
- 1.5.1 Advocate and encourage investment in the City to support new businesses and local jobs.
- 1.5.2 Advocate for new Precinct Structure Plans which are employment focussed to facilitate the creation of local jobs.
- 1.5.3 Facilitate local partnerships which create and promote a variety of employment and other pathway opportunities.
- 1. 5.4 Strengthen and promote the City's unique character and visitor attractions/experiences.
- 1.6 A City that respects and celebrates Aboriginal and/or Torres Strait Islander cultures.
- 1. 6.1 Provide and promote opportunities for the celebration and recognition of Aboriginal and/or Torres Strait Islander history and culture.
- 1.6.2 Provide leadership in reconciliation, build positive partnerships and community relationships, and support culturally appropriate activities, services and places.

Measuring success: A healthy and inclusive community

Community sentiment:

- Importance of, and satisfaction in, delivering community and cultural events.
- Agreement that the community is welcoming and supportive of people from diverse cultures and backgrounds.
- Importance of and satisfaction with services related to children, young people, seniors, and people with disability.
- Safety in public areas of the City of Melton during the day.
- Importance of and satisfaction with accessibility of local education.
- Importance of and satisfaction with local job opportunities.
- Agreement that our City respects and is inclusive of Aboriginal and/or Torres Strait Islander persons.

2. A thriving and well-designed City

Build, Grow, Thrive

3. A progressive and trusted Council

Engage, Innovate, Deliver

We have well-designed places and spaces, and our natural environment is protected for current and future generations to thrive.

2.1 A City that plans for and adapts to climate change.

- 2.1.1 Continue investment for Council's operations to remain on track to meet net zero emissions in line with State and Federal Government targets.
- 2.1.2 Include climate change and integrated water management considerations in asset renewal.
- 2.1.3 Build collaborative partnerships to facilitate collective action to address climate change and its impacts on health. 🛡

2.2 A City that is clean, minimises waste and increases resource recovery through efficient, sustainable practices.

- 2.2.1 Increase community awareness and understanding of waste and resource recovery.
- 2.2.2 Implement the Victorian Government's kerbside waste reforms.

2.3 A City that has well-designed and maintained places and spaces accessible to all.

- 2.3.1 Implement improvements in our streets and public spaces to keep them clean and reduce waste, litter and graffiti.
- 2.3.2 Increase multi-use and accessible open spaces.

A City that plans and delivers infrastructure that is evidence-based, fit for purpose and accessible, delivering value to the city and its people.

- 2.4.1 Maximise delivery of the annual Capital Works program.
- 2.4.2 Deliver fit-for-purpose community infrastructure that is accessible, inclusive and designed to enhance community safety.

2.5 A well-planned, integrated and maintained transport network that enables people to move around.

- 2.5.1 Advocate for safe, sustainable, integrated, increased, and more connected public transport across the City of Melton. ♥
- 2.5.2 Continue to invest in our local road network, and advocate for improvements in State and Federal roads.
- 2.5.3 Maintain and develop our cycling and walking networks. ♥

2.6 A greener City that protects and enhances its natural environment

- 2.6.1 Promote the use of sustainable design in City planning.
- 2.6.2 Reduce the impacts of heatwaves on the community through increased tree canopy cover and urban design. 🛡
- $2.6.3 \quad \mathsf{Advocate} \, \mathsf{for} \, \mathsf{Precinct} \, \mathsf{Structure} \, \mathsf{Plans} \, \mathsf{that} \, \mathsf{deliver} \, \mathsf{sustainable}, \mathsf{coordinated}, \mathsf{infrastructure} \text{-} \mathsf{ready} \, \mathsf{and} \, \mathsf{liveable} \, \mathsf{communities}.$
- 2.6.4 Protect and enhance biodiversity and the cultural and heritage values across our city.

Measuring success: A thriving and well-designed City

Community satisfaction with:

• Waste management.

2.4

- Public spaces and agreement on accessibility for people with a disability.
- Sports grounds, playgrounds and community centres.
- Maintenance and repair of sealed local roads and with on and off-road bike and/or walking paths.
- · Provision and maintenance of parks and gardens and the meeting of responsibilities towards the environment.

We are innovative and effective in leading and managing our rapidly growing City in a sustainable and transparent way.

3.1 An organisation that genuinely engages with community and is committed to excellence in customer experience.

- 3.1.1 Implement Council's Customer Experience Strategy.
- 3.1.2 Increase the use of deliberative engagement to support Council decision making.

An organisation that prioritises good governance, integrity and accountability and is community minded in its decision-making.

- 3.2.1 Implement initiatives to continue to advance Council's integrity maturity.
- 3.2.2 Develop a new Council website to improve the accessibility of information available online.

3.3 An organisation that is proactive and effective in advocacy to support our rapidly growing City.

- Develop and implement an annual strategic advocacy and government relations plan that is evidence based and community driven in its prioritisation.
- 3.3.2 Implement Council's investment strategy, the advancing of alternative revenue generation opportunities, and identification and implementation of efficiency improvements.

3.4 A future focused organisation where success is measured by outcomes, impact and continuous improvement.

- 3.4.1 Implement the Workplace Transformation Plan with a focus on Customer, People, Technology and Growth.
- 3.4.2 Implement Council's Technology Change Program to uplift core technology systems to improve service delivery.
- 3.4.3 Continue a program of service reviews to ensure services are fit for purpose to meet community needs.
- 3.4.4 Develop and implement a property management framework that balances highest and best use of Council's property holdings whilst optimising community benefit.

3.5 A safe and respectful organisation that embraces diversity and actively supports inclusion.

3.5.1 Develop and implement a diversity and inclusion plan for the workplace, including delivery of a new Gender Equality Action Plan (GEAP), a 'Reflect' Reconciliation Action Plan, and a Disability Action Plan.

Measuring success: A progressive and trusted Council

Community satisfaction:

- With customer service, community consultation and engagement.
- · With Council making and implementing decisions in the interest of the community.
- Advocacy on behalf of the community on key City of Melton issues.
- Overall community satisfaction.

Other measures:

- Development and implementation of diversity and inclusion plans.
- Continued financial sustainability of Council.

MELTON CITY COUNCIL

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