CITY OF
MITCHAM

FOUR YEAR **DELIVERY PLAN**

2020/21-2023/24

UPDATED 2022



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ACKNOWLEDGEMENT TO COUNTRY

We acknowledge the Kaurna people as the traditional custodians and caretakers of the land that includes much of the City of Mitcham, known as Tarndanyannga Country, which means "the place of the red kangaroo dreaming".
The Kaurna people's rich cultural heritage and spiritual belief connects them with this land and we look forward to nurturing our relationship with the members of the Kaurna Community.

Mitcham Memorial Library, Hawthorn

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Mitcham Memorial Library, Hawthorn

WHAT IS THE FOUR YEAR DELIVERY PLAN?

The Four Year Delivery Plan is Council's plan for action over the next four years. It responds to Council's aspirational strategic management plan, Mitcham 2030, by identifying where Council will invest additional effort to achieve its long term vision and goals.

It identifies key areas of focus for the next four years, referred to as Priority Themes, that were identified in consultation with the community in late 2019 and reinforced by the community again in mid-2020.

Additionally, it provides a series of community insights to track Council's progress towards achieving its vision.

THE FOUR YEAR DELIVERY PLAN PROVIDES:

5

PRIORITY THEMES

Key areas that Council will focus additional effort and/or investment for a four year period, typically through new services and projects.

Council will continue to deliver against all 12 themes of Mitcham 2030 through its existing services.

52

PRIORITY INVESTMENTS

New services and projects for the next four years.

These investments are typically aligned to the Priority Themes to enable Council to make a significant positive contribution.

They are additional to existing services, which are already delivered across all 12 themes.

34

COMMUNITY INSIGHTS

High level indicators to track Council's progress towards achieving its vision.

The indicators will form a community survey, to be undertaken periodically.

These indicators will be supported by other data sources as necessary.

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OUR STRATEGIC PLANNING & REPORTING FRAMEWORK



10 YEAR

20 MITCHAM 30

MITCHAM 2030

4 YEAR

DELIVERY PLAN

1 YEAR

ANNUAL BUSINESS PLAN & BUDGET

ONGOING MONITORING & REVIEW

Mitcham 2030 sets the high level vision and strategic direction for Council over ten years. It provides 12 Themes which capture Council's services and projects, and identifies the high level outcomes that we will strive to deliver.

The Four Year Delivery Plan identifies 'Priority Themes' as areas that Council will focus additional effort and/or investment for a four year period. This will enable Council to address particular challenges or opportunities.

The priority investments inform Council's Annual Business Plan and Budget which sets out the actions that Council will deliver each financial year, including existing services.

Council has several other documents that are used in varying ways to reference, inform, deliver and report on its work, such as a Long Term Financial Plan, Asset Management Plans, and other strategies/plans.

Community insights are included in the Four Year Delivery Plan, to enable ongoing monitoring and review. This will occur through a community survey.

An Annual Report identifies Council's progress and effectiveness towards achieving its goals and outcomes, and will be informed by the community survey.

Council's strategic management plans are aligned to regional, state and national objectives.

"Council has a suite of strategic documents that work together to describe Council's long-term aspirations, prioritise key areas of focus, and identify specific funded actions to deliver each year. Together, these documents form our strategic management plans."

City of Mitcham staff members Alice and Henry

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OUR VISION, GOALS & THEMES

WE ARE A WELCOMING & INCLUSIVE COMMUNITY THAT VALUES ITS HERITAGE & NATURAL ENVIRONMENT.

GOAL 1

ACCESSIBLE, HEALTHY & CONNECTED COMMUNITY

We connect our community with each other and with their places, and empower them to live healthy lives.

THEME 1. 1 TRANSPORT NETWORK

We are a City that is connected to places through an integrated, efficient and people friendly transport network for motorists, cyclists and pedestrians.



THEME 1. 2 HEALTH & WELLBEING



We build capacity for people to be active, healthy and connected, and provide inclusive and safe environments for all.

THEME 1. 3 SERVICES & FACILITIES

We provide convenient access to a diverse range of information, services, activities and facilities for our community.



GOAL 2

SUSTAINABLE CITY

We sustain and improve our natural and built environments for today's and future generations.

THEME 2. 1 CLIMATE CHANGE MITIGATION & RESILIENCE

We limit our impact on the climate, and are prepared and adaptable to the impacts of climate change.



THEME 2. 2 SUSTAINABLE RESOURCES



We conserve resources through efficient practices, investment in technology, waste avoidance, and a commitment to reuse, recycle and repurpose.

THEME 2. 3 NATURAL ENVIRONMENT

We protect and enhance the environment and its biodiversity across natural landscapes, waterways, open spaces and across our suburbs.



GOAL 3

DYNAMIC & PROSPEROUS PLACES

We have a strong and competitive economy that supports our unique and vibrant places and culture.

THEME 3. 1 PLACEMAKING

We have a spatial vision that guides the development of integrated, attractive and vibrant precincts that support diverse land uses and housing choice.



THEME 3. 2 CITY VIBRANCY



We are a City well recognised for our social and cultural diversity, creativity, arts, events, heritage, natural environment, educational and medical facilities.

THEME 3. 3 PARTNERSHIPS

We partner with neighbouring Councils, Government, universities, the private sector, not-for-profit organisations and community groups to maximise community and economic outcomes.



GOAL 4

EXCELLENCE IN LEADERSHIP

We are a professional and innovative Council with responsible leadership that is valued by its people, community and partners.

THEME 4. 1 GOOD GOVERNANCE

We are transparent and accountable, make informed decisions, demonstrate integrity and empower our community to have a voice and participate in a meaningful way.



THEME 4. 2 ORGANISATIONAL IMPROVEMENT



We are efficient and effective with a culture of positive change and innovation to deliver sustainable outcomes and value-for-money services that meet community needs.

THEME 4. 3 COMMUNITY EXPERIENCE

We are easy to do business with and commit to a customer-centric approach that delivers positive experiences and builds trust.



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OUR PRIORITY THEMES FOR THE NEXT FOUR YEARS

Five Themes from Mitcham 2030 have been identified as priorities for the next four years.

These are areas that Council will focus additional effort and/or investment, and will enable Council to address particular challenges or opportunities.

New priority investments, primarily aligned to the Priority Themes are listed on the following pages within the 'Goal Achievements and Aspirations'. They are also summarised in a one-page snapshot 'Our Priority Investments for the Next Four Years'.

Council provides a range of existing services that will continue to address all of the goals and themes of Mitcham 2030.

In addition to the five Priority Themes, Council's response to the COVID-19 crisis remains a priority, and will continue to evolve to ensure the long-term viability of the economy and wellbeing of the community.

THE PRIORITY THEMES ARE:

GOAL 1
ACCESSIBLE, HEALTHY & CONNECTED COMMUNITY

- THEME 1. 1 TRANSPORT NETWORK
- THEME 1. 2 HEALTH & WELLBEING
- THEME 1. 3 SERVICES & FACILITIES

GOAL 2
SUSTAINABLE CITY

- THEME 2. 1 CLIMATE CHANGE MITIGATION & RESILIENCE
- THEME 2. 2 SUSTAINABLE RESOURCES
- THEME 2. 3 NATURAL ENVIRONMENT

GOAL 3
DYNAMIC & PROSPEROUS PLACES

- THEME 3. 1 PLACEMAKING
- THEME 3. 2 CITY VIBRANCY
- THEME 3. 3 PARTNERSHIPS

GOAL 4
EXCELLENCE IN LEADERSHIP

- THEME 4. 1 GOOD GOVERNANCE
- THEME 4. 2 ORGANISATIONAL IMPROVEMENT
- THEME 4. 3 COMMUNITY EXPERIENCE

Norman Street Reserve, St Marys

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Mitcham Memorial Library, Hawthorn

GOAL 1

ACCESSIBLE, HEALTHY & CONNECTED COMMUNITY

OUR LONG TERM ASPIRATION IS TO...
connect our community with each other and with their places, and empower them to live healthy lives.

WE WILL ACHIEVE THIS BY...
delivering existing services and priority investments.

WE WILL KNOW WE ARE MAKING A DIFFERENCE BY MONITORING...

PRIDE RATE

The percentage of residents, by suburb, who support the statement:

"I feel proud to live here"

SUPPORT RATE

The percentage of residents, by suburb, who support the statement:

"I have people who would look after me if I needed them to"

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THEME 1.1 TRANSPORT NETWORK

OUR MITCHAM IN 2020

A significant portion of Council's expenditure is spent maintaining roads, bike lanes, footpaths and bridges to ensure the safety of community members and the large number of commuters who pass through.

With 75% of people still driving to work and population growth in Blackwood and the wider Mitcham area contributing to increased traffic and congestion, Council is trying to encourage more active transport use through cycling and walking.

Based on recommendations contained in the Local Government Association of South Australia's Cycling Strategy, the Department of Planning, Transport and Infrastructure has identified the Belair to City Bikeway as its top priority for upgrade and funding within the City of Mitcham due to the large number of cyclists using the route and its potential to attract additional cyclists.

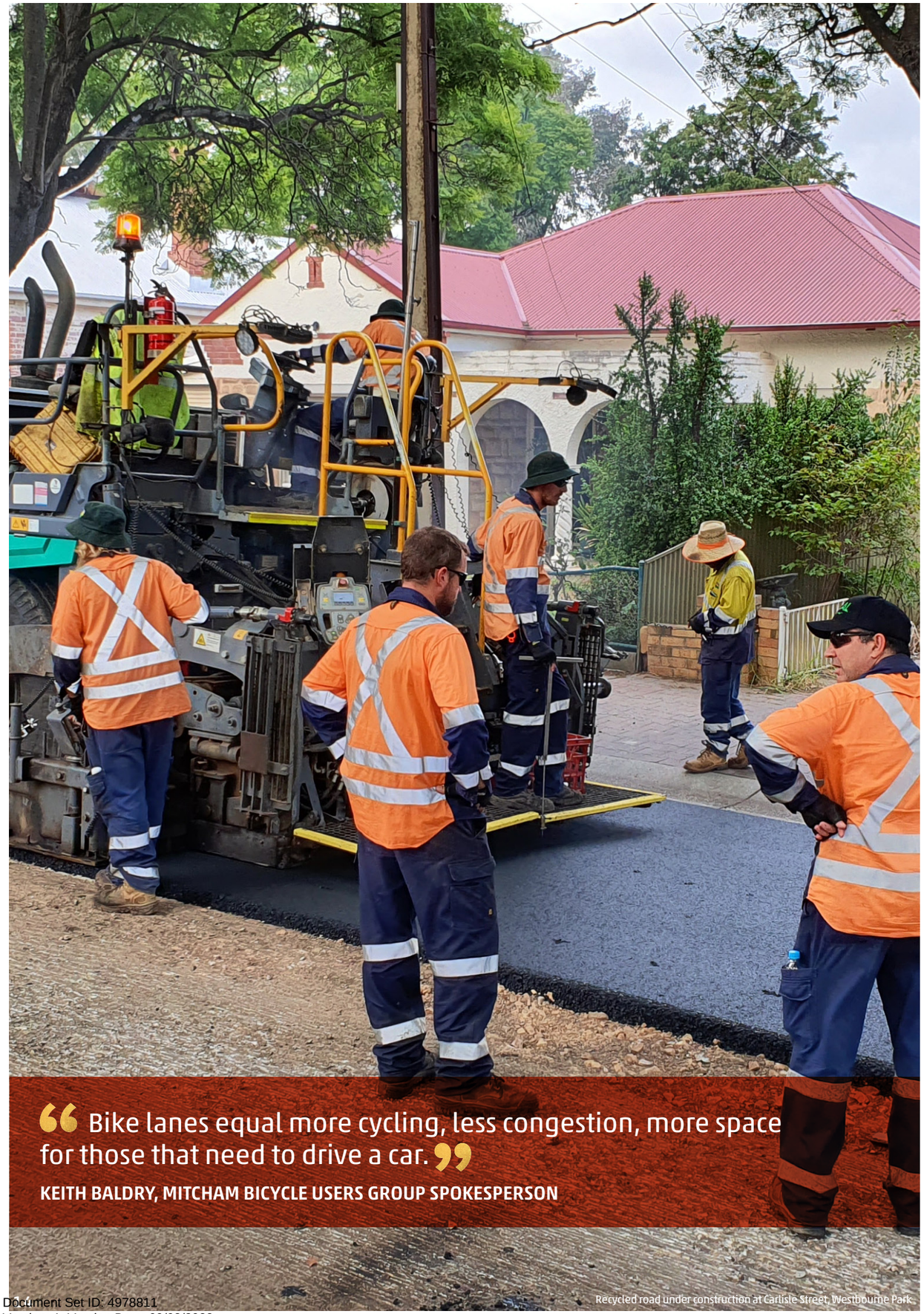
Last year Council oversaw the completion of Stage 1 of the Mitcham section of the bikeway from Rugby St to Eynesbury Ave to link up to the route in neighbouring City of Unley.

Stage 2 proposes to connect the existing on-road bicycle connection along Price Ave to Angas Rd and subsequently provide an on-road connection to Abbottshall Rd, across Grange Rd and through a shared use path along the railway corridor.

Keith Baldry, a spokesperson for the Mitcham Bicycle User Group which advocates for improved cycling routes in the area, said increased cycling participation benefited all road users.

"A combination of separated cycle lanes in areas of higher car interaction, with bike routes joining destinations, makes cycling safe and therefore appealing to a whole lot more people," he said.

"They attract a whole new group of cyclists, using bikes as a convenient and healthy means of transport."



> "Bike lanes equal more cycling, less congestion, more space for those that need to drive a car."
>
> **KEITH BALDRY, MITCHAM BICYCLE USERS GROUP SPOKESPERSON**

Recycled road under construction at Carlisle Street, Westbourne Park

OUR EXISTING SERVICES

TRAFFIC AND TRANSPORT INFRASTRUCTURE MANAGEMENT
> Footpath, road, bridge and bus shelter maintenance and improvements, and traffic investigations.

OUR COMMUNITY INSIGHTS

CONNECTED PATHS RATE
> The percentage of residents, by suburb, who support the statement "the paths in my local area take me to where I need to go".

SAFETY WHEN TRAVELLING RATE
> The percentage of residents, by suburb, who support the statement "I feel safe when travelling by any mode".

EASE OF TRAVEL RATE
> The percentage of residents, by suburb, who support the statement "I can easily travel in my local area".

OUR PRIORITY INVESTMENTS

FLINDERS CITY BIKEWAY
> Design and delivery of the Flinders City Bikeway as part of the Darlington Upgrade.

STURT LINEAR SHARED USE PATH
> Detailed design of the Sturt Linear Shared Use Path from Craigburn Farm to Bedford Park, and progressive delivery / construction.

FOOTPATH NETWORK
> Building new footpaths in streets currently without them to increase connectivity and liveability.

ASSET RENEWAL BACKLOG
> Undertake accelerated renewals of our civil infrastructure (e.g. roads and footpaths) to address our backlog by 2027.

NEW BUS SHELTER
> Installation of a new bus shelter at Stop 35A on Grand Boulevard, Craigburn Farm.

BELAIR TO CITY BIKEWAY
> Progressing the Belair to City Bikeway Stage 2, improvements from Mitcham Memorial Library to Price Avenue, Hawthorn / Lower Mitcham.

PEDESTRIAN FOCUSSED TRAFFIC SAFETY UPGRADES

Undertaking traffic safety upgrades:
> Mitcham Way 2 Go Program - West Parkway, Colonel Light Gardens - Pedestrian safety improvements
> Belair to City Bikeway - Progression of the section between Price Avenue to the existing Lynton Trails
> Princes Road, Torrens Park - Pedestrian crossing upgrade
> Kalyra Road, Belair - Traffic calming treatments
> Waite St / Melton St, Blackwood - Traffic calming treatments
> Edwardstown Primary, Melrose Park - Pedestrian refuge treatment
> Winston Avenue, Cumberland Park - Pedestrian refuge treatment
> Laffers Road, Belair - Safety upgrades
> Vaucluse Crescent, Bellevue Heights - Traffic safety improvements

FUND MY FOOTPATH PROGRAM, PANORAMA AND PASADENA
> Building additional footpaths and upgrading existing footpaths in Panorama and Pasadena.

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> People eat healthier and when they eat healthier, they are happier. It's that emotional, mental health.
>
> **REBECCA WU, BATCHCOOKS COOKING CLUB COORDINATOR**

City of Mitcham staff member, Ellena, at a local business providing advice during COVID-19

THEME 1.2 HEALTH & WELLBEING

OUR MITCHAM IN 2020

The City of Mitcham is committed to supporting the health and wellbeing of its whole community, including those who live, work, study and recreate in the City.

And while residents generally enjoy a high and healthy standard of living, there are segments of the community that are more vulnerable than others.

To help reduce these health inequities, Council last year endorsed the Living Well Public Health and Wellbeing Plan 2020-2025 to help sharpen its focus on efforts and resources to protect and promote health for all.

The Plan recognises and builds on Council's current public health actions and aims to create conditions and environments that boost health and wellbeing, such as promoting Mitcham's green open spaces, providing opportunities for social connections and a safe living environment that ensures access to housing, clean air and water and healthy food.

One initiative combining many of these ingredients is Batchcooks, a cooking club that is bringing together people of all ages, abilities and backgrounds to cook interesting, healthy and budget-friendly meals at the Cumberland Park Community Centre.

Rebecca Wu started the inclusive cooking club with the support of the City of Mitcham last June, and said it was modelled on a community garden-style program to give residents a social outlet and help them build capacity.

"A lot of people know what is healthy to eat but there are no practical skills given to do it," she said. "Batchcooks is about cooking healthy and economic meals - it's quite cheap and anyone can access it - but it's also about social inclusion and building links with the community. There's good outcomes across the board."

OUR EXISTING SERVICES

COMMUNITY CARE
> Domestic assistance, home maintenance, home modifications, social support groups, personal transport, and community bus.

BUSHFIRE MANAGEMENT
> Fuel load reduction, fire break preparation, free green organics dumping, and community education.

REGULATIONS, REGISTRATIONS, INSPECTIONS AND CONTROLS
> Building services, development compliance, dog and cat management, noise, swimming pools and spas, and food safety audits.

IMMUNISATION SERVICE
> Community and school immunisation clinics.

OUR COMMUNITY INSIGHTS

SAFETY IN THE COMMUNITY RATE
>The percentage of residents, by suburb, who support the statement "I feel safe in my community".

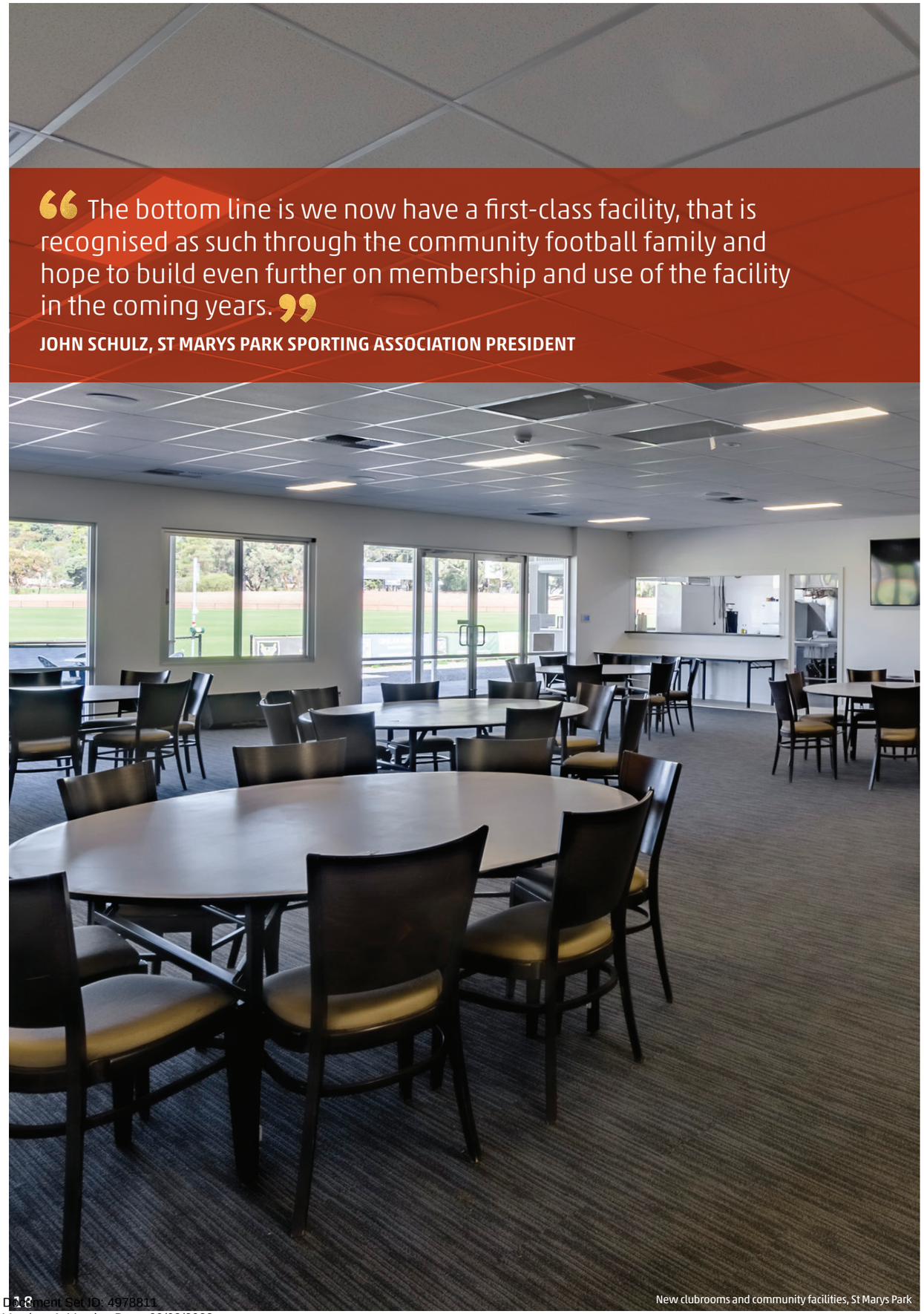
INVOLVEMENT IN SPORT, ACTIVITIES & PROGRAMS RATE
> The percentage of residents, by suburb, who support the statement "I am involved in sport, activities and programs".

VOLUNTEER PARTICIPATION RATE
>The percentage of residents, by suburb, who report "Yes" to the question "Do you volunteer?"

OUR PRIORITY INVESTMENTS

PLAYGROUND SHADE SAILS
>Installing new shade sails at playground sites across the City.

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> The bottom line is we now have a first-class facility, that is recognised as such through the community football family and hope to build even further on membership and use of the facility in the coming years.

JOHN SCHULZ, ST MARYS PARK SPORTING ASSOCIATION PRESIDENT

New clubrooms and community facilities, St Marys Park

THEME 1.3 SERVICES & FACILITIES

OUR MITCHAM IN 2020

It was already one of the City of Mitcham's premier recreational precincts. But a major refurbishment of St Marys Park has already been a major win for the sports clubs who call it home and the wider community by providing a functional, safe and modern recreation facility.

In an example of how Council is improving the quality and the access to existing community assets, the Quinlan Ave oval has new clubrooms including a kitchen, canteen, bar, community meeting rooms, toilets and a new carpark. Stage two will result in the upgrade of the old clubrooms into four female-friendly change rooms with amenities, two umpires change rooms and a first aid room.

John Schulz, president of the St Marys Park Sports Association that represents the Kenilworth Football Club and the Gaelic Football and Hurling Association, said the community's reaction had been very positive

"We want the facility recognised as a community asset, not just for football and Gaelic football," he said.

"We have already seen a marked increase in use of the facility, with a number of functions by outside groups and locals dropping in for a drink or something to eat and they are impressed with the standard of the building and the additional facilities available. And as far as the Kenilworth Football Club is concerned, we are certainly starting to see an increase in members and families joining our club, especially in the realm of boys and girls junior football."

It's the first major upgrade to the precinct since SANFL club South Adelaide left the oval for Noarlunga more than 20 years ago and recognises the rise in female participation in Aussie rules.

The refurbishment is just one way Council is providing high-quality and vibrant spaces for the community to see, learn and recreate, along with upgrades to Hewett Sports Hub, Price Memorial Oval, playgrounds at Mitcham Reserve, Netherby Reserve and Frances Street, the provision of public toilets and the award-winning Mitcham Memorial Library redevelopment.

OUR EXISTING SERVICES

FACILITIES MANAGEMENT
> Maintenance and renewal of playgrounds, reserves, open spaces, trails, sports facilities, skate parks, BMX tracks and Council buildings.

LIBRARY SERVICES
> Services and programs as well as a collection of items for borrowing.

COMMUNITY FACILITY HIRE
> Hire of rooms and halls, including at Council's five community centres.

ACTIVITIES AND PROGRAMS
> Variety of activities and programs for all ages across a range of topics.

OUR COMMUNITY INSIGHTS

AMENITIES IN PUBLIC PLACES (LIBRARIES, COMMUNITY CENTRES, SPORTS FACILITIES, PLAYGROUNDS, RESERVES) **RATE**
> The percentage of residents, by suburb, who support the statement "Public places in my local area have the things I need".

ENJOYMENT USING PUBLIC PLACES RATE
> The percentage of residents, by suburb, who support the statement "I enjoy using the public places in my local area".

INFORMATION TO MAKE CONNECTIONS RATE
> The percentage of residents, by suburb, who support the statement "Council provides the information I need to connect with my community".

OUR PRIORITY INVESTMENTS

BLACKWOOD COMMUNITY HUB AND WAITE STREET RESERVE ACTIVATION
> Construct a combined library and community centre, and activate the Waite Street Reserve in Blackwood.

KINGSWOOD OVAL SPORT FACILITIES UPGRADE
> Redevelopment of the clubroom / changeroom at Kingswood Oval.

HAWTHORNDENE OVAL SPORT FACILITIES UPGRADE
> Development of new changerooms at Hawthorndene Oval.

KARINYA RESERVE SPORT FACILITIES UPGRADE
> Upgrade Karinya Reserve, Eden Hills, sports facilities including a new clubroom and a new artificial pitch.

TREETOP PLAYGROUND, CRAIGBURN FARM
> Construct new facilities at the Treetop Playground, Craigburn Farm.

HAWTHORN BOWLING CLUB FACILITY UPGRADE
> Upgrade Hawthorn Bowling Club, Hawthorn, including a shelter, patio, LED floodlighting, and first aid room.

BLACKWOOD BOWLING CLUB LED LIGHTING
> Install LED lighting fixtures at Blackwood Bowling Club, Blackwood.

BLACKWOOD TENNIS CLUB LIGHTING
> Install lights to two tennis courts at Hewett Reserve, Blackwood.

ADDITIONAL 'MINOR' NEW CAPITAL REQUESTS IN OPEN SPACE
> Create a new fund to respond to community requests for additional 'minor assets' in our open spaces (e.g. benches, drinking fountains).

RESOURCING INCREASED DEMAND FOR LIBRARY SERVICES
> Resourcing to meet new demand and maintain existing services.

PASADENA COMMUNITY CENTRE ACTIVATION
> Undertake enhancements to deliver a contemporary facility to connect our community.

AA BAILEY RESERVE DRAINAGE AND CARPARKING
> Upgrade carparking and draining at AA Bailey Reserve, Clarence Gardens.

CC HOOD RESERVE UPGRADE
> Upgrade CC Hood Reserve, Panorama, for leisure and recreation.

BLACKWOOD LIONS BARGAIN CENTRE (IN PRINCIPLE SUPPORT)
> Expand sheds, car parking and an online shop at the Council leased site on Shepherds Hill Road, Eden Hills.

COLONEL LIGHT WEST TENNIS CLUB UPGRADE
> Upgrade Colonel Light West Tennis Club, Colonel Light Gardens, including improving the façade, fencing, court surfaces and clubrooms.

EDEN HILLS SCOUTS AND BLACKWOOD ROTARY FACILITY UPGRADE
> Construct a new facility and community hall at Eden Hills.

COLONEL LIGHT GARDENS BOWLING CLUB UPGRADE
> Upgrade Colonel Light Gardens Bowling Club, Reade Park - Colonel Light Gardens, including the greens, kitchen and solar.

READE PARK LAWN TENNIS CLUB UPGRADE
> Upgrade Reade Park Lawn Tennis Club, Reade Park – Colonel Light Gardens, including the entrance and surface upgrades.

ST MARYS PARK FACILITIES UPGRADE
> Upgrade St Marys Park, including a playground, additional carparking, landscaping; and new changerooms, scoreboard and goal nets for Kenilworth Football Club.

REVITALISE GREEN SPACES IN ST MARYS
> Revitalise Thurles Street Reserve, St Marys Reserve and Donald Street Reserve in St Marys.

MANSON OVAL DRAINAGE AND CARPARKING
> Upgrade carparking and draining at Manson Oval, Bellevue Heights.

BLACKWOOD FOOTBALL CLUB FACILITIES UPGRADE
> Upgrade oval drainage, install LED lighting and new netting behind the goals at Blackwood Hill Oval, Blackwood.

COROMANDEL CRICKET CLUB TRAINING NETS
> Upgrade four cricket training nets at Hewett Sports Ground, Blackwood.

MORTLOCK PARK OVAL FACILITIES UPGRADE (SUBJECT TO CONSULTATION)
> Upgrade the Gil Langley building at Mortlock Park, Colonel Light Gardens to meet relevant standards, including women's changerooms.

REVITALISE ROZELLE RESERVE
> Revitalise Rozelle Reserve, Melrose Park in consultation with the community.

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Upgraded Brownhill Creek, Hawthorn

GOAL 2

SUSTAINABLE CITY

OUR LONG TERM ASPIRATION IS TO...
sustain and improve our natural and built environments for today's and future generations.

WE WILL ACHIEVE THIS BY...
delivering existing services and priority investments.

WE WILL KNOW WE ARE MAKING A DIFFERENCE BY MONITORING...

VALUING THE NATURAL ENVIRONMENT RATE

The percentage of residents, by suburb, who support the statement:

> "I feel that Council values the natural environment"

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THEME 2.1 CLIMATE CHANGE MITIGATION & RESILIENCE

OUR MITCHAM IN 2020

With the City of Mitcham's annual temperature projected to continue to increase by nearly 3°C by 2070, climate change is a critical issue for the community.

In October the Council declared a climate emergency and pledged through the Cities Power Partnership to tackle climate change in its own backyard by cutting greenhouse gas pollution, switching to clean energy and building resilient communities.

Since it started measuring its carbon footprint in 2014/2015, Council has reduced corporate emissions by 20%.

Last year, measures included the installation of 64KW of solar panels on council buildings, the planting of trees, a contract to link to 60% renewable energy from Lake Bonney wind farm for large sites and completed upgrading nearly 5000 residential street lights to LED.

Ben Leonello, City of Mitcham staff member, said the LED lights were 82% more energy efficient than existing mercury vapour lamps and had already successfully lowered Council greenhouse gas emissions by approximately 605 tonnes a year.

"The inspiration for the LED street lighting project was to reduce Council's corporate greenhouse gas emissions, reduce costs incurred from electricity billing and maintenance tariffs as well as improve lighting levels and public safety," he said of the project, which initially cost approximately $2.2 million but will result in approximately $293,000 in projected savings per annum over the lights' 20-year life.

"Given the success of this project Council are now actively exploring the upgrade of remaining residential and open space lights to LED, which includes decorative and heritage street lights as well as a diverse range of open space lighting. In parallel, City of Mitcham is also finalising a lighting compliance study that will inform future street lighting LED upgrades."

Council has also continued its involvement in the Resilient South program, which aims to strengthen southern Adelaide from the impact of climate change. Through this it has embarked on a partnership with the Australian Red Cross to deliver the Climate Ready Communities project which has trained more than 100 community members of all ages to champion resilience and educate other residents and businesses about what they can do to manage the impact of climate change.



"Local government is leading the way at a grassroots level on climate change and this is one of those 'shining light' projects that just demonstrates the many opportunities that can be embraced."

BEN LEONELLO, STAFF MEMBER

Solar Panels at City of Mitcham Civic Centre

OUR EXISTING SERVICES

ENVIRONMENTAL PLANNING
> Climate Emergency, Cities Power Partnership, Resilient South, draft Greenhouse Gas Emission Reduction Pathway.

ENVIRONMENTAL IMPLEMENTATION
> Solar on Council buildings, LED street lighting upgrade program, and energy audits.

OUR COMMUNITY INSIGHTS

RESPONSE TO CLIMATE CHANGE RATE
> The percentage of residents, by suburb, who support the statement "Council is doing enough to respond to climate change".

STEPS TO LIMIT IMPACTS OF EMERGENCY EVENTS RATE
> The percentage of residents, by suburb, who support the statement "Council takes appropriate steps to limit the impacts of emergency events (such as extreme weather events, bushfire and pandemics)".

OUR PRIORITY INVESTMENTS

CONTINUED IMPLEMENTATION OF BROWN HILL KESWICK CREEK
> Contribution to the Regional Subsidiary to implement the Brown Hill Keswick Creek flood mitigation works.

CITY WIDE ACCELERATED TREE PROGRAM
> Increasing the tree planting program.

CONVERTING STREET LIGHTING TO LED
> Undertake a further changeover of the globes in our streetlights to "LED" (saving money and reducing carbon emissions).

COMMUNITY RENEWABLE ENERGY PROGRAM
> Community bulk buy program, providing discounts on solar and battery systems exclusively for City of Mitcham residents and businesses.

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THEME 2.2 SUSTAINABLE RESOURCES

OUR MITCHAM IN 2020

The creation of Australia's largest tyre-derived permeable pavement surface is just one example of how the City of Mitcham continues to lead the way in terms of innovation in the reuse and recycling of materials.

The field trial in sustainable urban drainage design in the car park at St Marys Park uses a high-tech porous paving material made with 50% recycled tyres. It was created by the University of Melbourne through funding from Tyre Stewardship Australia (TSA), an organisation established to tackle the tens of millions of used tyres dumped across the nation every year.

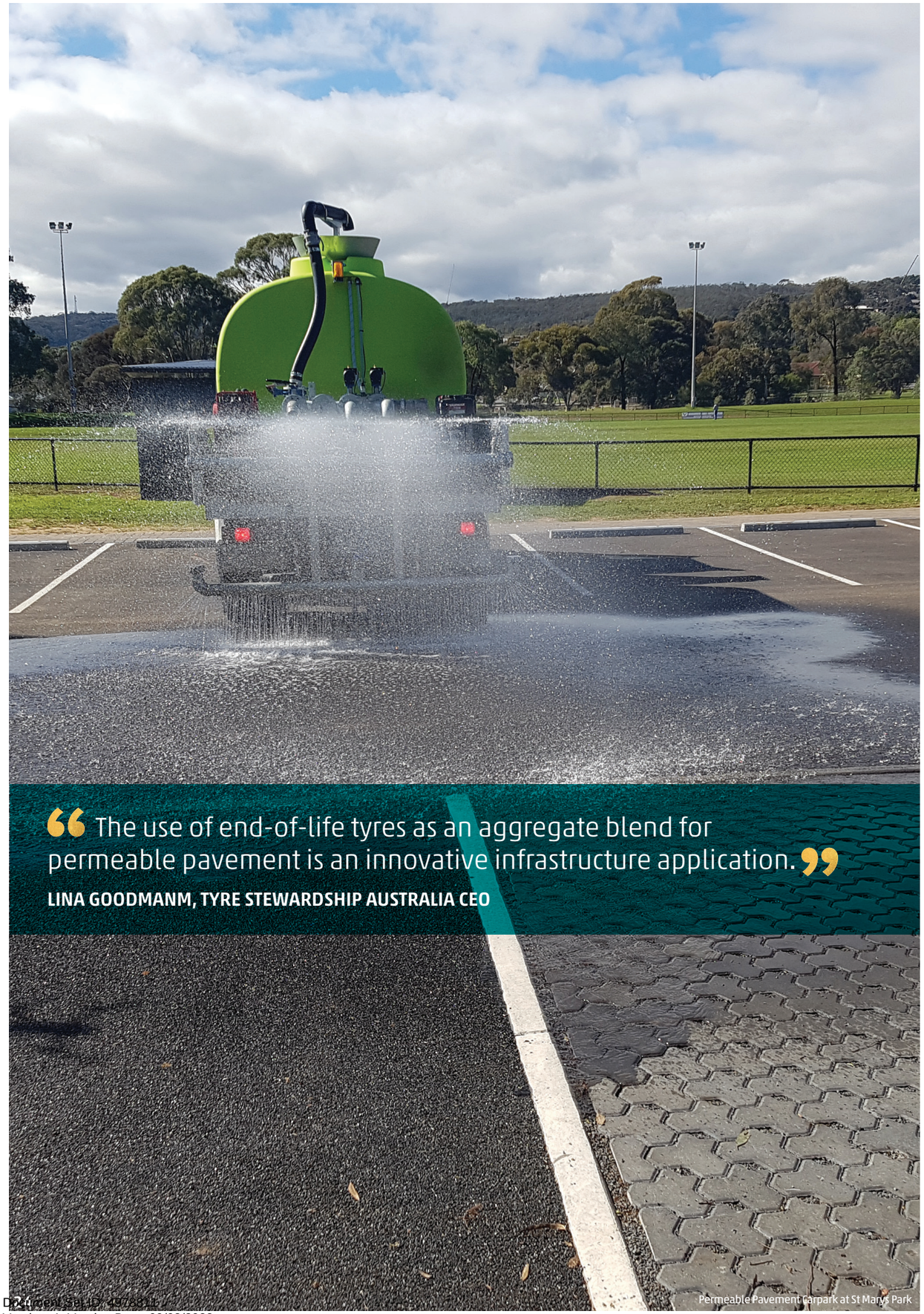
The innovative trial hopes to provide many benefits to the environment, including harvesting water to help water nearby trees and gardens, increase groundwater recharge, reduce surface runoff, decrease the risk of flash-flooding and help with the treatment of storm water.

Cutting-edge equipment has been installed below the surface of the parking bays to monitor the performance of the pavement in the hope it might be able to be used to carry heavier loads for roads, bike paths and carparks.

"This trial will utilise four tonnes of tyre-derived aggregates, the equivalent to diverting 500 passenger tyres from the waste stream," Lina Goodman, CEO of Tyre Stewardship Australia, said.

She said widespread implementation of the material could see 300,000 tyres used in local government infrastructure every year.

In other sustainability projects, Council has undertaken two waste audits to find ways to further improve its waste to landfill diversion rate and provided free Kitchen Caddies organic and compostable bags to 5,500 households. It also trialled compostable dog bags at parks and ovals and installed E-waste bins at Mitcham Cultural Village and Operations Depot.



> "The use of end-of-life tyres as an aggregate blend for permeable pavement is an innovative infrastructure application."
>
> **LINA GOODMANM, TYRE STEWARDSHIP AUSTRALIA CEO**

Permeable Pavement Carpark at St Marys Park

OUR EXISTING SERVICES

WATER MANAGEMENT
> Stormwater planning and maintenance, and smart water design.

ALTERNATIVE MATERIALS
> Use of recycled and repurposed materials.

WASTE MANAGEMENT
> Waste and recycling collection, management and education.

OUR COMMUNITY INSIGHTS

USE OF ALTERNATIVE MATERIALS TO LOWER IMPACT ON NATURAL ENVIRONMENT RATE
> The percentage of residents, by suburb, who support the statement "I feel that Council is embracing alternative materials and methods in constructing roads, pavements and car parks, to lower the impact on our natural environment".

WASTE RATE
> The percentage of residents, by suburb, who support the statement "I take proactive steps to limit my household waste".

OUR PRIORITY INVESTMENTS

CONTINUED EXTENSION AND UPGRADING OF THE STORMWATER NETWORK
> Implement stormwater capital projects associated with road renewal works, strategic upgrades and Smart Water Design upgrades.

CONTINUATION OF THE WATER SENSITIVE URBAN DESIGN PROGRAM
> Implement smart water management including tree inlets and soakage pits.

WASTE TRUCK SMART MONITORING SYSTEM
> Install hardware and software to new waste trucks that expedites image recall and enhances route planning.

FOOD ORGANICS AND GARDEN ORGANICS (FOGO) ROLLOUT
> Initial rollout of up to 10,000 FOGO bins (opt-in) and up to 29,050 kitchen caddies and rolls of compostable bags (opt-out).

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> Trees do become family to many Mitcham residents. That's two of the great things that make Mitcham Mitcham – community and trees.
>
> **DR TIM JOHNSON, STAFF MEMBER**

City of Mitcham staff planting a tree

THEME 2.3 NATURAL ENVIRONMENT

OUR MITCHAM IN 2020

It is no accident Mitcham is recognised as a Tree City of the World, with the region's trees forming part of the state's most diverse and arguably largest forest - the urban forest of Greater Adelaide.

They provide food and shelter, sustain biodiversity, produce the oxygen we breathe, filter the air, modify local climatic and hydrologic conditions, dominate our landscape, and make the City the attractive, healthy and desirable place it is.

Planting and maintaining trees and clearance work for fire breaks is a core service of Council to keep Mitcham green into the future and to help tackle the challenges of climate change.

Dr Tim Johnson, City of Mitcham staff member, said as part of its Tree Strategy 2016-2025, Council planted more than 1,300 trees last winter to replace dead, dying and diseased specimens to preserve Mitcham's unique urban forest, restore much-loved avenues and maintain public safety.

He said keeping trees on life support came at considerable cost to ratepayers and Council arboriculture staff applied their extensive professional knowledge and experience to determine those which will "never be able to return to enjoyable social productivity".

"You'd appreciate the anguish and grief of this process - for residents and staff - is more when a real pillar of the community is cut down at a ripe old age after having made a great and worthy contribution to society," he said.

Balancing this, a highlight had been the planting of additional companion trees, shrubs and groundcovers in the just-establishing mulch areas in Mitcham Reserve.

"These mulch areas allow us to keep the magnificent old river Red Gums into grand old age, and the understory plantings have become a real picture, a visual delight much loved by park users," he said.

As well as increasing its own tree audits and preparing tree asset management plans in consultation with the community, Council has joined a metro-wide Light Direction and Ranging (LiDAR) project to provide a detailed benchmark of the City's vegetation cover.

It is also collaborating with University of Adelaide, Flinders University and UniSA on research to work out how street and park trees can help to manage stormwater. Initial trials showed that permeable paving allowed rain to run into the underlying soil instead of flowing into the gutters and drains, improving both the soil and reducing stormwater runoff.

OUR EXISTING SERVICES

WATER MANAGEMENT
> Stormwater planning and maintenance, and smart water design.

ALTERNATIVE MATERIALS
> Use of recycled and repurposed materials.

WASTE MANAGEMENT
> Waste and recycling collection, management and education.

OUR COMMUNITY INSIGHTS

PROTECTION OF NATURAL ENVIRONMENT
> The percentage of residents, by suburb, who support the statement "I feel that Council enhances the natural environment".

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Australia Day, Carrick Hill

GOAL 3

DYNAMIC & PROSPEROUS PLACES

OUR LONG TERM ASPIRATION IS TO...
have a strong and competitive economy that supports our unique and vibrant places and culture.

WE WILL ACHIEVE THIS BY...
delivering existing services and priority investments.

WE WILL KNOW WE ARE MAKING A DIFFERENCE BY MONITORING...

CITY VIBRANCY RATE

The percentage of residents, by suburb, who support the statement:

> "I feel that the City is full of colour, energy and life"

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> The project has energised and activated the entire precinct with the provision of an attractive and accessible facility that allows the community to find their space.

URSULA HICKEY, STAFF MEMBER



Main Road, Blackwood

THEME 3.1 PLACEMAKING

OUR MITCHAM IN 2020

The City of Mitcham is highly regarded for its history, heritage and large swathes of beautiful green spaces, something Council takes a lot of pride in and has placed great emphasis on preserving. But with an ageing and growing population, it recognises change is inevitable and necessary.

The award-winning redevelopment of Mitcham Memorial Library is a perfect example of how existing spaces can be repurposed for modern needs.

The $6.5 million project doubled the size of the 1965-built library with a suite of inviting spaces, fresh fixtures and latest technology and was completed in coordination with an upgrade of adjacent Brownhill Creek to create an attractive and welcoming precinct.

City of Mitcham staff member, Ursula Hickey says community members have demonstrated their satisfaction with their feet and in an "overwhelmingly positive" response in the latest customer survey.

"Door count figures indicate growth from 450 a day to 800 a day," she says.

More importantly, she says it has transformed the library into a place that is encouraging new groups of users to "grow their skills and knowledge and to socialise and network in the ways that best suit them".

The City's Spatial Vision, which was approved in 2019 after two years of community consultation, is guiding the Council in determining where growth and investment opportunities should occur - and where character should be protected.

The next step in delivering this Vision is a proposal to amend the Mitcham (City) Development Plan in four key growth precincts (Goodwood & Daws road, Blackwood Centre, Belair Road Centre, and Goodwood & Cross roads) as well as a statement of intent for an amendment recognising the City's Special Residential Character. This comes ahead of major reforms to the state's planning system, which will see the introduction of a new Planning and Design Code to replace council Development Plans from July 1, 2020.

OUR EXISTING SERVICES

PLANNING AND DEVELOPMENT SERVICES
> Planning advice and assessments.

PRECINCT PLANNING
> Master planning of precincts.

PRECINCT MAINTENANCE
> Graffiti removal, street sweeping, open space, verge, and Council buildings maintenance.

OUR COMMUNITY INSIGHTS

ATTRACTIVE LOCAL AREA RATE
> The percentage of residents, by suburb, who support the statement "I feel that I live in an attractive local area".

PUBLIC PLACES FREE OF GRAFFITI & RUBBISH RATE
> The percentage of residents, by suburb, who support the statement "I feel that public places are free of graffiti and rubbish".

WELL MAINTAINED & APPEALING STREETS RATE
> The percentage of residents, by suburb, who support the statement "I feel that our streets are well maintained and appealing".

OUR PRIORITY INVESTMENTS

YOUNG STREET WORKS AND PEDESTRIAN CONNECTION
> Construct a strategic pedestrian link to improve pedestrian connectivity from the new Blackwood Hub (when constructed), through to Shepherds Hill Road, Blackwood.

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THEME 3.2
CITY VIBRANCY

OUR MITCHAM IN 2020

Artist Elizabeth Close has seen first hand how Council is enlivening community life by recognising, embracing and celebrating its rich social and cultural diversity.

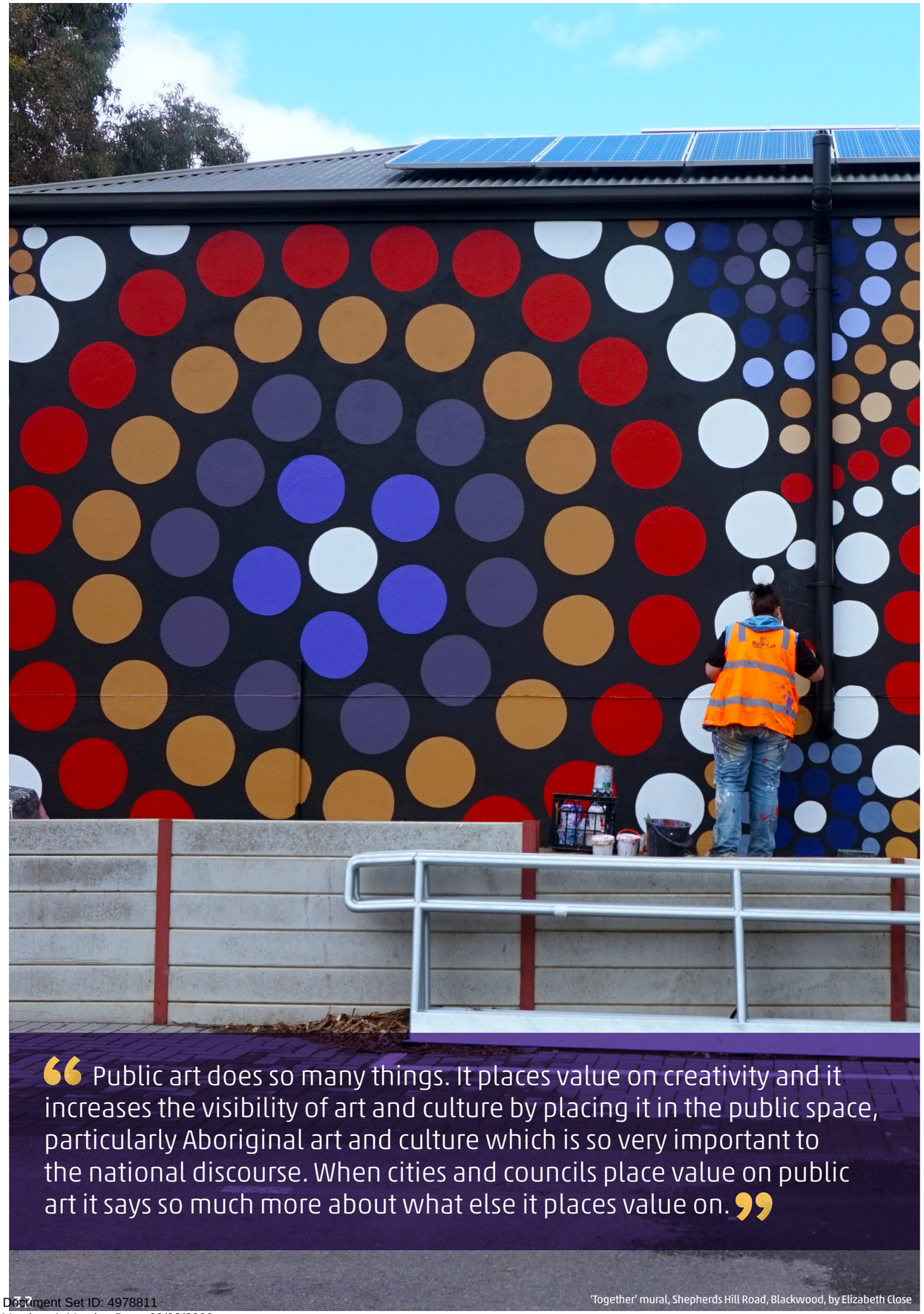
Elizabeth, a proud Pitjantjatjara and Yankunytjatjara woman from the APY Lands who has spent the past 12 years living in Blackwood, joined fellow artist Jake Holmes in bringing to life an eye-catching indigenous-inspired mural on the Hawthorn Community Centre following a Council commission in December 2018.

"The community were so very happy to watch it come together," Elizabeth says of the work which was inspired by the City of Mitcham's "abundance of nature" and "rich Kaurna history".

"It was really pleasing to see so many people across a broad demographic really taking joy out of it."

Showcasing and commissioning art, facilitating and supporting community events and cultural celebrations, and providing entertainment and social spaces are just some of the ways the Council is making the City of Mitcham a more welcoming, inclusive and vibrant place.

And as the home to some of state's finest heritage and natural environment tourist attractions and more than 65 educational and medical facilities, Council remains committed to preserving, nurturing and enhancing these important assets for the whole community to enjoy.



> "Public art does so many things. It places value on creativity and it increases the visibility of art and culture by placing it in the public space, particularly Aboriginal art and culture which is so very important to the national discourse. When cities and councils place value on public art it says so much more about what else it places value on."

'Together' mural, Shepherds Hill Road, Blackwood, by Elizabeth Close

OUR EXISTING SERVICES

EVENTS
> Civic and community events.

LOCAL HISTORY SERVICE
> Mitcham Heritage Research Centre, tours and events.

ART
> Grants for public art and exhibitions of artwork.

OUR COMMUNITY INSIGHTS

EVENTS RATE
> The percentage of residents, by suburb, who support the statement "There are events in my local area".

USE OF PUBLIC PLACES RATE
> The percentage of residents, by suburb, who support the statement "I feel that public places are well used".

CREATIVITY AND THE ARTS RATE
> The percentage of residents, by suburb, who support the statement "I feel that Council does enough to support creativity and the arts".

OUR PRIORITY INVESTMENTS

INCREASED PUBLIC ART FUNDING
> Increase the public art budget to expand public art in the Council area.

ARCH AT LUDGATE CIRCUS
> Build a heritage arch at Ludgate Circus, Colonel Light Gardens.

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> I believe the graduate program has brought with it a culture of learning, curiosity and innovation to Mitcham council. All of the graduates are eager to gain new skills and knowledge [but] also bring with them new perspectives and ways of doing things which is bringing new ideas and solutions to some of the complex problems Council is facing.
>
> **DAYLE ARBLASTER, STAFF MEMBER**

Mayor Heather Holmes-Ross and Chief Public Health Officer Professor Nicola Spurrier at a local cafe during COVID-19

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THEME 3.3 PARTNERSHIPS

OUR MITCHAM IN 2020

With limited resources and increasingly complex community needs, the Council recognises that it cannot always achieve its vision for the City of Mitcham by itself.

This is where collaboration with partners such as Federal and State Government, neighbouring councils, the private sector, medical and education institutions, not-for-profit organisations and community groups becomes critical to provide cost savings, access to innovation, skills development, forums to share ideas and to avoid duplication.

In the past year the Council has collaborated to deliver on priorities ranging from the Brown Hill and Keswick Creeks Stormwater Project, to the provision of jobs, education, housing, roads and transport, waste management, business support, volunteer services and climate change understanding and preparation.

In a further bid to tap into the renowned and innovative education institutions in its back yard, the Council in 2019 also launched a pilot graduate program with Flinders University.

The initiative, which started with two full-time graduates working across a range of council areas and the systematic hiring other Flinders graduates on shorter contracts for temporary backfill, aims to support a flexible workforce and ensure the City has the appropriate skilled staff for now and the future.

After completing a Bachelor of Business and Bachelor of Government and Public Management at Flinders University, Dayle Arblaster says the pilot has been a great doorway into the local government sector.

"I have gained a much greater understanding and appreciation for the work that Council does and the positive impact it has on the community," Dayle says.

"Through the program I have been able to take part in the emerging leaders program and see this as a great pathway to a successful career within Mitcham Council and the broader local government sector."

It's a win-win for all parties. The Council has enjoyed an injection of fresh ideas and skills and a more diverse workforce, the skilled graduates are on the path to a fulfilling career and Flinders University enjoys positive graduate outcomes and a strong industry partner.

OUR EXISTING SERVICES

GRANTS PROGRAMS
> Grant programs for community development, special community events / projects, public art, land management, individual achievement, community facilities, and refugees.

VOLUNTEER MANAGEMENT
> Community volunteers to support Council services and programs.

INNOVATIONS
> Partnerships with Universities or other organisations to deliver innovations.

OUR COMMUNITY INSIGHTS

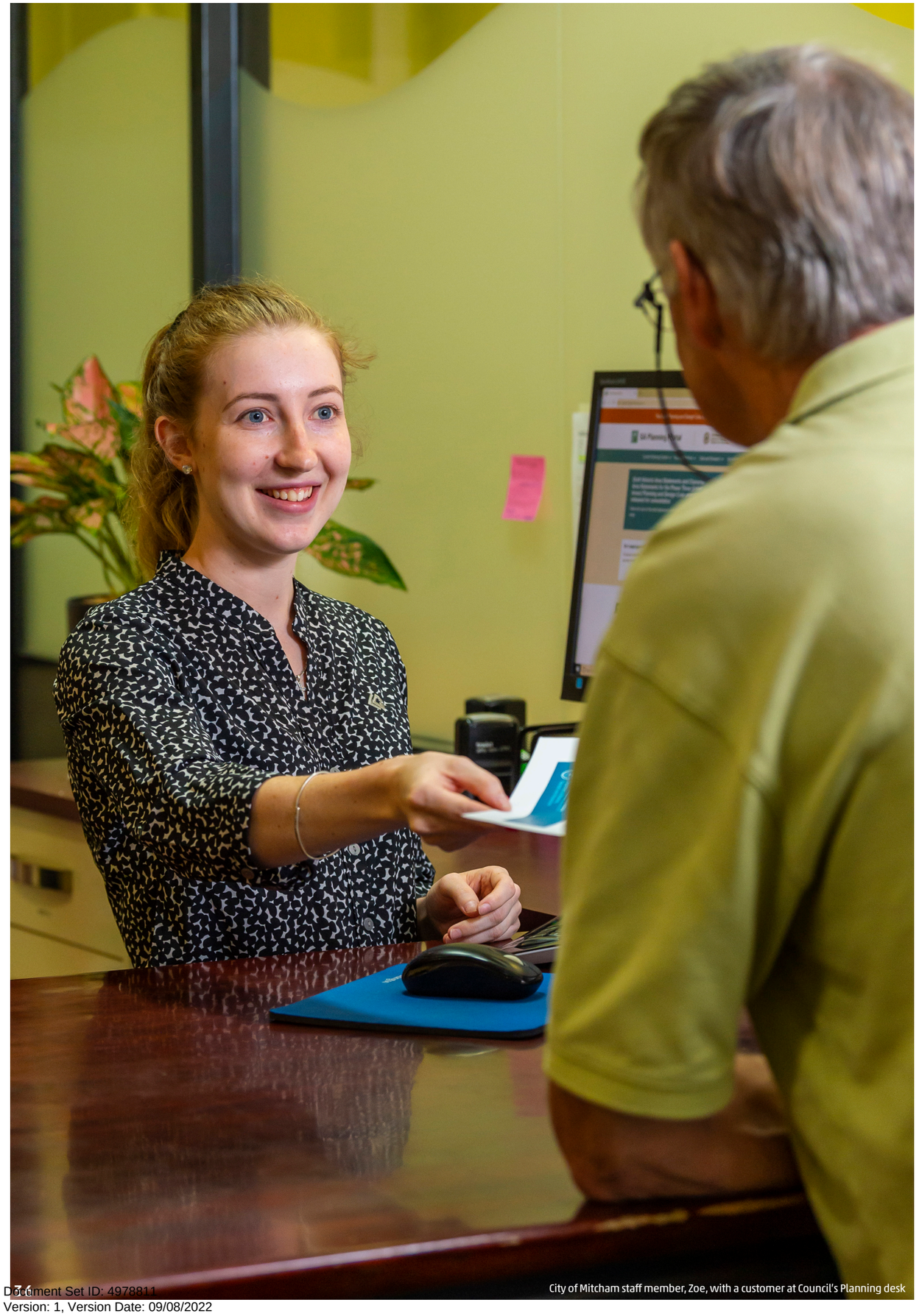
THRIVING LOCAL BUSINESSES RATE
> The percentage of residents, by suburb, who support the statement "I feel that businesses in the local area are thriving".

EMPLOYMENT OPPORTUNITIES RATE
> The percentage of residents, by suburb, who support the statement "I feel that there are employment opportunities in the local area".

OUR PRIORITY INVESTMENTS

PROVISION OF THE ANNUAL COMMUNITY FACILITIES GRANTS
> Provide a "Community Facilities Grant" to support community groups.

INCREASING GENERAL COMMUNITY GRANTS
> Increase the level of community grants to support community groups.



City of Mitcham staff member, Zoe, with a customer at Council's Planning desk

GOAL 4

EXCELLENCE IN LEADERSHIP

OUR LONG TERM ASPIRATION IS TO...
be a professional and innovative Council with responsible leadership that is valued by its people, community and partners.

WE WILL ACHIEVE THIS BY...
delivering existing services and priority investments.

WE WILL KNOW WE ARE MAKING A DIFFERENCE BY MONITORING...

TRUSTED COUNCIL RATE

The percentage of residents, by suburb, who support the statement:

> "I feel that Council is reliable and trustworthy"

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> Council gains trust by quality and meaningful community engagement on issues that matter. The answers are often already around us if we take the time and listen.
>
> **DAN JELLINGS, STAFF MEMBER**

Deputation being made at a Council meeting

THEME 4.1 GOOD GOVERNANCE

4 FOUR YEAR DELIVERY PLAN

OUR MITCHAM IN 2020

Transparency, accountability and empowering the community to participate and have a voice are the keys to successful local democracy. But good governance also extends to demonstrating integrity and undertaking visionary and integrated long-term planning and decision making.

This is where the City of Mitcham's Strategic Management Plan comes into play.

After last year inviting feedback from the community, Council has endorsed the new 'Mitcham 2030' strategic plan which sets out its key areas of focus for the next 10 years. This shared vision of the community and Council builds on the strength of the previous Mitcham 2017-2027 plan - along with other government strategies - and helps Council set out the projects, actions and decisions it will make with measurable performance goals.

Dan Jellings, City of Mitcham staff member, said long-term strategic plans - including this 2020 snapshot - ensured Council was working beyond a short-term political time horizon.

"They help to focus attention and investment," he said.

"They tell a strong, confident story about a bright future. They provide a way for progress and achievements to be monitored and organised."

He said continuing to communicate with and listen to citizens remained indispensable to achieving these goals, with Council adopting a multi-layered approach that included engaging daily through programs and services, monitoring complaints and trends, targeted social and traditional media messaging and through open and transparent meetings.

Other ways Council is continuing to ensure it maintains best practice in all that it does is by forming partnerships with other councils and universities, benchmarking with similar councils and organisations and keeping an eye on the future and assessing trends that may eventually impact how business is conducted.

OUR EXISTING SERVICES

CORPORATE PLANNING AND REPORTING
> Preparation, implementation and review of Council's corporate documents.

FINANCIAL MANAGEMENT
> Financial planning, rating and accounting services, accounts payable, treasury management and Audit Committee.

COMMUNITY ENGAGEMENT
> Involving the community in decision making processes.

OUR COMMUNITY INSIGHTS

COUNCIL DECISIONS REFLECT COMMUNITY FEEDBACK RATE
> The percentage of residents, by suburb, who support the statement "I feel that my feedback is reflected in Council decisions".

COUNCIL DECISIONS BASED ON EVIDENCE RATE
> The percentage of residents, by suburb, who support the statement "I feel that Council makes decisions based on evidence".

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> Since the implementation, there's been a huge cultural shift in our organisation - the appetite for change and improvement has increased and people are now coming to us wanting to use TechnologyOne software in their department.
>
> **MATT ROMAINE, STAFF MEMBER**

City of Mitcham staff, using a surface hub (interactive whiteboard)

THEME 4.2 ORGANISATIONAL IMPROVEMENT

OUR MITCHAM IN 2020

Slashing customer wait times, improving accuracy and efficiency and cutting costs.

These have been just some of the benefits from a transformational project to consolidate the City of Mitcham's multitude of software applications - many of which didn't link together and required workarounds - into one integrated solution.

The investment in TechnologyOne's specifically designed OneCouncil solution has allowed Council to automate Section 7 and Accounts Payable processes, streamline its recruitment process and merge the Customer Service and Records Management teams into one Customer Communication Team.

Matt Romaine, City of Mitcham staff member, said the Section 7 Automation project in particular had removed the need for human effort end to end, allowing customers such as conveyancers to obtain a Section 7 report almost instantaneously.

"As soon as the customer lodges an application online, the search engine compiles the final search document by looking at all of the relevant fields in ECM and returns it instantaneously to the customer via email," he said of the investment, which initially cost $187,000 but is delivering a recurring annual operating saving of $120,000.

"There was a lot of double handling of information, time lags and general inefficiency from outdated manual processes. We've slashed customer wait times, reduced our error rate and improved our customer experience out of sight."

He said Council was now looking to expand its software functionality and further investment to cut costs and improve products, services and processes.

"The next big thing we're looking at doing is connecting our TechnologyOne software to our front-end website," he said.

"This will further remove double-handling of data, remove time lags, improve integration and make it easier for customers to interact with us digitally through TechnologyOne's online portals."

OUR EXISTING SERVICES

EFFICIENCY AND EFFECTIVENESS
> Service reviews, efficiency savings, continuous improvement.

DIGITAL
> Mobility, cyber security, cloud data storage and other technology enabled improvements.

OUR COMMUNITY INSIGHTS

ACCESS TO INFORMATION & SERVICES RATE
> The percentage of residents, by suburb, who support the statement "I feel that Council makes it easy to access information and services".

VALUE FOR MONEY SERVICES RATE
> The percentage of residents, by suburb, who support the statement "I feel that the services Council delivers are good value for money".

NEW WAYS OF DOING THINGS RATE
> The percentage of residents, by suburb, who support the statement "I feel that Council is embracing new ways of doing things".

OUR PRIORITY INVESTMENTS

CYBER SECURITY SYSTEM DEFENCES
> Invest in additional measures to secure our data and protect our systems.

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> The City of Mitcham is seeking to transform the way we operate to improve the experience of our customers and deliver on community expectations.
>
> **JULIE LAMOND, STAFF MEMBER**

City of Mitcham staff member, Sophia, with a customer in the Civic Centre foyer

THEME 4.3 COMMUNITY EXPERIENCE

OUR MITCHAM IN 2020

The City of Mitcham is always striving for ways to better meet community needs and improve the user experience.

With customer expectations and technology changing, Council has been active in rethinking how it can continue to deliver high-quality services in the most cost-effective manner and last year developed a three-year Customer Experience (CX) Roadmap which contains recommendations and initiatives related to the customer, its own people and technology and digital services.

Julie Lamond, City of Mitcham staff member, said there were some "clear opportunities to improve the experience of our customers".

"Our roadmap proposes a program of activities which will improve customer experiences to better meet community needs as well as contribute to efficiency gains," she said.

As part of this transformation project, Council in December engaged independent research company McGregor Tan to survey residents to ascertain their communication expectations, what they value and what's important to them when they do business with Council.

Research results showed residents and businesses wanted a "personalised" and "seamless" experience when dealing with Council. There was also a clear need for developing different strategies to reach different age cohorts of the community.

"While they expect to receive information from us in a variety of ways they would like to receive information tailored to meet their individual needs about issues that affect them on a personal basis," Julie said.

Council has examined the recommendations and undertaken its own analysis of the data and is now ready to provide elected members with investment options for consideration in the 2020/2021 budget while work to start the second stage of the transformation project is currently out for tender.

OUR EXISTING SERVICES

COMMUNICATIONS AND MARKETING
> In-person and digital communication and information.

INFORMATION MANAGEMENT SERVICES
> Information and records management.

OUR COMMUNITY INSIGHTS

CONSISTENT COMMUNICATION RATE
> The percentage of residents, by suburb, who support the statement "I feel that Council communicates in a consistent way".

CONSISTENT RESPONSE TO SERVICE REQUESTS RATE
> The percentage of residents, by suburb, who support the statement "I feel that Council responds to my requests in a consistent way".

OUR PRIORITY INVESTMENTS

MITCHAM COMMUNITY NEWS
> Increase the number of editions, to provide on a monthly basis.

NEW ONLINE FORMS AND REQUEST MANAGEMENT
> Improve request management and customer experiences through enhanced online customer interface and new online forms.

'GRANT GURU' ONLINE SEARCH ENGINE
> Provide 'Grant Guru', one-stop search engine for grant and funding opportunities.

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OUR PRIORITY INVESTMENTS FOR THE NEXT FOUR YEARS (2020/21 – 2023/24)

NEW SERVICES / PROJECTS	YEAR 1 2020/21	YEAR 2 2021/22	YEAR 3 2022/23	YEAR 4 2023/24
Theme 1.1 Transport Network				
Accelerate civil asset renewal backlog		I	I	I
Extend the footpath network		I		I
Implement the Fund My Footpath Program, Panorama and Pasadena^			I	
Install new bus shelter at Grand Boulevard, Craigburn Farm		I		
Progress Belair to City Bikeway	I			
Progress plans for Flinders/City bikeway	D	I		
Progress Sturt Linear Shared Use Path	D	D, C		
Undertake pedestrian-focussed traffic safety upgrades		I		
Upgrade Stormwater Pits in heavy traffic areas			I	
Theme 1.2 Health & Wellbeing				
Install additional new playground shade sails		I	I	
Theme 1.3 Services & Facilities				
Activate Pasadena Community Centre^			D, C, I	
Develop the Blackwood Community Hub & activate Waite Street Reserve^	D	I	I	
Develop the treetop playground, Craigburn Farm	I			
Enhance AA Bailey Reserve, Clarence Gardens^			D	I
Enhance CC Hood Reserve, Panorama^			D, C, I	
Expand the Blackwood Lions Bargain Centre (in principle support)^			I	
Improve Colonel Light West Tennis Club, Colonel Light Gardens^			I	
Improve Eden Hills Scouts and Blackwood Rotary Facility, Eden Hills^		D	I	
Improve Reade Park, Colonel Light Gardens – Bowling Club^			I	
Improve Reade Park, Colonel Light Gardens – Lawn Tennis Club^			I	
Improve St Marys Park – Kenilworth Football Club^			I	
Increase resourcing to meet new demands for library services		R		
Install LED lighting at Blackwood Bowling Club	I			
Install lighting at Blackwood Tennis Club	I			
Invest in additional 'minor' new capital requests in open spaces		I		
Revitalise Green Spaces in St Marys			C	I
Upgrade drainage and carparking at Manson Oval, Bellevue Heights^			I	
Upgrade Blackwood Hill Oval, Blackwood – Blackwood Football Club^			I	
Upgrade Coromandel Cricket Club Training Nets, Hewett Sports Ground, Blackwood^			I	
Upgrade the Hawthorn Bowling Club Facility, Hawthorn	I			
Upgrade the Hawthorndene Oval Sport Facilities, Hawthorndene	I	I		
Upgrade the Karinya Reserve Sport Facilities, Eden Hills^	I	I	I	
Upgrade the Kingswood Oval Sport Facilities, Kingswood	I	I		
Upgrade Mortlock Park Oval Facilities, Colonel Light Gardens^			D	I
Upgrade Rozelle Reserve, Melrose Park^			C	I

NEW SERVICES / PROJECTS	YEAR 1 2020/21	YEAR 2 2021/22	YEAR 3 2022/23	YEAR 4 2023/24
Theme 2.1 Climate Change Mitigation & Resilience				
Provide a Community Renewable Energy Program			I	
Convert street lighting to LED		I		
Deliver the city-wide accelerated tree planting program	I	I		
Implement Brown Hill Keswick Creek Stormwater Master Plan	I	I	I	I
Theme 2.2 Sustainable Resources				
Continue the Water Sensitive Urban Design (WSUD) program	I	I	I	I
Extend & upgrade the stormwater network	I	I	I	I
Improve waste truck smart monitoring system	I			
Rollout the Council-wide Food Organics and Garden Organics (FOGO) project			I	
Theme 3.1 Placemaking				
Implement Young Street Works & Pedestrian Connection, Blackwood^			I	
Theme 3.2 City Vibrancy				
Increase public art funding	FI			
Install an Arch at Ludgate Circus, Colonel Light Gardens^			I	
Theme 3.3 Partnerships				
Increase general community grants		FI		
Provide annual community facilities grants		FP	FP	FP
Theme 4.1 Good Governance				
Improve Community Engagement			R	
Theme 4.2 Organisational Improvement				
Enhance cyber security system defences	I			
Theme 4.3 Community Experience				
Increase Mitcham Community News editions	IF			
Invest in new online forms and request management	I			
Launch 'Grant Guru' online search engine	I			

D: Design **C:** Consultation **I:** Implementation **R:** Resource **FP:** Funding Provision **FI:** Funding Increase **IF:** Increased Frequency
^ Services / projects that have received State or Federal Government funding commitments



Smart Water Design at Norman Street Reserve, St Marys

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Mitcham Memorial Library, Hawthorn

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CITY OF
MITCHAM

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