

# Quarter Two Performance Report 2025-26



## Translation Page

### English

This is Darebin Councils quarterly performance report. It provides information on the progress of Our Darebin Annual Actions, customer experience and service performance. If you would like to know more or require language support services, please contact Customer Service on (03) 8470 8888.

### Arabic

هذا هو تقرير الأداء الفصلي لمجالس داربين. ويوفر معلومات حول التقدم المحرز في إجراءات داربين السنوية وتجربة العملاء وأداء الخدمة. إذا كنت ترغب في معرفة المزيد أو تحتاج إلى خدمات دعم الترجمة الشفهية، فيرجى الاتصال بخدمة العملاء على (03) 8470 8888.

### Chinese Simplified

这是戴瑞宾市议会的季度绩效报告。本报告提供了关于“我们的戴瑞宾年度行动计划”最新进展、客户体验和服务表现的信息。如需了解更多详情，或需要语言协助服务，请致电客户服务中心：(03) 8470 8888

### Greek

Αυτή είναι η τριμηνιαία έκθεση απόδοσης του Δήμου Darebin. Παρέχει πληροφορίες σχετικά με την πρόοδο των Ετήσιων Δράσεων μας «Our Darebin», την εμπειρία των πελατών και την απόδοση των υπηρεσιών. Αν θέλετε να μάθετε περισσότερα ή χρειάζεστε υπηρεσίες υποστήριξης για διαφορετική γλώσσα, παρακαλούμε επικοινωνήστε με την Εξυπηρέτηση Πελατών στο (03) 8470 8888.

### Hindi

यह डारेबिन काउंसिल की तिमाही प्रदर्शन रिपोर्ट है। यह हमारी डारेबिन वार्षिक कार्रवाइयों की प्रगति, ग्राहक अनुभव और सेवा प्रदर्शन के बारे में जानकारी प्रदान करती है। यदि आप अधिक जानना चाहते हैं या भाषा के संबंध में सहायता सेवाओं की आवश्यकता है, तो कृपया ग्राहक सेवा से (03) 8470 8888 पर संपर्क करें।

### Italian

Questo è il rapporto trimestrale sulle prestazioni del Comune di Darebin. Fornisce informazioni sui progressi delle nostre azioni annuali di Darebin, sull'esperienza del cliente e sulle prestazioni del servizio. Per ulteriori informazioni o per richiedere assistenza linguistica, contattate il Servizio Clienti al numero (03) 8470 8888.

### Macedonian

Ова тримесечен извештај за постигнувањата на Општината Даребин. Во него се даваат информации за годишните активности на нашиот Даребин, за искуствата на корисниците и за постигнувањата на службите. Ако сакате да дознаете повеќе или ви требаат јазични услуги, ве молиме јавете се на Службата за потрошувачи на (03) 8470 8888.

### Nepali

यो डारेबिन काउन्सिलको त्रैमासिक कार्यसम्पादन प्रतिवेदन हो। यसले हाम्रो डारेबिन वार्षिक गतिविधिहरूको प्रगति, सेवाग्राही अनुभव र सेवा कार्यसम्पादनको बारेमा जानकारी प्रदान गर्दछ। यदि तपाईं थप जान्न चाहनुहुन्छ वा भाषा सहयोग सेवाहरू आवश्यक छ भने, कृपया (03) 8470 8888 मा ग्राहक सेवालाई सम्पर्क गर्नुहोस्।

### Punjabi

ਇਹ ਡੈਰਬਿਨ ਕੌਂਸਿਲ ਦੀ ਤਿਮਾਹੀ ਕਾਰਗੁਜ਼ਾਰੀ ਰਿਪੋਰਟ ਹੈ। ਇਹ ਡੈਰਬਿਨ ਵਿੱਚ ਸਾਡੀਆਂ ਸਾਲ ਦੇ ਦੌਰਾਨ ਕੀਤੀਆਂ ਕਾਰਵਾਈਆਂ ਵਿੱਚ ਹੋਈ ਤਰੱਕੀ, ਗਾਹਕਾਂ ਦੇ ਤਜਰਬੇ ਅਤੇ ਸੇਵਾ ਪ੍ਰਦਾਨ ਕਰਨ ਦੇ ਪ੍ਰਦਰਸ਼ਨ ਬਾਰੇ ਜਾਣਕਾਰੀ ਪ੍ਰਦਾਨ ਕਰਦੀ ਹੈ। ਜੇ ਤੁਸੀਂ ਵਧੇਰੇ ਜਾਣਨਾ ਚਾਹੁੰਦੇ ਹੋ ਜਾਂ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ (03) 8470 8888 'ਤੇ ਗਾਹਕ ਸੇਵਾ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।



## Translation Page continued

### Somali

Tani waa warbixinta Golaha Darebin ee afar biloodlaha ah. Waxayna bixisaa macluumaad ku saabsan horumarka Ficoladayada Sanadlaha ah ee Darebin, waaya-aragnimada macmiilaha iyo waxqabadka adeegyada. Haddii aad jeclaan lahayd inaad ogaato ama u baahan tahay adeegyada kaalmada luqada, fadlan la xiriir Adeega Macmiilaha (03) 8470 8888.

### Spanish

Este es el informe trimestral de desempeño del Concejo Municipal de Darebin. Incluye información sobre el progreso de las Acciones Anuales de Our Darebin, la experiencia de los clientes y el desempeño de los servicios. Si desea obtener más información o necesita servicios de apoyo lingüístico, póngase en contacto con el Servicio de atención al cliente, en el (03) 8470 8888.

### Urdu

یہ ڈیئرین کاؤنسل کی سہ ماہی پرفارمنس رپورٹ ہے۔ یہ 'ہمارے ڈیئرین کے سالانہ ایکشنز' میں پیش رفت، صارفین کے تجربے اور سروس کی انجام دہی کے متعلق معلومات دیتی ہے۔ اگر آپ مزید معلومات لینا چاہتے ہیں یا آپ کو اپنی زبان میں مدد کی ضرورت ہے تو براہ مہربانی (03) 8470 8888 پر کسٹمر سروس سے رابطہ کریں۔

### Vietnamese

Đây là bản báo cáo hiệu quả hoạt động hàng quý của Hội đồng Thành phố Darebin. Bản báo cáo này trình bày thông tin về tiến độ thực hiện các Kế hoạch Hành động Thường niên Darebin Chúng ta, trải nghiệm khách hàng và hiệu quả dịch vụ. Nếu muốn biết thêm thông tin hoặc cần dịch vụ hỗ trợ ngôn ngữ, vui lòng gọi điện cho Bộ phận Dịch vụ Khách hàng theo số (03) 8470 8888.



## Acknowledgement of Country

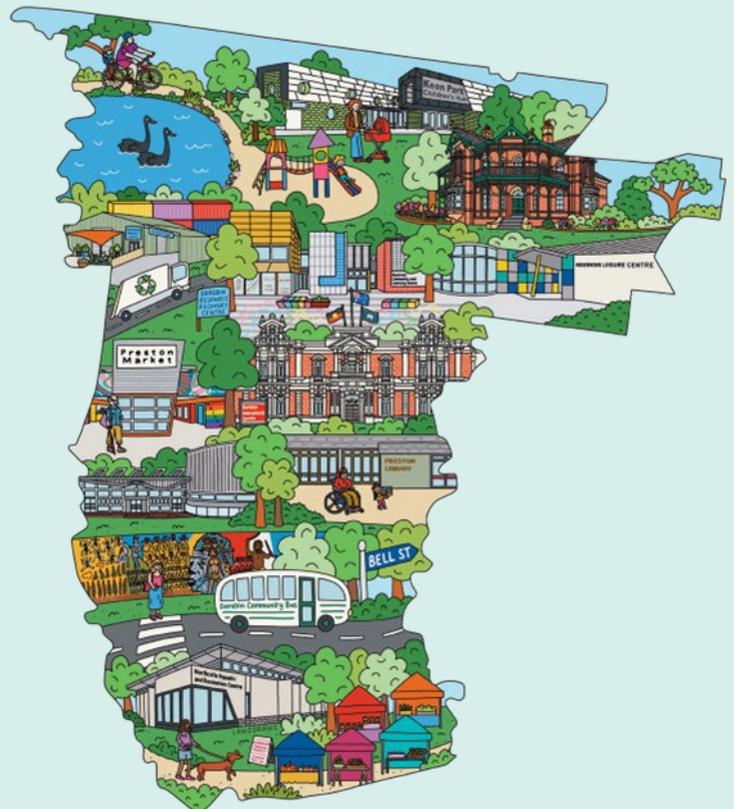
Darebin City Council acknowledges the Wurundjeri Woi-wurrung people as the Traditional Owners and custodians of the land and waters we now call Darebin and affirms that Wurundjeri Woi-wurrung people have lived on this land for millennia, practising their customs and ceremonies of celebration, initiation and renewal.

Council acknowledges that Elders past, present and emerging are central to the cohesion, intergenerational wellbeing and ongoing self-determination of Aboriginal communities. They have played and continue to play a pivotal role in maintaining and transmitting culture, history and language. Council respects and recognises Aboriginal and Torres Strait Islander communities' values, living culture and practices, including their continuing spiritual connection to the land and waters and their right to self-determination. Council also recognises the diversity within Aboriginal and Torres Strait Islander communities. Aboriginal and Torres Strait Islander people and communities have had and continue to play a unique role in the life of the Darebin municipality. Council recognises and values this ongoing contribution and its significant value for our city and Australian society more broadly.

*Extract from Darebin City Council's Statement of commitment to Traditional Owners and Aboriginal and Torres Strait Islander people 2019.*

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# CEO's message



I am pleased to share our Quarterly Performance Report for the second quarter of 2025-26.

With 81 of our 94 annual actions on target or completed, we are making steady progress in translating actions of the Our Darebin Plan 2025-29 into tangible outcomes for our community.

A defining milestone this quarter was the significant step forward in our commitment to Aboriginal culture, knowledge and self-determination with the signing of a partnership agreement with the Wurundjeri Woi-wurrung Cultural Heritage Aboriginal Corporation. This collaboration, alongside our work to strengthen employment pathways for Aboriginal and Torres Strait Islander peoples ensures that Aboriginal Culture and Knowledge remain at the heart of Darebin's identity.

Our focus on equity and inclusion projects has seen the Maryborough Avenue Kindergarten Expansion reach practical completion two months ahead of schedule, highlighting effective delivery through the Building Blocks Partnership with the Victorian Government. Reopening this January, the facility provides a high-quality early learning environment that meets the growing needs of local families.

Furthermore, our Darebin Zero: Ending Homelessness Together initiative continues to show results. By adding 50 people to the By-Name List, we have enabled a more coordinated service response and successfully supported four community members into long-term housing this quarter.

The summer months bring a heightened focus on community safety. We partnered with local organisations to provide cooling resources to hundreds of residents at risk, while our libraries served as cool sanctuaries during extreme weather. We are also looking toward a sustainable future through the full electrification of the East Preston Community Centre and progressed design planning for Reservoir Leisure Centre.



Supporting health, wellbeing and belonging remains central to our work. The KP Hardiman Pavilion officially opened on 7 November 2025, providing a modern, sustainable facility specifically designed to improve access and participation for women and girls. We also celebrated the Darebin Youth Services Queer Formal this quarter, where 66 young people came together to celebrate identity, connection and inclusion, with participants reporting strong wellbeing outcomes.

Across our city, we are continuously refining how we manage our streets and assets. The establishment of the City Amenity team is already driving greater efficiency in the services we deliver. On our roads, we are progressing design work on priority road safety projects funded through the Black Spot Program and the Your Street, Your Say initiative.

Finally, we are strengthening how we listen. With year two actions of the Community Engagement Improvement Plan now underway and the recent adoption the Darebin Housing Strategy, we have a clear community backed roadmap for managing growth and housing needs now and into the future.

As we move into the second half of the year, we remain focused on Our Darebin 2041 Community Vision, building a city that is equitable, resilient and thriving for all.

A handwritten signature in black ink, appearing to read 'Anne Howard'.

**Anne Howard**  
Chief Executive Officer



# Finance summary

The financial results for YTD December 2025 indicate that Council's financial position remains stable and in line with budget with the operating surplus forecast (Q2) estimated to be \$228K unfavourable to budget. Furthermore, Council is forecast to substantially achieve the budgeted target of \$3.2M savings or additional revenue, through realising one-off, non-recurrent savings of \$2.8M in the 2025-26 year.

Capital Works expenditure at December 2025 was \$9.8M which was \$2.1M less than budget primarily driven by timing of spend. The full year forecast at Q2 is \$34.8M, a reduction of \$3.8M due to identified carry forwards to next financial year.

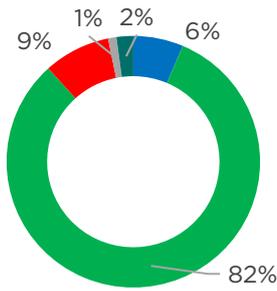
The following will be closely monitored:

- Labour budgets and costs. Labour costs being the largest cost base will be monitored closely to estimate the impact of the ongoing Multi-Employer agreement negotiation and its impact on the Long Term Financial Plan.
- Implementation of the financial sustainability initiatives and savings targets which have been set in the budget.
- Most Capital Works and Operating projects are proceeding as expected; however, further scoping and investigation have identified cost and timeline shortfalls in some cases. The Q2 forecast includes a proposed \$4.8M carry forward in capex and \$250K in operating projects.

# Quarterly Performance Summary

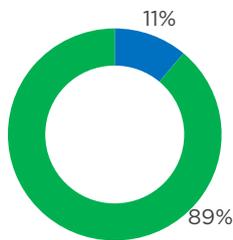


# Our Darebin Action Plan Progress



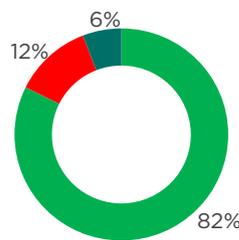
Overall, performance for the quarter remains strong, with the majority of actions progressing well. Out of the 94 actions, 77 (82%) are currently on target, reflecting consistent progress across key areas. Six actions (6%) have been completed, while another one (1%) is yet to commence. Eight actions (9%) are currently off target, and two actions (2%) are now discontinued. Continued focus will be placed on supporting these areas to ensure timely delivery and to maintain overall momentum moving into the next quarter.

## Strategic Direction 1 Aboriginal Culture & Knowledge



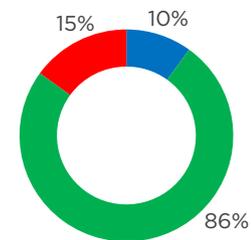
- Partnership agreement has been signed with Wurundjeri Woi-wurrung Cultural Heritage Aboriginal Corporation. The partnership agreement foreshadows treaty negotiations.
- Council is focusing on formalising employment partnerships with Darebin community and educational organisations to support employment and career pathways for Aboriginal and Torres Strait Islander peoples.
- Planning is underway for upcoming events, including National Apology Day and Sorry Day.

## Strategic Direction 2 Equity & Diversity



- The Maryborough Avenue Kindergarten Expansion is a key initiative in Council's four-year Capital Works Plan, jointly funded by Council and the Victorian State Government through the Building Blocks Partnership. The project reached Practical Completion at the end of 2025, two months ahead of schedule. Officers are managing the defects period and the user group transition back to the site. The kindergarten is set to reopen at the end of January.
- Deliver Darebin Zero: Ending Homelessness Together project has so far added 50 rough sleepers across Darebin to the By-Name List, enabling partner organisations to support our most vulnerable community members through collaboration across services. Four people have been successfully placed into long-term housing this quarter.

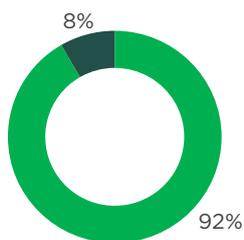
## Strategic Direction 3 Health & Wellbeing



- The Darebin Youth Services Queer Formal was held on 25 September as part of the Surround Project funded through the Victorian Government's HEY Grants. The event brought together 66 young people from across Darebin to celebrate identity, social connection and inclusion. It was co-designed with 6 young people from the Darebin Queer Collective and delivered in partnership with 10 young people from Darebin Amplify Committee, local youth services and Darebin Libraries. Attendees rated the event 4.5 out of 5 and reported feeling more connected, supported and aware of local services. The Surround Project also delivered safeTALK training for 11 young people, building mental health literacy and safety planning skills.
- Construction of KP Hardiman Pavilion is now complete. An official opening was 7 November 2025.

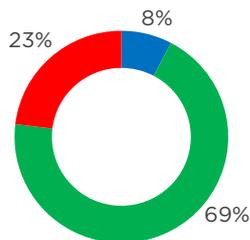
● Completed 
 ● On Target 
 ● Off Target 
 ● Not Started 
 ● Discontinued

### Strategic Direction 4 Climate Leadership & Response



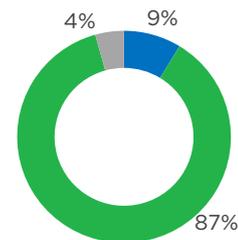
- Council is partnering with DIVRS, Your Community Health, Reservoir Neighbourhood House, MOSS, Haven Home Safe and SPAN Neighbourhood House to support people at risk of heat stress. Collectively we have:
  - Distributed 150 fans & 170 cooling neckties to households, 100 water bottles to people sleeping rough & pool passes for families
  - Increased our reach - speaking with 500 people about how to stay safe and well during heatwaves
  - Developed Heat Health Factsheets, the Keep Cool Map, clear emergency management messages & information about how to use a split system efficiently
  - Provided extended access to Libraries as key cooling centres
  - Designed an outdoor CoolZone Garden that can be accessed 24/7 by community on extreme heat days.
- Works at East Preston Community Centre are complete, with full electrification achieved. Reservoir Leisure Centre is in the design phase and being considered within the budget allocation.

### Strategic Direction 5 Vibrant Places & Economy



- The City Amenity team has been established, and service performance indicators have been determined for the quarterly council performance report. As a new team, the focus is now on increasing efficiency and enhancing processes to create more value for the community.
- Design work is underway for the three successful Black Spot-funded projects, as well as priority projects identified through the Your Street, Your Say (YSYS) program. Additional Black Spot investigations have been completed, with scoping reports submitted to the Federal Government's Black Spot Program for consideration. Applications for speed reductions under YSYS Group B have been lodged with the Department of Transport and Planning (DTP) and are currently awaiting ministerial approval. Springthorpe Estate from Group B has received ministerial approval and works to procure signs and notify the area has begun.

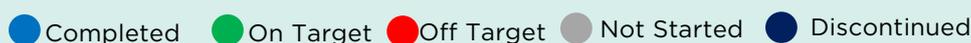
### Strategic Direction 6 Decision Making, Community Engagement & Transparency



- Year one actions of the Community Engagement Improvement Plan have been implemented, and work has commenced on year two actions.
- For the pre-master-planning of 2 Wingrove Street site, round 1 community consultation was completed on 24 November, and outcomes were reported to Council. Next steps include geotechnical investigations and vision development with the Community Reference Group in 2026.
- Council adopted the Darebin Housing Strategy Part 1 (Growth & Need) and Part 2 (Character & Design) in August 2025. Work is underway to implement the strategy through a planning scheme amendment with a draft amendment ready by mid-late 2026.

### Health & Wellbeing Quarter Focus

Health and wellbeing initiatives and actions are throughout the Our Darebin Plan and directly or indirectly contribute to positive outcomes for the Community. For this quarter, Council has continued to work with partners to design an educational and informational campaign on health harms of vaping. This campaign targets young people from diverse backgrounds including high school students, and those from Aboriginal and Torres Strait Islander backgrounds, and multicultural backgrounds.



# Customer Experience Performance



Metric	Q1	Q2	Q3	Q4	Full Year
<b>Service requests - Total volume</b>	21,616	22,110			
<b>Service requests - Actioned on time</b>	71%	71%			
<b>Complaints - Total volume</b> (not including missed bins - reported separately)	190	282			
<b>Complaints - Avg days to action</b>	8 days	10 days			
<b>Complaints as a % of total service requests</b>	0.9%	1.3%			
<b>Most frequently requests raised by the community</b>	Dumped rubbish removal Missed bin, courtesy collection Illegal parking report Traffic fine appeal or extension Abandoned vehicle report	Missed bin, courtesy collection Dumped rubbish removal Illegal parking report Traffic fine appeal or extension Damaged rubbish bin			

## Quarter comment

The most notable change this quarter is a significant increase in complaints. This spike is linked to the display of the Palestinian flag at the Civic Centre and community reactions following the 14 December Bondi terror attack. Council’s Complaints Resolution Manager is coordinating the response, with the Communications and Engagement team providing regular updates to Councillors and the community.

Aside from this increase, service request volumes are slightly higher than the same period last year, and our on-time completion rate remains strong. The most common requests raised by the community continue to include missed bins, dumped rubbish, illegal parking, traffic fines, and damaged bins.

These insights are informing the development of our new Customer Experience (CX) Strategy, which aims to make every interaction with Council simpler, faster, and easier for our community.

## Service Performance

The services we deliver help to shape and influence the lives of our community. At the end of quarter, we'll let you know how we went against these eight services. If you'd like to know service delivery over the year go to Appendix B.

Service	Measure	Yearly Target/ Desired Trend	Q2	Status
<b>Aged Care</b>	Number of Clients Supported	> 3,500	2,410	●
	Number of Seniors Clubs supported	≥ 25	26	●
	Number of Events	> 16	38	●
	Number of Event attendees	> 160	961	●
<b>City Amenity</b>	Compliance to scheduled cleansing of Activity centres	> 80	88	●
	Number of requests for graffiti removal from council assets	Decreasing	174	●
	Reported graffiti removed within timeframe	>90%	90.2%	●
	Kilometres of streets swept	> 42,000 Km	9,500 Km	●
<b>Families, Youth &amp; Children</b>	Total number of vaccines administered	≥ 20,000	3,570	●
	Number of young people attending Youth Services' programs and events	Stabilised	1,834	●
	Number of community members attending Intercultural Centre programs and activities	> 4,800	349	●
	Kindergarten places created through Kindergarten Expansion Program	Increasing	38	●
<b>Leisure &amp; Recreation</b>	Number of Sporting Attendance	Increasing	624,454	●
<b>Libraries &amp; Learning</b>	Number of library item loans & downloads	Increasing	235,893	●
	Number of libraries & lifelong learning visits	Increasing	156,124	●
	Number of Community program sessions	Increasing	391	●
	Number of Community program attendance	Increasing	16,585	●
	Number of technology usage sessions	Increasing	33,616	●
<b>Parks &amp; Open Space</b>	Number of new trees planted to support tree canopy growth	> 700	0	●
	Percentage of scheduled playground safety inspections completed	= 100%	100%	●
<b>Planning &amp; Development</b>	Number of standard planning permit applications received	> 540	239	●
	Number of VicSmart applications received	> 96	47	●
	Average Grade of Service for planning phone enquiries	> 70	87	●
<b>Waste Management</b>	Kerbside missed bins (per 10,000 bins collected)	< 20	19	●
	Percentage of kerbside collection waste diverted from landfill	≥ 56%	54.10%	●
	Percentage of Hard Rubbish collected that is recycled	≥ 25%	26.50%	●
	Number of hard rubbish bookings	> 30,000	4,769	●

● On Target ● Off Target

# Appendices



## Strategic Direction One

**Aboriginal Culture & Knowledge**

A city that celebrates Aboriginal and Torres Strait Islander culture, values, knowledge and traditions, respects the right for self-determination and takes deliberate action toward Truth-telling.



Strategic indicators that deliver on the strategic objective	Target / Desired Trend
Number of community engagement sessions targeting Aboriginal and/or Torres Strait Islander community on Council strategies, plans and projects.	Increase or maintain
Number of community education sessions on Aboriginal culture including Treaty.	Increase or maintain
Number of working relationships (partnerships) with Aboriginal Community Controlled Organisations.	Increase or maintain
Number of Aboriginal community organisations supported through the community grants program.	Increase or maintain
Number of Aboriginal cultural community events and festivals.	Increase or maintain

*Strategic indicator data is collected annually. The quarter four (end of financial year) performance report will present the data, commentary and status against the annual target/desired trends.*

Initiative	Action	Comment	Progress	Status
<b>1.1.1</b> Support the Victorian Treaty.	Council formally release a position of support on the Statewide Treaty and deliver community education events on the Statewide Treaty, in collaboration with First Peoples' Assembly.	Council delivered community education events to support understanding of the Statewide Treaty. Council also supported staff attendance at the Treaty Celebration held on 12 December at Federation Square.	75%	
<b>1.1.2</b> Continue to support Treaty through Truth-Telling in Darebin, progressing self-determination, justice and equality for Aboriginal and Torres Strait Islander people.	Complete stage one of Truth Telling project, opening a Truth-Telling display in Bundoora Park Farm to the public.	Council is arranging safety upgrades and minor aesthetic improvements to the Truth-Telling Garden area at Bundoora Park Farm.	85%	
<b>1.1.3</b> Finalise Darebin's Aboriginal Action Plan 2025-2029 and deliver actions in the plan.	Finalise the Aboriginal Action Plan and deliver year 1 activities.	Council is awaiting the community engagement report before finalising the draft Aboriginal Action Plan.	65%	
<b>1.1.4</b> Develop a partnership agreement with the Wurundjeri Woi-wurrung Cultural Heritage Aboriginal Corporation, including entering into Treaty negotiations.	Undertake internal planning and research to determine best approach to develop a partnership agreement.	Partnership agreement has been signed with Wurundjeri Woi-wurrung Cultural Heritage Aboriginal Corporation. The partnership agreement foreshadows treaty negotiations.	100%	
<b>1.1.5</b> Deliver a community grants stream for Aboriginal and Torres Strait Islander community groups and not-for-profit organisations to help resource community projects and programs.	Continue the Aboriginal grants program.	Ten successful applicants have received funding for the second round of Council's Aboriginal and Torres Strait Islander community grant program and project delivery is underway.	90%	
<b>1.2.1</b> Celebrate and commemorate days of significance in the national calendar of Aboriginal and Torres Strait Islander people.	Continue to celebrate Aboriginal Days of Significance.	Planning is underway for upcoming events, including National Apology Day and Sorry Day.	60%	

 Completed  On Target  Off Target  Not Started  Discontinued

Initiative	Action	Comment	Progress	Status
<b>1.3.1</b> Develop a culturally competent organisation to deliver Aboriginal culturally safe Council services and programs.	Complete an organisational Aboriginal Cultural Safety Audit and identify priority areas for action in year 1.	Darebin Council is undertaking a Cultural Safety Assessment to embed culturally informed practices across its operations, fostering systemic transformation and a more inclusive working environment for Aboriginal and Torres Strait Islander peoples. Work is progressing well internally and will lead to the development of an action plan.	50%	
<b>1.3.2</b> Continue to foster economic opportunities for Aboriginal and Torres Strait islander People through employment networks and partnerships with businesses and organisations in Darebin.	Continue to facilitate the Aboriginal Employment Network that facilitates connection and collaboration between Aboriginal and Torres Strait Islander businesses and employment service providers to grow the Aboriginal and Torres Strait Islander workforce.	Council is focusing on formalising employment partnerships with Darebin community and educational organisations to support employment and career pathways for Aboriginal and Torres Strait Islander peoples.	70%	
<b>1.3.2</b> Continue to foster economic opportunities for Aboriginal and Torres Strait islander People through employment networks and partnerships with businesses and organisations in Darebin.	Continue to create incentives for local jobs to be available to Aboriginal and Torres Strait Islander people through Council's procurement practices.	Progress is pending finalisation of the Procurement Policy. The key focus for year one is policy development, after which Council will redirect efforts to advance this initiative in line with the Council Plan.	20%	

 Completed
  On Target
  Off Target
  Not Started
  Discontinued

## Strategic Direction Two

# Equity, Diversity and Inclusion

A City where our rich diversity is celebrated, everyone can thrive and belong, and our services, programs, places and spaces are equitable, responsive, inclusive and accessible to all.



<b>Strategic indicators that deliver on the strategic objective</b>	<b>Target / Desired Trend</b>
Number of community-led festivals and events, including culturally diverse events across Darebin.	Increase or maintain
Community satisfaction with Council's support of diversity, inclusion and fairness.	7.3 - 7.8
Community satisfaction with Council's support of diversity, inclusion and fairness of people from multi-lingual households.	6.5-7.3
Number of Council plans, policies and programs that apply the Equity Impact Assessment (including the legally mandated Gender Impact Assessment) to their planning process, in line with the Towards Equality Framework and Gender Equality Act 2020	Increase or maintain

*Strategic indicator data is collected annually. The quarter four (end of financial year) performance report will present the data, commentary and status against the annual target/desired trends.*

Initiative	Action	Comment	Progress	Status
<b>2.1.1</b> Develop and implement a refreshed Disability Access and Inclusion Plan.	Develop a refreshed Darebin Disability Access and Inclusion Plan, including an annual action plan.	Planning for this project will commence. The existing Plan continues to provide direction for Council's work.	10%	<span style="color: red;">●</span>
<b>2.1.2</b> Finalise and implement the Cultural Diversity and Inclusion Action Plan.	Continue to develop the Darebin Cultural Diversity and Inclusion Action Plan and implement year one activities.	Work has continued to prepare a draft Cultural Diversity and Inclusion Plan for community consultation. The Plan is on track for Council adoption by the end of 2025-26.	50%	<span style="color: green;">●</span>
<b>2.1.3</b> Finalise and implement the LGBTIQ+ Action Plan.	Continue to develop the LGBTIQ+ Action Plan and implement year one activities.	Work has continued to prepare a draft LGBTQIA+ Plan for community consultation. The Plan is on track for Council adoption by the end of 2025-26.	50%	<span style="color: green;">●</span>
<b>2.1.3</b> Finalise and implement the LGBTIQ+ Action Plan.	Construct a rainbow pedestrian crossing in Preston.	This project is delayed due to the approval process. Council needs approval from the State Government. Public space alternatives to a road are being explored.	40%	<span style="color: red;">●</span>
<b>2.1.4</b> Establish a Council-wide framework to integrate positive equity, gender equality, wellbeing and climate outcomes into projects and services, having regard to the Sustainable Development Goals.	Develop a decision-making assessment and reporting tool and pilot it on 4 projects.	Council discontinued this action on 24 February 2026 due to this approach already being in place via reports to Council, and that there is other work underway that will strengthen outcomes.	0%	<span style="color: blue;">●</span>

● Completed  
 ● On Target  
 ● Off Target  
 ● Not Started  
 ● Discontinued

Initiative	Action	Comment	Progress	Status
<b>2.1.5</b> Deliver the Gender Equality Action Plan.	Deliver second Progress Report on the Gender Equality Action Plan (GEAP) and develop new four-year GEAP by May 2026.	Finalisation and submission of the Gender Audit to the Gender Equality Commission was completed in Q2 (1 Dec 2025). The data and findings from the Gender Audit and results from the People Matter Survey 2025 have been analysed. A series of communications on this data has been presented organisational-wide during December 2025. Extensive consultation (as required under the 'Act') with stakeholder groups will commence in Q3 and be included in Darebin's Progress Report and the new 4-year GEAP, including actions to implement.	35%	
<b>2.2.1</b> Grow community capacity and provide resources to enable local people to deliver local community-run events and social activities.	Provide opportunities for community-led programming and partnerships through Council venues such as libraries.	Council supported community-led events in December, including "Our Songs" at Edwardes Park Lake in partnership with Darebin City Brass, an outdoor film evening at Keon Park Children's Hub, and an event at Civic Square outside Northcote Town Hall.	40%	
<b>2.2.1</b> Grow community capacity and provide resources to enable local people to deliver local community-run events and social activities.	Continue to provide lifelong learning opportunities to grow community capacity and resilience.	This quarter across the Recreation and Libraries Department, 390 community program sessions were delivered with 16,312 attendances. These include adult, children and youth programs across Darebin Libraries, Bundoora Park Farm, Recreation and Leisure, and Reservoir Leisure Centre. Program attendance figures are reported quarterly.	40%	

 Completed
  On Target
  Off Target
  Not Started
  Discontinued

Initiative	Action	Comment	Progress	Status
<b>2.2.1</b> Grow community capacity and provide resources to enable local people to deliver local community-run events and social activities.	Waive Council's permit fees and provide half-day traffic controllers to support up to 20 community street parties.	A revised program was launched to improve customer experience, with good uptake through the summer months.	70%	
<b>2.2.2</b> Work in partnership to deliver initiatives to support people experiencing homelessness.	Deliver Darebin Zero: Ending Homelessness Together project with housing, health and community sector partners.	The project has so far added 50 rough sleepers across Darebin to the By-Name List, enabling partner organisations to support our most vulnerable community members through collaboration across services. Four people have been successfully placed into long-term housing this quarter.	50%	
<b>2.2.2</b> Work in partnership to deliver initiatives to support people experiencing homelessness.	Deliver the Darebin Assertive Community Outreach (DACO) program to support people experiencing homelessness.	The Darebin Assertive Community Outreach Program continues to provide outreach and case management support to vulnerable community members - rough sleepers and people experiencing homelessness in the City of Darebin as per the specifications and deliverables of the contract	45%	
<b>2.2.3</b> Work in partnership to deliver community development activities and place-based projects that respond to local community issues and needs.	Identify and scope place-based projects based on community needs and commence implementing year 1 activities.	The scoping phase of the Place-based Project is now complete with project brief including key deliverables and outcomes. East Reservoir and Preston East are the target areas of Darebin as per the SEIFA Index.	45%	
<b>2.3.1</b> Deliver the Darebin Family, Youth and Children Strategy.	Develop an initial 2-year Action Plan to accompany the Family, Youth and Children Strategy.	Action Plan development is progressing with planning for a series of stakeholder forums near completion. The forums will be delivered in Q3 to inform the drafting of the plan.	40%	

 Completed
  On Target
  Off Target
  Not Started
  Discontinued

Initiative	Action	Comment	Progress	Status
<b>2.3.2</b> Expand community kindergarten facilities to enable access to three- and four-year-old kindergarten.	Expand Maryborough kindergarten to create additional kindergarten places.	The Maryborough Avenue Kindergarten Expansion is a key initiative in Council's four-year Capital Works Plan, jointly funded by Council and the Victorian State Government through the Building Blocks Partnership. The project reached Practical Completion at the end of 2025, two months ahead of schedule. Officers are managing the defects period and the user group transition back to the site. The kindergarten is set to reopen at the end of January.	95%	
<b>2.3.2</b> Expand community kindergarten facilities to enable access to three- and four-year-old kindergarten.	Continue to plan and scope opportunities to expand kindergarten facilities.	In partnership with the Department of Education, Council has updated Darebin's Kindergarten Infrastructure and Services Plan (KISP) to support decision-making around kindergarten infrastructure needs, now and into the future. Using this updated data, further engagement is underway regarding potential sites for future development.	50%	
<b>2.3.3</b> Deliver Age Friendly Darebin.	Complete Council response and actions to recommendations from the Age Friendly Darebin Report.	This task remains on schedule for Q3 delivery, progress will be reviewed on 22 January 2026 to determine the final steps.	75%	
<b>2.3.4</b> Deliver Aged Care Reforms.	Complete a feasibility project to help council understand options when the Australian Government reforms are implemented.	Following three Councillor briefing workshops and external reviews by KPMG, officers are preparing for a briefing ahead of the 2026-27 Budget Development and Planning process.	40%	

 Completed
  On Target
  Off Target
  Not Started
  Discontinued

## Strategic Direction Three

# Health and Wellbeing

A City where everyone in the community can access the opportunities, infrastructure and services they need to be physically and mentally safe and healthy.



<b>Strategic indicators that deliver on the strategic objective</b>	<b>Target / Desired Trend</b>
Number of health promotion opportunities and educational resources distributed to the community for priority health concerns.	Increase or maintain
Number of participants in Darebin sport and recreation activities across the community, in particular, for people and communities who are at risk of discrimination and disadvantage.	Increase
Percentage of participants reporting increased levels of social connection from community led initiatives.	Increase or maintain
Number of gender inclusive infrastructure projects delivered per year.	2 or more
City-wide perceptions of safety - Day.	7.8 - 10
City-wide perceptions of safety - Night.	6.5 - 7.3

*Strategic indicator data is collected annually. The quarter four (end of financial year) performance report will present the data, commentary and status against the annual target/desired trends.*

Initiative	Action	Comment	Progress	Status
<b>3.1.1</b> Establish and deliver a Darebin Health and Wellbeing forum that brings together key partners to seek funding and enhance advocacy, projects, programs and services that respond to Darebin's health and wellbeing priorities.	Establish a forum with founding partner organisations.	Council continues to identify and engage partner organisations to inform planning for the forum.	40%	
<b>3.1.2</b> Work in partnership with health agencies and organisations, including culturally specific organisations (Aboriginal Community-Controlled organisations and others) to develop health promotion responses and distribute key messages and educational materials related to Darebin's key modifiable health risks. This includes encouraging mental health, sexual and reproductive health, harm reduction for alcohol and substance use, and nutritious food choices.	Develop an information and education campaign for one priority modifiable health risk, in partnership with the Health and Wellbeing and other networks.	A reference group has been formed to guide the project. Key messages are being developed.	50%	
<b>3.1.3</b> Continue to deliver community programs and services to support and strengthen Darebin's diverse communities in partnership with Neighbourhood Houses.	Deliver community programs and services in partnership with Neighbourhood Houses.	Council continues to work with Neighbourhood Houses to support social connection and community engagement, creating welcoming spaces for learning and wellbeing.	45%	

 Completed
  On Target
  Off Target
  Not Started
  Discontinued

Initiative	Action	Comment	Progress	Status
<b>3.1.4</b> Support activities, events and programs that promote social connection and address loneliness for Darebin's diverse community.	Continue to support activities and programs such as food relief, health care, legal support and other initiatives that emerge from community need during the year.	Place-based programs and services continue at East Preston Community Centre focusing on the health and wellbeing needs of the local community. Programs include Cooking skills, Diabetes support, Digital device drop-in support and a Digital device course, Women's walking group and Exercise class. Council also facilitated a weekly community drop-in day with free drop-in supports on site including Legal support, Alcohol & Other Drug support, Fresh food and Gardening, Health checks, complex and community support enabling community to discuss any areas of assistance they require as well as social support opportunities including community lunches, Coffee Cart and social activities with volunteers and local community.	60%	
<b>3.2.1</b> Support the community's access to mental health and wellbeing programs and services to respond to diverse experiences and needs.	Develop a forum for service providers and people with living and lived experience to map mental health and wellbeing activities, programs and services available in Darebin to identify future opportunities and support needs.	Planning continues to progress to deliver the forum in partnership with key mental health service providers.	50%	
<b>3.2.1</b> Support the community's access to mental health and wellbeing programs and services to respond to diverse experiences and needs.	Research available mental health and wellbeing activities, programs and services and identify opportunities for access and inclusion improvements for future programs.	Planning continues with the available research to help inform the mental health forum delivery.	50%	

 Completed
  On Target
  Off Target
  Not Started
  Discontinued

Initiative	Action	Comment	Progress	Status
<b>3.2.1</b> Support the community's access to mental health and wellbeing programs and services to respond to diverse experiences and needs.	Deliver the Surround Project to provide 'safeTALKs' mental health training for young people, allies and youth workers and deliver a youth-led, wellbeing focused, Queer formal event for local LGBTIQA+ young people.	The Darebin Youth Services Queer Formal was held on 25 September as part of the Surround Project funded through the Victorian Government's HEY Grants. The event brought together 66 young people from across Darebin to celebrate identity, social connection and inclusion. It was co-designed with 6 young people from the Darebin Queer Collective and delivered in partnership with 10 young people from Darebin Amplify Committee, local youth services and Darebin Libraries. Attendees rated the event 4.5 out of 5 and reported feeling more connected, supported and aware of local services. The Surround Project also delivered safeTALK training for 11 young people, building mental health literacy and safety planning skills.	100%	
<b>3.2.2</b> Deliver the Electronic Gaming Machine Policy and Action Plan.	Deliver key actions and priorities in the Electronic Gaming Machine Policy and Action Plan.	Implementation of the Electronic Gaming Machine Policy and Action Plan 2023-27 continued this quarter, with key initiatives delivered to reduce gambling harm in the community.	50%	

 Completed
  On Target
  Off Target
  Not Started
  Discontinued

Initiative	Action	Comment	Progress	Status
<b>3.3.1</b> Deliver the Free From Violence project and develop sustainable ongoing commitment to embed gender equality and family violence prevention practices into programs and services.	Deliver the Free From Violence project.	The program continued to focus on building staff and leadership capacity, with a strong emphasis on centring the rights of culturally and racially marginalised people. Further training was provided to staff members on topics such as introduction to primary prevention of gender-based violence, men as allies, responding to backlash and resistance and recognising and responding to family violence. In December an active bystander training session was provided for community members.	50%	
<b>3.4.1</b> Implement and promote sport and leisure activities, including tailored activities and events for people and communities who are at risk of discrimination and disadvantage.	Deliver and promote programs to increase opportunities to engage in physical activities.	Through Get Active in Darebin's Spring program, 27 free programs delivered 165 sessions for over 1,500 participants to increase opportunities for our community to engage in physical activities. Activities included walking basketball, Active Adults Aqua, women's sixes cricket, Kinder Tennis, Body Balance, all abilities tennis, MIND walking, parent & child swim sessions and post-natal exercise.	50%	

 Completed
  On Target
  Off Target
  Not Started
  Discontinued

Initiative	Action	Comment	Progress	Status
<b>3.4.2</b> Extend community access to Darebin Libraries branches.	Launch and promote Extra Access at Preston Library.	23 Extra Access inductions were delivered in the past 3 months resulting in an additional 51 members inducted and 566 visits recorded during Extra Access hours. This period included three public holidays on Melbourne Cup Day, Christmas and Boxing Days with 40 members using the service on those days. Extra Access promotion has continued with items in What's On, Library eNews and Darebin Community News.	50%	
<b>3.4.3</b> Continue activities to support redevelopment of Reservoir Leisure Centre.	Develop a business case including concept design plans for the Reservoir Leisure Centre redevelopment.	Preliminary scoping and investigations have commenced to prepare a draft brief. Council is exploring alternative resourcing approaches to progress the project, with works scheduled to start this month.	15%	
<b>3.4.3</b> Continue activities to support redevelopment of Reservoir Leisure Centre.	Prepare an Advocacy and Funding Plan for Reservoir Leisure Centre.	Funding to support the development of the Reservoir Leisure Centre advocacy and funding plan will be sought as part of Council Budget processes.	35%	

 Completed
  On Target
  Off Target
  Not Started
  Discontinued

Initiative	Action	Comment	Progress	Status
<b>3.4.3</b> Continue activities to support redevelopment of Reservoir Leisure Centre.	Commence updating the change facilities at Reservoir Leisure Centre.	Over two years, this project will deliver new energy efficient hot water services for both the wet and dry change areas at RLC. Fixtures, fittings and finishes will also be renewed to improve aesthetics as budget permits. The project is in planning, scoping and cost planning stage. The base scope has been established, and an indicative cost plan was prepared by a quantity surveyor. Council is currently focused on securing a hydraulic engineer to design the new hot water systems which will lead to an updated cost for that component.	15%	
<b>3.4.4</b> Maintain, renew, upgrade and/or expand parks, recreation and sporting infrastructure to offer opportunities for connection and health, and public toilets to support gender inclusion.	Commence design to upgrade and renew sporting infrastructure to support gender-inclusion at JC Donath Pavilion.	The JC Donath East Pavilion renovation project is focused on enhancing gender inclusivity in the pavilion's change facilities. The upgrade is recognised as a high priority within Council's Open Space Infrastructure Framework and is supported with funding from the Victorian Government. The scope of works was changed by Council at the December council meeting. Council will now draft the design RFQ to align with this new scope.	15%	

 Completed
  On Target
  Off Target
  Not Started
  Discontinued

Initiative	Action	Comment	Progress	Status
<b>3.4.4</b> Maintain, renew, upgrade and/or expand parks, recreation and sporting infrastructure to offer opportunities for connection and health, and public toilets to support gender inclusion.	Renew play space at DR Atkinson Reserve.	DR Atkinson Playground Renewal Project is part of the Playspace Renewal Program 2025-26. Community engagement activities are complete, and the playground equipment has been purchased, awaiting manufacturing. Council is currently managing the procurement of the landscaping scope. The project will be completed by the end of June 2026.	25%	
<b>3.4.4</b> Maintain, renew, upgrade and/or expand parks, recreation and sporting infrastructure to offer opportunities for connection and health, and public toilets to support gender inclusion.	Renovate sportsground at Pitcher Park.	The project has now been designated a multi-year initiative due to a confirmed funding shortfall, with final cost estimates validating the budget gap. Council has been briefed and supports both the project and the related grant application. Council is also actively seeking external funding and planning for potential budget allocation in the next financial year. While the timeline has been extended, the project remains on track for delivery within a revised two-year schedule. This phased approach supports optimal turf establishment, stakeholder coordination, and quality outcomes, positioning the project for successful procurement and implementation upon funding confirmation.	25%	

 Completed
  On Target
  Off Target
  Not Started
  Discontinued

Initiative	Action	Comment	Progress	Status
<b>3.4.4</b> Maintain, renew, upgrade and/or expand parks, recreation and sporting infrastructure to offer opportunities for connection and health, and public toilets to support gender inclusion.	Renew irrigation and turf at Johnson Park.	Irrigation design complete and received. Design has been sent out for quotation with closing date 30 January 2026.	30%	
<b>3.4.4</b> Maintain, renew, upgrade and/or expand parks, recreation and sporting infrastructure to offer opportunities for connection and health, and public toilets to support gender inclusion.	Complete the construction of KP Hardiman Pavilion.	Construction of KP Hardiman Pavilion is now complete. The new pavilion design is focused on delivering a modern, functional, safe, welcoming, environmentally sustainable facility that is tailored to meeting the needs and improved experience of women and girls. An official opening was 7 November 2025.	100%	
<b>3.4.4</b> Maintain, renew, upgrade and/or expand parks, recreation and sporting infrastructure to offer opportunities for connection and health, and public toilets to support gender inclusion.	Commence the design work to replace Bill Lawry Pavilion.	Work is in progress towards delivery of a modern, community-focused facility over the next 5 years. Planning and scoping are well advanced. In 2025-26, key priorities include advancing concept design and conducting broad community consultation. Construction is forecast to commence in mid-2027. Due to extended due diligence, structural assessments, and a revised project approach requiring additional Council engagement, it is unlikely the full design budget will be spent within the 2025-26 financial year.	10%	

 Completed
  On Target
  Off Target
  Not Started
  Discontinued

## Strategic Direction Four

# Climate Leadership and Response



A City that is a climate leader, drives opportunities for achieving zero emissions, adapts by transforming how we provide services, open spaces and infrastructure, and works with our community to build ongoing resilience.

<b>Strategic indicators that deliver on the strategic objective</b>	<b>Target / Desired Trend</b>
Emissions in Council operations.	Decrease
Number of new trees planted to support tree canopy growth.	Increase or maintain
Percentage of participants demonstrated increased knowledge and practices in climate change.	Increase or maintain
Number of climate actions and programs delivered annually.	Increase or maintain
Number of landfill tonnes (t) per ratepayer.	Decrease
Percentage of kerbside collection waste diverted from landfill.	Increase

*Strategic indicator data is collected annually. The quarter four (end of financial year) performance report will present the data, commentary and status against the annual target/desired trends.*

Initiative	Action	Comment	Progress	Status
<b>4.1.1</b> Build strong relationships with the Wurundjeri Woi-wurrung Cultural Heritage Aboriginal Corporation and Aboriginal and Torres Strait Islander people to embed cultural knowledge into how we manage our natural resources and Country and grow our staff and community's cultural awareness.	Develop Aboriginal cultural training on climate, men's and women's business and caring for Country and begin delivering it to Council officers whose roles relate to land management and/or the natural environment by 2025.	Council discontinued this action on 24 February 2026 recognising that cultural awareness training is currently offered and that further training will be considered through the Balit marra, Council's partnership agreement with Wurundjeri Woi-wurrung Cultural Heritage Aboriginal Corporation and the Wurundjeri Woi-wurrung Whole of Country Plan (2025-35)	10%	
<b>4.1.2</b> Protect and manage creek corridors and waterways through partnerships with Traditional Owners, community groups, other government bodies and the Environment Protection Authority Victoria.	Continue to protect and manage creek corridors, waterways and biodiversity throughout Darebin directly and in partnership.	<p>Council continued working on Country with the Wurundjeri Woi-wurrung Narrap Team, preparing for the year ahead, in alignment with the Partnership Agreement between Council and the Wurundjeri Woi-wurrung Cultural Heritage Aboriginal Corporation.</p> <p>The Natural Resource Management team carried out seasonal firebreak inspections and maintenance, monitoring for algae blooms and botulism risks, as well as preparedness for avian flu.</p> <p>Staff collaborated with the Darebin Creek Management Committee through a series of workshops to support the development of the new 10-year agreement for the Darebin Creek.</p> <p>Council also hosted a community "working bee" at Johnson Park, Northcote, to foster local connections with nature.</p>	50%	

 Completed
  On Target
  Off Target
  Not Started
  Discontinued

Initiative	Action	Comment	Progress	Status
<b>4.1.3</b> Maintain green spaces, connection to nature, tree canopy and biodiversity prioritising locations with lower tree canopy coverage.	Maintain and increase the number of trees in public places including streets and parks, prioritising the principal pedestrian network, locations with currently lower numbers of trees and parts of the city where the community experiences higher levels of disadvantage.	Quotes are being sought from four contractors, and final plantable locations are being confirmed. Planting is scheduled to commence in April 2026.	45%	
<b>4.2.1</b> Deliver the Climate Emergency Plan and prepare a new three-year action plan by 2027.	Deliver the Climate Emergency Plan and develop a new three-year action plan - starting in 2026.	Darebin Climate Emergency Plan 2024-2030 is active and in its 2nd year of delivery. Key actions include electrification and circular economy education and resources, Keep Cool heat health program, setting up the new Darebin Energy Upgrade Program, ESD policy implemented in new builds, electrification of Council buildings, climate advocacy and new EV charging stations.	50%	
<b>4.2.2</b> Support the community to divert waste from landfill, through Council residential waste services.	Assess service options for introducing the new glass recycling service in line with Victorian Government direction including ways to improve recycling.	Victorian Government mandated the introduction for glass recycling to introduced by 1 July 2027; Council officers are currently developing options for consideration.	5%	
<b>4.2.2</b> Support the community to divert waste from landfill, through Council residential waste services.	Continue to provide recycling services to residents and support the community to recycle better by sharing clear information on how to use the services.	Council is continuing to provide recycling services via kerbside bin collections, hard waste collections and drop off at the Darebin Resource Recovery Centre. Council provides a range of education and information support to help community members recycle with Council and through other locally available options.	20%	

 Completed
  On Target
  Off Target
  Not Started
  Discontinued

Initiative	Action	Comment	Progress	Status
<b>4.2.3</b> Progressively transition to highly efficient and climate resilient buildings by implementing Council's Environmentally Sustainable Design policy for new builds, asset renewals and equipment replacement.	Renew and replace air conditioning equipment at East Preston Community Centre and hot water system at Reservoir Leisure Centre.	Works at East Preston Community Centre are complete, with full electrification achieved. Reservoir Leisure Centre is in the design phase and being considered within the budget allocation.	75%	
<b>4.2.4</b> Deliver an Energy Support Program, including electrification support, that prioritises low-income households.	Develop Energy Support Program by September 2025 and commence delivery.	A new program has been set up and approved by Council in November 2025. The new Darebin Energy Upgrades Program is due to launch in February 2026.	80%	
<b>4.3.1</b> Continue to respond to changing flood risk through community education, management of Darebin's local drainage network and through Council's statutory roles under the Planning and Environment Act and Building Act.	Support the Victoria State Emergency Service and Melbourne Water to share information with our community about flood preparedness and changing risk.	Darebin Council's submission for the Flood Information Program was sent to Melbourne Water on 23 December, incorporating the council resolution from 24 November. The submission includes a request for Melbourne Water to establish a working group to help identify and align capital works priorities for flood mitigation.	95%	
<b>4.3.1</b> Continue to respond to changing flood risk through community education, management of Darebin's local drainage network and through Council's statutory roles under the Planning and Environment Act and Building Act.	Deliver capital works to progressively increase the capacity of the drainage network and reduce flood risk in targeted locations.	Council's drainage improvement program is progressing well, with several projects completed and others finalised through procurement and awarding stages.	35%	

 Completed
  On Target
  Off Target
  Not Started
  Discontinued

Initiative	Action	Comment	Progress	Status
4.4.2 Respond to the impacts of climate change on the health and wellbeing of Darebin's diverse community.	Deliver a comprehensive heat health program to support residents most at risk of severe heat impacts including: developing a communications campaign to raise awareness of heat health risk; expand the reach of Keep Cool in Darebin campaign; and support at least 5 community organisations to build capacity around heat health.	Council is partnering with DIVRS, Your Community Health, Reservoir Neighbourhood House, MOSS, Haven Home Safe and SPAN Neighbourhood House to support people at risk of heat stress. Collectively we have: <ul style="list-style-type: none"> <li>- Distributed 150 fans &amp; 170 cooling neckties to households, 100 water bottles to people sleeping rough &amp; pool passes for families</li> <li>- Increased our reach - speaking with 500 people about how to stay safe and well during heatwaves</li> <li>- Developed Heat Health Factsheets, the Keep Cool Map, clear emergency management messages &amp; information about how to use a split system efficiently</li> <li>- Provided extended access to Libraries as key cooling centres</li> <li>- Designed an outdoor CoolZone Garden that can be accessed 24/7 by community on extreme heat days.</li> </ul>	80%	

 Completed
 On Target
 Off Target
 Not Started
 Discontinued

Initiative	Action	Comment	Progress	Status
4.4.3: Develop a coordinated, accessible and inclusive response to climate impacts.	Support community connectedness and preparedness through emergency management planning to ensure Darebin residents know what to do during unexpected shocks and where to go to get help during extreme events.	Climate change impacts and risks to Emergency Management staff and the community are articulated in Darebin's Emergency Management Plan. The 2025/2026 summer Keep Cool campaign has been extended to include information on how to recognise and respond to heat stroke (emergency). The information shared through this Keep Cool campaign is ensuring our community is better placed to respond to and stay safe during extreme heat events. Council is working with community organisations to share keep cool messages and resources. Libraries are promoted as cooling centres and keep cool maps have been distributed throughout Darebin that identify places for respite in extreme heat.	65%	

 Completed
  On Target
  Off Target
  Not Started
  Discontinued

## Strategic Direction Five

# Vibrant Places and Economy

A City that is liveable with vibrant places and spaces, safe streets and a thriving local economy.



Strategic indicators that deliver on the strategic objective	Target / Desired Trend
Satisfaction with industry and business programs that support the growth of our local economy.	Increase or maintain
Spend data across Darebin.	Increase or maintain
Number of active planning scheme amendments and strategic planning projects underway.	>3
Casualty (fatal and serious injury) crashes per Darebin resident on Darebin local roads.	Decrease by 10% each year
Proportion of transport journeys within Darebin that are made using active and sustainable transport.	Increase or maintain
Number of missed bins annually.	Decrease
Number of dumped rubbish reports.	Decrease
Number of requests for graffiti removal from council assets.	Decrease
Number of community reports of shopping areas needing street cleaning.	Decrease

*Strategic indicator data is collected annually. The quarter four (end of financial year) performance report will present the data, commentary and status against the annual target/desired trends.*

Initiative	Action	Comment	Progress	Status
<b>5.1.1</b> Finalise and implement the Housing Strategy including design controls, planning scheme updates and roadmap for increasing social and affordable housing in Darebin.	Adopt the finalised Darebin Housing Strategy Part 1 (Growth & Need) and Part 2 (Character & Design) and prepare part 4 (Planning Scheme Amendment) to update residential zones and policy in the Darebin Planning Scheme.	Council adopted the Darebin Housing Strategy Part 1 (Growth & Need) and Part 2 (Character & Design) in August 2025. Work is underway to implement the strategy through a planning scheme amendment. While work is progressing well, the draft planning scheme amendment will not be ready until at least mid-2026, and it is not likely that Council consideration of the draft will occur before July 2026.	40%	
<b>5.1.3</b> Review and update the Open Space Strategy and seek a higher Open Space Levy through a planning scheme amendment.	Undertake research to inform Council's advocacy position and future strategy work.	The research work is underway with project scoping, internal briefings, data gathering and analysis of open spaces substantially completed. The project is on track to inform a future review of Darebin's Open Space Strategy with a draft ready by mid-late 2026.	40%	

 Completed
  On Target
  Off Target
  Not Started
  Discontinued

Initiative	Action	Comment	Progress	Status
5.2.1 Maintain and improve the transport network, including pedestrian crossings, bike infrastructure, speed reductions and other road safety treatments to make Darebin's streets safer for everyone.	Design and construct priority transport safety infrastructure.	Design work is underway for the three successful Black Spot-funded projects, as well as priority projects identified through the Your Street, Your Say (YSYS) program.	60%	
		Additional Black Spot investigations have been completed, with scoping reports submitted to the Federal Government's Black Spot Program for consideration.		
		Applications for speed reductions under YSYS Group B have been lodged with the Department of Transport and Planning (DTP) and are currently awaiting ministerial approval. Springthorpe Estate from Group B has received ministerial approval and works to install signs and notify the area has begun.		
5.2.1 Maintain and improve the transport network, including pedestrian crossings, bike infrastructure, speed reductions and other road safety treatments to make Darebin's streets safer for everyone.	Deliver a detailed Feasibility Study for the proposed Melbourne Water Pipe Track Shared User Path between Elizabeth Street and the Mernda Rail line in Reservoir.	A draft feasibility study has been prepared.	60%	

 Completed
  On Target
  Off Target
  Not Started
  Discontinued

Initiative	Action	Comment	Progress	Status
<b>5.2.1</b> Maintain and improve the transport network, including pedestrian crossings, bike infrastructure, speed reductions and other road safety treatments to make Darebin's streets safer for everyone.	Commence the replacement of Kendall-Harding Bridge, in partnership with Merri-bek Council.	Council endorsed the designs and budget for construction at the December Council meeting. Merri-Bek Council has begun preparing procurement documents for construction with tendering to occur in January 2026. Design time delays due to external approvals and community consultation. Construction due to start in May 2026. Funds will need to be re-budgeted for construction in 2026-27.	40%	
<b>5.2.2</b> Engage the community to identify safety, accessibility and amenity concerns to inform improvements to the transport network.	Continue engaging the local community to review and update the priorities for transport safety and access infrastructure projects.	Council has endorsed 20 draft priority locations and concept designs for consultation, which will start in February	60%	
<b>5.3.1</b> Continue to proactively protect Preston Market's social, cultural and historical value for generations to come through advocacy, community and stakeholder engagement, support of the Preston Market Traders and participating in future planning decisions including the development plan and planning permit decisions.	Respond proactively to a state referral on a Development Plan to ensure future development protects the market's significance and operations, while consulting and supporting traders and considering feasibility options for the Market's future.	There is no current state referral on a Development Plan for the Preston Market Precinct. Early work has started on the Feasibility Study.	15%	
<b>5.3.2</b> Develop and deliver the High Street Preston Streetscape Upgrades.	Finalise community engagement for preferred concept design and develop functional layout and detail design for the project.	Council has approved the High Street Concept design following 2 rounds of community engagement, including engagement with traders. Early work has started on the functional design of the streetscape.	65%	

 Completed
  On Target
  Off Target
  Not Started
  Discontinued

Initiative	Action	Comment	Progress	Status
<b>5.3.3</b> Collaborate with local community and Traders Associations to develop shared visions for Darebin's key activity centres (Reservoir, Preston, Northcote and Fairfield).	Develop Place Vision and Action Plans for Reservoir, Fairfield and Northcote to guide social and economic revitalisation and activation of activity centres.	Resourcing shortages and high project load have delayed progress. Revised programming is being developed to rescope this work based on current resources.	10%	<span style="color: red;">●</span>
<b>5.3.4</b> Revitalise the Active Space program to address increasing shopfront vacancies in main street destinations.	Review the Active Space Program model and undertake a pilot project.	Resourcing shortages and high project load have delayed progress. Revised programming is being developed to rescope this work based on current resources.	5%	<span style="color: red;">●</span>
<b>5.4.2</b> Deliver a new Festivals and Events Framework to guide a refreshed annual program, with celebrations delivered across the municipality, within the northern, central and southern suburbs.	Develop a new Festivals and Events Framework to guide a refreshed annual events program tailored to meet community aspirations.	Work is continuing on the development of the Events Framework.	20%	<span style="color: green;">●</span>
<b>5.5.1</b> Deliver good standards of cleaning and maintenance of public places profiting high use parks, play spaces and civic areas.	Establish the new City Amenity team and share service performance results as part of Council's quarterly performance reports.	The City Amenity team has been established, and service performance indicators have been determined for the quarterly council performance report. As a new team, the focus is now on increasing efficiency and enhancing processes to create more value for the community.	100%	<span style="color: blue;">●</span>
<b>5.5.1</b> Deliver good standards of cleaning and maintenance of public places profiting high use parks, play spaces and civic areas.	Renew footpaths across the City based on condition assessments.	Council has completed 253 footpath repairs under the Road Management Plan guidelines. Implementation of the footpath renewal program is in progress.	45%	<span style="color: green;">●</span>

● Completed  
 ● On Target  
 ● Off Target  
 ● Not Started  
 ● Discontinued

## Strategic Direction Six

# Decision-making, Community Engagement and Transparency



A City that is well-managed, transparent and trusted by its community and partners, with clear and respectful communication that builds confidence in Council's decisions.

<b>Strategic indicators that deliver on the strategic objective</b>	<b>Target / Desired Trend</b>
Decisions made at meetings closed to the public	7% or less
Community satisfaction with council decisions.	60% or more
Community satisfaction with engagement.	70% or more
Procurement expenditure with Darebin businesses and suppliers.	Increase
Victorian Auditor General's Office adjusted underlying result.	Increase
Victorian Auditor General's Office asset renewal.	Increase
Victorian Auditor General's Office capital replacement.	Increase

*Strategic indicator data is collected annually. The quarter four (end of financial year) performance report will present the data, commentary and status against the annual target/desired trends.*

Initiative	Action	Comment	Progress	Status
<b>6.1.1</b> Develop and deliver strategic advocacy priorities.	Develop a 4-year advocacy framework including a one-year advocacy statement based on organisational strategic priorities.	The 2025–26 Advocacy Statement is being developed for Council consideration in 2026. The updated Advocacy Framework will be finalised ahead of the current framework’s expiry in June 2026.	65%	
<b>6.1.2</b> Develop a Partnership Framework.	Review existing partnerships and Community Grant Program.	Community grant review is underway. Partnerships review currently being scoped.	60%	
<b>6.1.3</b> Improve community engagement by delivering the community engagement continuous improvement program.	Implement year 1 actions from the community engagement continuous improvement program.	Year one actions of the Community Engagement Improvement Plan have been implemented, and work has commenced on year two actions.	100%	
<b>6.1.3</b> Improve community engagement by delivering the community engagement continuous improvement program.	Implement actions to progress engagement with Aboriginal and Torres Strait Islander community members.	Engagement activities are currently paused and will resume in late January 2026.	20%	
<b>6.2.1</b> Deliver a Digital Darebin Program to upgrade our IT Systems.	Conduct a procurement process to select an IT partner to support us to upgrade our core systems.	Overall Planning Phase completion rate is now at 56%, the program is on track to complete the Planning Phase including solution procurement commencement (pending Council approvals) in early 2026.	55%	
<b>6.2.1</b> Deliver a Digital Darebin Program to upgrade our IT Systems.	Deliver a new facilities and event booking system.	Implementation continuing with key stakeholders and vendor. Detailed financial system integration requirements being developed and agreed.	65%	

 Completed  On Target  Off Target  Not Started  Discontinued

Initiative	Action	Comment	Progress	Status
<b>6.2.1</b> Deliver a Digital Darebin Program to upgrade our IT Systems.	Upgrade our technology in meeting rooms to make it easier for community members and staff to conduct hybrid meetings.	Phase 3 (non-Preston precinct sites) equipment installation is now complete. Phase 2 continuing as office renovations progress and new meeting rooms established.	80%	
<b>6.2.2</b> Develop and implement a Customer Experience Strategy.	Adopt the Customer Experience Strategy and associated action plan.	The draft Customer Experience Strategy is under discussion with the Executive Leadership Team.	50%	
<b>6.3.1</b> Develop and implement a good governance continuous improvement plan.	Adopt a good governance action plan and commence implementation.	The Municipal Monitor's Report was received in December 2025. Council will review recommendations and incorporate them into the good governance action plan.	10%	
<b>6.3.2</b> Take good care of community data to help Council make informed decisions and protect privacy.	Develop data governance framework to set the foundations for insight driven decision making.	Work is scheduled to commence in second half of the financial year.	0%	
<b>6.3.3</b> Take relevant action to protect Council systems and community data based on industry best practice and ongoing monitoring.	Continuously monitor cyber risk and take action appropriately.	Cyber risk monitoring is ongoing, with regular reporting to the Audit and Risk Committee and Strategic Risk and Internal Audit Group.	50%	
<b>6.3.4</b> Explore, understand and identify Darebin's response to adopting the UN Sustainable Development Goals.	Map how Our Darebin Plan initiatives align with the UN Sustainable Development Goals (SDGs), and develop a clear, staged approach to integrate SDG alignment into planning, evaluation, and reporting. This will include identifying resource needs, timelines, and budget to support effective implementation and continuous improvement.	Desktop mapping of Our Darebin Plan 2025-29 Initiatives to UN Sustainable Development Goals (SDG) has been completed. Informed by research on what other Councils and organisations have done, a staged approach to integrating SDG alignment further has been developed and reviewed by the Executive Leadership Team. The approach will be shared with Councillors in 2026.	50%	

 Completed
  On Target
  Off Target
  Not Started
  Discontinued

Initiative	Action	Comment	Progress	Status
<b>6.4.1</b> Review the 10-year Financial Plan to ensure financial sustainability now and in the future.	Assess financial and risk indicators and consider whether a substantive review of the Long Term Financial Plan is necessary as part of the annual budget process.	Work has progressed with updated financial modelling to assess financial impacts of the ongoing multi-enterprise agreement negotiations and the Digital Transformation Project. Further financial modelling to be undertaken from January 2026 to incorporate Q2 end of year forecast and the ongoing 2026-27 budget development to assess impacts on the Long Term Financial Plan.	50%	
<b>6.4.2</b> Deliver good value for community through Council's procurement of new suppliers and management of contracts.	Update the Social and Sustainable Procurement Policy to strengthen how well it helps achieve best value for community balancing financial, social and sustainability objectives.	Work will recommence upon the appointment of the new Coordinator Procurement and Contracts.	35%	
<b>6.4.3</b> Regularly review the Workforce Plan to make sure we are resourced to deliver the Council Plan.	Review existing Workforce Plan 2021-2025 and commence development of a new Darebin Workforce Plan 2026-2029.	The project kicked off in December with the selection of an external workforce consultant to support People & Culture in the development of the Plan. Q3 will deliver project planning, including discovery and desktop data analysis. Q4 will produce the draft Strategy and Implementation plan for ELT endorsement.	30%	

 Completed
  On Target
  Off Target
  Not Started
  Discontinued

Initiative	Action	Comment	Progress	Status
<b>6.4.4</b> Obtain and improve the quality of data on community assets and use this to inform infrastructure renewal and maintenance plans, including the next update of the Asset Plan.	Survey the condition of assets and buildings, incorporating renewal, maintenance and fit-for-purpose data needs into the inspection program.	A comprehensive inspection of community assets and buildings to assess their current condition and ensure they continue to meet the needs of our residents is currently being scoped and included into forward 2026-27 operating budget considerations. This program will also incorporate data on asset renewal and whether facilities remain fit for purpose, helping us plan responsibly for future upgrades, maintenance, and investment. Our goal is to ensure safe, functional, and sustainable infrastructure that supports the wellbeing of our community now and into the future.	35%	
<b>6.4.5</b> Implement a range of financial sustainability measures to reduce costs and improve revenue to fund community services and infrastructure.	Identify opportunities to invest in technology and assets to reduce costs and improve revenue.	Scope of work has changed, and changes are being made to consultant requirements. Council is preparing to launch a trial of advanced technology aimed at improving safety and monitoring capabilities. The trial is scheduled to begin in between February and March 2026 and will be conducted across selected locations.	30%	
<b>6.4.5</b> Implement a range of financial sustainability measures to reduce costs and improve revenue to fund community services and infrastructure.	Investigate options for a voluntary levy for developers to contribute to regional drainage and water sensitive urban design initiatives.	Work continues on reviewing case studies and assessing the impact of the General Environmental Duty on nitrogen removal and offset calculations.	20%	

 Completed
  On Target
  Off Target
  Not Started
  Discontinued

Initiative	Action	Comment	Progress	Status
<b>6.5.1</b> Regularly offer available council properties for use by community and commercial organisations through a fair and accessible process.	Offer available Council properties via an EOI process, evaluate applications and establish leases or licences with tenant organisations.	Tranche 1 License Agreements and Heads of Agreements will be issued in January. Tranche 2 RFP and Agreements to be issued in February.	70%	
<b>6.5.1</b> Regularly offer available council properties for use by community and commercial organisations through a fair and accessible process.	Undertake community engagement for the pre-master-planning of 2 Wingrove Street site.	For the pre-master-planning of 2 Wingrove Street site, round 1 community consultation was completed on 24 November and outcomes were reported to Council. Next steps include geotechnical investigations and vision development with the Community Reference Group in 2026.	100%	
<b>6.5.2</b> Progressively review opportunities to enable better use of facilities, such as shared use, relocation or consolidation, when they are due for renewal.	Identify facilities due for renewal and assess opportunities as part of the annual budget development process.	Council officers are reviewing facilities on a regular basis to assess opportunities for renewal and to inform annual budget development process.	40%	
<b>6.5.3</b> Assess Council property holdings to ensure they are suitable for current and future service provision, considering opportunities for private use and reinvestment.	Undertake initial assessment of currently unused and/or surplus properties and consider divestment options for any sites identified.	Council will consider the divestment framework and opportunities at the Council meeting in May 2026.	40%	
<b>6.5.4</b> Undertake substantial work to redevelop one major Council owned site within Preston to revitalise the local area, improve amenity and access to community spaces.	Undertake a development feasibility study to inform the development strategy and program for one major Council owned site.	Procurement documentation has been drafted and will be released to tenderers in January, with work commencing in February and a Council briefing planned for April.	35%	

 Completed  On Target  Off Target  Not Started  Discontinued

## Service Performance

### Aged Care

Support, advocacy and information for older residents, people with disability, and carers. Helping people live independently through social connection, community access and home support.

#### Quarter comments

Aged Care services continued to provide stable support during Q2, with 2,410 clients and 26 seniors' clubs supported. Seniors events increased significantly this quarter due to the Seniors Festival held in October, with 38 events delivered and strong community participation. Event attendance increased to 961 participants, demonstrating high levels of engagement and supporting social connection, wellbeing and independent living for older residents, people with disability and carers in Darebin.

Indicator	Q1	Q2	Q3	Q4	Trends/Target	Status
Number of clients supported	2,454	2,410			> 3,500	●
Number of senior Clubs supported	26	26			≥ 25	●
Number of events	10	38			> 16	●
Number of events attendees	135	961			> 160	●

### City Amenity

The City Amenity service supports a clean, safe and welcoming Darebin through graffiti removal, cleaning, street sweeping and dumped rubbish management. These services protect local spaces, enhance community pride, and ensure our city remains safe and enjoyable for everyone.

#### Quarter comments

City Amenity services maintained strong performance during Q2, supporting clean, safe and welcoming public spaces across Darebin. Scheduled cleansing targets were exceeded, with high-pressure cleaning completed across bins, furniture and paths. Targeted graffiti, sticker and bill poster blitzes were delivered across multiple activity centres, including Reservoir, Preston and Fairfield. Graffiti removal requests remained on track, with over 90% completed within required timeframes. Street sweeping activity reached 9,500 kilometres, with staffing availability and equipment downtime impacting the ability to fully meet targets during the quarter.

Indicator	Q1	Q2	Q3	Q4	Trends/Target	Status
Compliance to scheduled cleansing of Activity centres	88	88			>80	●
Number of requests for graffiti removal from Council assets	191	174			Decreasing	●
Reported graffiti removed within timeframe	99.0%	90.2%			Increasing	●
Kilometres of street swept	9,426 Km	9,500 Km			>42,000 KM	●

● On Target ● Off Target

## Families, Youth & Children

Services and programs for children, young people and their families including immunisations, maternal and child health services, family and parenting programs, playgroups, toy library, childcare and kindergarten registration system, resourcing and support, and youth programs.

### Quarter comments

Families, Youth and Children services continued to support community wellbeing throughout Q2. Vaccination numbers decreased as expected following the peak influenza season. Youth Services maintained steady participation, with young people engaging in events, support groups, training and drop-in sessions. Attendance at Intercultural Centre programs reduced this quarter due to seasonal programming changes, the conclusion of activities in early December, and preparation for new programs launching in early 2026. The completion of the Maryborough Avenue Kindergarten Expansion resulted in 38 new licensed kindergarten places, increasing early years capacity across the municipality.

Indicator	Q1	Q2	Q3	Q4	Trends/ Target	Status
Total number of vaccines administered	4,983	3,570			>20,000	●
Number of young people attending Youth Services' programs and events	2,529	1,834			Stabilised	●
Number of community members attending intercultural centre programs and activities	1,196	349			>4,800	●
Kindergarten places created through Kindergarten Expansion Program	-	38			Increasing	●

## Leisure & Recreation

Effective planning, operation and maintenance of Darebin's recreation and sporting facilities. Programs and policies that support and encourage an active Darebin community.

### Quarter comments

Leisure and Recreation services recorded strong community participation during Q2, with more than 624,000 attendances across sporting facilities and programs. This measure reflects a combination of facility visits, Get Active participation, sports club registrations and casual sportsground bookings. Continued demand highlights the importance of accessible recreation opportunities in supporting physical activity, health and wellbeing across Darebin.

Indicator	Q1	Q2	Q3	Q4	Trends/ Target	Status
Number of Sporting Attendance	572,251	624,454			Increasing	●

● On Target ● Off Target

## Libraries & Learning

Darebin's digital and physical library branches and services at Fairfield, Northcote, Preston and Reservoir and services delivered at Bundoora Park Farm.

### Quarter comments

Libraries and Learning services experienced continued high levels of community use during Q2. Physical and digital loans, downloads and streaming remained strong, alongside high visitation to library branches and Bundoora Park Farm. A wide range of community programs were delivered across Libraries, Recreation and Leisure and RLC sites, attracting strong attendance. Demand for technology access, including computer, laptop and Wi-Fi sessions, remained consistent, reinforcing the role of libraries as key community hubs for learning, connection and digital inclusion.

Indicator	Q1	Q2	Q3	Q4	Trends/Target	Status
Number of library item loans & downloads	293,341	235,893			Increasing	●
Number of libraries & lifelong learning visits	175,697	156,124			Increasing	●
Number of Community program sessions	392	391			Increasing	●
Number of Community program attendance	15,041	16,585			Increasing	●
Number of technology usage sessions	35,203	33,616			Increasing	●

## Parks & Open Space

Our Parks and Natural Space services are crucial to supporting Darebin's natural eco-system, our plants and animals, and the health and wellbeing of our Community. They work to develop our spaces to be more climate resilient, safer and accessible for the community, and maintained to a high standard.

### Quarter comments

Parks and Open Space services focused on maintaining safe and accessible open spaces during Q2. All scheduled playground safety inspections were completed on time, meeting compliance requirements across the municipality. Planning progressed for the upcoming tree planting season, with contractor quotes underway and final planting locations being confirmed. Tree planting is scheduled to commence in April 2026, supporting future increases in canopy cover, environmental sustainability and community wellbeing.

Indicator	Q1	Q2	Q3	Q4	Trends/Target	Status
Number of new trees planted to support tree canopy growth	-	-			>700	●
Percentage of scheduled playground safety inspections completed	100%	100%			= 100%	●

● On Target ● Off Target

## Planning & Development

Guiding infrastructure investment and land use planning to provide for the housing, employment, and community infrastructure needs of the municipality over the long term. Assessment of new development to ensure it is well-designed, safe, accessible, respects local character, and is environmentally responsive.

### Quarter comments

Planning and Development activity increased during Q2, with 239 standard planning permit applications received, representing growth compared to the previous quarter. VicSmart application volumes remained steady. Customer service performance continued to exceed targets, with an average service grade of 87% for planning phone enquiries. The service remains focused on timely assessments, quality development outcomes and responsive engagement with the community and development sector.

Indicator	Q1	Q2	Q3	Q4	Trends/Target	Status
Number of standard planning permit applications received	200	239			>540	●
Number of VicSmart applications	40	47			>96	●
Average Grade of Service for planning phone enquiries	86%	87%			>70%	●

## Waste Management

Waste Services are central to support Darebin's Climate Leadership and Response, driving waste collection, diversion, reduction and education programs that support a healthier, more sustainable city. Through initiatives like recycling, food and organics, hard rubbish collection, and the Resource Recovery Centre, we deliver positive waste outcomes for our community.

### Quarter comments

Waste Management services continued to deliver reliable waste and recovery services during Q2. Kerbside missed bin rates remained within target despite a slight increase associated with higher volumes during the holiday period. Diversion from landfill improved, supported by increased FOGO material collection, though overall performance remained slightly below target. Hard rubbish recycling exceeded the target this quarter following improved contractor reporting, while booking volumes remained steady, reflecting ongoing community demand for the service.

Indicator	Q1	Q2	Q3	Q4	Trends/Target	Status
Number of kerbside missed bins (per 10,000 bins)	17	17			<20	●
Percentage of kerbside collection waste diverted from landfill	44.59%	54.10%			≥ 56.00%	●
Percentage of hard rubbish collected that is recycled	1%	26.50%			≥ 25.00%	●
Number of hard rubbish bookings	8,369	4,769			> 30,000	●

● On Target ● Off Target



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