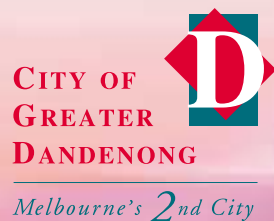


# Annual Report

1999–2000



**City of Greater Dandenong - 1999-2000 Annual Report**



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## OUR VISION

Greater Dandenong, Melbourne's 2nd City, is a thriving and successful regional centre that has attracted substantial private investment and is home to a large residential population. Our focus for the next year will be to continue to develop the City's potential by attracting further investment, improving infrastructure and capitalising on our multicultural vitality.

We will continue to create a clean, attractive, and safe City where people are free to live, work and play.

## OUR MISSION

The City of Greater Dandenong will work closely with all that have an interest in the City's future - people from the public, private and community sectors.

## THE COMMUNITY CHARTER - OUR PROMISE

We will:

- Work in partnership to create a City where people feel safe and have pride in their community.
- Co-operate with our community to support aged people with disabilities, young people and families.
- Promote the City of Greater Dandenong as a major centre of commerce, industry and government for Melbourne's rapidly expanding south-east region.
- Play a lead role in developing the City as a major centre for arts, cultural and entertainment activities.
- Continue to promote the City's strong tradition in sport and recreation.
- Take action to improve the built and natural environments.
- Encourage the distinctive and lively character of local shopping centres throughout the City.
- Ensure that all citizens have the opportunity to be involved and participate in the decision-making process.
- Manage the City in the most cost-effective manner possible, and ensure that all services provided meet the needs of our citizens.

## MAYOR'S MESSAGE



It is with great pleasure I introduce the City of Greater Dandenong 1999-2000 Annual Report. The report highlights the achievements of our city during 1999-2000 and the pride Councillors and staff have in continuing to provide services to our community.

In 1999-2000, even more than in 1998-1999, Council continued to promote Greater Dandenong as Melbourne's 2nd City through all of our activities and actions. The leadership role assumed by our city in tackling social, economic and political reform during 1999-2000 has enhanced our status as Melbourne's 2nd City and reinforced the significant role we play in the growth and prosperity of Melbourne and Victoria.

The partnership that Council formed with local manufacturers to lobby for a higher local content in contracts signed by the State Government to replace Victoria's rail and tram rolling stock was just one example of this leadership. This campaign attracted national attention and highlighted the need for government to address local content as part of the drive for the privatisation and corporatisation of public assets such as the rail and tram network. While the outcomes of this campaign can only be described as moderate in terms of our ambitions, it nevertheless did result in an increase in local content for the replacement of Victoria's train and tram rolling stock.

During 1999-2000, Council also played an important role in the ongoing community debate about how to best manage the current crisis we face with injecting drug use. Our continued commitment to harm minimisation as the most appropriate response to managing the drug crisis at the local level attracted widespread praise and criticism. The open manner in which Council was prepared to discuss how to best manage the drug crisis at the local level generated intense debate culminating in a public meeting on the possible trial of an "injecting facility" in Springvale attended by nearly 900 people.

While the community still remains divided on how to best manage the drug issue, one of the positive outcomes of the Council's open approach has been to bring together, at the local level, people with strong and diverging views on the most appropriate way to manage the situation. This outcome is an indicator of the strength and resilience of the Greater Dandenong community to address complex and controversial social issues and arrive at a situation where there can be sensible ongoing discussion to identify and implement solutions.

1999-2000 was also an election year for the City of Greater Dandenong resulting in three new Councillors being elected. I would like to express my congratulations to the three new Councillors - Cr Geraldine Gonsalvez, Cr Maria Sampey and Cr Kevin Walsh. I would also like to publicly thank former Councillors Phil Reed, Greg Harris and Sharon Harris for the contributions they made to the City of Greater Dandenong during their period as Councillors from 1997 to 2000.

Safety in public places, local neighbourhoods and homes remains one of the highest priorities of our residents as demonstrated through Council's Annual Residents' Survey and research undertaken by the Crime Prevention Unit of the Department of Justice. Council is aware of this and has committed more resources in 2000-2001 than in any previous year to assist the community in addressing this problem.

A pleasing highlight of 1999-2000 was the number of residents who became involved in community consultation activities. Including the 1,100 residents who took part in Council's Annual Consumer Survey, more than 5,000 residents were involved in assisting Council in preparing the Corporate Plan 2000-2005. This involvement was principally through attendance at forums, workshops and focus groups. The level of community involvement in this planning activity reflects the interest the community has in the future and the work of its Council.

A number of activities commenced in 1999-2000 that will reach a conclusion in 2000-2001. Among these is Council's ongoing campaign to retain Waverley Park and its surrounds as a recreation asset for the people of eastern and south-eastern Melbourne. Council's vision for the creation of an "Albert Park" recreation facility in this region of Melbourne remains strong and is a matter we will continue to fight for in the forthcoming year.

Council also moved a step forward to finalising policy for the retention and preservation of its non-urban areas in 1999-2000. Amendments to the Greater Dandenong Planning Scheme were exhibited and a panel hearing convened, resulting in a recommendation to undertake further work that will be completed in 2000-2001. The establishment of a sound policy foundation for the retention of the non-urban areas of the city is an important part of Council's vision for the future.

There were many other highlights during 1999-2000, too many to mention within the constraints of these introductory remarks. A review of the information contained in this Annual Report will highlight the extent of these achievements and why I believe we should celebrate the completion of a very successful year for our city.

As indicated earlier, 1999-2000 was a very successful year for the City of Greater Dandenong. This success reflects the positive future there is for the city and its community.

The City of Greater Dandenong is Melbourne's 2nd City in more than name and I encourage all members of our community to actively participate in facilitating the future development of our municipality.

A handwritten signature in black ink, appearing to read 'Angela Long'. The signature is fluid and cursive.

Cr Angela Long

Mayor

## CHIEF EXECUTIVE OFFICER'S REPORT



Improving our understanding and management of relationships with our customers has been one of the main themes of Greater Dandenong in 1999-2000. By working more constructively with our customers, we have achieved more in 1999-2000 than we have in any previous year.

While we are proud of our achievements in 1999-2000, we also recognise the need to continue to improve. Amendments to the Local Government Act in 1999-2000 by the Victorian Government to remove compulsory competitive tendering provisions and replace them with a set of Best Value Principles provides a positive framework against which improvement can be planned, implemented and reported.

Our focus on understanding and improving the relationship we have with our customers in 1999-2000 is at the heart of Best Value and positions us to take advantage of this new legislative framework unencumbered by the bureaucracy that surrounded compulsory competitive tendering. Our ability to achieve this will be reflected in our 2000-2001 results.

Our 1999-2000 Annual Report has been prepared in the same spirit as in previous years in keeping with our commitment to open government. The report celebrates the successes we have enjoyed during the year, but also highlights those areas where improvement is possible and, in some instances, necessary.

Improvements from 1998-1999 include our financial results, a higher level of completion of capital works and improved levels of community satisfaction as measured through the annual Local Government Community Satisfaction Survey.

A disappointing aspect of our performance in 1999-2000 was a reduction in the number of targets set in our Annual Plan that were fully achieved. While we achieved more of our Annual Plan targets in 1999-2000 than we did in 1998-1999, fewer were actually achieved on time. This matter will be given close attention in 2000-2001.

While I have indicated earlier our financial position has improved in 1999-2000 from 1998-1999, this is not immediately obvious from the financial statements. Our operating statement has been adversely impacted by a large increase in depreciation due to an increase of \$173,933,000 in the value of our assets as a result of a revaluation of these assets. This increase in depreciation has resulted in a requirement to make a significant adjustment to our 1999-2000 operating statement. This requirement has resulted in our 1999-2000 financial position moving into deficit despite a positive outcome for the year.

It was particularly pleasing to see continued improvement in community satisfaction with our performance as measured through the annual Local Government Community Satisfaction Survey. Our 1999-2000 results demonstrated improved community satisfaction with our overall performance across all areas of responsibility. Community satisfaction is highest with waste services and lowest with economic development and the maintenance of local roads and footpaths. While community satisfaction with waste services increased in

1999-2000, satisfaction with economic development activities and maintenance of local roads and footpaths remained the same, or fell. It was particularly pleasing to see continued improvement in community satisfaction with the advocacy provided on behalf of the community and with our direct response to requests for information and services. Full results of the 1999-2000 Customer Satisfaction Survey are shown in the body of the Annual Report.

Greater Dandenong was recognised during 1999-2000 as a Best Practice organisation in a number of areas of activity. The receipt of a Gold Award for our work in Community Safety, acknowledgment by Mr Chris Sidoti, Australian Human Rights Commissioner, for our work in Diversity and further acknowledgment of our leadership in the development of Service Charters by the Victorian Government were all appreciated. In addition, the city received accreditation for our work in Occupational Health and Safety through SafetyMap, and our commitment to Environmental Improvement through the Cities for Climate Control Program. All of these achievements reflect the hard work and effort of all staff of the city in ensuring we perform to the highest possible levels.

A further highlight of 1999-2000 was the continuing level of investment by the private sector in new industrial development in the city. Building approvals for new industrial properties in the city during 1999-2000 exceeded \$130 million. Taking into account further investment in plant and equipment as companies move in to these newly built factories, it is likely that the total investment in new industrial development in Greater Dandenong in 1999-2000 was in excess of \$200 million. Unfortunately, it is not possible to determine the number of new job opportunities created by this investment, but there can be no doubt that there have been hundreds of new job opportunities created in the city during 1999-2000. These new job opportunities more than compensated the small number of businesses that closed during the year, although some of these closures attracted widespread media attention.

As indicated earlier, 1999-2000 was a year of great achievement for the City of Greater Dandenong. This report details, in summary form, a large number of those achievements as well as some failures. It is indicative of the open style of government adopted by our city that this report details failures as well as achievements.

In conclusion, I wish to thank all staff of the City of Greater Dandenong for their efforts during 1999-2000. Through adopting a team approach, we have seen considerable further improvement in the level of service delivered to the Greater Dandenong community. I am confident this improvement will continue into 2000-2001.








Greater Dandenong is Melbourne's 2nd City.








Warwick Heine

Chief Executive Officer

# OUR COUNCIL

## COUNCILLORS

| COUNCILLORS  | ELECTED                                      | RETIRES       |
|--|--|---------------|
| Cleeland:<br> Cr Paul Donovan<br>Ph: 0408 251 926<br>Tel/Fax: 9791 3342               | 15 March 1997<br>Re-elected<br>18 March 2000 | 15 March 2003 |
| Dandenong:<br> Cr Geraldine Gonsalvez<br>Ph: 0438 800 059<br>Tel/Fax: 9793 5824       | 18 March 2000                                | 15 March 2003 |
| Dandenong North:<br> Cr John Kelly<br>Tel/Fax: 9793 1777                             | 15 March 1997<br>Re-elected<br>18 March 2000 | 15 March 2003 |
| Keysborough:<br> Cr Roz Blades<br>Ph: 041 705 361<br>Tel/Fax: 9701 5821             | 15 March 1997<br>Re-elected<br>18 March 2000 | 15 March 2003 |
| Keysborough South:<br> Cr Dale Wilson<br>Ph: 0407 251 925<br>Tel/Fax: 9793 2000     | 15 March 1997<br>Re-elected<br>18 March 2000 | 15 March 2003 |
| Lyndale:<br> Cr Angela Long<br>Ph: 9239 5230<br>Mob: 0408 251 910<br>Fax: 9239 5369 | 15 March 1997<br>Re-elected<br>18 March 2000 | 15 March 2003 |
| Noble Park:<br> Cr Kevin Walsh<br>Ph: 0438 800 034<br>Tel/Fax: 9798 1275            | 18 March 2000                                | 15 March 2003 |

| COUNCILLORS  | ELECTED                                      | RETIRES       |
|--|--|---------------|
| Noble Park North:<br> Cr Maria Sampey<br>Ph. 0438 800 027<br>Tel/Fax: 9790 1291     | 18 March 2000                                | 15 March 2003 |
| Springvale Central:<br> Cr Youhorn Chea<br>Ph: 0417 320 645<br>Tel/Fax: 9546 3466   | 15 March 1997<br>Re-elected<br>18 March 2000 | 15 March 2003 |
| Springvale North:<br> Cr Naim Melhem<br>Ph: 0407 451 916<br>Tel/Fax: 9790 0290     | 15 March 1997<br>Re-elected<br>18 March 2000 | 15 March 2003 |
| Springvale South:<br> Cr Yvonne Herring<br>Ph: 0417 951 915<br>Tel/Fax: 9558 4827 | 15 March 1997<br>Re-elected<br>18 March 2000 | 15 March 2003 |
| FORMER COUNCILLORS   | ELECTED                                      | RETIRED       |
|  Greg Harris  | 15 March 1997                                | 18 March 2000 |
|  Sharon Harris  | 15 March 1997                                | 18 March 2000 |
|  Philip Reed  | 15 March 1997                                | 18 March 2000 |

## ORGANISATIONAL STRUCTURE

### Management Structure



## COUNCIL ADDRESSES

### Dandenong Office

39 Clow Street, Dandenong, 3175  
 Tel: 9239 5100  
 Fax: 9238 1405

### Springvale Office

397 - 405 Springvale Road, Springvale, 3171  
 Tel: 9239 5100  
 Fax: 9239 5196

### Economic Development Unit

Suite 1, 4th Floor, 329 Thomas Street, Dandenong, 3175  
 Tel: 9238 1550  
 Fax: 9706 9543

### Parkmore Customer Service Centre

Shop A7, North West Mall  
 Parkmore Shopping Centre  
 Cheltenham Road, Keysborough, 3173  
 Tel: 9238 1485  
 Fax: 9796 1157

### Council Depot

Cnr. Greaves Street and Cheltenham Road, Dandenong, 3175  
 Tel: 9797 1754  
 Fax: 9791 2679

### Dandenong Library and Information Service

Stuart Street, Dandenong, 3175  
 Tel: 9791 6400  
 Fax: 9791 9075

### Springvale Library and Information Service

411 Springvale Road, Springvale, 3171  
 Tel: 9547 1044  
 Fax: 9547 4761

## MAJOR SPORTING FACILITIES:

### Dandenong Basketball Association Dandenong Indoor Sports Stadiums

270 Stud Road, Dandenong, 3175

Tel: 9794 7192

Fax: 9706 9631

### Dandenong Oasis Aquatic and Leisure Centre

Cnr. Cleeland Street and Heatherton Road, Dandenong, 3175

Tel: 9706 9299

Fax: 9791 8178

### Noble Park Swim Centre

Cnr Memorial Drive and Heatherton Road, Noble Park, 3174

Tel: 9546 7955

Fax: 9546 8980

### Springers Leisure Centre Tatterson Park

400 Cheltenham Road, Keysborough, 3173

Tel: 9701 5900

Fax: 9701 5844

## STAFF ANALYSIS

### Staff Numbers

As at 30 June, 2000

|              | MALE       |               | FEMALE     |               | TOTAL      |               |
|--------------|------------|---------------|------------|---------------|------------|---------------|
|              | NUMBER     | EFT           | NUMBER     | EFT           | NUMBER     | EFT           |
| FULL-TIME    | 165        | 165           | 122        | 122           | 287        | 287           |
| PART-TIME    | 39         | 14.43         | 151        | 68.55         | 190        | 82.98         |
| CASUAL       | 17         | 4.94          | 42         | 12.26         | 59         | 17.20         |
| <b>TOTAL</b> | <b>221</b> | <b>184.37</b> | <b>315</b> | <b>202.81</b> | <b>536</b> | <b>387.18</b> |

|                  | MALE | FEMALE | TOTAL |
|------------------|------|--------|-------|
| Managers         | 15   | 9      | 24    |
| Professional     | 41   | 45     | 86    |
| Paraprofessional | 36   | 74     | 110   |
| Trade            | 22   | 2      | 24    |
| Clerks           | 20   | 101    | 121   |
| Plant Operators  | 29   | 2      | 31    |
| Labourers        | 58   | 82     | 140   |
|                  | 221  | 315    | 536   |



## EQUAL EMPLOYMENT OPPORTUNITY

During 1999-2000 the City of Greater Dandenong further strengthened its position as a leader in local government in the implementation of equal employment opportunity (EEO) principles and practices. This was recognised by winning the First Steps Category of the 1999 Corporate Work and Family Awards. Council's application for the Awards focussed on a number of recent initiatives, including:

- Paid maternity leave - introduced through Council's current Enterprise Bargaining Agreement (EBA);
- Paid paternity leave - introduced through Council's current EBA;
- Unpaid maternity leave for up to 2 years - introduced through Council's current EBA;
- Extended family leave provisions - introduced through Council's current EBA;
- 48/52 model of employment - introduced through Council's current EBA;
- Working from home policy (teleworking); and
- Flexible working arrangements (available under the award, the EBA and Local Area Work Agreements (LAWAS)).

### Other initiatives and strategies implemented were:

#### Training

- "Contact Officer" training was conducted by the Equal Opportunity Commission of Victoria to assist EEO Committee members to better respond to enquiries and grievances from staff.
- "Diversity Awareness" training was conducted by Maria Dimopoulos for 193 staff to provide them with improved cross cultural communication skills.
- Specialist training in the following areas was provided by the Diversity Unit to a number of Business Units:
  - Use of interpreter
  - Use of TTY/National
  - TTY relay service for people with a hearing impairment
  - Bilingual staff - role and function.

#### Communication

- An EEO badging strategy was developed by the EEO Committee.
- Launch of the year 2000 EEO Action Plan took place in February to raise the awareness of EEO.
- Planning for a series of employee briefings, conducted by EEO Committee members, to target all employees to raise awareness of EEO issues.
- In the employee newsletter a number of articles appeared covering a range of case studies to demonstrate the benefits of sound EEO management.

#### Complaints and Grievances

- Two complaints were received during the year. Following internal investigation, both of the complaints were satisfactorily resolved.
- No formal complaints were referred to external agencies.

#### Research

- Review of organisational committees was undertaken to ensure inclusion of a wide range of cultural backgrounds.
- Review of new employee data gathering processes to provide accurate demographic profile of Council's workforce to assist the EEO Committee in formulating future EEO strategies.

#### Priorities for 2000-2001

- Develop and maintain a database to reflect the demographic profile of the organisation.
- Conduct a survey of all employees to update information on the demographic profile.
- Develop communication strategies to inform the organisation about all aspects of EEO legislation.
- Conduct EEO employee briefings at business unit meetings.
- Ensure access to training for part-time employees.
- Review options for implementation of flexitime provisions to assist staff with family responsibilities.
- Conduct an employee survey about awareness of policy.
- Conduct training for managers and business unit leaders to improve implementation of policies and entitlements designed to assist staff with family responsibilities.
- Incorporate issues of diversity in recruitment training.
- Conduct training of employees for cultural awareness.
- Include an EEO checklist in specifications for Council's standard contract specifications. Conduct EEO training for all external contractors and undertake EEO compliance monitoring of the same.
- Develop a Code of Practice for diverse faith obligations and same sex partners.

# 1 9 9 9 - 2 0 0 0 A C T I V I T Y S U M M A R Y

The 1999/2000 Activity Summary features the inclusion of Council's progress against its Service Quality Guarantees.

Service Quality Guarantees are standards of service delivery that Council has guaranteed to meet within specified time frames, and are contained within our Service Charters. Greater Dandenong has developed a separate Service Charter for each of the 75 Council services available, as well as a General Charter for all staff to comply with when dealing with our customers.

Each Service Charter features approximately six guarantees. Where there is no Service Quality Guarantee listed in the following chart, there is not one applicable to that particular activity.

| Services Provided       | Users of the Service                        | Usage Indicator                                 | Actual Usage  | Service Quality Guarantees   |
|-------------------------|---|---|---|--|
| <b>Arts</b>             |   |   |   |  |
| Arts Directory          | Residents, arts community and the community | Arts Directory developed and upgraded regularly | Arts Directory available on council website, on CD Rom. Hard copy available on request. | We will update and biannually publish the Greater Dandenong Arts Directory as a resource for local individual artists, arts groups, venues and arts related businesses.<br><br><b>100% Achieved</b>  |
| Short Story Competition | Open to entrants Australia wide             | Number of entries                               | 1,335 entries (9% less than in 1998-1999).  | We will conduct the Greater Dandenong Short Story Competition annually on a national scale and offer a prize pool of \$7000 and multiple categories to enter. In conjunction with the competition we will hold a local 'Literary Fest' at venues around Greater Dandenong.<br><br><b>100% Achieved</b> |
| Public art projects     | Community                                   | Installations completed                         | Palm Plaza amenities building façade improved   |  |
| Artalk newsletter       | Arts community                              | Copies distributed                              | 4,000 copies distributed (No change from 1998-1999)                                     | We will produce a free quarterly arts newsletter outlining current arts events and opportunities for you to participate in.<br><br><b>100% Achieved</b>  |

| Services Provided               | Users of the Service                                | Usage Indicator  | Actual Usage  | Service Quality Guarantees  |
|---------------------------------|---|--|---|---|
| Dandenong Community Arts Centre | Residents, arts community and the broader community | Visitors<br><br>Courses offered                            | 26,791 (7% increase from 1998-1999)<br><br>51 courses offered attended by 608 participants. (Not reported in 1998-1999) | We will offer a range of courses, workshops, lectures, and activities of relevance to the local community. A brochure of these activities will be available on request.<br><br><b>100% Achieved</b> |
| Walker St Gallery               | Residents, business and arts community              | Number of visitors<br><br>Number of exhibitions            | 4,370 (4% less than in 1998-1999)<br><br>11 exhibitions. (Not reported in 1998-1999)                                    | We will ensure that a minimum of 10 exhibitions are held within Walker St Gallery annually.<br><br><b>100% Achieved</b>   |
| <b>Building Services</b>        |   |  |   |   |
| Building Applications           | Builders, owner/builders, architects, draft-persons | Number of applications                                     | 918 (8% increase from 1998-1999)  | If we require further information from you, we will notify you within 5 working days of receiving your Building Permit application.<br><br><b>100% Achieved</b>                                     |
| Building Permits                | Builders, owner/builders, architects, draft-persons | Number of building permits issued                          | 696 (10% increase from 1998-1999)   | We will issue your Building Permit within 2 working days of receipt of all requested information.<br><br><b>100% Achieved</b>   |
| Private Building Permits        | Private building surveyors                          | Number of permits received from private building surveyors | 898 (14% less than in 1998-1999)  |   |

| Services Provided   | Users of the Service  | Usage Indicator        | Actual Usage                       | Service Quality Guarantees   |
|---|---|------------------------|------------------------------------|--|
| Building Regulation Complaints                                | Community   | Number of complaints   | 147 (20% increase from 1998-1999)  | We will respond to your written complaint within 5 working days of receiving it in our office.<br><br><b>88% Achieved</b>  |
| Property Information Requests (Land Information Certificates) | Solicitors, conveyancing companies  | Number of requests     | 1,487 (7% increase from 1998-1999) | We will process and issue Land Information Certificates within 7 working days of receipt of the application.<br><br><b>100% Achieved</b>   |
| City Projects   |   |                        |                                    |  |
| City Improvement Program (CIP)                                | Other authorities, sporting clubs, welfare groups, community members, councillors and staff | Number of applications | 586 (44% increase from 1998-1999)  | We will make application forms available at customer service centres and by direct mail to major sporting clubs, welfare groups and community groups.<br><br><b>100% Achieved</b><br><br>We will advise the community on the start and finish date for making CIP applications via advertisements in the local newspapers and direct mailing to community groups, welfare groups and sports clubs.<br><br><b>100% Achieved</b><br><br>We will acknowledge receipt of an application in writing within 10 working days of receipt.<br><br><b>100% Achieved</b><br><br>We will advise all applicants of their application within 20 working days from the date Council approved the CIP projects and budget (normally in July each year)<br><br><b>100% Achieved</b> |

| Services Provided                     | Users of the Service   | Usage Indicator               | Actual Usage                                 | Service Quality Guarantees  |
|---------------------------------------|--|-------------------------------|--|---|
| City Improvement Program (CIP)        | Other authorities, sporting clubs, welfare groups, community members, councillors and staff                                      | Budget allocation to CIP      | \$9.57 million (19% increase from 1998-1999) |   |
| Geographic Information Services (GIS) | Council staff, consultants, community members, councillors, real estate agents   | Number of requests            | 350 (56% increase from 1998-1999)            | We will respond to your GIS enquiry immediately where possible, but not later than 2 working days.<br><br><b>100% Achieved</b>  |
|                                       |  | Number of new maps created    | 29 (16% increase from 1998-1999)             | We will prepare and print standard maps within 1 working day where possible but not later than 5 working days from the date of request.<br><br><b>100% Achieved</b><br><br>We will prepare and print customised maps as per a date agreed with you.<br><br><b>100% Achieved</b> |
| Community Safety                      |  |                               |  |   |
| Community Safety audits               | Community, residents, schools and community organisations  | Number of audits conducted    | 5 (25% increase from 1998-1999)              | We will conduct community safety audits annually for business and community groups if requested.<br><br><b>100% Achieved</b>  |
| Community Safety presentations        | Schools, community organisations, community groups, service clubs, business groups, local governments and national organisations | Number of presentations       | 20 (No change from 1998-1999)                | We will conduct safety presentations and workshops in the community on request. A minimum of 2 weeks notice is required.<br><br><b>100% Achieved</b>  |
| Community safety advice               | Community, businesses, community organisations, community groups, service clubs, schools, local, State and Federal governments   | Number of requests for advice | 440 requests (Not reported in 1998-1999)     |   |

| Services Provided   | Users of the Service   | Usage Indicator              | Actual Usage  | Service Quality Guarantees   |
|---|--|------------------------------|---|--|
| Community Safety Program development                          | Community  | Number of programs developed | 3 new programs <ul style="list-style-type: none"> <li>• Safe Party Kit</li> <li>• Secure Seniors</li> <li>• Safer Home &amp; Street Audit Program</li> </ul> (Increase from 2 new programs in 1998-1999)  |  |
| Community Safety documents published                          | Community, businesses, community organisations, service clubs, schools, local, State and Federal governments | Number published             | 5 documents published and distributed <ul style="list-style-type: none"> <li>• Graffiti Prevention Booklet</li> <li>• 'Get it off' Graffiti Brochure</li> <li>• Safe Party Kit</li> <li>• Secure Seniors Checklist</li> <li>• Safe Shop Kit</li> </ul> (No change from 1998-1999) | We will make copies of all of our Community Safety publications available at our three Customer Service Centres.<br><br><b>100% Achieved</b>   |
| <b>Customer Service</b>                                       |  |                              |   |  |
| Operate Service Centres at Dandenong, Springvale and Parkmore | Community, visitors to the city and business   | Number of visitors           | 146,889 (11% less than in 1998-1999)  | We will answer 85% of all enquiries at the first point of contact. If we are unable to assist you we will direct you to the person or section best able to help you.<br><br><b>100% Achieved</b> |
| Call Centre   | Community, visitors to the city and business   | Number of phone calls        | 179,546 (5% increase from 1998-1999)  | We will answer 97% of telephone calls within 15 seconds.<br><br><b>100% Achieved</b>   |
| <b>City Life</b>  |  |                              |   |  |
| Year 2000 Celebrations  | Community  | Projects funded              | 9 projects. (Not reported in 1998-1999)   |  |

| Services Provided   | Users of the Service   | Usage Indicator  | Actual Usage  | Service Quality Guarantees  |
|---|--|--|---|---|
| <b>Diversity</b>  |  |  |   |   |
| Multilingual telephone line (Council Contact)                               | Community  | Number of Council Contact users  | 2,649 calls (10% less than in 1998-1999)  |   |
| <b>Economic Development Unit</b>  |  |  |   |   |
| Support for existing businesses   | Local businesses<br>Public sector agencies<br>Regional organisations<br>Business organisations   | Number of businesses interviewed by appointment<br><br>Number of impromptu visits to businesses<br><br>Number of In-office interviews with businesses<br><br>Number of visits to Springvale traders<br><br>Workshops and training programs conducted<br><br>Referrals to other business services providers | 300 (Not reported in 1998-1999)<br><br>3,177 (47% increase from 1998-1999)<br><br>244 (3% increase from 1998-1999)<br><br>2,797 (100% increase from 1998-1999)<br><br>19 (171% increase from 1998-1999)<br><br>710 (1% increase from 1998-1999) |   |
| Business investment attracted and facilitated (new and existing businesses) | New businesses<br>Investors, real estate agents, developers,<br>Public sector agencies,<br>Regional organisations, and<br>Business organisations | Number of projects facilitated<br><br>Value of projects facilitated<br><br>New jobs created, or jobs retained through projects facilitated   | 26 (10% less than in 1998-1999)<br><br>\$71.25million (No change from 1998-1999)<br><br>260 new job opportunities (60% less than in 1998-1999)<br><br>151 jobs retained (36% less than in 1998-1999)  | We will offer project management assistance, including fast tracking of development approvals, for all new capital investment projects \$1m and over.<br><br><b>100% Achieved</b> |

| Services Provided                              | Users of the Service  | Usage Indicator  | Actual Usage   | Service Quality Guarantees  |
|--|---|--|--|---|
| Information provided to the business community | Businesses, public and private sector organisations and media outlets         | <i>GreaterDandy Trader</i> published.<br><br><i>Economic Development Review</i> published<br><br>Promotional displays<br><br>Media opportunities initiated | 4 editions (No change from 1998-1999)<br><br>4 editions (No change from 1998-1999)<br><br>8 displays (No change from 1998-1999)<br><br>27 media briefings (6% increase from 1998-1999) | We will publish and distribute two publications, the <i>Economic Development Review</i> and <i>Greater Dandy Trader</i> , four times yearly.<br><br><b>100% Achieved</b>  |
| Business databases and directories produced    | Businesses, public sector agencies and private sector organisations           | Database entries maintained<br><br>Entries confirmed   | 5,622 (Data base expanded by net of 3 entries)<br><br>5,028 (89% of entries confirmed)   | At the time of purchase, our databases will contain current and comprehensive information and we will rectify or replace any faulty databases promptly and at no charge<br><br><b>100% Achieved</b>   |
| English Language and Literacy                  |   |  |  |   |
| Advice and referral                            | People who wish to improve their English language and/or literacy proficiency | Number of assessment interviews  | 1,131 (14% increase from 1998-1999)  | We will provide you with a referral to an appropriate English language/literacy service that meets your needs.<br><br><b>100% Achieved</b><br><br>Where it is not possible to refer you to a service at the interview, we will let you know what progress we have made within 3 working days.<br><br><b>100% Achieved</b> |

| Services Provided       | Users of the Service  | Usage Indicator                   | Actual Usage  | Service Quality Guarantees   |
|-------------------------|---|-----------------------------------|---|--|
| Open Learning Centres   | People who wish to improve their English language and/or literacy proficiency using computer-assisted language learning | Number of hours                   | 15,727 hours (22% increase from 1998-1999)  | All clients referred to our Open Learning Centres will be offered the opportunity to attend up to a maximum of 6 hours per week.<br><br><b>100% Achieved</b>   |
| Environmental Health    |   |                                   |   |  |
| Food Sampling           | Registered food businesses  | Number of food samples taken      | 533 food samples were taken. (27% more than statutory requirement and 21% increase from 1998-1999)  | We will submit a minimum of 400 food samples per annum for analysis. Breaches of food safety standards will be prosecuted<br><br><b>100% Achieved</b>  |
| Complaint investigation | General community   | Number of complaints investigated | 720 complaints received (47% less than in 1998-1999)<br><br>640 (89%) of complaints received responded to within 48 hours (5% improvement from 1998-1999)       | We will commence investigation into all complaints within 48 hours of notification and keep you advised of the progress and outcome.<br><br><b>98% Achieved</b>  |
| Food/health inspections | Registered Food Act/Health Act premises   | Number of inspections             | 3,568 inspections carried out (28% less than in 1998-1999, but still in excess of the statutory requirement of one inspection per registered premises annually) | We will inspect all food premises and food vehicles a minimum of once a year.<br><br><b>100% Achieved</b><br><br>We will inspect all registered premises a minimum of once a year.<br><br><b>100% Achieved</b> |

| Services Provided                              | Users of the Service                          | Usage Indicator   | Actual Usage  | Service Quality Guarantees   |
|--|---|---|---|--|
| Immunisation                                   | Adults and children                           | Number of immunisations and immunisation rate             | 12,649 vaccinations were administered (50% less than in 1998-1999)<br><br>Immunisation rate - children under two years of age 76% (1998-1999 immunisation rate 84%) | <b>Public immunisation:</b><br>We will provide approximately 8 public immunisation sessions per month at a minimum of seven convenient sites across the entire municipality (including a minimum of 12 hours per annum of out of hours service).<br><br><b>100% Achieved</b><br><br>School immunisation:<br>We will provide immunisation against Measles, Mumps, Rubella, Diptheria, Tetanus, Polio and Hepatitis B at all 56 schools in the municipality.<br><br><b>100% Achieved</b> |
| Headlice                                       | School children                               | Number of children checked and infestation rate           | 13,151 children checked (36% increase from 1998-1999)<br><br>918 (7%) of children infected (1% increase in infection rate from 1998-1999)                           |  |
| <b>Human Services</b>                          |   |   |   |  |
| <i>Aged Services</i>                           |   |   |   |  |
| Adult Day Activity and Support Service (ADASS) | Frail elderly and/or people with a disability | Number of clients offered a minimum of 4.5 hours per week | 240 clients (9% increase from 1998-1999)  | Each client will be offered one day a week, for a minimum of 4.5 hours at one of our centres. Saturday programs are also available by arrangement.<br><br><b>100% Achieved</b>   |

| Services Provided                         | Users of the Service   | Usage Indicator  | Actual Usage  | Service Quality Guarantees   |
|---|--|--|---|--|
| Community Aged Care Packages (CACP)       | Older people with complex needs, or living at home instead of residential facilities | Number of approved packages                                      | 30 (No increase from 1998-1999)                                       | We will negotiate an individual care package program with you, or your representative, that is suitable for your needs.<br><br><b>100% Achieved</b>  |
| <i>Children's Services</i>                |  |  |   |  |
| Children's services staff training        | Trained early childhood workers  | Number of training sessions offered                              | 6 sessions (Not reported in 1998-1999)                                | The Children's Services team will offer all children's service staff within the City of Greater Dandenong a minimum of two training sessions per year.<br><br><b>100% Achieved</b>   |
| Preschool central enrolment service       | Families with 4 year old children  | Eligible 4 year old children offered a funded preschool year     | All eligible 4 year old children offered a funded place               | We will offer your child a place at a pre-school within the City of Greater Dandenong. While we will endeavour to place your child at the preschool of your choice, this may not always be possible.<br><br><b>100% Achieved</b> |
| Promotion of Early Childhood Programs     | All children's services users within the municipality                                | Number of promotion days   | 7 promotion days held (Not reported in 1998-1999)                     |  |
| Integration of children with a disability | Families of children with a disability   | Children with a disability offered access to children's services | All targets met as per State and Commonwealth government requirements |  |

| Services Provided  | Users of the Service  | Usage Indicator  | Actual Usage  | Service Quality Guarantees   |
|--|---|--|---|--|
| <b>Early Steps</b>   |   |  |   |  |
| Key age and development stage checks provided for children at 2 weeks, 8 weeks, 8 months and 18 months | Families residing in the City of Greater Dandenong with children aged 0 to 18 months of age                 | Percentage of eligible families who bring their children for key ages and stages checked | 2 week checks -87% of eligible families (Not reported in 1998-1999)<br><br>8 week checks -84% of eligible families (Not reported in 1998-1999)<br><br>8 month checks-76% of eligible families (Not reported in 1998-1999)<br><br>18 month checks-49% of eligible families (Not reported in 1998-1999) | We will contact you within 10 working days of your child's birth.<br><br><b>100% Achieved</b><br><br>We will offer a user-friendly service with a minimum of one home visit and 15 centre visits to assess the health and development of your child from birth until 6 years of age.<br><br><b>100% Achieved</b> |
| Outreach Service offered to special needs families   | Families who reside in the City of Greater Dandenong with children aged 0 to 6 years who have special needs | Number of home visits<br><br>Percentage of families who reach mutually set goals         | 1,494 home visits (Not reported in 1998-1999)<br><br>72% of families (Not reported in 1998-1999)  | Families with special needs will be offered a home visiting service for a maximum of 3 months.<br><br><b>100% Achieved</b>   |
| Advice and support provided to families with children 0 to 6 years of age.                             | Families residing in the City of Greater Dandenong  | Number of consultations provided   | 24,465 consultations (19% less than in 1998-1999)   | We will offer a user-friendly service with a minimum of one home visit and 15 centre visits to assess the health and development of your child from birth until 6 years of age.<br><br><b>100% Achieved</b>  |
| Assistance and support to mothers breastfeeding  | Families residing in the City of Greater Dandenong with children aged 0-6 months of age                     | Number of mothers breastfeeding babies at 3 months and 6 months of age                   | 49% breastfeeding at 3 months (Not reported in 1998-1999)<br><br>30% breastfeeding at 6 months (Not reported in 1998-1999)  |  |

| Services Provided                       | Users of the Service                      | Usage Indicator                              | Actual Usage  | Service Quality Guarantees  |
|---|---|--|---|---|
| <b>Family Support &amp; Counselling</b> |   |  |   |   |
| In-Home Family Support                  | Families with children aged 0 to 18 years | Number of families receiving in-home support | 122 families receiving support (Not reported in 1998-1999)  | We will acknowledge your request within three working days.<br><br><b>100% Achieved</b><br><br>In discussion with you we will assess your needs and give you a choice of appropriate and available services, provided either by us or through referral to another agency.<br><br><b>100% Achieved</b> |
| Family Counselling                      | Families with children aged 0 to 18 years | Number of families receiving counselling     | 132 families receiving counselling (Not reported in 1998-1999)  | We will acknowledge your request within three working days.<br><br><b>100% Achieved</b><br><br>In discussion with you we will assess your needs and give you a choice of appropriate and available services, provided either by us or through referral to another agency.<br><br><b>100% Achieved</b> |
| Parent Support Group                    | Parents of children aged 0 to 18 years    | Participation Rate                           | Average participation rate 8 members (No change from 1998-1999)   |   |
| Parenting Courses                       | Parents of children aged 0 to 12 years    | Number of courses run each year              | 2 courses (No change from 1998-1999)<br><br>Average 10 participants per course (No change from 1998-1999) |   |
| General Counselling & Material Aid      | Residents and users of service            | Number of client contacts                    | 347 client contacts (16% less than in 1998-1999)  |   |

| Services Provided                           | Users of the Service                      | Usage Indicator  | Actual Usage  | Service Quality Guarantees   |
|---|---|--|---|--|
| <b>Family Day Care</b>                      |   |  |   |  |
| Home-based childcare                        | Families with children aged 0 to 12 years | Number of child care hours used per annum                        | 423,155 hrs per annum (41% increase from 1998-1999)   | We will provide you with a referral for child care within 5 working days.<br><br><b>100% Achieved</b>  |
| Trained Care-providers                      | Families with children aged 0 to 12 years | Number of training opportunities (including First Aid) per annum | 15 training opportunities - including First Aid (Not reported in 1998-1999)                         | We will provide regular training opportunities for Careproviders. All Careproviders will hold a recognised First Aid certificate.<br><br><b>100% Achieved</b>  |
| Monitor, resource & support quality of care | Families with children aged 0 to 12 years | Number of home visits per month                                  | Every Careprovider visited at least once a month - 840 visits per annum (Not reported in 1998-1999) | We will ensure that your Careprovider does not look after more than 4 pre-schoolers at any one time.<br><br><b>100% Achieved</b><br><br>We will visit your Careprovider at least once a month. Visits are carefully structured to monitor the quality of care and the well-being of your child within the care environment.<br><br><b>100% Achieved</b><br><br>We will assess all Careprovider's homes annually to ensure they meet stringent health and safety standards.<br><br><b>100% Achieved</b><br><br>We will be available to Careproviders 24 hours a day should a problem arise.<br><br><b>100% Achieved</b> |

| Services Provided  | Users of the Service   | Usage Indicator                          | Actual Usage                            | Service Quality Guarantees  |
|--|--|--|---|---|
| <b>Aged Services - Food Services</b>   |  |  |   |   |
| Provision of hot, chilled, frozen & diet meals.                                | Residents who are frail, elderly, and unable to prepare their own meals. | Number of meals delivered to all clients | 82,273 meals (No change from 1998-1999) | Your meal will be delivered to your home between 11:00 am and 1:30 pm, Monday to Friday. Weekend and public holiday meals will be delivered prior to the day required.<br><br><b>100% Achieved</b><br><br>Hot, chilled or frozen meals will arrive on the agreed days at the agreed location.<br><br><b>100% Achieved</b> |
| Provision of meals to centre-based clients, Adult Day Care and Senior Citizens | Residents who attend Adult Day Care Centres and Senior Citizens Clubs    | Number of meals                          | 3,500 meals (Not reported in 1998-1999) |   |
| Individual meal plan in consultation with clients                              | Residents who are frail, elderly, and unable to prepare their own meals. | Number of new clients                    | 308 clients (Not reported in 1998-1999) |   |
| Information to all new clients   | Residents who are frail, elderly, and unable to prepare their own meals. | Number of new clients                    | 308 clients (Not reported in 1998-1999) | We will supply every new client with a Starter Pack which includes a pamphlet with information on the service; heating instructions for meals; and a menu.<br><br><b>100% Achieved</b>  |
| <b>Aged Services - H L Williams Court</b>                                      |  |  |   |   |
| Residential Care   | H L Williams' residents  | Occupancy rate                           | 98% (Not reported in 1998-1999)         | We will provide all residents with a private room, shared ensuite and access to the gardens.<br><br><b>100% Achieved</b>  |



| Services Provided                   | Users of the Service                | Usage Indicator                          | Actual Usage                              | Service Quality Guarantees  |
|-------------------------------------|-------------------------------------|--|---|---|
| Meals Provided to residents in care | H L Williams' residents             | Meals provided at convenient time        | 100% (Not reported in 1998-1999)          | We will provide each resident with three meals a day between the following times:<br><br>8:15am – 8:45am<br>12:00pm – 12:30pm<br>5:00pm – 5:30pm<br><br><b>100% Achieved</b><br><br>If a resident is unwell and unable to attend a meal time, but still wants a meal, they are welcome to notify staff who will arrange for a meal to be delivered to their room.<br><br><b>100% Achieved</b> |
| Access to Health Practitioners      | H L Williams' residents             | Access to Health Practitioners of choice | 100% (Not reported in 1998-1999)          | We will ensure that each resident has access to a doctor of his or her choice when required.<br><br><b>100% Achieved</b>  |
| Housekeeping                        | H L Williams' residents             | Number of rooms cleaned                  | 100% (Not reported in 1998-1999)          | We will clean all rooms and ensuites at least once a week and more often if required.<br><br><b>100% Achieved</b>   |
| Residents' Forum                    | Residents and their representatives | Number of forums                         | 7 Forums held (Not reported in 1998-1999) | All residents and their representative will be encouraged to attend the Residents' Forum, which will be held a minimum of once every two months. Dates and times of the forums will be available at least 7 days in advance.<br><br><b>100% Achieved</b>  |

| Services Provided  | Users of the Service  | Usage Indicator                              | Actual Usage   | Service Quality Guarantees  |
|--|---|--|--|---|
| <b>Aged Services - Home and Community Care</b>   |   |  |  |   |
| Home Care – general cleaning tasks, mopping, vacuuming.  | Residents who are frail, elderly or have a disability and need assistance to remain independent                 | Number of clients and service hours provided | 1,321 individual clients (Not reported in 1998-1999)<br><br>54,510 hours of service provided (Not reported in 1998-1999) | At the time of assessment, a care plan will be developed with you, which will include preferred day and time of service delivery.<br><br><b>100% Achieved</b> |
| Personal Care – assistance with showering, hygiene & shopping  | Residents who are frail, elderly or have a disability (inc. children) and need assistance to remain independent | Number of clients and service hours provided | 347 individual clients (Not reported in 1998-1999)<br><br>17,850 hours of service provided (Not reported in 1998-1999)   | At the time of assessment, a care plan will be developed with you, which will include preferred day and time of service delivery.<br><br><b>100% Achieved</b> |
| Respite Care – provides carer with the opportunity for social and leisure activities                                       | Carers who need time out from caring for a resident who is elderly, or with a disability (inc. children).       | Number of clients and service hours provided | 186 individual clients (Not reported in 1998-1999)<br><br>7,223 hours of service provided (Not reported in 1998-1999)    | At the time of assessment, a care plan will be developed with you, which will include preferred day and time of service delivery.<br><br><b>100% Achieved</b> |
| Home maintenance – ensure safety of eligible resident through installation of safety aids & other minor maintenance tasks. | Residents who are frail, elderly or have a disability and need assistance to remain independent                 | Number of clients and service hours provided | 972 individual clients (Not reported in 1998-1999)<br><br>1,431 hours of service provided (Not reported in 1998-1999)    |   |
| <b>Youth Services - Muso Network</b>   |   |  |  |   |
| FReeZA / Battle of the Bands Events  | Young people 11 to 25 years interested in live music  | Number of events delivered per year          | 8 FReeZA/ Battle of the Bands events (Not reported in 1998-1999)   | We will provide ten live alcohol and drug free music events each year.<br><br><b>80% Achieved</b>   |

| Services Provided                                       | Users of the Service   | Usage Indicator   | Actual Usage  | Service Quality Guarantees   |
|---|--|---|---|--|
| Jam nites   | Young people between 11 to 25 years interested in live music                         | Number of events delivered per year                             | 11 events delivered (Not reported in 1998-1999)                               |  |
| Band rehearsals   | Young people between 11 to 25 years interested in band practice                      | Number of band rehearsals days                                  | Operating at the Venue on average 5 days per week (Not reported in 1998-1999) |  |
| Muso Network Committee                                  | Young people aged 11 to 25 years interested in the live music entertainment industry | Number of Committee meetings                                    | 24 meetings held (Not reported in 1998-1999)                                  |  |
| <b>Youth Services - Family Liaison Worker</b>           |  |   |   |  |
| Case Management   | Young people aged 11 to 16 years involved with YAS Programs                          | Number of clients   | 6 young people and their families supported (Not reported in 1998-1999)       |  |
| Program delivery  | Young people aged 11 to 16 years involved with YAS Programs                          | Number of programs delivered                                    | 3 programs in conjunction with YAS Workers (Not reported in 1998-1999)        |  |
| Family Services Directory                               | Young people and their families  | Development of a resource directory                             | Resource directory developed (Not reported in 1998-1999)                      |  |
| <b>Youth Services - Youth Activities Services (YAS)</b> |  |   |   |  |
| YAS Programs  | Young people between 11 to 16 years who are "at risk" of leaving school              | Number of participants in programs, school visits and workshops | 10,875 young people engaged (29% increase from 1998-1999)                     | We will provide at least two programs each term to secondary school aged young people.<br><br><b>100% achieved</b> |

| Services Provided                                      | Users of the Service  | Usage Indicator   | Actual Usage  | Service Quality Guarantees  |
|--|---|---|---|---|
| <b>Youth Services - Holiday Program</b>                |   |   |   |   |
| School Holiday Program                                 | Young people between 11 to 16 years interested in recreational opportunities during School Holidays | Number of young people per day in holiday programs  | Average of 13 young people per day (Not reported in 1998-1999)  |   |
| QM Magazine  | Young people between 11 to 25 years who are interested in Print Media                               | Maintenance of a Youth Committee and distribution of quarterly magazines  | 3 editions (Not reported in 1998-1999)  |   |
| <b>Youth Services - Danvale</b>                        |   |   |   |   |
| Danvale Program  | To provide recreational programs for young people with disabilities                                 | Number of participants at fortnightly programs for young people with disabilities   | An average of 11 young people with disabilities have attended 22 program days provided. (Not reported in 1998-1999)   | We will provide a recreational activity once a month for young people with disabilities.<br><br><b>100% Achieved</b>        |
| <b>Youth Services - Youth Outreach Worker</b>          |   |   |   |   |
| Youth Outreach Services                                | Young people aged 11 to 25 years who are at risk, disadvantaged or isolated                         | Number of clients services in the Springvale Outreach Service (SOS), on Ken's Bus, Home visits, youth centres, schools and other locations away from the office | Service delivered by SCAAB, Southern Health Care Network and other Outreach Service Providers in the municipality. Client figures not available. (13,131 client contacts reported in 1998-1999) |   |
| <b>Aged Services - Senior Citizens Support Program</b> |   |   |   |   |
| Seniors Activities Data base                           | Community and service providers   | Database maintained   | Copies distributed monthly (Not reported in 1998-1999)  | We will update the seniors activities database every 3 months. Copies are available on request.<br><br><b>100% Achieved</b> |
| Access to Senior Citizen Centres                       | Older persons   | Attendances   | Estimated 9,100 attendances (1% increase on 1998-1999)  |   |

| Services Provided   | Users of the Service                 | Usage Indicator                                    | Actual Usage  | Service Quality Guarantees  |
|---|--------------------------------------|--|---|---|
| <b>Aged Services - Specialised Community Transport Services</b> |                                      |  |   |   |
| Older persons with limited transport opportunities              | Older persons                        | Number of people transported                       | Average of 3,900 – 4,100 people transported per month (Not reported in 1998-1999) | All passengers and groups will be picked up by the agreed time, give or take 15 minutes, unless unforeseen circumstances arise. If the bus will be more than 30 minutes late WE WILL contact you where possible. If the bus becomes unavailable for any reason we will always ensure a replacement bus is provided.<br><br><b>100% Achieved</b> |
| Accredited Community Transport Service                          | Community Groups                     | Achieve accreditation                              | Achieved (Not reported in 1998-1999)  | All buses will be cleaned, refuelled, in a roadworthy condition and with seat belts fitted to all seats.<br><br><b>100% Achieved</b>  |
| <b>Aged Services - Volunteer Program</b>                        |                                      |  |   |   |
| Recruitment   | Volunteers for ADASS & Food Services | Number of new volunteers                           | 60 new volunteers (Not reported in 1998-1999)                                     |   |
| Training  | Volunteers                           | Number of training sessions offered per year       | 4 training sessions offered (Not reported in 1998-1999)                           | We will offer volunteers access to four training sessions throughout the year to improve their skills and experience.<br><br><b>100% Achieved</b>   |
| Recognition   | Volunteers                           | Function/s to acknowledge and recognise volunteers | 2 per year (Not reported in 1998-1999)  | We will formally acknowledge and recognise the contribution of volunteers at special functions to be held at Christmas and during National Volunteer Week.<br><br><b>100% Achieved</b>  |
| Newsletter  | Volunteers                           | 4 newsletters per year                             | 4 distributed (Not reported in 1998-1999)   |   |

| Services Provided                               | Users of the Service   | Usage Indicator                 | Actual Usage   | Service Quality Guarantees  |
|---|--|---------------------------------|--|---|
| Mediation                                       | Volunteers/ADASS / Food Services   | Number of requests              | Average of 1 per month (Not reported in 1998-1999)   | We will mediate between volunteers and staff as required.<br><br><b>100% Achieved</b>   |
| <b>Heritage Hill</b>                            |  |                                 |  |   |
| Exhibitions                                     | Residents/ Non-residents   | 2 exhibitions per year          | 4 exhibitions held (Not reported in 1998-1999)<br><br>1,523 visitors to exhibitions (2% less than in 1998-1999)        | We provide a minimum of three new exhibitions per year.<br><br><b>100% Achieved</b>   |
| Tour guide provided for every tour              | Primary, secondary and tertiary institutions community, service and special needs groups | Number of bookings              | 17 bookings (29% less than in 1998-1999)   | We will offer a tour guide for every booked visit, (minimum 6 people).<br><br><b>100% Achieved</b>  |
| Educational kits provided for school visitation | Primary, secondary and tertiary institutions   | Visitation figures              | 2 school groups (77% less than in 1998-1999)   | We will provide all school groups with a tour guide and education kits.<br><br><b>100% Achieved</b>   |
| Volunteer induction                             | Residents/ non-residents   | Community participation figures | 4 volunteer induction sessions (No change from 1998-1999)<br><br>17 volunteers (32% less than in 1998-1999)            | We will train volunteers who join the Heritage Hill team.<br><br><b>100% Achieved</b>   |
| Gardens hire                                    | Residents/ non-residents   | Venue hire                      | 16 wedding photo bookings (11% less than in 1998-1999)<br><br>4 wedding ceremony bookings (50% less than in 1998-1999) | We will provide, with two weeks notice, a wedding attendant to ensure exclusivity of venue hire for every wedding ceremony and photographic session booked.<br><br><b>100% Achieved</b> |

| Services Provided  | Users of the Service  | Usage Indicator                     | Actual Usage   | Service Quality Guarantees  |
|--|---|-------------------------------------|--|---|
| Access to the collection for research purposes                                   | Residents/ non-residents including: project workers, primary, secondary and tertiary students     | Number of requests                  | 12 requests (54% less than in 1998-1999)   | We will provide, within two days notice, access to collections including the oral and aural history tape archive, reference library, photograph collection and object collection.<br><br><b>100% Achieved</b> |
| Information on oral/ local history   | Residents/ non-residents  | Number of requests                  | 61 requests (60% less than in 1998-1999)   | We will provide, within two days notice, access to collections including the oral and aural history tape archive, reference library, photograph collection and object collection.<br><br><b>100% Achieved</b> |
| Calendar of events   | Residents/ non-residents  | Calendar produced                   | Calendar produced for July to December 2000 (Two calendars produced in 1998-1999)                            | We will provide, upon request, a copy of our current brochures, catalogues, posters or annual calendar of events.<br><br><b>100% Achieved</b>   |
| <b>Heritage Planning</b>   |   |                                     |  |   |
| Protect the Natural and Built Environment; Heritage Sites in the Planning Scheme | Residents; Individuals requesting Planning Permits, Contractors for Council-Owned Buildings       | Municipal Heritage Study completed  | Draft Heritage Study completed. 77 sites identified. Report submitted, June 2000 (Not reported in 1998-1999) |   |
| Celebrate History and Heritage   | Residents   | Living Treasures project conducted  | 11 people honoured July 1999-June 2000 (No change from 1998-1999)  |   |
|  | Residents, Aboriginal Community organisations; statutory authorities (Aboriginal site protection) | Aboriginal Heritage Study completed | Study commenced but not completed. (Not reported in 1998-1999)   |   |

| Services Provided  | Users of the Service                                 | Usage Indicator   | Actual Usage  | Service Quality Guarantees   |
|--|--|---|---|--|
| Promote History and Heritage   | Residents and non-residents                          | Media stories, including use of Council publications such as <i>2<sup>nd</sup> City News</i> ; major dailies and local papers<br>Public talks | 62 media stories (Not reported in 1998-1999)<br><br>11 public talks (Not reported in 1998-1999) | The Heritage Coordinator will provide quarterly updates on heritage projects and programs in Council's community newsletter, <i>2<sup>nd</sup> City News</i> .<br><br><b>100% Achieved</b> |
| Productive relationship with the Community   | Residents, historical societies, other organisations | Community meetings, services on steering committees for community initiatives, and heritage advice to the community                           | 5 historical society meetings attended (Not reported in 1998-1999)                              |  |
| <b>Public Health Planning</b>  |  |   |   |  |
| Springvale Drug Action Committee facilitation  | Members of the Springvale Drug Action Committee      | Number of meetings  | 11 meetings (Not reported in 1998-1999)   |  |
| Dandenong Drug Action Committee facilitation   | Members of the Dandenong Drug Action Committee       | Number of meetings  | 9 meetings (Not reported in 1998-1999)  |  |
| <b>Property Management</b>   |  |   |   |  |
| Dandenong Cemetery   | Community  | Number of burials   | 15 burials (16% less than in 1998-1999)   |  |
| Thomas and Walker Sts. Multideck Carparks  | Community  | Fees collected  | \$156,187 (61% increase from 1998-1999)   |  |
| Property disposals and acquisitions  | Council  | Number of property sales  | 4 sales completed (61% less than in 1998-1999)  |  |
| Dandenong Market/ Oasis Aquatic Centre/ Dandenong Basketball Stadium/ Springers Leisure Centre | Community  | Number of visitors  | More than 2.5 million (Same estimate as in 1998-1999)   |  |

| Services Provided                            | Users of the Service                     | Usage Indicator           | Actual Usage  | Service Quality Guarantees   |
|--|--|---------------------------|---|--|
| <b>Library Services</b>                      |  |                           |   |  |
| Libraries - Dandenong, Springvale and Mobile | Residents, students & non-residents      | Total Loans               | 1,490,556 loans (4% increase from 1998-1999)                          | We will provide you with a listing of your loans when they are issued.<br><br><b>100% Achieved</b>   |
| Opening hours                                | Residents, students & non-residents      | Hours open each week      | 67 hours per week at each static branch (11% increase from 1998-1999) | We will offer our full range of services when the library is open, but users should be aware that equipment or power failure may have an impact on services.<br><br><b>100% Achieved</b> |
| Internet                                     | Residents, students & non-residents      | Bookings increased by 20% | 70% increase from 1998-1999   |  |
| <b>Parks and Horticulture</b>                |  |                           |   |  |
| Community Tree Planting Days                 | Residents, visitors, council-owned parks | Number of participants    | 557 participants over 19 days (174% increase from 1998-1999)          | In conjunction with other organisations we will undertake at least ten community planting days per year.<br><br><b>100% Achieved</b>   |
|  |  | Number of plants planted  | 7,700 plants (113% increase from 1998-1999)                           |  |
| Street Tree Plantings                        |  | Number of trees planted   | 1,100 trees (10% increase from 1998-1999)                             | Street and park tree planting programs will be carried out between May and September of each year.<br><br><b>100% Achieved</b>   |

| Services Provided                           | Users of the Service  | Usage Indicator                                 | Actual Usage  | Service Quality Guarantees  |
|---|-----------------------|---|---|---|
| <b>Planning and Physical Services</b>       |                       |   |   |   |
| <i>Environmental Planning</i>               |                       |   |   |   |
| Customer Service / Provision of Information | Community and Council | Number of requests for advice provided          | 243 customer requests (Not reported in 1998-1999)       | We will respond to all our customers needs within agreed or required timelines.<br><br><b>97% Achieved</b>                              |
| Action Management System (AMS)              | Community and Council | Number of AMS requests completed                | 13 requests (Not reported in 1998-1999)                 | We will respond to all our customers needs within agreed or required timelines.<br><br><b>100% Achieved</b>                             |
| Referrals – Town Planning                   | Community and Council | Number of referrals completed                   | 107 referrals (Not reported in 1998-1999)               |   |
| City Improvement Program (CIP)              | Community and Council | Number of projects completed                    | 3 projects (Not reported in 1998-1999)                  |   |
|   |                       | Number of projects proposed                     | 6 projects (Not reported in 1998-1999)                  |   |
| <i>Flying Squad</i>                         |                       |   |   |   |
| Urgent flood mitigation                     | Community             | Number of reported flooding incidents made safe | 14 incidents (Not reported in 1998-1999)                | Emergency public hazards will be inspected, 'made safe' or in some cases eliminated within one working day.<br><br><b>100% Achieved</b> |
| Hazardous damaged signs                     | Community             | Number of hazards repaired                      | 53 repairs completed (Not reported in 1998-1999)        | Emergency public hazards will be inspected, 'made safe' or in some cases eliminated within one working day.<br><br><b>100% Achieved</b> |
| Urgent nature-strip reinstatements          | Community             | Number of urgent reinstatements                 | 72 reinstatements completed (Not reported in 1998-1999) |   |

| Services Provided                                | Users of the Service | Usage Indicator                           | Actual Usage   | Service Quality Guarantees   |
|--|----------------------|---|--|--|
| Oil, Glass or Other Spill on Road made safe      | Community            | Number of spills made safe                | 137 spills made safe (Not reported in 1998-1999)                 | Emergency public hazards will be inspected, 'made safe' or in some cases eliminated within one working day.<br><br><b>100% Achieved</b>                                    |
| Overhanging branches removed                     | Community            | Number of branches removed                | 87 branches removed (Not reported in 1998-1999)                  | We will inspect all arboricultural requests relating to Council trees within 10 working days.<br><br><b>100% Achieved</b>  |
| Urgent replacement of missing or damaged Pit Lid | Community            | Number of pit lids replaced               | 221 pit lids replaced (Not reported in 1998-1999)                |  |
| Urgent tree or tree branch removal               | Community            | Number of trees and tree branches removed | 1,087 trees or tree branches removed (Not reported in 1998-1999) |  |
| <b>Footpaths</b>                                 |                      |   |  |  |
| Damaged Crossings repaired                       | Community            | Number of repairs completed               | 44 repairs completed (Not reported in 1998-1999)                 | We will respond to all requests for inspections of vehicular crossings within two working days.<br><br><b>100% Achieved</b>  |
| Damaged Kerb & Channel repaired                  | Community            | Number of repairs completed               | 89 repairs completed (Not reported in 1998-1999)                 | We will inspect all footpath and kerb/channel requests lodged in writing or through Council's Action Management System within 10 working days.<br><br><b>100% Achieved</b> |
| Footpath Reinstatements                          | Community            | Number of repairs completed               | 381 repairs completed (Not reported in 1998-1999)                | We will inspect all footpath and kerb/channel requests lodged in writing or through Council's Action Management System within 10 working days<br><br><b>100% Achieved</b>  |

| Services Provided                            | Users of the Service | Usage Indicator   | Actual Usage  | Service Quality Guarantees   |
|--|----------------------|---|---|--|
| Footpaths hazards made safe (falls tripping) | Community            | Number of footpaths hazards made safe   | 413 reported hazards made safe (Not reported in 1998-1999)  | Emergency and public hazards will be inspected 'made safe' or in some cases eliminated within 1 working day.<br><br><b>100% Achieved</b>                                   |
| New Footpath requests referred to CIP        | Community            | Number of requests completed  | 16 requests completed (Not reported in 1998-1999)   | We will inspect all footpath and kerb/channel requests lodged in writing or through Council's Action Management System within 10 working days.<br><br><b>100% Achieved</b> |
| Ramp/pram Crossings installed                | Community            | Number of crossings installed   | 23 crossings installed (Not reported in 1998-1999)  |  |
| <b>Open Space Planning</b>                   |                      |   |   |  |
| Reserves developed                           | Community            | Number of projects completed  | 16 Open Space Projects completed (Not reported in 1998-1999)  |  |
| Bike Paths extended                          | Community            | Length of Bike Path constructed   | 2 kilometres constructed (No increase from 1998-1999)   |  |
| Technical Advice                             | Community            | Number of strategies developed and presented to Council<br><br>Number of AMS requests completed | 3 strategies adopted (Not reported in 1998-1999)<br><br>1,017 requests (No increase from 1998-1999) | We will respond to all our customer's needs within agreed or required timelines.<br><br><b>100% Achieved</b>   |

| Services Provided                            | Users of the Service | Usage Indicator  | Actual Usage  | Service Quality Guarantees   |
|--|----------------------|--|---|--|
| <b>Street Tree Maintenance</b>               |                      |  |   |  |
| Service Authority Requests                   | Service authorities  | Advice provided and actioned within specified timeframes | 44 requests actioned (Not reported in 1998-1999)  |  |
| Tree Inspections                             | Community            | Advice provided and actioned within 10 working days      | 1,519 inspections completed (Not reported in 1998-1999)   |  |
| Street trees or street tree branches removed | Community            | Advice provided and actioned within 24hrs                | 395 requests completed (Not reported in 1998-1999)  | Emergency and public hazards will be inspected 'made safe' or in some cases eliminated within 1 working day.<br><b>100% Achieved</b> |
| Street trees inspected                       | Community            | Advice provided and programmed                           | 92 requests completed (Not reported in 1998-1999)   | We will inspect all aboriginal requests relating to Council trees within 10 working days.<br><b>100% Achieved</b>                    |
| <b>Road improvements</b>                     | Community            | Number of improvement projects                           | 41 improvement projects completed (5% increase from 1998-1999)  |  |
| <b>Drains</b>                                | Community            | Number of drainage matters investigated                  | 293 investigations completed (legal points of discharge, unit developments, flood levels, flooding) (30% increase from 1998-1999) |  |
| <b>Pedestrian Facilities</b>                 |                      |  |   |  |
|  | Community            | Number of footpaths installed                            | 15 new paths installed (150% increase from 1998-1999)   |  |
|  |                      | Number of new footpath requests investigated             | 27 requests completed (59% increase from 1998-1999)   |  |

| Services Provided         | Users of the Service   | Usage Indicator                                     | Actual Usage  | Service Quality Guarantees |
|---------------------------|--|---|---|----------------------------|
| <b>Public Lighting</b>    |  |   |   |                            |
|                           | Community  | Number of new lighting schemes and lights installed | 14 new lighting schemes installed (Not reported in 1998-1999)<br><br>75 new individual lights installed (50% increase from 1998-1999)   |                            |
|                           |  | Number of requests for street lighting investigated | 97 requests investigated (94% increase from 1998-1999)  |                            |
| <b>Engineering Advice</b> |  |   |   |                            |
|                           | Community, Service Authorities, developers and Council staff | Advice provided                                     | 826 community inquiries resolved (Not reported in 1998-1999)<br><br>95 service authority enquires processed (32% less than in 1998-1999)<br><br>11 subdivisions plans checked (8% less than in 1998-1999) |                            |
| <b>Planning Referrals</b> |  |   |   |                            |
|                           | Statutory planning business unit and developers              | Number of referrals and enquiries                   | 761 planning referrals (14% increase from 1998-1999)  |                            |
|                           |  | Subdivision plans checked                           | 153 subdivision plans checked (21% increase from 1998-1999)   |                            |
|                           |  | Easement applications processed                     | 85 easement applications processed (5% increase from 1998-1999)   |                            |

| Services Provided                                | Users of the Service                                   | Usage Indicator                        | Actual Usage   | Service Quality Guarantees   |
|--|--|--|--|--|
| <b>Public Affairs</b>                            |  |  |  |  |
| Community newsletter - 2 <sup>nd</sup> City News | Residents<br>Businesses                                | Newsletters distributed                | 6 distributed – 45,000 properties (25% less than in 1998-1999) | We will produce six 2 <sup>nd</sup> City News newsletters per year and make available to all households in the municipality. Newsletters will contain information on Council's policies, services and activities as well as community events and resources available to you.<br><br><b>100% Achieved</b> |
| Council columns in local newspapers              | General community                                      | Newspaper columns published            | 27 published - 3 local papers (No increase from 1998-1999)     | To keep you up-to-date with Council and community issues, we will publish 2 <sup>nd</sup> City News in Brief columns in the three local newspapers – <i>Dandenong and District Journal, Oakleigh Springvale Dandenong Times and the Examiner</i> .<br><br><b>100% Achieved</b>                           |
| Media coverage                                   | General community                                      | Media releases distributed             | 354 to both daily and local media (2% less than in 1998-1999)  | As part of our commitment to raise awareness and promote a positive image for Greater Dandenong, we will issue weekly information releases to the media, including local, metropolitan and ethnic press, as well as radio and television outlets as appropriate.<br><br><b>100% Achieved</b>             |
| Production of Annual Report                      | General community, businesses, other government depts. | Annual Report produced and distributed | Completed  | We will produce Council's Annual Report by 30 September each year and make it available to the public upon request. The report details Council's performance for the previous financial year.<br><br><b>100% Achieved</b>  |

| Services Provided                             | Users of the Service   | Usage Indicator   | Actual Usage   | Service Quality Guarantees  |
|---|--|---|--|---|
| Internet site management                      | General community  | Internet site developed & updated regularly                         | Completed  | We will arrange for Council's Internet site to be updated monthly.<br><br><b>100% Achieved</b>  |
| Completion of new residents' kit              | New residents  | New residents' kit published  | Completed  | We will provide New Residents Kits upon request.<br><br><b>100% Achieved</b>  |
| <b>Recreation</b>                             |  |   |  |   |
| Allocation of sporting reserves and pavilions | Sporting clubs- athletics, baseball, aussie rules, football, rugby, softball, soccer | Number of club applications processed<br><br>Number of participants | 84 applications (9% increase from 1998-1999)<br><br>8,466 participants (18% less than in 1998-1999)  | We will advertise the availability, hiring conditions and process for the allocation of Council Sporting Grounds and pavilions for the coming season in June and November and allocate 100% of them in August and December, annually.<br><br><b>100% Achieved</b>   |
| Training provided to sporting clubs           | Sporting clubs   | Number of training sessions<br><br>Number of participants           | 4 sessions (Not reported in 1998-1999)<br><br>88 participants (66% increase from 1998-1999)  | We will hold four public information and training sessions on issues relating to the smooth operation of sporting, leisure or recreation clubs annually which will be promoted through the local press and by written invitation to all sport and recreation clubs in the city.<br><br><b>100% Achieved</b> |
| Noble Park Heated Swim Centre                 | Schools, general public, swimming lessons, Dandenong Triathlon Club                  | Number of patrons   | 17,865 school children (3% less than in 1998-1999)<br><br>49,650 general patrons (4% less than in 1998-1999)<br><br>Waterslide 248 operating hours |   |



| Services Provided          | Users of the Service          | Usage Indicator                               | Actual Usage  | Service Quality Guarantees  |
|----------------------------|-------------------------------|---|---|---|
| <b>Residential Amenity</b> |                               |   |   |   |
| <b>Community Education</b> | Community and primary schools | Number of information presentations delivered | 16 presentations (11% less than in 1998-1999)         | We will provide information sessions to local schools and community groups, regarding residential Amenity issues such as animal control, fire prevention and general law enforcement on request.<br><br><b>100% Achieved</b>                                    |
| <b>Local Laws</b>          | Community                     | Number of customer requests                   | 5,262 requests completed (3% less than in 1998-1999)  | If your request involves a threat to a person's health we will commence investigation immediately.<br><br>100% Achieved<br><br>We will respond to all requests immediately where possible but no longer than within 2 working days.<br><br><b>100% Achieved</b> |
|                            |                               | Number of compliance notices issued           | 882 notices issued (13% increase from 1998-1999)      |   |
|                            |                               | Number of derelict vehicles impounded         | 104 vehicles impounded (160% increase from 1998-1999) |   |
|                            |                               | Number of permits issued                      | 584 permits issued (20% increase from 1998-1999)      | We will issue all approved permits within five working days of the application.<br><br><b>100% Achieved</b>   |
|                            |                               | Number of offence warnings issued             | 373 warnings issued (64% less than in 1998-1999)      |   |
|                            |                               | Number of infringements issued                | 73 infringements issued (10% increase from 1998-1999) |   |

| Services Provided     | Users of the Service     | Usage Indicator                    | Actual Usage   | Service Quality Guarantees   |
|-----------------------|--------------------------|------------------------------------|--|--|
|                       |                          | Number of court proceedings issued | 14 cases prosecuted (12% less than in 1998-1999)       |  |
| <b>Animal Control</b> | Community and businesses | Number of requests received        | 2,769 requests completed (11% increase from 1998-1999) | If your request involves a threat to a person's health we will commence investigation immediately.<br><br><b>100% Achieved</b><br><br>We will respond to all requests immediately where possible but no longer than within 2 working days.<br><br><b>100% Achieved</b>                   |
|                       |                          | Number of dogs registered          | 8,753 dogs registered (20% less than in 1998-1999)     | We will send a renewal registration form to every registered pet owner by 10 March of each year. We will also ensure that supplies of registration forms are kept at each of our customer service centres, local pet stores, animal shelters and local vets.<br><br><b>100% Achieved</b> |
|                       |                          | Number of cats registered          | 4,216 cats registered (28% less than in 1998-1999)     | We will send a renewal registration form to every registered pet owner by 10 March of each year. We will also ensure that supplies of registration forms are kept at each of our customer service centres, local pet stores, animal shelters and local vets.<br><br><b>100% Achieved</b> |
|                       |                          | Number of dogs impounded           | 470 dogs impounded (136% increase from 1998-1999)      |  |
|                       |                          | Number of cats impounded           | 238 cats impounded (133% increase from 1998-1999)      |  |

| Services Provided      | Users of the Service               | Usage Indicator                       | Actual Usage   | Service Quality Guarantees  |
|------------------------|------------------------------------|---------------------------------------|--|---|
|                        |                                    | Number of desexing vouchers issued    | 126 de-sexing vouchers issued (52% less than in 1998-1999) |   |
|                        |                                    | Number of dogs declared dangerous     | 0 dogs declared dangerous (100% less than in 1998-1999)    |   |
|                        |                                    | Number of offence warnings issued     | 143 offence warnings issued (85% less than in 1998-1999)   |   |
|                        |                                    | Number of infringements issued        | 197 infringements issued (33% less than in 1998-1999)      |   |
|                        |                                    | Number of court proceedings initiated | 56 cases prosecuted (61% increase from 1998-1999)          |   |
| <b>Parking Control</b> | Community, visitors and businesses | Value of fines issued                 | \$625,387 in fines issued (39% less than in 1998-1999)     |   |
|                        |                                    | Number of infringements issued        | 15,591 infringements issued (19% less than in 1998-1999)   | We will ensure that every appeal against a parking infringement notice will be dealt with fairly and equitably. You will be notified within 6 working days of our decision.<br><br><b>100% Achieved</b> |
|                        |                                    | Number of offence warnings issued     | 808 warnings issued (67% less than in 1998-1999)           |   |

| Services Provided                  | Users of the Service     | Usage Indicator                             | Actual Usage                                  | Service Quality Guarantees   |
|------------------------------------|--------------------------|---|---|--|
|                                    |                          | Number of requests received                 | 1,342 requests (41% less than in 1998-1999)   | If your request involves a threat to a person's health we will commence investigation immediately.<br><br><b>100% Achieved</b><br><br>We will respond to all requests immediately where possible but no longer than within 2 working days.<br><br><b>100% Achieved</b> |
| <b>Fire Prevention</b>             | Community and businesses | Number of properties inspected              | 784 inspections (47% less than in 1998-1999)  |  |
|                                    |                          | Number of hazard notices issued             | 357 issued (37% less than in 1998-1999)       |  |
|                                    |                          | Number of clearance notices complied with   | 262 compliance (50% less than in 1998-1999)   |  |
|                                    |                          | Number of properties cleared by council     | 267 clearances (621% increase from 1998-1999) |  |
|                                    |                          | Number of prosecutions                      | 0 prosecutions (100% less than in 1998-1999)  |  |
| <b>School Crossing Supervision</b> | School-aged children     | Number of patrols                           | 1,207 patrols (16% increase from 1998-1999)   |  |
|                                    |                          | Number of supervised crossings              | 90 crossings (3% increase from 1998-1999)     |  |
|                                    |                          | Number of accidents at supervised crossings | 0 accidents (No increase from 1998-1999)      |  |

| Services Provided                   | Users of the Service          | Usage Indicator                                  | Actual Usage  | Service Quality Guarantees  |
|-------------------------------------|-------------------------------|--|---|---|
| <b>Litter Control</b>               | Community and business sector | Number of customer requests                      | 443 requests (69% increase from 1998-1999)              |   |
|                                     |                               | Number of infringements issued                   | 23 infringements (15% increase from 1998-1999)          |   |
|                                     |                               | Number of warnings issued                        | 24 warnings (40% less than in 1998-1999)                |   |
|                                     |                               | Number of prosecutions                           | 3 cases prosecuted (No increase from 1998-1999)         |   |
|                                     |                               | Number of "Clean-Up" campaigns carried out       | 1 campaign completed (No increase from 1998-1999)       |   |
| <b>Roads and Drains</b>             |                               |  |   |   |
| Complaints Investigated             | Community                     | Action Management System (AMS) requests received | 2,613 requests (37% less than in 1998-1999)             |   |
| Drainage Pits inspected and cleaned | Community                     | Number of pits cleaned                           | 14,342 pits cleaned (33% less than in 1998-1999)        |   |
| Potholes repaired                   | Community                     | Square metres of bitumen laid                    | 3,558 square metres laid (30% increase from 1998-1999)  | We will complete all priority requests for sealed and unsealed roads within two working days. All other work will be completed as part of our regular cyclic program.<br><br><b>100% Achieved</b> |
| Asphalt edge repairs                | Community                     | Number of repairs                                | 479 repairs (Not reported in 1998-1999)                 |   |
| Road re-instatements                | Community                     | Square metres repaired                           | 458 square metres repaired (42% less than in 1998-1999) | We will complete all priority requests for sealed and unsealed roads within two working days. All other work will be completed as part of our regular cyclic program.<br><br><b>100% Achieved</b> |

| Services Provided                  | Users of the Service  | Usage Indicator   | Actual Usage  | Service Quality Guarantees  |
|------------------------------------|---|---|---|---|
| Footpath trip ramps installed      | Community   | Lineal metres installed   | 766 lineal metres (35% less than in 1998-1999)  |   |
| <b>Statutory Planning Services</b> |   |   |   |   |
| Planning applications              | Builders, architects, draftpersons, property owners and occupiers | Number of applications received<br><br>Number of applications processed | 803 applications (3% increase from 1998-1999)<br><br>688 applications (5% less than in 1998-1999) | We will acknowledge all applications within 2 working days of receipt.<br><br><b>100% Achieved</b><br><br>We will request further information, direct advertising or provide other appropriate advice within five working days of receipt of application.<br><br><b>100% Achieved</b> |
| Subdivision applications           | Builders, architects, draftpersons, property owners               | Number of applications received   | 150 applications (17% less than in 1998-1999)   | We will acknowledge all applications within 2 working days of receipt.<br><br><b>100% Achieved</b><br><br>We will request further information, direct advertising or provide other appropriate advice within five working days of receipt of application.<br><br><b>100% Achieved</b> |
| Planning regulation complaints     | Community   | Number of complaints  | 296 complaints (108% increase from 1998-1999)   | We will respond to complaints within five working days, however, most will receive a response within one working day.<br><br><b>100% Achieved</b>   |

# MAJOR CAPITAL WORKS

## Civil

| Services Provided                                    | Users of the Service                 | Usage Indicator  | Actual Usage   | Service Quality Guarantees   |
|--|--------------------------------------|--|--|--|
| <b>Waste Services</b><br>Domestic garbage collection | Residential households               | Number of collections per week   | 42,404 collections (9% increase from 1998-1999)  | We will provide every residential household with access to a green garbage bin and blue recycling bin.<br><b>100% Achieved</b><br><br>We will offer a weekly garbage collection service to every residential household.<br><b>100% Achieved</b>        |
| Domestic recycling collection                        | Residential households               | Number of collections per fortnight<br>Tonnes of recycling collected per annum | 38,386 collections (13% less than in 1998-1999)<br>10,953 tonnes collected (Not reported in 1998-1999) | We will provide every residential household with access to a green garbage bin and blue recycling bin.<br><b>100% Achieved</b><br><br>We will offer a fortnightly recycling collection service to every residential household.<br><b>100% Achieved</b> |
| Hard waste collection                                | Residential households               | Tonnes of hard waste collected<br>Tonnes of waste recycled                     | 1,354 tonnes collected (Not reported in 1998-1999)<br>294 tonnes recycled (Not reported in 1998-1999)  | We will offer an annual hard waste collection service to every residential household.<br><b>100% Achieved</b>  |
| Commercial Waste Collection                          | Commercial and industrial properties | Number of services per week  | 2,425 services per week (1,658 customers) (13% less than in 1998-1999)                                 |  |
| Waste Disposal                                       | Residential and commercial services  | Tonnes of waste collected per annum  | 31,228 tonnes collected (7% less than in 1998-1999)  |  |

| Project Location  | Project Description  | Cost      |
|---|--|-----------|
| Thomas and Walker Streets, Dandenong  | 1.Multideck carpark upgrade, includes lighting (both sites)<br>2.The erection of swipe card operated boom gate facilities at the Walker Street carpark   | \$50,000  |
| Vivien Street, South of George Andrews Reserve  | Upgrade and improve existing drainage to prevent flooding  | \$65,000  |
| Rutherglen Street, Noble Park   | Upgrade drainage to Moodemere Street via Arena Square  | \$60,000  |
| Goodwood Drive  | Upgrade drainage from No's 43/45 to Heatherton Road  | \$50,000  |
| Gatcum Court, Noble Park  | Upgrade drainage in Court  | \$50,000  |
| Corrigan Road, Noble Park/Keysborough   | Upgrade drainage from Kingsclere Avenue Stage 1 Design   | \$60,000  |
| Corrigan Road   | Upgrade drainage from Heatherton Road to Lightwood Road  | \$100,000 |
| Dangerfield Drive   | Upgrade drainage from Cleary Street to Springvale Road   | \$180,000 |
| Oakwood Park opp Joan Court   | Install litter trap  | \$130,000 |
| Municipal wide  | Drainage pit lid replacement program: Industrial area (Gatic lid)  | \$65,000  |
| Municipal wide - Works to are identified during the year  | Upgrade existing drainage network  | \$95,000  |
| Springvale Shopping Centre, Springvale Road Springvale  | Upgrade drainage within shopping centre Windsor, Royal to Westall Road sw corner of Springvale shopping centre   | \$50,000  |
| Municipal wide program  | Footpath renewal program   | \$290,000 |
| Lonsdale St,(service road) Dandenong  | Reconfigure service road east side, north of Clow St.  | \$240,000 |
| Abbotts Road, Taylors Road./Abbotts Road intersection   | Service relocation and land acquisition  | \$375,402 |
| Palm Plaza, Dandenong   | Replace 30 inground uplights under palm trees in stages  | \$45,000  |
| Westall Road  | Heatherton Road to Centre Road (cost shared)   | \$75,000  |
| Balmoral Avenue LATM, Springvale  | Continuation of works commenced in 1998  | \$75,000  |
| McFees Road/Carlton Rd Area LATM  | Stage 1 implementation of traffic management devices   | \$80,000  |
| Smith Road Area LATM  | Commence installation of traffic management devices Stage 1 Design Stage 2 Construction  | \$80,000  |
| Kingsclere Avenue LATM, Keysborough   | Stage 3 LATM - install a no. of traffic management devices on roads or at intersections  | \$75,000  |
| Cheltenham Road east of Stanley Road, Keysborough   | Installation of signalised pedestrian crossing   | \$70,000  |
| Lonsdale Street, Dandenong - east side between Clow Street and Foster Street  | Remove and replace trees on the east side of Lonsdale Street   | \$175,000 |
| Municipal wide / Various : 32 locations (Staged) See description  | Neighbourhood Shopping Centre Improvement Program<br>Springvale South Shopping Centre<br>Chandler Shopping Centre<br>Heatherton Road Shops<br>Noble Park east<br>Railway Parade Shopping Centre<br>Menzies Avenue Shopping Centre<br>Ingrid Street Shopping Centre | \$105,000 |
| Douglas Street South side, Noble Park - To complete stage 1- Douglas Street, Buckley to Leonard Avenue, Yr 00/01 Streetscape works - Douglas Street, Frank Street to Buckley Street and Douglas Street, Heatherton Road to Frank Street | To complete Stage (Lighting) - Streetscape works including paving, lighting, bins, seats, tree planting  | \$200,000 |
| Springvale Road - between Windsor Avenue and Queens Avenue  | Streetscape improvements - Stage 2 - uncludes funding from "Pride of Place"  | \$565,000 |

**TOTAL \$3,405,402**

## Facilities

|  |   |           |
|--|---|-----------|
| Municipal wide - pavilions at 13 locations   | Upgrade Sports Pavilion kitchens to Health Department standards | \$145,000 |
| Greg Dickson Pavilion, Dandenong Park Reserve, Pultney St, Dandenong                   | Building reinstatement work                                     | \$55,000  |
| Dandenong Oasis Mills Reserve – Corner Heatherton Road and Cleeland Street, Dandenong. | Building upgrade  | \$72,500  |
| Burden Park - Corner Heatherton Road and Olympic Ave, Springvale South                 | Upgrade and refurbish existing toilets in the Sports Pavilion   | \$80,000  |
| Municipal wide cycle maintenance Council buildings                                     | Cyclical Building Maintenance Program                           | \$484,000 |
| Various locations/municipal wide   | Buildings upgrade for disabled access                           | \$215,000 |
| Springvale and Dandenong computer rooms  | CGD Disaster recovery plan for electronic data                  | \$50,000  |
| Main City offices, plus selected remote offices  | PC replacement program  | \$180,000 |
| Greater Dandenong Library service  | 4 year program for the purchase library materials               | \$510,000 |
| Springvale City Hall, Springvale Road Springvale                                       | City Hall upgrade   | \$50,000  |
| Dandenong CBD  | Replacement of parking meters                                   | \$300,000 |

**TOTAL \$2,141,500**

## Open Space, Environment

|   |   |           |
|---|---|-----------|
| Greaves Reserve to Dandenong Creek  | Design and construct cycle path. Greaves Reserve to Cheltenham Road approx 400m   | \$70,000  |
| Central area of Dandenong on Council-owned land. Site to be determined  | Supply and install skate board ramp facility  | \$85,000  |
| Various sites municipal wide - Stage 1<br>1) George Andrews Reserve<br>2) Wachter Reserve<br>3) Turner Reserve<br>4) Barry Powell Reserve<br>5) Booth Reserve<br>6) Carroll Reserve | Stage 1 of a 5 year program, supply and install advanced trees at sporting facilities   | \$45,000  |
| Dandenong Creek Floodplain - Dandenong  | Develop Dandenong Creek floodplain in conjunction with Melbourne Water as per the Dandenong Creek floodplain masterplan   | \$200,000 |
| Tirhatuan Park, Dandenong North   | Review and implement masterplan additional landscaping works  | \$90,000  |
| Municipal wide  | Avenue planting along Princes Highway and city gateways<br>1) Princes Hwy - total length<br>2) Dandenong Frankston Road - south of Greens Road<br>3) Springvale Road - south of Cheltenham Road | \$100,000 |
| Edinburgh Reserve, Springvale North   | Install new neighbourhood level playground equipment  | \$60,000  |
| Keysborough Reserve, Keysborough  | Install new neighbourhood level playground equipment  | \$60,000  |
| Ross Reserve, Noble Park  | Stage 1 reinstatement of athletics track. Stage 2 Installation of drinking fountain   | \$200,000 |

**TOTAL \$910,000**

## MAJOR CAPITAL WORKS

### Road Pavement Management Program

|  |   |           |
|--|---|-----------|
| Municipal wide   | Pavement evaluation program   | \$80,000  |
| Eve Court - full length  | Road pavement - reconstruction  | \$58,000  |
| Langhorne St, Stage 2 : Foster Street to Walker Street                                     | Road pavement - reconstruction  | \$200,000 |
| Abbotts Road from Gaine Court to the Railway line  | New Works - full road construction  | \$356,000 |
| Burden Street - Whitworth Avenue to Glendale Road  | Road pavement - reconstruction  | \$200,000 |
| Thomas St - Stage 3 of Walker Street to Foster Street - Phillip Avenue - 100 m at each end | Road pavement - reconstruction  | \$400,000 |
| Phillip Avenue - 100 m at each end   | Road pavement - reconstruction  | \$92,000  |
| Phillip Avenue - Remainder of street   | Road pavement - reconstruction  | \$92,000  |
| Charles Avenue - Edinburgh Street to Smith Street  | Road pavement - reconstruction  | \$92,000  |
| Charles Avenue - Smith Street to Phillip Street  | Road pavement - reconstruction  | \$87,000  |
| Clarke Road, Springvale Road to Spring Road  | Road pavement - reconstruction  | \$460,000 |
| Burden Street - Ericksen Street to Whitworth Avenue  | Road pavement - reconstruction  | \$161,000 |
| Scott Street   | Thomas Street to Lonsdale Street rehabilitation   | \$46,500  |
| Kingsclere Avenue, Keysborough   | Road pavement - rehabilitate - in Stages as funding allows. 500m - 750m SE of Wahroonga | \$200,000 |
| Hammond Road   | Dalgety Street to Heart Street rehabilitation   | \$72,500  |
| Wallarano Drive  | Buckley Street to Corrigan Road reseal complete length                                  | \$46,000  |
| Greenpatch Road and Holmestead Road, Bangholme   | Road pavement - resurfacing   | \$69,000  |

**TOTAL \$2,712,000**

## LOCAL LAWS

| <b>No. 1</b> | <b>Meeting Procedure</b>        |
|--------------|---------------------------------|
| Division 1   | Preliminary Provisions          |
| Division 2   | The Common Seal                 |
| Division 3   | The Council                     |
| Division 4   | Meeting Procedure               |
| Division 5   | Advisory and Special Committees |
| Division 6   | Suspension of Local Law         |

| <b>No. 2</b> | <b>Environmental</b>                  |
|--------------|---------------------------------------|
| Division 1   | Preliminary Provisions                |
| Division 2   | Safety, Health and Amenity            |
| Division 3   | The Environment                       |
| Division 4   | Animals and Birds                     |
| Division 5   | Waste Management                      |
| Division 6   | Fencing of Land Holding Livestock     |
| Division 7   | Consumption and Possession of Alcohol |
| Division 8   | General Provisions                    |

| <b>No. 3</b> | <b>Road Management and Protection of Physical Assets</b> |
|--------------|--|
| Division 1   | Preliminary Provisions                                   |
| Division 2   | Vegetation   |
| Division 3   | Road Names and Property Numbers                          |
| Division 4   | Shopping Trolleys  |
| Division 5   | Secondary Activities on Roads and Other Places           |
| Division 6   | Protection Of Roads and Road Users                       |
| Division 7   | Abandoned and Derelict Vehicles                          |
| Division 8   | Heavy and Large Vehicles                                 |
| Division 9   | Motorised Vehicles                                       |
| Division 10  | Council Assets   |
| Division 11  | Livestock and Horses on Roads                            |
| Division 12  | Sewers and Drains  |
| Division 13  | Vehicle Crossings  |
| Division 14  | Other Activities on Roads                                |
| Division 15  | Street Parties, Festivals and Processions                |
| Division 16  | Parking  |
| Division 17  | Spray on Roads   |
| Division 18  | General Provisions                                       |

| <b>No. 4</b> | <b>Municipal Property</b> |
|--------------|---------------------------|
| Division 1   | Preliminary Provisions    |
| Division 2   | Municipal Places          |
| Division 3   | Municipal Buildings       |
| Division 4   | Municipal Swimming Pools  |
| Division 5   | Reserves                  |
| Division 6   | General Provisions        |

## COMPETITIVE TESTING - JULY - NOVEMBER 1999

In November 1999, statutory targets for Compulsory Competitive Tendering (CCT) were abolished under amendments to the Local Government Act, and CCT requirements were replaced with Best Value Principles.

However, in September 1999 two In-House Agreements were entered into for the provision of Street Cleansing and Maternal & Child Health Services following a tender process that commenced in April 1999.

During the 1999-2000 year, the management of the Noble Park Swim Centre, formerly provided by an in-house business unit, was awarded via a tender process to an external contractor.

Council services currently provided via In-House Agreements that resulted from a CCT process include:

- Development Services
- Roads & Drains Maintenance Services
- Parks Services
- Sportsgrounds Services
- Horticulture Services
- Environmental Health Services
- Family Day Care
- Street Cleansing Services
- Food Services
- Residential Amenity Services

During the year, two contract management training courses were conducted with contract superintendents and superintendents' representatives to improve the standard of contract management.

Two National Competition Policy awareness sessions were also completed during 1999-2000.

## BEST VALUE - NOVEMBER 1999 - JUNE 2000

The City of Greater Dandenong has endorsed the direction of the Victorian Government to apply Best Value Principles to the services a Council provides to its community. During the forthcoming year we will be "Working together to get things done the Greater Dandenong way", a program designed to ensure our staff and our community work together to ensure we provide the best possible services in a timely, efficient and effective manner. We consider Best Value to be an opportunity to improve the services we deliver to the community and ensure we have the flexibility, skills and abilities to meet the needs and expectations of our community.

The application of the Best Value Principles developed by the Victorian Government at Greater Dandenong will ensure that Council and the community work more closely together than they have in the past by "Working together to get things done the Greater Dandenong way". This approach reflects the values of our organisation and the belief we have in our staff and community working together effectively for the betterment of all.

## INFORMATION AVAILABLE FOR INSPECTION

Details of current salaries and allowances fixed for the Councillors.

Details of senior officers' gross salaries, allowances and other benefits for the current financial year and two previous financial years, including details of approvals given to senior officers to undertake paid employment outside the duties of their office.

Details of overseas or interstate travel (with the exception of interstate travel to a neighbouring municipality undertaken in an official capacity) for Councillors or any member of Council staff in the previous 12 months.

Names of Council officers who were required to submit a return of interest during the financial year and the dates the returns were submitted.

Agenda for and minutes of Ordinary and Special Council Meetings kept under Section 93 of the Local Government Act 1989 except where such minutes relate to parts of meetings which have been closed to members of the public under Section 90 of the Act.

A list of all major committees established by Council and the purpose for which each committee was established.

A list of all major committees established by Council which were abolished or ceased to function during the financial year.

Minutes of meetings of Special Council Committees established under Section 86 of the Local Government Act 1989 except where such minutes relate to parts of meetings which have been closed to members of the public under Section 89 of the Act.

Application for enrolment on the voters' roll under sections 12 and 13 of the Local Government Act 1989 for the immediate past roll and the next roll being prepared.

Register of delegations kept under Section 87 of the Local Government Act 1989.

Register of delegations kept under Section 88 of the Local Government Act 1989.

Register of delegations kept under Section 98 of the Local Government Act 1989.

Submissions received under Section 223 of the Local Government Act 1989 during the previous 12 months.

Agreement to establish regional corporations under Section 197 of the Local Government Act 1989.

Guarantees given by a Council under Section 197 of the Local Government Act 1989.

Register of authorised officers appointed under Section 224 of the Local Government Act 1989.

Council and Councillors are required to register their pecuniary interests. A register of these is held by the Council Business Department.

**To inspect any of the above information, please contact the Council Business Department on 9239 5100.**

## RELATED PARTY DISCLOSURES

- (i) Names of persons holding the position of a Responsible Person at the Greater Dandenong City Council during the reporting period are:

### Councillors

Angela Long (Mayor from 22 March 2000)

Naim Melhem (Mayor 22 March 1999 - 18 March 2000)

Roz Blades

John Kelly

Dale Wilson

Yvonne Herring

Paul Donovan

Youhorn Chea

Phil Reed (until 18 March 2000)

Sharon Harris (until 18 March 2000)

Greg Harris (until 18 March 2000)

Geraldine Gonsalvez (from 22 March 2000)

Maria Sampey (from 22 March 2000)

Kevin Walsh (from 22 March 2000)

### Chief Executive Officer

Warwick Heine

(ii) Remuneration of Responsible Persons in bands of \$10,000

| Income Range  | 1999-2000 No. | 1998-1999 No. |
|---|---------------|---------------|
| \$1,000 - \$9,999   | -             | -             |
| \$10,000 - \$19,999   | 10            | 10            |
| \$20,000 - \$29,999   | -             | -             |
| \$30,000 - \$39,999   | 1             | 1             |
| \$40,000 - \$49,999   | -             | -             |
| \$50,000 - \$59,999   | -             | -             |
| \$60,000 - \$169,999  | -             | -             |
| \$180,000 - \$189,999   | 1             | 1             |
| <b>Total</b>  | <b>12</b>     | <b>12</b>     |
|   | <b>\$'000</b> | <b>\$'000</b> |
| Total remuneration for the reporting period, for Responsible Persons included above, amounted to: | \$352         | \$344         |

(iii) Senior Officers' Remuneration

The Number of senior officers, other than the Responsible Persons, whose total remuneration exceeded \$70,000 during the reporting period, is shown below in relevant income bands.

| Income Range   | 1998/1999 No. | 1999-2000 No. |
|--|---------------|---------------|
| \$70,000 - \$79,999  | 6             | 4             |
| \$80,000 - \$89,999  | 3             | 5             |
| \$90,000 - \$99,999  | 6             | 7             |
| \$100,000 - \$109,999  | 4             | 3             |
| \$110,000 - \$119,999  | 0             | -             |
| \$120,000 - \$129,999  | 3             | 2             |
| \$130,000 - \$139,999  | 1             | 1             |
| <b>Total</b>   | <b>23</b>     | <b>22</b>     |
|  | <b>\$'000</b> | <b>\$'000</b> |
| Total remuneration for the reporting period of senior officers included above amounted to: | \$2,181       | \$2,067       |



(iv) Retirement benefits paid by the Council in connection with the retirement of Responsible Persons of the Council amount to \$Nil.

(v) A number of Responsible Persons live in the municipality and in the ordinary course of events will have rates outstanding. Notwithstanding this, no loans have been made, guaranteed or secured by the Council to a Responsible Person of the Council during the reporting period.

(vi) A number of Responsible Persons have minority shareholdings in public companies which have dealings with the Council from time to time. These and other transactions with Responsible Persons who also hold the office of Councillor are required to be declared under Section 81 of the Local Government Act 1989 (as amended) and are held in a register in accord with that Act. The Register is available for public inspection. The following declarations were made:

Councillor P. Reed in regards to Documents for Sealing as he has a family member that attends the Noble Park Child Care Centre Inc. and he is also the public officer for the centre.

Councillor Y. Chea in regards to Community Grants Program 1999-2000 as he is Welfare Co-ordinator of the Cambodian Association of Victoria, Secretary of the Cambodian Elderly Citizens Association of Victoria and Co-ordinator of Khmer Fine Art of Victoria.

Councillor P. Donovan in regards to Community Grants Program 1999-2000 as he has family members employed by Wellsprings and Dandenong Oasis Indoor Aquatic Leisure Centre.

Councillor G. Harris in regards to Community Grants Program 1999-2000 as his company has a contract with the Dandenong Agricultural and Pastoral Society.

Councillor S. Harris in regards to Community Grants Program 1999-2000 for the following reasons:

- she is a committee member of the Interfaith Network, Dandenong Community Advisory Bureau and Dandenong High School Chaplaincy Committee;
- she is the patron of the Springvale Bicentennial Youth Music Association Inc.; and
- her company has a contract with the Dandenong Agricultural and Pastoral Society.

Councillor R. Blades in regards to Community Grants Program 1999-2000 as she is an employee of the Southern Health Care Network.

Councillor Y. Herring in regards to Community Grants Program 1999-2000 as she is a committee member of the Springvale Benevolent Society.

Councillor A. Long in regards to Community Grants Program 1999-2000 as she is a committee member of the Dandenong Benevolent Society and the Springvale Benevolent Society.

Councillor D. Wilson in regards to Documents for Sealing as he owns shares in the Commonwealth Bank of Australia.

Councillor P. Reed in regards to Documents for Sealing as his partner works for the Commonwealth Bank of Australia.

Councillor R. Blades in regards to Syringe Disposal Program as she is an employee of the Southern Health Care Network.

Councillor D. Wilson in regards to Town Planning Delegations as he owns shares in Hills Industries.

Councillor D. Wilson in regards to Annual Supply of Asphalt Works Contract No. 99117 as he is the owner of CSR shares.

Councillor D. Wilson in regards to Town Planning Application No. 76/90 - No's 94-156 Clarke Road, Springvale as he is the owner of CSR shares.

Councillor R. Blades in regards to Town Planning Application - No's 26-36 Princes Highway, Dandenong (Application No. 99/406), as she owns Coles Myer Shares.

Councillor D. Wilson in regards to Town Planning Application - No's 26-36 Princes Highway, Dandenong (Application No. 99/406), as he owns Coles Myer Shares.

Councillor P. Donovan in regards to Town Planning Application - No's 26-36 Princes Highway, Dandenong (Application No. 99/406) as he is an employee of Coles Myer.

Councillor A. Long in regards to Town Planning Application - No's 26-36 Princes Highway, Dandenong (Application No. 99/406) item as she is a holder of a Coles Myer discount card.

Councillor J. Kelly in regards to Town Planning Application - No's 26-36 Princes Highway, Dandenong (Application No. 99/406) as he is a written objector to this Town Planning Application.

Councillor J. Kelly in regards to Town Planning Delegation - November 1999 as he has supplied a quotation for plumbing repairs to Sign Craft, 77-125 Princes Hwy, Doveton, 3177.

Councillor P. Reed in regards to Contract Variation - HACC Services Contract No. 98076 as he works for the Minister for Local Government who has been a party to the legal case.

Councillor R. Blades in regards to Contract Variation - HACC Services Contract No. 98076 as she employed by the Southern Health Care Network.

Councillor P. Reed in regards to Safety Map Accreditation as he works for the Minister for Workcover.

Councillor G. Harris in regards to Town Planning Delegations as one of the properties neighbours his residential property.

Councillor S. Harris in regards to Town Planning Delegations as one of the properties neighbours her residential property.

Councillor A. Long in regards to Town Planning Delegations as her husband is an employee of the Sigma Company Ltd and also owns shares in the company.

Councillor P. Reed in regards to Workers' Compensation Premiums Adjustments as he works for the Minister for Workcover.

Councillor R. Blades in regards to Ministerial Review of Victorian Health Care Networks - Interim Report as she is an employee of the Southern Health Care Network.

Councillor Y. Herring in regards to Ministerial Review of Victorian Health Care Networks - Interim Report item as she is an employee of the Alfred Hospital.

Councillor G. Gonsalvez in regards to Town Planning Delegations (Application No. 2000/004) as her children attend St Mary's Catholic Primary School.

Councillor Y. Herring in regards to urgent works required at the H.L. Williams Court Aged Care Facility item as her father-in-law is a resident at HL Williams Court Hostel.

Councillor Y. Herring in regards to construction of toilets and ramps for people with disabilities at various locations within the municipality as her father-in-law is a resident at HL Williams Court Hostel.

Councillor J. Kelly in regards to Town Planning Delegations (Application No. 2000/004) as his children attend St Mary's Catholic Primary School.

Councillor R. Blades in regards to Response to petition regarding the disposal of syringe in Parsons Avenue, Springvale as she is an employee of the Southern Health Care Network.

Councillor D. Wilson in regards to Documents for Sealing item as he owns shares in the Commonwealth Bank.

Councillor A. Long in regards to Town Planning Delegations - March 2000 as her husband works for and holds shares in Sigma Company Limited and she also holds a discount card for Coles Myer stores.

Councillor R. Blades in regards to Town Planning Delegations - March 2000 as she has shares in Coles Myer.

Councillor K. Walsh in regards to Town Planning Delegations - March 2000 as his wife has shares in Coles Myer.

Councillor D. Wilson in regards to Town Planning Delegations - March 2000 as he has shares in Coles Myer.

Councillor R. Blades in regards to Town Planning Delegations - April 2000 as her brother is employed by Sancella Pty Ltd (Application No. 2000/124).

Councillor P. Donovan in regards to Oasis Advisory Committee as a family member is an employee of Oasis.

The aggregate amounts in respect of the following types of transactions with Responsible Persons were:

|                     | 1998-1999<br>\$'000 | 1999-2000 No.<br>\$'000 |
|---------------------|---------------------|-------------------------|
| Contracted Services | 15,404              | 9,003                   |
| Consulting Services | -                   | -                       |
| Supply of Plant     | -                   | -                       |
| <b>Total</b>        | <b>15,404</b>       | <b>9,003</b>            |

The Council has entered into the above transactions with Responsible Persons and Responsible Person related parties within normal customer or employee relationships on terms and conditions no more favourable than those available in similar arm's length dealings.

(vii) (a) Aggregate amounts of revenue or expense for the reporting period that resulted from transactions with Responsible Persons of the Council or their Responsible Person related parties include:

|                     | 1998-1999<br>\$'000 | 1999-2000 No.<br>\$'000 |
|---------------------|---------------------|-------------------------|
| Consulting Services | -                   | -                       |
| Contracted Services | 8,655               | 9,003                   |
| <b>Total</b>        | <b>8,655</b>        | <b>9,003</b>            |

(b) Other Receivables from and payables to Responsible Persons of the Council or their Responsible Persons related parties recognised as at reporting date include: Nil.

(c) The Council does not recognise any provisions for doubtful Receivables as at the reporting date in respect of loans subject to (v) or other Receivables subject to paragraph (vii)(b).

(d) The Council recognises the following other benefits derived during the reporting period by the Responsible Persons of the Council or their Responsible Person related parties:

|                     |                        | 1998-1999<br>\$'000 | 1999-2000<br>\$'000 |
|---------------------|------------------------|---------------------|---------------------|
| Greg Harris:        | Out-of-pocket expenses | 0.1                 | 0.4                 |
|                     | Telephone costs        | 1.2                 | 0.5                 |
| Sharon Harris:      | Out-of-pocket expenses | 0.8                 | 0.7                 |
|                     | Telephone costs        | 2.4                 | 1.6                 |
| John Kelly:         | Out-of-pocket expenses | -                   | 0.04                |
|                     | Telephone costs        | -                   | -                   |
| Angela Long:        | Out-of-pocket expenses | 1.3                 | 0.7                 |
|                     | Telephone costs        | 1.5                 | 2.4                 |
| Phil Reed:          | Out-of-pocket expenses | .06                 | -                   |
|                     | Telephone costs        | .8                  | 0.6                 |
| Dale Wilson:        | Out-of-pocket expenses | .02                 | -                   |
|                     | Telephone costs        | 0.7                 | 1.2                 |
| Roz Blades:         | Out-of-pocket expenses | 0.1                 | 0.06                |
|                     | Telephone costs        | 4.8                 | 4.6                 |
| Yvonne Herring:     | Out-of-pocket expenses | 0.6                 | -                   |
|                     | Telephone costs        | 0.9                 | 1.5                 |
| Youhorn Chea:       | Out-of-pocket expenses | .02                 | 0.6                 |
|                     | Telephone costs        | 0.9                 | 1.5                 |
| Naim Melhem:        | Out-of-pocket expenses | 0.3                 | 0.8                 |
|                     | Telephone costs        | 2.0                 | 5.6                 |
| Paul Donovan:       | Out-of-pocket expenses | .03                 | 0.2                 |
|                     | Telephone costs        | 0.9                 | 1.0                 |
| Maria Sampey        | Out-of-pocket expenses | N/A                 | 0.6                 |
|                     | Telephone costs        | N/A                 | 0.3                 |
| Geraldine Gonsalvez | Out-of-pocket expenses | N/A                 | -                   |
|                     | Telephone costs        | N/A                 | -                   |
| Kevin Walsh         | Out-of-pocket expenses | N/A                 | -                   |
|                     | Telephone costs        | N/A                 | 0.5                 |
| Warwick Heine:      | Out-of-pocket expenses | 3.3                 | 2.8                 |
|                     | Telephone costs        | 3.0                 | 3.6                 |
| <b>Total</b>        |                        | <b>25.7</b>         | <b>31.8</b>         |

## ORGANISATIONS COUNCIL IS A MEMBER OF

| Organisation  | Membership Fees | Other support or involvement                     |
|---|-----------------|--|
| Association for Children with a Disability  | \$25            | Nil  |
| Association of Development of Executives of Victoria                              | \$120           | Staff representation on committee                |
| Association of Risk and Insurance Managers of Australasia                         | \$300           | Nil  |
| Ausdance  | \$90            | Nil  |
| Australian Early Childhood Association  | \$64            | Nil  |
| Australian Early Intervention   | \$70            | Nil  |
| Australian Institute of Family Studies  | \$45            | Nil  |
| Australian Institute of Management  | \$900           | Nil  |
| Australian Local Governance Association Road Trust Fund                           | \$250           | Nil  |
| Australian Local Government - Nuclear Free Zones and Toxic Industries Secretariat | \$500           | Councillor representation on Committee           |
| Australian Resuscitation Council  | \$45            | Nil  |
| Australian Sister Cities Association  | \$400           | Mayor of the Day is Council's representative     |
| Children's Services Resource and Development Officers Association                 | \$90            | Nil  |
| Committee for Economic Development of Australia                                   | \$3,400         | Nil  |
| Committee for Greater Dandenong   | Nil             | Staff representation on Committee                |
| Community Arts Network of South Australia   | \$45            | Nil  |
| Community Business Centres Victoria   | \$100           | Nil  |
| Community Child Care Association  | \$550           | Nil  |
| Community Road Safety Council   | Nil             | Staff representation on Committee                |
| Contemporary Sculptors Association  | \$60            | Nil  |
| Cultural Tourism Industry Group   | \$100           | Nil  |
| Dandenong Benevolent Society  | Nil             | Councillor representation on Committee           |
| Dandenong Community Advisory Bureau   | Nil             | Councillor representation on Committee           |
| Dandenong Community Health Service Community Reference Group                      | Nil             | Staff and Councillor representation on Committee |
| Dandenong Day Nursery   | Nil             | Councillor representation on Committee           |
| Dandenong District Historical Society   | \$15            | Nil  |
| Dandenong Drug Action Committee   | Nil             | Staff and Councillor representation on Committee |

| Organisation  | Membership Fees | Other support or involvement                     |
|---|-----------------|--|
| Dandenong Police and Community Consultative Committee               | Nil             | Staff representation on Committee                |
| Dandenong Retail Traders Association                                | \$20            | Staff representation on Committee                |
| Dandenong Valley Catchment Action Committee                         | Nil             | Staff representation at meetings                 |
| Down Syndrome Association of Victoria                               | \$30            | Nil  |
| Eastern Region Public Transport Group                               | Nil             | Nil  |
| Eastern Ring Road Steering Committee                                | Nil             | Staff and Councillor representation on Committee |
| Energy Efficiency Victoria  | Nil             | Nil  |
| Facility Management Association of Australia                        | \$360           | Nil  |
| Family Day Care - Victoria  | \$220           | Nil  |
| FKA/Multicultural Resource Centre                                   | \$60            | Nil  |
| Friends of Heritage Hill Inc  | Nil             | Staff and Councillor representation on Committee |
| Government Energy Managers Network (GEMnet)                         | Nil             | Nil  |
| Greater Dandenong Australia Day Committee                           | Nil             | Councillor representation on Committee           |
| Greater Dandenong Chamber of Business and Industry                  | \$100           | Staff representation on Committee                |
| Greater Dandenong Children's Services Association Inc               | Nil             | Staff and Councillor representation on Committee |
| Greater Dandenong Community Safety Committee                        | Nil             | Staff and Councillor representation on Committee |
| Greater Dandenong Hand Brake Turn Advisory Committee                | Nil             | Staff representation on Committee                |
| Greater Dandenong Interfaith Network                                | Nil             | Councillor representation on Committee           |
| GreenLink Oakleigh  | \$20            | Nil  |
| Housing Industry Association of Australia                           | \$250           | Nil  |
| Institute of Internal Auditors - Australia                          | \$220           | Nil  |
| Inter Council Aboriginal Consultative Committee - South East Region | Nil             | Staff and Councillor representation on Committee |
| International Committee on Museums                                  | \$85            | Nil  |
| International Year of Older Persons Committee                       | Nil             | Council Representation on Committee              |
| Institute of Public Administration Australia (Victoria Division)    | \$1,075         | Nil  |
| Lactation Resource Centre   | \$50            | Nil  |
| Local Planners Association - South East Metropolitan Region         | Nil             | Staff representation at meetings                 |

| Organisation  | Membership Fees | Other support or involvement  |
|---|-----------------|---|
| Lady Gowrie Resource Centre                         | \$60            | Nil   |
| Local Government Professionals (LGPro)              | \$500           | Staff representative as convenor of the Corporate Services Special Interest Group. Staff representative in Internal Auditors Special Interest Group |
| Lyndale Secondary College Council                   | Nil             | Council Representation on Committee   |
| Mills Reserve Hockey Group Incorporated Committee   | Nil             | Councillor representation at meetings   |
| Multicultural Arts Victoria                         | \$50            | Nil   |
| Multicultural Prime Timers                          | Nil             | Council Representation on Committee   |
| Municipal Association of Victoria                   | \$42,300        | Councillor representation at meetings   |
| Museums Australia                                   | \$65            | Nil   |
| National Family Day Care Council (Aus) Inc          | \$109           | Staff representative on State Advisory Committee  |
| Noah's Ark  | \$100           | Nil   |
| Noble Park Chamber of Commerce                      | Nil             | Councillors and staff on committee  |
| Nuclear Free Zones and Toxic Industries Secretariat | \$500           | Nil   |
| Parks and Leisure Australia                         | \$180           | Nil   |
| Police Paddocks Reserve Advisory Committee          | Nil             | Staff and Councillor representation on Committee  |
| Public Health Association                           | \$570           | Nil   |
| Records Management Association of Australia         | \$200           | Nil   |
| Retail Traders Association Victoria                 | \$20            | Nil   |
| Royal Historical Society                            | \$80            | Nil   |
| Royal Society of Victoria                           | \$110           | Nil   |
| Sandbelt Chain of Parks Committee                   | Nil             | Staff and Councillor representation on Committee  |
| South East Development                              | Nil             | Staff representation on Committee   |
| South East Region Migrant Resource Centre           | Nil             | Councillor representation on Committee  |
| South East Non Urban Areas Planning Group           | Nil             | Nil   |
| South East Region Gas Company (SERGASCO)            | \$15,399 income | Shareholder through South Eastern Region Waste Management Group   |
| South Eastern Historical Association Inc            | \$20            | Nil   |
| South Eastern Region Bicycle Committee              | Nil             | Staff and Councillor representation on Committee  |

| Organisation   | Membership Fees | Other support or involvement                     |
|--|-----------------|--|
| South Eastern Regional Waste Management Group  | \$22,229        | Staff and Councillor representation on Committee |
| Springvale Asian Business Association  | Nil             | Staff representation at meetings                 |
| Springvale Benevolent Society  | Nil             | Council Representation on Committee              |
| Springvale Community Aid and Advice Bureau   | Nil             | Council Representation on Committee              |
| Springvale Community Health Service Community Reference Group                                | Nil             | Staff and Councillor representation on Committee |
| Springvale Community Leisure Association   | Nil             | Councillor representation on Committee           |
| Springvale District Historical Society   | \$20            | Nil  |
| Springvale Drug Action Committee   | Nil             | Staff and Councillor representation on Committee |
| Springvale Indochinese Mutual Assistance Association   | Nil             | Staff representation at meetings                 |
| Springvale Police and Community Consultative Committee                                       | Nil             | Staff representation on Committee                |
| Springvale Traders Association and Communities   | \$50            | Staff representation on Committee                |
| Stage Whispers   | \$36            | Nil  |
| Standards Association of Australia   | \$320           | Nil  |
| State Immunisation Advisory Group  | Nil             | Staff representation on Committee                |
| Tourism Council of Victoria  | \$500           | Nil  |
| Turf Grass Association of Australia (Vic)  | \$30            | Staff representation on Committee                |
| Victoria Employers Chamber of Commerce and Industry  | \$7,000         | Nil  |
| Victorian Tourism Operators Association  | \$200           | Nil  |
| Victoria University of Technology - Local Management Group - Public Sector Management Course | Nil             | Staff representation on Committee                |
| Victorian Health Promotion Foundation (VicHealth) Partnerships with Healthy Industry         | \$730           | Nil  |
| Victorian Local Governance Association   | \$15,000        | Councillor representation at meetings            |
| Visy Cares Centre - Committee of Management  | Nil             | Staff representation at meetings                 |
| Westernport Area Consultative Committee  | Nil             | Staff representation at meetings                 |
| Worklife Association   | \$90            | Nil  |

# COMMUNITY GRANTS PROGRAM

## 1999-2000 funded grants to individuals and organisations

| Application Name  | Total \$ |
|---|----------|
| 1. Adam Schoppe   | \$150    |
| 2. Afghan Australian Association of Victoria Inc.                                   | \$2,500  |
| 3. Afghan Australian Welfare Association  | \$5,000  |
| 4. Afghan Support Group & Afghan Refugee Women's Network                            | \$350    |
| 5. AIDS Prevention and Support Unit   | \$15,000 |
| 6. Al-Kamal Arabic School Inc.  | \$3,000  |
| 7. Alcoholics Anonymous   | \$7,128  |
| 8. Alcoholics Anonymous Dandenong Spiritual Concept Meeting                         | \$1,352  |
| 9. Argentinian Social Circle  | \$4,740  |
| 10. Armenian Relief Society Nayiri Chapter  | \$3,940  |
| 11. Arthritis Water Exercise Program  | \$800    |
| 12. Aurelia Tremayne  | \$750    |
| 13. Australia Ceylon Fellowship Inc.  | \$4,390  |
| 14. Australia Sri Lanka Welfare Guild Inc.  | \$3,695  |
| 15. Australian - Albanian Community Association                                     | \$3,000  |
| 16. Australian Red Cross Blood Service - Victoria                                   | \$20,480 |
| 17. Azad Gharibian Dance Inc  | \$300    |
| 18. Beit Jala Palestinian Association Inc.  | \$3,576  |
| 19. Bilbungra Kindergarten  | \$80     |
| 20. Bill McHoul   | \$250    |
| 21. Bosansko Hercegovacki Centar (Bosnian Hercegovinan Centre)                      | \$5,000  |
| 22. Bosnian Choir "Behar" Inc   | \$350    |
| 23. Bunjil Wurundjeri Aboriginal Dance Group  | \$445    |
| 24. Bunurong Medical Centre   | \$5,000  |
| 25. Burden Park Bowling Club  | \$180    |
| 26. CAIR Inc  | \$900    |
| 27. Cambodian Association of Victoria Inc.  | \$39,000 |
| 28. Cambodian Association of Victoria Youth Group                                   | \$650    |
| 29. Cambodian Chinese Friendship Association In Victoria                            | \$1,000  |
| 30. Cambodian Elderly Citizens Association of Victoria                              | \$4,400  |
| 31. Cambodian Women's Group of Victoria   | \$500    |
| 32. Carwatha Community Centre Inc.  | \$7,000  |
| 33. Chandler Community Centre   | \$8,000  |
| 34. Chandler Secondary College  | \$10,600 |
| 35. Chinese Xinjiang Association of Australia Inc.                                  | \$4,785  |
| 36. Chinese Xinjiang Senior Citizens Association                                    | \$6,000  |
| 37. Chinese Xinjiang Senior Citizens' Association-Tai Chi Group                     | \$400    |
| 38. Circulo Social Argentino - Las Pumas Soccer Team                                | \$1,000  |
| 39. City of Greater Dandenong Band Inc.   | \$4,350  |
| 40. City of Greater Dandenong Cluster of Community Centres and Neighbourhood Houses | \$1,000  |
| 41. City of Greater Dandenong District Scout Association                            | \$2,500  |

| Application Name   | Total \$  |
|--|-----------|
| 42. City of Greater Dandenong Volunteer Resource Service                   | \$25,787  |
| 43. Combined Probus Club of Sandown Inc.                                   | \$578     |
| 44. Coomooora Community Centre   | \$5,000   |
| 45. Coomooora/Springvale South Safety House Committee                      | \$500     |
| 46. Country Women's Association of Victoria Inc. Dandenong Branch          | \$5,790   |
| 47. Country Women's Association of Victoria Inc. Springvale Branch         | \$1,380   |
| 48. Croatian Senior Citizens Group - Keysborough                           | \$1,500   |
| 49. Cuzcatian Soccer Club  | \$200     |
| 50. D 63 Neighbourhood Watch   | \$350     |
| 51. Damon Jones  | \$400     |
| 52. Dan 24 Neighbourhood Watch   | \$800     |
| 53. Dandenong & District Benevolent Society Inc.                           | \$15,000  |
| 54. Dandenong & District Junior Football League                            | \$350     |
| 55. Dandenong Agricultural & Pastoral Society Inc.                         | \$25,000  |
| 56. Dandenong and District Aboriginal Co-Operative Society Ltd             | \$400     |
| 57. Dandenong and District Historical Society Inc.                         | \$8,600   |
| 58. Dandenong and District Toy Library Inc.                                | \$6,400   |
| 59. Dandenong and Endeavour Hills Club de los Abuelos : Italo-Spanish Inc. | \$13,544  |
| 60. Dandenong Art Club Inc.  | \$3,000   |
| 61. Dandenong Basketball Association Inc.                                  | \$16,600  |
| 62. Dandenong Bowling Club Inc.  | \$250     |
| 63. Dandenong Bowling Club Inc.  | \$2,350   |
| 64. Dandenong Boxing Club  | \$805     |
| 65. Dandenong Central Seniors Club Inc.                                    | \$11,520  |
| 66. Dandenong Choral Society Inc.  | \$1,810   |
| 67. Dandenong Citizens Advisory Bureau                                     | \$150     |
| 68. Dandenong Community Advisory Bureau Inc.                               | \$80,900  |
| 69. Dandenong Community Health Service                                     | \$114,251 |
| 70. Dandenong Dutch Senior Club Inc.                                       | \$4,000   |
| 71. Dandenong Eisteddfod of Dance  | \$12,900  |
| 72. Dandenong Employment Network   | \$50      |
| 73. Dandenong Festival Of Music And Art For Youth Inc.                     | \$30,000  |
| 74. Dandenong High School  | \$500     |
| 75. Dandenong High School Chaplaincy Committee                             | \$3,000   |
| 76. Dandenong Housewives Club  | \$800     |
| 77. Dandenong Junior Chess Club  | \$950     |
| 78. Dandenong Life Saving Club Inc   | \$95      |
| 79. Dandenong Neighbourhood House Inc.                                     | \$30,400  |
| 80. Dandenong North East Kindergarten                                      | \$8,000   |
| 81. Dandenong North Senior Citizens Club                                   | \$17,940  |
| 82. Dandenong North Youth Club Inc.  | \$500     |

| Application Name  | Total \$ |
|---|----------|
| 83. Dandenong Red Cross Unit                                  | \$1,400  |
| 84. Dandenong Retail Traders Association                      | \$5,000  |
| 85. Dandenong Returned Services League                        | \$1,500  |
| 86. Dandenong School of Languages                             | \$500    |
| 87. Dandenong Schools Arts Extravaganza                       | \$2,980  |
| 88. Dandenong Softball Association Inc.                       | \$2,500  |
| 89. Dandenong South Primary School                            | \$7,530  |
| 90. Dandenong Toastmasters Club Inc.                          | \$1,575  |
| 91. Dandenong Turkish Education and Aid Association           | \$900    |
| 92. Dandenong Turkish Women                                   | \$1,000  |
| 93. Dandenong Valley Guides                                   | \$2,500  |
| 94. Dandenong West Cricket Club                               | \$500    |
| 95. Daniel James Morland                                      | \$350    |
| 96. Dhamram Buddhist Temple Inc.                              | \$850    |
| 97. Digby Ioane and Tapu Ioane                                | \$400    |
| 98. Dwaine Reynold McFarland                                  | \$350    |
| 99. Eastern Regions Mental Health Association                 | \$1,560  |
| 100. Elderly Italian Friendship Club Inc.                     | \$5,760  |
| 101. English As A Second Language Week ESL Week 1999          | \$1,310  |
| 102. Friends of Forgotten Aged                                | \$350    |
| 103. Greater Dandenong Australia Day Committee Inc.           | \$18,000 |
| 104. Greater Dandenong Boxing Club                            | \$13,300 |
| 105. Greater Dandenong Chamber of Business and Industry       | \$12,460 |
| 106. Greater Dandenong Table Tennis Association               | \$50     |
| 107. Greek Community of Noble Park, Keysborough and Districts | \$4,500  |
| 108. Greek Community of Springvale                            | \$2,880  |
| 109. Greek Elderly Citizens of Dandenong                      | \$4,380  |
| 110. Greek Senior Citizens Club of Springvale                 | \$400    |
| 111. Greenslopes Primary School                               | \$200    |
| 112. Haci Tokdemir  | \$500    |
| 113. Hand Brake Turn: Care and Communication Concern          | \$3,000  |
| 114. Heart of Mine Exercise Group                             | \$100    |
| 115. Heatherhill Kindergarten Centre Inc.                     | \$2,000  |
| 116. Hungarian Senior Citizens Club of Greater Dandenong Inc. | \$3,696  |
| 117. Hungarian Senior Citizens Club of Greater Dandenong Inc. | \$4,860  |
| 118. Ibrahim Ibraimi  | \$400    |
| 119. Inter-Faith Network                                      | \$11,500 |
| 120. Jan Wilson Community Centre                              | \$23,550 |
| 121. John Joseph Mooney                                       | \$250    |
| 122. Junior Lualua  | \$100    |
| 123. Keysborough and District Senior Citizens Club            | \$200    |
| 124. Keysborough Bowls Club Inc                               | \$300    |
| 125. Keysborough Freedom Club Co-op                           | \$900    |
| 126. Keysborough Learning Centre                              | \$31,920 |
| 127. Keysborough Open Door                                    | \$6,000  |

| Application Name   | Total \$ |
|--|----------|
| 128. Keysborough Senior Citizens Club Inc.   | \$2,880  |
| 129. Keysborough Scout Group   | \$250    |
| 130. Keysborough Sporting Club - Juniors   | \$100    |
| 131. Keysborough Turkish Islamic and Cultural Centre                               | \$6,000  |
| 132. Khmer Buddhist Centre Inc.  | \$850    |
| 133. Khmer Krom Friendship Society Inc.  | \$850    |
| 134. Kids Day Australia  | \$350    |
| 135. Latin American Association of Community Development and Welfare Services Inc. | \$1,910  |
| 136. Leaside Rotary House Inc.   | \$7,220  |
| 137. Life Activities Club Dandenong Inc.   | \$4,032  |
| 138. Lion's Club Melbourne Markets   | \$350    |
| 139. Lions Club of Dandenong Inc.  | \$5,000  |
| 140. Local Churches Urban Mission Inc. (Cornerstone Contact Centre)                | \$5,000  |
| 141. Makedonka Artistic Group  | \$50     |
| 142. Maltese Seniors South-Eastern Suburbs   | \$2,450  |
| 143. Matthew James Holloway  | \$100    |
| 144. Mauritian Golden Age Club Inc.  | \$2,940  |
| 145. Melbourne Chinese Association of Australia                                    | \$800    |
| 146. Melbourne Rangers Club Inc  | \$100    |
| 147. Michael Carter  | \$500    |
| 148. Mills Reserve Hockey Group Inc.   | \$12,150 |
| 149. Multicultural Primetimers   | \$950    |
| 150. Music Time School Dandenong   | \$20     |
| 151. Napoli Family Club  | \$11,302 |
| 152. Neighbourhood Watch Dan 22  | \$250    |
| 153. Neighbourhood Watch Area Dan 28   | \$350    |
| 154. Neighbourhood Watch Area D56  | \$600    |
| 155. Neighbourhood Watch Area E26 - Illawarra                                      | \$420    |
| 156. Neighbourhood Watch Group E35   | \$561    |
| 157. Noble Park Calisthenics Club  | \$400    |
| 158. Noble Park Chamber Of Commerce & Industry Inc.                                | \$8,000  |
| 159. Noble Park Community Centre Inc.  | \$17,500 |
| 160. Noble Park Community Drop In Centre   | \$8,760  |
| 161. Noble Park CPA Pensioners Club  | \$3,040  |
| 162. Noble Park Italian Elderly Citizens Club                                      | \$8,280  |
| 163. Noble Park Legacy Widows Club   | \$1,160  |
| 164. Noble Park Occasional Child Care  | \$950    |
| 165. Noble Park Senior Citizens Centre   | \$7,560  |
| 166. Noble Park Primary School   | \$250    |
| 167. Noble Park RSL Pension/Welfare Office   | \$350    |
| 168. Noble Park Special Development School   | \$750    |
| 169. Nordan Variety Artistes   | \$300    |
| 170. North Dandenong Cricket Club  | \$2,315  |
| 171. North Dandenong Junior Football Club Inc                                      | \$500    |
| 172. Oakwood Park Preschool  | \$248.63 |

| Application Name   | Total \$  |
|--|-----------|
| 173. Outer South East Youth Services Association Inc.                        | \$33,500  |
| 174. Playgrouping Victoria   | \$750     |
| 175. Polish Senior Citizens Club   | \$1,320   |
| 176. Returned and Services League of Australia (Victorian Division)          | \$300     |
| 177. Reupena Pesaleli  | \$100     |
| 178. Right to Life Victoria  | \$200     |
| 179. Rosewood Downs Little Athletics Club                                    | \$500     |
| 180. Rosswood Playgroup Inc  | \$370     |
| 181. Rotary Club of Dandenong  | \$5752.50 |
| 182. Rotary Club Of Noble Park Inc.  | \$8,400   |
| 183. Royal Children's Hospital Southern Rainbows Auxiliary                   | \$350     |
| 184. Russian New Migrants Club - Dandenong                                   | \$3,000   |
| 185. SADS Australia  | \$200     |
| 186. Sam Tundra  | \$300     |
| 187. Sandown Park Kindergarten Inc.  | \$745     |
| 188. Saul Lilomaiaava  | \$300     |
| 189. Selimiye Foundation Ltd - Dandenong Branch                              | \$200     |
| 190. Silverton Junior Football Club  | \$500     |
| 191. Slavic Social & Support Network "Friends" South East Region             | \$2,000   |
| 192. Society for Growing Australian Plants (Heathland Group) Inc.            | \$420     |
| 193. South East Food Bank  | \$800     |
| 194. South East Palliative Care Ltd  | \$5,000   |
| 195. South East Yugoslav Pensioner Group                                     | \$1,000   |
| 196. South Eastern Australian - Arabic Club                                  | \$1,000   |
| 197. South Eastern Region Migrant Resource Centre                            | \$16,843  |
| 198. South Eastern Region Polio Support Group                                | \$660     |
| 199. South United Soccer Club  | \$100     |
| 200. Southeastern Region African Women's Group                               | \$7,740   |
| 201. Southeastern Women  | \$550     |
| 202. Southern Cross Victoria Aged Care Springvale South Hostel Support Group | \$5,000   |
| 203. Southern Obedience Dog Club   | \$150     |
| 204. Spanish Speaking Friendship Club of Springvale - Third Age Group        | \$1,440   |
| 205. Special Olympics Victoria   | \$200     |
| 206. Springvale Alevi Cultural Centre  | \$1,580   |
| 207. Springvale Arthritis Self-Help Group Inc                                | \$2,600   |
| 208. Springvale Asian Business Association Inc.                              | \$11,000  |
| 209. Springvale Benevolent Society   | \$8,620   |
| 210. Springvale Bicentennial Youth Music Association Inc.                    | \$11,530  |
| 211. Springvale Child Care Services  | \$2,200   |
| 212. Springvale Cluster of Secondary Colleges                                | \$5,000   |
| 213. Springvale Combined Pensioners & Superannuants Association of Victoria  | \$4,858   |
| 214. Springvale Community Aid and Advice Bureau Inc.                         | \$158,775 |
| 215. Springvale Community Centre Inc.  | \$19,760  |
| 216. Springvale Community Health Service                                     | \$68,200  |

| Application Name  | Total \$           |
|---|--------------------|
| 217. Springvale Croquet Club  | \$650              |
| 218. Springvale Ethnic Chinese Elderly Caring Friendship Assoc.         | \$680              |
| 219. Springvale Festival of Dance Inc.                                  | \$650              |
| 220. Springvale Indo Chinese Elderly Citizens Association               | \$750              |
| 221. Springvale Indochinese Mutual Assistance Association Inc. (SICMAA) | \$2,875            |
| 222. Springvale Italian Senior Citizens                                 | \$1,765            |
| 223. Springvale Legal Service Inc.                                      | \$11,000           |
| 224. Springvale Neighbourhood House                                     | \$99,263           |
| 225. Springvale North Drop-In Centre                                    | \$8,700            |
| 226. Springvale Police Community Consultative Committee                 | \$4,000            |
| 227. Springvale Respiratory Support Group Inc                           | \$200              |
| 228. Springvale Retail Traders Association & Communities                | \$2,000            |
| 229. Springvale RSL Sub Branch Inc.                                     | \$600              |
| 230. Springvale Senior Citizens Club                                    | \$3,280            |
| 231. Springvale South Kindergarten                                      | \$175              |
| 232. Springvale South Primary School                                    | \$750              |
| 233. Springvale Toy Library Inc.  | \$9,360            |
| 234. Springvalley Preschool   | \$200              |
| 235. St. John Of Kronstadt Russian Welfare Society Inc.                 | \$7,000            |
| 236. St Joseph's Catholic Parish  | \$1,300            |
| 237. St. Vincent Society (Dandenong Region)                             | \$15,000           |
| 238. Stella Clavisque Club (Australia-Mauritius) Inc                    | \$200              |
| 239. Stephen Harvey   | \$150              |
| 240. Support of Mother and Child Multicultural Association              | \$690              |
| 241. The Marriettes - Church Chior Junior Group                         | \$900              |
| 242. The Victorian Road Accident Support Association Inc                | \$324              |
| 243. Traleen Neil   | \$400              |
| 244. Trewint Day Therapy Centre   | \$1,200            |
| 245. United Filipino Elderly Group                                      | \$500              |
| 246. Unting Care Connections  | \$300              |
| 247. Urban Colors   | \$800              |
| 248. Victoria State Emergency Service Springvale Unit                   | \$4,431            |
| 249. Victoria Tran  | \$500              |
| 250. Victorian Baton Twirling Association                               | \$200              |
| 251. Victorian Philanthropic Association                                | \$50               |
| 252. Victorian Tamil Cultural Association                               | \$1,000            |
| 253. Wallarano Primary School Council                                   | \$12,300           |
| 254. Wanda In Community House   | \$800              |
| 255. Wellsprings  | \$20,000           |
| 256. Windermere Child & Family Services Inc.                            | \$4,000            |
| 253. Young Women's Sport Working Group                                  | \$150              |
| 254. YWCA of Dandenong and Westport                                     | \$450              |
| <b>TOTAL</b>  | <b>\$1,562,206</b> |

# COMPLIANCE WITH STATUTORY REQUIREMENTS

## RISK MANAGEMENT

Risk management procedures are in accordance with the requirements under the Local Government Act 1989 and are based on the Australian Standard AS/NZS4360:1999.

## NATIONAL COMPETITION POLICY

The City of Greater Dandenong is a party to the 1999 Competition Principles Agreement with the State Government. In accordance with that agreement, Council has implemented clauses 2 and 4 of the Agreement during 1999-2000 as set out below:

**Clause 2 Competition Code:** Council has maintained a Trade Practices compliance program during 1999-2000 to raise awareness of conduct that is prohibited as anti-competitive under the Competition Code and to promote behaviour that complies with the Code. No complaints were received about Council's trade practices.

**Clause 4 Competitive Neutrality:** Competitively neutral pricing was applied to all in-house tenders during the year. Council fees and charges have been reviewed applying NCP principles.

There were no competitive neutrality complaints received during the year.

## FREEDOM OF INFORMATION

The Freedom of Information Act 1982 (as amended) gives everyone a right of access to all Council documents, unless there is a specific reason why the document should be exempt from public release (which may include documents affecting the privacy of a person).

To find out more about how Freedom of Information works and to discuss making an application for access to Council documents under the Freedom of Information Act, contact Council's Freedom of Information Officer on 9239 5100.

There is an application fee of \$20 and requests must be in writing. Requests should contain enough information to enable the documents you wish to access to be identified.

Written applications for access to documents under the Freedom of Information Act should include the \$20 application fee and be sent to:

**Freedom of Information Officer**

**City of Greater Dandenong**

**PO Box 200**

**Springvale 3171**

## YEAR 2000 COMPLIANCE AND READINESS

Council successfully completed the Year 2000 Project during 2000-2001.

Activities leading up to New Year's Eve 1999, included audits of Council's assets, systems and processes, and upgrading or replacing of these where they were found to be deficient or presenting a risk to Council, staff or the community. Major suppliers were contacted to establish their state of readiness for 2000, and the mandatory monthly reporting requirements to the State Government were met.

### Pre-Midnight (31 December 1999)

Contingency plans were put into place to ensure the phone network remained operational. The Telstra network was monitored, portable generators were in place to provide the necessary power, and teams organised to effect any changeover.

Computer systems were progressively closed early to allow final business processing and backups of all data to be completed by early evening 31 December. All computers and associated equipment were then shut down and secured by 8pm, to prevent any damage from ongoing power disruption after midnight.

Other Council services, especially in the Human Services areas, also had their contingency plans in place.

### Post-Midnight (1 January 2000)

In the 24-hour critical period after midnight, we can report:

- No power disruptions
- Minimal telecommunications disruption (problems mainly on the mobile phone network due to demand overload)
- All critical services and systems within Council continued to function
- After Hours Service (Global Customer Solutions) remained available and monitored Council's link by regularly phoning Council's main number during the first critical hours
- The Municipal Emergency Plan was not required

Services and systems monitoring continued as planned until the commencement of business on Tuesday, 4 January 2000.

### After 1 January 2000

The restart of business was normal within the organisation, with no reports of major problems relative to Year 2000. There have been some minor system errors identified, mainly when reporting or displaying the year or the date. There have been no reports of any data corruption to date. Systems continued to be monitored past 29 February and no problems were identified or reported up to 30 June 2000.

From other Council operational areas, there have been no major incidents or disruptions reported.

The Millennium Bug (Y2K) effect on Council's operation was minimal as a result of the major efforts expended by staff and associated parties to ensure both assets and systems would be ready. This project was coordinated and managed by the Information Technology Dept but involved effort and cooperation from all areas of Council to achieve an excellent outcome. Staff made themselves available during the holiday period and were highly committed to ensuring Council did not suffer any adverse consequence.



# PERFORMANCE REPORT

## Index

- Corporate Plan: Progress Against Five Year Targets
- Comparative Indicators
- Financial Statements
  - Financial Statements
  - Notes to and forming part of the Financial Statements
  - Annual Plan: Progress against one year targets

## CORPORATE PLAN: PROGRESS AGAINST FIVE YEAR TARGETS

### 1. Create a Safe, Clean and Livable City

|  |               |   |
|--|---------------|---|
| Community Safety Program                                   | Documentation | Publish 5-year Community Safety Program by 30 June, 1999. Review annually.<br><br><b>Target not achieved. Draft Community Safety Program endorsed by Community Safety Committee. Report to Council scheduled for July 2000.</b>   |
|  | Achievements  | Update and publish Community Safety Achievements Report by 31 December of each year.<br><br><b>Target not achieved. Council report adopted February 2000. Report to be printed and released in July 2000.</b>   |
| Fear of crime and crime statistics                         | Report        | Publish report by 30 September each year.<br><br><b>Target not achieved. Findings of the 1999 Police Board crime, policing and personal safety survey published later than scheduled, in December 1999.</b>   |
| Community perceptions of safety (Police Board of Victoria) | Annual survey | Raise perceptions of safety in public places and the home to the same as the State average.<br><br><b>Target not achieved. The 1999 community survey showed a decline in levels of perceived safety during the evening in public places such as shops, local neighbourhood, buses and trains.</b> |

|                           |                     |   |
|---------------------------|---------------------|---|
| Safer roads or blackspots | Reduction in number | Reduce blackspots within the City by 50% (based upon 30/6/97 statistics).<br><br><b>Target not achieved. A system for defining and monitoring blackspot casualty rates, based on the road casualty data from VicRoads, has not been developed by Council.</b>   |
| Road infrastructure       | Improvements        | Complete Westall Road (Springvale By-pass) by June 30, 2000.<br><br><b>Target will be achieved later than scheduled. This \$3.3 million project is due for completion in September 2000. Southbound lane is complete.</b>   |
|                           |                     | Complete Dingley By-pass by June 30, 2003.<br><br><b>On target. The State Government has allocated \$30 million for Stage 1, which is for the section from Warrigal Road to the Springvale By Pass (Westall Road). Most of this money is to be spent on design and land acquisition. No information is available at this stage on a commencement date for works.</b>  |
|                           |                     | Complete first stage of Scoresby Arterial by June 30, 2004.<br><br><b>Not on target. The State Government proposes to categorise this project as a Road of National Importance (RONI). Neither the State nor Federal Government has provided for development funding in current budgets. State Government has advised that funding for the project will not be provided in its current term in office. It is proceeding with the Planning Scheme amendments for works identified in the Environment Effect Statement (EES) for the project. State Government has also undertaken to lobby the Federal Government for funding.</b> |
| Public transport          | Documentation       | Complete 2000-2020 public transport plan by June 30, 2000.<br><br><b>Target will be achieved later than scheduled. City of Greater Dandenong Public Transport Plan is scheduled for completion by July 2000.</b>  |

## 2. Support a Caring City

|                       |                     |   |
|-----------------------|---------------------|---|
| Aged accommodation    | Completion          | <p>Complete three new aged accommodation projects for elderly residents whose language is other than English by June 30, 2004.</p> <p><b>On target. The first stage of the Aged Accommodation Project has been completed with the preparation of a report on the findings of the Ethnic Aged Accommodation Needs Study, the establishment of the Greater Dandenong Multicultural Aged Care Association, and the proposal for the development of a housing project for older residents.</b></p>  |
| Resources             | Resource Allocation | <p>Increase allocation of resources for aged services from Commonwealth and State Governments by 25% by June 30, 2003 (1998-99 base).</p> <p><b>Target not yet achieved. Measurement of this output has proven to be difficult due to the complexity of Commonwealth and State funding arrangements and the lack of a central database of funded programs. This is being addressed through the Services Mapping project currently underway. Council submitted for additional HACC funds during 1999-2000 but was successful only in receiving a small increase. This is disappointing given the age structure of the municipality. An application was also made for Commonwealth funding of a new hostel for the aged. This application has been held over until 2000-2001.</b></p> |
| Information provision | Publication         | <p>Publish one story each month in the community newsletter explaining an aspect of another culture or faith.</p> <p><b>Target achieved. A story on another culture or faith has been published in each edition of the bi-monthly newsletter, '2nd City News'.</b></p>  |
|                       | Publication         | <p>Publish one story each month in the community newsletter or other Council publication on a community cultural festival.</p> <p><b>Target achieved. At least one story on a community festival was published in each edition of the bi-monthly newsletter, '2nd City News'.</b></p>   |

## 3. Promote Local Employment and Economic Growth

|                                       |   |  |
|---------------------------------------|---|--|
| Private sector                        | \$s invested                            | <p>\$500 million by June 30, 2004.</p> <p><b>On target. The total value of building approvals within Greater Dandenong for the year to June 2000, as measured by the Australian Bureau of Statistics, reached \$230 million, compared with \$117 million during the previous year. This represents a 96% increase in the level of investment in local construction. If such a rate of investment were sustained, total investment in construction would exceed \$900 million by June 2004.</b></p> |
| Public sector                         | \$s invested                            | <p>\$100 million by June 30, 2004.</p> <p><b>On target. \$270 million was invested in public sector construction (buildings designed for educational, health or religious purposes) in the City of Greater Dandenong in the year to June 2000. Total investment in construction is likely to reach \$100 million by June 2004.</b></p>   |
| City infrastructure                   | \$s invested                            | <p>\$60 million by June 30, 2004.</p> <p><b>On target. Based on current expenditure and projected capital expenditure over the next four years, well in excess of \$60 million will be expended on infrastructure. Dandenong Performing Arts Centre development will cost nearly \$13 million.</b></p>   |
| Employment                            | Permanent jobs created                  | <p>1,250 new jobs by June 30, 2004.</p> <p><b>No reliable measure has been developed for the number of new jobs created as a result of the activities of the Economic Development Unit.</b></p>  |
|                                       | Traineeships and apprenticeship created | <p>1,250 new traineeships or apprenticeships by June 30, 2004.</p> <p><b>No reliable measure of apprenticeship numbers is currently available.</b></p>   |
| Internet                              | Web-site currency                       | <p>Council's homepage is updated monthly.</p> <p><b>Target achieved. Council's homepage was updated monthly during 1999-2000.</b></p>  |
| Industrial Directory                  | Published                               | <p>Publish and distribute directory every two years by March 31, commencing 31/3/2000.</p> <p><b>Target achieved later than scheduled. The 2000 Industrial Business Directory was published and delivered in May 2000.</b></p>   |
| Business confidence and job prospects | Survey                                  | <p>Undertake business confidence and job prospects survey every two years, commencing July 1999.</p> <p><b>Target not achieved and no further action has been taken to date.</b></p>   |

|                                   |          |   |
|-----------------------------------|----------|---|
| Greater Dandenong Planning Scheme | Currency | <p>Review the Municipal Strategic Statement annually.</p> <p><b>Target not fully achieved. A review of the Municipal Strategic Statement is under way and expected to be completed by December 2000.</b></p> <hr/> <p>Review the Municipal Planning Scheme annually.</p> <p><b>Target not fully achieved. Currently being reviewed. Completion scheduled for December 2000.</b></p>   |
| Regional infrastructure           | Advocacy | <p>Advocate for the development of the following regional infrastructure:</p> <ul style="list-style-type: none"> <li>• South-East Airport</li> <li>• Port of Hastings</li> </ul> <p><b>Target not yet achieved. The Shire of Cardinia assumed regional responsibility for this project following the demise of the Western Port Development Corporation in 1998. Interest in the proposal seems to have waned. Follow-up discussions with the Shire of Cardinia are planned for early 2000-2001.</b></p> <p><b>Target not yet achieved. The Shire of Mornington Peninsula assumed responsibility for this project following the demise of the Western Port Development Corporation in 1998. The Victorian Government has continued to support development of the Port of Hastings but is looking to the private sector to fund the development. Follow-up discussions with the Shire of Mornington Peninsula are planned for early 2000-2001.</b></p> <p><b>Target not yet achieved. The Victorian Government has committed to reducing travel time between Melbourne and Traralgon by 60 minutes through the redevelopment of the existing permanent way. Recent announcements suggest the Government is looking to the private sector to invest in this project, possibly through the use of superannuation funds. Independent of the initiatives being taken by the Victorian Government, a group of municipalities and business leaders stretching from Wollongong to Dandenong, through the South East Australia Transport Strategy (SEATS) group, is continuing to lobby for the development of a VFT between Sydney and Melbourne along the eastern seaboard.</b></p> <p><b>The group is currently preparing a business and marketing plan to intensify their lobby efforts for this project. Unfortunately the SEATS group has not attracted significant support from the New South Wales, Victorian or Commonwealth Governments. The Commonwealth Government in particular still favours a VFT connection between Melbourne and Sydney through Albury Wodonga and Canberra (the inland route).</b></p> |
|                                   |          | <p>* Very Fast Train (VFT) from Sydney to Melbourne along coastal route</p>   |

#### 4. Develop Arts and Culture

|                    |              |   |                |   |
|--------------------|--------------|---|----------------|---|
| Library service    | Improvements | <p>Extend hours of operation of libraries by 50% by June 30, 2004.</p> <p><b>On target. Hours of operation were extended by a further 10% during 1999-2000. Both branch libraries are currently open 67 hours each, representing the longest public library opening hours in Victoria.</b></p> <hr/> <p>Increase Internet access by 200% by June 30, 2004.</p> <p><b>On target. Access has increased from 12 to 23 workstations, while access hours have increased by approximately 50% with the development of the WebZone at the Springvale Library.</b></p> <hr/> <p>Expand library materials collection by 100% by June 30, 2004 with an emphasis on special collections.</p> <p><b>Not on target. Following Council's adoption of the Collection Development report in January 2000, collections will not increase by 100%, but will be equivalent to 1.5 per capita, based on the current population.</b></p> |                |   |
| Performance venues | Completion   | <p>Construct one new "AA" facility by June 30, 2004.</p> <p><b>Project manager and architects appointed. Project proceeding.</b></p>  |                |   |
| Street art works   | Installation | <p>Install one new piece of street art each year for five years.</p> <p><b>Target achieved. A sculpture, funded under the Pride of Place Program, was installed at the Springvale Primary School in June 2000.</b></p>  |                |   |
| Heritage study     | Completeness | <p>Complete heritage study by June 30, 1999.</p> <p><b>Target not achieved. Study commenced later than scheduled, in May 1999, due to delays in the release of government funding and responses to contract tender. Draft final report was received in June 2000, with revised final report scheduled for completion in August 2000.</b></p> <hr/> <td>Implementation</td> <td> <p>Adopt policy directions from Heritage study by December 31, 1999.</p> <p><b>Target not achieved. Experience in other municipalities indicates that extensive community consultation is advisable prior to implementation of policy, especially the inclusion of sites on the planning scheme. Such consultation will commence after receipt of the report, in August 2000.</b></p> </td>   | Implementation | <p>Adopt policy directions from Heritage study by December 31, 1999.</p> <p><b>Target not achieved. Experience in other municipalities indicates that extensive community consultation is advisable prior to implementation of policy, especially the inclusion of sites on the planning scheme. Such consultation will commence after receipt of the report, in August 2000.</b></p> |

|                     |           |  |
|---------------------|-----------|--|
| Dandenong Town Hall | Retention | Complete plans for renovation/restoration by December 31, 1999.<br><br><b>Target not fully achieved. Principal architects and design team appointed. Application for State Government funding prepared, and concept plans and indicative costings accepted by Council. Technical designs and full costings to be completed by December 2000.</b> |
|---------------------|-----------|--|

## 5. Promote Participation in Sport and Recreation

|                          |                     |   |
|--------------------------|---------------------|---|
| Investment in facilities | Resources committed | Increase resource allocation by \$1million per year, each year for five years.<br><br><b>Thirty-six projects, valued at more than \$1.27 million, were approved by Council. \$982,330 was spent on sporting facilities in the year 1999-2000. \$1,553,820 budgeted to be spent in 2000-2001 on sporting facilities.</b> |
|--------------------------|---------------------|---|

|                                 |                     |   |
|---------------------------------|---------------------|---|
| Increase in participation rates | Participation rates | Complete annual survey of sports participation by September 30 each year.<br><br><b>Target not fully achieved. National survey data has been used to estimate rates of participation in sport and physical recreation by age, gender and birthplace within the City of Greater Dandenong.</b> |
|---------------------------------|---------------------|---|

Define annual target for increase in participation rates, for inclusion in Annual Plan, by April 30 of each year.

**Target not achieved. Since defining a local benchmark has proven difficult, a target has not been included in the Annual Plan, as scheduled.**

Develop annual strategies for increased participation in non-traditional sports, based upon participation survey.

**Target achieved. A report outlining the draft strategy was presented to Council in June 2000. A complete strategy is scheduled for completion by March 2001.**

|            |                    |   |
|------------|--------------------|---|
| Open Space | Policy development | Review current open space strategy by June 30, 1999.<br><br><b>Target not fully achieved. Initial draft review completed. Decision by Executive to defer pending a more intensive review later in 2000. Review is underway and scheduled for completion in August 2000.</b> |
|------------|--------------------|---|

|                |   |
|----------------|---|
| Implementation | Progressively implement open space strategies through the annual City Improvement Program.<br><br><b>Target achieved. Twenty-five projects from the Open Space Strategies were implemented and completed in 1999-2000 through the annual CIP.</b> |
|----------------|---|

|                          |          |   |
|--------------------------|----------|---|
| Major leisure facilities | Strategy | Complete future strategy for each major leisure facility owned by Council by June 30, 2000. |
|--------------------------|----------|---|

**Target not fully achieved. Work underway on development plans for The Oasis and Tattersson Park and will not be completed by the due date. This development is subject to Council's current Municipal Aquatic Study. The Dandenong Basketball Stadium manager's proposals for redevelopment, presented to Council in late 1999, were not accepted. Further review of the Stadium's development will be undertaken in the second half of 2000.**

|                      |                        |   |
|----------------------|------------------------|---|
| Bicycle path network | Kilometres constructed | Extend bicycle path network by a minimum of 5km by June 30, 2003. |
|----------------------|------------------------|---|

**On target. One kilometre in total of bike path completed during 1999-2000, comprising sections in Cheltenham Road between Springers Leisure Centre and Springvale Road; Springvale Road between Haileybury College and Hutton Road, and an additional link within Tirhatuan Park.**

## 6. Enhance Natural and Urban Environments

|                     |             |  |
|---------------------|-------------|--|
| Environment targets | Targets met | Ensure environmental targets are met by June 30 each year. |
|---------------------|-------------|--|

**Target not achieved.**

|                          |        |  |
|--------------------------|--------|--|
| State of the Environment | Report | Publish State of the Environment Report by December 31 of each year. |
|--------------------------|--------|--|

**Target achieved. State of the Environment Report published by December 1999.**

|                     |                    |  |
|---------------------|--------------------|--|
| Housing development | Policy development | Adopt policy to encourage diversity in the built environment by June 30, 1999 and review annually. |
|---------------------|--------------------|--|

**Target not achieved. Under preparation as part of Municipal Strategic Statement review.**

|                |   |
|----------------|---|
| Implementation | Implement housing diversity policy by September 30, 1999. |
|----------------|---|

**Target not achieved. Implementation to follow completion of Municipal Strategic Statement review.**

|                          |              |  |
|--------------------------|--------------|--|
| Non-urban land retention | Conservation | Complete planning scheme amendments to conserve non-urban land by June 30, 2000. |
|--------------------------|--------------|--|

**Target not fully achieved. Policy under development and scheduled for exhibition in September 2000.**

## 7. Promote the Unique Strength of Our Retail Centres

|  |                                  |   |
|--|----------------------------------|---|
| Streetscape improvement                | Forward plan                     | Develop and implement 5-year plan for streetscape improvements in shopping centres.<br><br><b>Target achieved. Completed and approved by Council in March 2000.</b>   |
| "Retail" and "Hospitality" Directories | Published                        | Publish and distribute directories every two years by September 30, commencing 30/9/2000.<br><br><b>On target. Retail data collection has commenced and the Retail Directory is to be published as planned. The Hospitality and Recreation Guide is available on the internet and a decision is yet to be made on publishing in hard copy format.</b> |
| Dandenong Produce Market               | Investment and asset development | Complete 5-year strategic plan for Dandenong Produce Market by June 30 1999.<br><br><b>Target not fully achieved. The appointed consultants are to complete development plan report in November 2000.</b>   |

## 8. Promote Dynamic Council/ Community Partnerships

|                             |                             |   |
|-----------------------------|-----------------------------|---|
| Council meetings accessible | Community awareness         | Advertise to the community all Council meetings at least 14 days prior to meeting dates.<br><br><b>Target achieved.</b>   |
|                             | Meetings outside of Chamber | Hold a minimum of four Council meetings each year in locations other than the Council Chamber.<br><br><b>Target achieved. Meetings held externally:-</b><br><ul style="list-style-type: none"> <li>• 9 August at Wooranna Park Primary School, Dandenong North</li> <li>• 8 November at Chandler Community Centre, Keysborough</li> <li>• 7 February at Springvale Heights Primary School, Springvale</li> <li>• 22 May at Carwatha Community Centre, Noble Park</li> </ul> |
| Consumer research feedback  | Feedback                    | Publish results of all consumer feedback research within 90 days of being undertaken.<br><br><b>Target not fully achieved. Since July 1999, 28 (96%) of the findings from 29 individual business unit research activities were published within 90 days. Council's annual survey was published in the '2nd City News' within 120 days of being undertaken, with the results being sent to all households and businesses within the City.</b>                                |

|                              |   |  |
|------------------------------|---|--|
| Council representation       | Participation                           | Ensure Council is represented on all requested community organisations that request attendance.<br><br><b>Target achieved. Requests processed in March each year and on request.</b>   |
| Community consultation       | Completeness                            | Provide opportunity for community consultation on all major policy decisions.<br><br><b>Target achieved. Consultation undertaken on proposed trial of a supervised injecting facility in the City.</b>                         |
| Corporate Plan               | Progress against Corporate Plan targets | Publish half-yearly report of progress against Corporate Plan by 31 January and 31 July each year.<br><br><b>Target achieved. Report for the period January 2000 to June 2000 reported to Council meeting of 24 July 2000.</b> |
| Annual Plan                  | Progress against Annual Plan targets    | Provide monthly report of progress against Annual Plan to Council at second meeting of each month.<br><br><b>Target achieved. Progress reports against Annual Plan targets reported monthly during 1999-2000.</b>              |
| Single administrative centre | Consolidation                           | Ensure Council administration is housed in one location by 30 June, 2004.<br><br><b>Target not yet achieved. Review of possible sites and development options continuing.</b>  |

## 9. City Management

|  |              |  |
|--|--------------|--|
| Annual Budget                              | Adoption     | Adopt annual budget by June 30 of each year.<br><br><b>Target achieved. Draft 2000-2001 Budget adopted by Council in June 2000, formal adoption 3 July, 2000.</b>  |
| Five-Year Forward City Improvement Program | Adoption     | Review and publish City Improvement Program by 30 September of each year.<br><br><b>Target not achieved. The 1999-2000 Five-year City Improvement Program was not published, as the decision was placed on hold. The 2000-2001 City Improvement Program adopted by Council 3 July, 2000.</b> |
| Annual Plan                                | Completeness | Complete Annual Plan by May 30 each year, and submit to the Minister for Local Government.<br><br><b>Target achieved for 1999-2000. 2000-2001 Annual Plan adopted by Council on 10 July, 2000.</b>   |
|  |              | Publish Annual Plan by 30 September each year.<br><br><b>Target not achieved. 1999-2000 Annual Plan adopted by Council in May 1999 but not published until November 1999.</b>  |

|                        |                               |   |
|------------------------|-------------------------------|---|
| Corporate Plan         | Completeness                  | Review and publish Corporate Plan by 30 September each year.<br><br><b>Target not achieved. 2000-2005 Corporate Plan adopted June 2000. Publication planned for July 2000.</b>  |
| Annual Report          | Completeness                  | Complete Annual Report by 30 September each year, and submit to the Minister for Local Government.<br><br><b>Target achieved. Report for 1999-2000 submitted to the Minister for Local Government by 30 September, 1999.</b>  |
| Service charters       | Currency                      | Review all service charters by 30 June each year.<br><br><b>Target achieved. Service Charter reviews for the 22 Charters released in December 1998 were conducted during December 1999 and January 2000. All 22 Charters were approved by the Executive for publication. Reviews for a further 19 Charters released in May 1999 were conducted during May 2000. These Charters to be approved by the Executive before mid-July.</b> |
| Complaints resolution  | Complaints resolved           | Reduce complaints by 5% annually.<br><br><b>Target not achieved. Insufficient complaints registered to allow measurement.</b>   |
|                        |                               | Resolve 100% of complaints<br><br><b>Target achieved. All complaints registered resolved.</b>   |
| Consumer research      | Completed feedback activities | Publicly release one general survey and a minimum of 50 individual service feedback activities by 30 June each year.<br><br><b>Target not fully achieved. Council's community-wide survey, covering a range of Council services and topics, and including over 1000 interviews, was undertaken in December 1999. In addition, 24 Council business units have undertaken research since July 1999.</b>                               |
| Call Centre operations | Response times                | Ensure 97% of calls received answered within 15 seconds.<br><br><b>Target not achieved. In the year to June 2000, 93% of all calls received were answered within 15 seconds.</b>  |
|                        | Drop-out rate                 | Ensure call drop-out rate is reduced to 3% of all calls received.<br><br><b>Target achieved and exceeded. In the year to June 2000, 1.6% of all calls to the City of Greater Dandenong were abandoned.</b>  |

|  |  |   |
|--|--|---|
| Marketing  | Activities                             | Review and implement marketing plans by 30 June each year.<br><br><b>Target not fully achieved. Marketing plans are being implemented by individual business units. Public Affairs is in the process of conducting an audit to assess the extent to which these plans have been implemented by business units, and preparing for 2000-2001 business planning.</b> |
| Electronic service delivery                          | Services available                     | Implement system to access all Council services via the Internet by 30 June, 2003.<br><br><b>On target. The majority of frequently accessed services have been presented on the Internet and further services are being made accessible.</b>  |
| Awareness by local Parliamentary representatives     | Programmed meetings and written advice | Hold minimum of two briefing meetings with local representatives each year.<br><br><b>Target achieved. Meetings held in November 1999 and March 2000.</b>   |
|  |  | Forward advice of all applications for grants and government assistance to local representatives within 14 days of submission.<br><br><b>Target achieved.</b>   |
|  |  | Forward copy of all publications to local representatives within 7 days of publication.<br><br><b>Target achieved.</b>  |
| Take advantage of new government policies            | Awareness of new directions            | Submit briefing papers to Council of new government initiatives within 30 days of receiving advice.<br><br><b>Target achieved. Council briefed on Primary Health Care, Gaming and Gambling, and Sport and Recreation programs.</b>  |
| Interaction with peak local government organisations | Involvement                            | Ensure Councillor and/or staff involvement with a minimum of two industry working parties each year.<br><br><b>Target achieved. Councillor representatives appointed annually in March, featuring representation on a range of organisations including Municipal Association of Victoria and Victorian Local Governance Association.</b>                          |
| Compulsory Competitive Tendering compliance          | Statutory target                       | Ensure 50% of eligible operating expenditure meets with statutory targets.<br><br><b>Target achieved. Best Value Legislation has replaced CCT expenditure compliance reporting. Council achieved 94% of the target by May 2000.</b>   |

## LOCAL GOVERNMENT KPIS: ANNUAL PLAN AND COMPARATIVE INDICATORS

|  |  |   |
|--|--|---|
| National Competition Policy compliance | Statutory targets met                  | Ensure 100% compliance.<br><br><b>Target achieved. No competitive neutrality complaints received in the year to 30 June, 2000. Pricing model included in Council's 2000-2001 Budget Guide.</b>  |
|  | Local Laws review                      | Complete Local Law review by 30 June, 2001.<br><br><b>On target. Internal consultations completed. Community consultations scheduled to commence September 2000.</b>  |
| Team effectiveness                     | Audit                                  | Complete external audit by 31 October each year.<br><br><b>Target not achieved. Training needs are currently being investigated.</b>  |
| Telephone translating service          | Operation                              | Increase use of the telephone translating service by 50% by 30 June, 2000.<br><br><b>Target achieved. In the year 1999-2000 the Multi-lingual Telephone Service received an average of 225 calls per month, compared with 128 per month in the year to June 1998. This represents a 76% increase in the number of phone calls over that period.</b> |
| Business plans                         | Completeness                           | Complete internal audit of business plans by 30 September each year.<br><br><b>Target not achieved. Internal audit of business plans completed December 1999.</b>   |
|  |  | Complete external audit of business plans by 31 October of each year.<br><br><b>Target not achieved. External audit of business plans did not proceed.</b>  |
| Risk management                        | Insurance premiums paid                | Reduce annual insurance premium costs by 5% annually.<br><br><b>Target not achieved due to hardening of the market and insurers' reluctance to quote on Local Government business.</b>  |
|  | Insurance payments below excess levels | Reduce costs of claims paid below excess by 10% annually.<br><br><b>Target not achieved due to an increasing tendency towards litigation.</b>   |
|  | Insurance claims                       | Reduce number of claims received by 5% annually.<br><br><b>Target not achieved. Increase in claim numbers as a consequence of increased litigation and increasing levels of vandalism.</b>  |

### Comparative Indicators

|   | 1998-1999  | 1999-2000  | Difference |
|---|------------|------------|------------|
| <b>Town Planning</b>  |            |            |            |
| Average total time taken to process planning applications from lodgement to notification of intention to refuse/grant permit.         | 37         | 44         | 7          |
| % Achievement of "due date" performance targets for planning applications.  | 100%       | 100%       | 0%         |
| Number of planning applications decided during the year under delegation by officers.   | 678        | 688        | 10         |
| Number of planning applications decided during the year by council.   | 46         | 57         | 11         |
| Number of planning applications decided during the year through appeal.   | 12         | 16         | 4          |
| % of Victorian Civil and Administrative Tribunal decisions which upheld council's decision to refuse or grant a planning application. | 16.67%     | 31.25%     | 14.58%     |
| Cost per planning application.  | \$4,031.44 | \$3,883.12 | -\$148.32  |
| <b>Waste Management</b>   |            |            |            |
| Weight of household waste collected and deposited in land fill per tenement.  | 0.81       | 0.77       | -0.03      |
| Community satisfaction rating for waste management services.  | 73         | 74         | 1          |
| % of household waste recycled.  | 18.11%     | 17.92%     | -0.20%     |
| Cost of non-recyclable waste collection and disposal per tenement receiving service.  | \$45.99    | \$43.77    | -\$2.22    |
| Cost of recyclable waste collection per tenement receiving service.   | \$32.58    | \$36.06    | \$3.48     |
| <b>Municipal Cleaning and Parks Management</b>  |            |            |            |
| Community satisfaction rating for appearance of public areas.   | 63         | 63         | 0          |
| Cost of municipal cleaning per assessment.  | \$19.22    | \$20.63    | \$1.41     |
| Cost of parks and gardens maintenance per capita.   | \$17.48    | \$20.37    | \$2.89     |
| <b>Public Library and Information Services</b>  |            |            |            |
| Average number of library visits per capita.  | 6.39       | 6.89       | 0.51       |
| Library lending stock turnover rate - times per annum.  | 7.90       | 8.81       | 0.91       |
| Average number of internet access sites provided in libraries per thousand population.  | 0.09       | 0.00       | -0.09      |
| Average number loans per visit to libraries.  | 1.66       | 1.65       | -0.01      |
| Average cost of library services per loan.  | \$1.77     | \$1.65     | -\$0.12    |

|  |            |             |             |
|--|------------|-------------|-------------|
| Average cost of library services per visit.  | \$2.93     | \$2.72      | -\$0.21     |
| Average cost of library services per hour of operation.  | \$327.21   | \$15,690.83 | \$15,363.61 |
| Library materials expenditure as a % of total cost of library services.                              | 21.17%     | 17.32%      | -3.85%      |
| <b>Road Construction and Maintenance</b>   |            |             |             |
| % of road network assessed for asset condition.  | 10.00%     | 33.00%      | 23.00%      |
| % of road capital expenditure projects completed.  | 84.00%     | 89.00%      | 5.00%       |
| Community satisfaction rating for local roads and footpaths.   | 59         | 58          | -1          |
| Cost of maintenance for sealed roads per kilometre.  | \$1,555.00 | \$2,540.25  | \$985.25    |
| Cost of maintenance for unsealed roads per kilometre.  | \$2,336.00 | \$3,042.11  | \$706.11    |
| Ratio of roads capital expenditure to roads depreciation.  | 0.29       | 0.01        | -0.28       |
| <b>Family, Children's and Youth Services</b>   |            |             |             |
| % of eligible infant immunisations completed.  | 85.00%     | 88.29%      | 3.29%       |
| Average number of maternal and child health consultations per eft nurse per month.                   | 209.29     | 199.88      | -9.41       |
| % of first birth non-attendees for maternal and child health consultations.                          | 7.00%      | 11.00%      | 4.00%       |
| Net cost of family day care per utilised child care place.   | \$144.39   | -\$170.12   | -\$314.50   |
| Net cost of centre based day care per utilised child care place.                                     | \$0.00     | \$0.00      | \$0.00      |
| Net cost of maternal and child health per consultation.  | \$18.80    | \$23.07     | \$4.27      |
| <b>Environmental Health and Regulatory Services</b>  |            |             |             |
| Number of registered pets per thousand population.   | 117.43     | 113.52      | 3.91        |
| % of complying inspections, for registered premises subject to environmental health inspections.     | 100.00%    | 100.00%     | 0.00%       |
| Cost of environmental health services per capita.  | \$4.11     | \$5.08      | \$0.97      |
| Cost of animal control per capita.   | \$0.89     | \$1.21      | \$0.32      |
| <b>Aged and Disabled Services</b>  |            |             |             |
| Average number of days to respond from referral to delivery for aged and disabled services.          | 6.00       | 5.00        | -1.00       |
| Actual contact hours provided as a % of actual assessed contact time for aged and disabled services. | 93.76%     | 100.00%     | 6.24%       |
| Cost of home care per contact hour.  | \$26.77    | \$28.13     | \$1.37      |
| Cost of meals on wheels per meal.  | \$7.89     | \$8.72      | \$0.83      |
| <b>Administration</b>  |            |             |             |
| % of actual contract expenditure incurred to budgeted contract price at commencement of year.        | 108.00%    | 0.00%       | -108.00%    |
| Cost of administration as a % of total operating expenditure.  | 24.88%     | 22.53%      | -2.34%      |

## MANAGEMENT COMMENT ON THE FINANCIAL STATEMENTS

### Overview

The 1999-2000 operating result and financial position of the Council was greatly influenced by the revaluation of all council's assets during the year. All Councils in Victoria were required by Local Government Accounting Regulations to revalue their assets, including roads, drains, footpaths, land and buildings during 1999-2000. This revaluation was done as at 1 January 2000 to coincide with the revaluation of all properties in the municipality.

This revaluation of Council's assets resulted in an overall increase in the value of assets of \$207M. The main increases were in roads (\$114.7M), buildings (\$24.4M), drainage (\$38.9M) and footpaths (\$18.3M). It also directly impacts the 1999-2000 Operating Statement through an increase in the allowance for depreciation.

Depreciation (which recognises the decrease in value of assets due to wear and tear) is based on asset values and the useful lives of assets. The increased valuation resulted in an increase in depreciation for 1999-2000 and will result in increased depreciation in future years.

The City of Greater Dandenong achieved an operating surplus before depreciation of \$15.4M compared to \$8.5M in 1998-1999. Depreciation for 1999-2000 was \$12.6M, of which \$3.7M was due to the increase in the value of Council's assets following their revaluation on 1 January 2000.

The operating result for the year after this increase in depreciation is a deficit of \$2.8M.

Excluding this increase in depreciation, Council's operating result for 1999-2000 was a surplus of \$0.9 million, in line with budget expectations.

### Revenue

Council's revenue for 1999-2000 was \$56.7M (\$54.3M in 1998-1999) including rate revenue (\$33.6M), government grants (\$11.6M) and Fees and Charges (\$4.5 M).

Rate Revenue - Rate revenue is based on the Capital Improved Value of properties and a "rate in the dollar" applied against each category of property. Council's rate revenue exceeded budget expectations due to better than expected revenue from supplementary rates resulting from improvements to properties during the year.

Grants - Grants revenue comprises a General Purpose Grant of \$5.6M, which included an untied Road Funding Grant of \$0.8M. The balance of Grants revenue of \$6.0M was essentially for community services such as home care, aged care and youth services. These grants are fully expended on these services in addition to funds allocated by council from other sources of revenue.

### Expenditure

Total recurrent expenditure for 1999-2000 excluding depreciation was \$46.97M (46.85M in 1998-1999). This included the following major items of expenditure.

Employee Costs (\$19.4M) - Employee costs were lower than in 1998-1999 (\$20.9M) mainly due to the reduction in staffing levels following the outsourcing of the Home and Community Care Services (HACC).

Materials & Services (\$14.5M) - The increase in the expense from \$11.67M in 1998/99 to \$14.5M in 1999/2000 reflects the transfer of employee costs to outsourced HACC services.



# CITY OF GREATER DANDENONG FINANCIAL STATEMENTS YEAR ENDED 30 JUNE 2000

Year Ended 30 June, 2000

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Other Expenses (\$10.9M) - Other expenses include contractors/consultants (\$2.7M), grants to various community bodies (\$1.5M), and utilities such as telephone, electricity and gas (\$1.2M). Contractors and other expenses include approximately \$0.1M on the implementation of the Goods and Services Tax which came into effect on 1 July 2000.

Depreciation (\$12.6M)- The depreciation expense increased from 1 January 2000 following the revaluation of Council's assets. The revaluation increase in assets resulted in depreciation increasing by \$3.7M more than originally expected.

Abnormal Items - In accounting terminology, abnormal items are those that are unusually large considering Council's normal business operations.

1. Abnormal Revenue \$1.18M - This represents the value of assets that were previously not included in the financial statement, but brought in subsequent to the revaluation on 1 January 2000.
2. Abnormal Expense - \$22.77M - This is made up of two items:
  - a. An adjustment to depreciation for the last four years amounting to \$15.2M due to an incorrect basis of calculation.
  - b. Write off of road assets of \$7.56M that did not belong to Council, but had been included in previous valuations in error.

## Council's Financial Position

Following the revaluation of Council assets and after taking into account abnormal items and increased depreciation, Council's assets (what the community owns) less liabilities (what the community owes) have increased by \$183 million from \$415M at 30 June 1999 to \$598M at 30 June 2000.

### Council's assets comprise:

|                                       | \$M        | %            |
|---------------------------------------|------------|--------------|
| Roads                                 | 185        | 29.6         |
| Drainage                              | 85         | 13.6         |
| Land                                  | 183        | 29.3         |
| Buildings                             | 105        | 16.8         |
| Footpaths & Bike Paths                | 29         | 4.6          |
| Plant/Furniture, Playground Equipment | 23         | 3.7          |
| Cash and Investments                  | 10         | 1.6          |
| Receivables & Other                   | 5          | 0.8          |
|                                       | <b>625</b> | <b>100.0</b> |

### Council's Liabilities comprise:

|                       | \$M       | %            |
|-----------------------|-----------|--------------|
| Borrowing             | 14        | 51.8         |
| Creditors             | 7         | 25.9         |
| Employee entitlements | 6         | 22.3         |
|                       | <b>27</b> | <b>100.0</b> |

The difference between the assets and liabilities of \$598M is the net worth of the Council to its ratepayers and community.

Note:- The above management comment does not form part of the statutory reporting and hence not subject to audit certification. It has been written to assist the Greater Dandenong community in better understanding the financial operations and financial position of their Council.

**Operating Statement for the Year ended 30 June 2000**

|  | Note    | 2000<br>\$'000  | 1999<br>\$'000 |
|--|---------|-----------------|----------------|
| <b>REVENUES</b>  |         |                 |                |
| Rates  |         | 33,592          | 30,765         |
| Government Grants  | 3.1,3.2 | 11,622          | 10,816         |
| Fees, Charges and Fines  | 3.3     | 4,524           | 4,455          |
| Contributions  |         | 641             | 782            |
| Interest   |         | 911             | 756            |
| Proceeds from Sale of Assets   | 3.4     | 1,381           | 2,922          |
| Other  | 3.5     | 4,056           | 3,792          |
| <b>Total Revenues</b>  |         | <b>56,727</b>   | <b>54,288</b>  |
| <b>EXPENSES</b>  |         |                 |                |
| Employee Costs   | 4.1     | 19,421          | 20,916         |
| Materials and Services   | 4.2     | 14,504          | 11,673         |
| Depreciation   | 4.3     | 12,573          | 7,984          |
| Carrying Amount of Assets Sold   | 3.4     | 987             | 2,525          |
| Interest   |         | 1,140           | 1,304          |
| Other  | 4.4     | 10,916          | 10,433         |
| <b>Total Expenses</b>  |         | <b>59,541</b>   | <b>54,835</b>  |
| <b>INCREASE / (DECREASE) IN NET ASSETS RESULTING FROM OPERATIONS BEFORE ABNORMAL ITEMS</b> |         | <b>(2,814)</b>  | <b>(547)</b>   |
| <b>Abnormal Items</b>  |         |                 |                |
| Abnormal Revenue   | 3.6     | 1,180           | 1,861          |
| Abnormal Expenses  | 4.5     | (22,772)        | (2,057)        |
| <b>Total Abnormal Items</b>  |         | <b>(21,592)</b> | <b>(196)</b>   |
| <b>INCREASE / (DECREASE) IN NET ASSETS RESULTING FROM OPERATIONS AFTER ABNORMAL ITEMS</b>  |         | <b>(24,406)</b> | <b>(743)</b>   |

The accompanying notes form part of these financial statements.

**Statement of Financial Position as at 30 June 2000**

|                                      | Note        | 2000<br>\$'000 | 1999<br>\$'000 |
|--------------------------------------|-------------|----------------|----------------|
| <b>ASSETS</b>                        |             |                |                |
| <b>Current Assets</b>                |             |                |                |
| Cash                                 | 5.1         | 7,837          | 4,357          |
| Investments                          | 5.2         | 1,827          | 1,735          |
| Receivables                          | 5.3         | 5,588          | 7,314          |
| Property Held for Resale             | 5.4         | 7,892          | 1,248          |
| Other                                | 5.5         | 246            | 181            |
| <b>Total Current Assets</b>          |             | <b>23,390</b>  | <b>14,835</b>  |
| <b>Non-Current Assets</b>            |             |                |                |
| Property, Plant and Equipment        | 1.2, 1.3, 6 | 602,033        | 428,100        |
| <b>Total Non-Current Assets</b>      |             | <b>602,033</b> | <b>428,100</b> |
| <b>Total Assets</b>                  |             | <b>625,423</b> | <b>442,935</b> |
| <b>LIABILITIES</b>                   |             |                |                |
| <b>Current Liabilities</b>           |             |                |                |
| Creditors & Accruals                 |             | 7,172          | 5,147          |
| Provisions                           | 7.1         | 3,020          | 2,838          |
| Borrowings                           | 12          | 2,825          | 2,952          |
| Trust Monies                         | 7.2         | 583            | 491            |
| <b>Total Current Liabilities</b>     |             | <b>13,600</b>  | <b>11,428</b>  |
| <b>Non-Current Liabilities</b>       |             |                |                |
| Provisions                           | 8           | 2,208          | 2,271          |
| Borrowings                           | 12          | 11,465         | 13,988         |
| <b>Total Non-Current Liabilities</b> |             | <b>13,673</b>  | <b>16,259</b>  |
| <b>Total Liabilities</b>             |             | <b>27,273</b>  | <b>27,687</b>  |
| <b>NET ASSETS</b>                    |             | <b>598,150</b> | <b>415,248</b> |
| <b>EQUITY</b>                        |             |                |                |
| Accumulated surplus                  |             | 388,374        | 412,730        |
| General reserves                     | 9           | 2,468          | 2,518          |
| Asset revaluation reserve            | 1.3(d),9.4  | 207,308        | -              |
| <b>TOTAL EQUITY</b>                  |             | <b>598,150</b> | <b>415,248</b> |

The accompanying notes form part of these financial statements.

**Statement of Changes in Equity for the Year ended 30 June 2000**

|   | Notes | Total          |                | Accumulated Surplus |                | Reserves       |              |
|---|-------|----------------|----------------|---------------------|----------------|----------------|--------------|
|   |       | 1999/00        | 1998/99        | 1999/00             | 1998/99        | 1999/00        | 1998/99      |
|   |       | \$'000         | \$'000         | \$'000              | \$'000         | \$'000         | \$'000       |
| <b>Balance at the beginning of the year</b>                         |       | <b>415,248</b> | <b>415,991</b> | <b>412,730</b>      | <b>413,117</b> | <b>2,518</b>   | <b>2,874</b> |
| Change in Net Assets resulting from Operations after Abnormal items |       | (24,406)       | (743)          | (24,406)            | (743)          | -              | -            |
| Revaluation of assets   | 9.4   | 207,308        | -              | -                   | -              | 207,308        | -            |
| Transfer to Reserves  | 9.3   | -              | -              | (350)               | -              | 350            | -            |
| Transfer from Reserves  | 9.3   | -              | -              | 400                 | 356            | (400)          | (356)        |
| <b>Balance at the end of the year</b>                               |       | <b>598,150</b> | <b>415,248</b> | <b>388,374</b>      | <b>412,730</b> | <b>209,776</b> | <b>2,518</b> |

The accompanying notes form part of these financial statements

**Statement of Cash Flows for Year ended 30 June 2000**

|  | Note  | 2000<br>\$'000 | 1999<br>\$'000 |
|--|-------|----------------|----------------|
| <b>CASH INFLOWS / (OUTFLOWS) FROM OPERATING ACTIVITIES</b>   |       |                |                |
| Receipts from Ratepayers                                     |       | 33,625         | 30,845         |
| Fees, Charges, Fines & other                                 |       | 11,014         | 7,514          |
| Government Grants —Untied                                    | 3.1   | 5,616          | 4,932          |
| Government Grants for Service Delivery                       | 3.2   | 6,006          | 5,884          |
| Interest Received  |       | 911            | 756            |
| Payments to Suppliers and Employees                          |       | (42,862)       | (43,090)       |
| Interest Paid  |       | (1,140)        | (1,304)        |
| <b>Net Cash (Used in) / Provided by Operating Activities</b> | 17(a) | <b>13,170</b>  | <b>5,537</b>   |
| <b>CASH INFLOWS / (OUTFLOWS) FROM INVESTING ACTIVITIES</b>   |       |                |                |
| Payments for Property, Plant and Equipment                   |       | (8,421)        | (7,333)        |
| Proceeds from sale of Property, Plant and Equipment          |       | 1,381          | 2,922          |
| <b>Net Cash (Used in) Investing Activities</b>               |       | <b>(7,040)</b> | <b>(4,411)</b> |
| <b>CASH INFLOWS / (OUTFLOWS) FROM FINANCING ACTIVITIES</b>   |       |                |                |
| Borrowings   |       | -              | 8,453          |
| Repayment of Borrowings                                      |       | (2,650)        | (2,092)        |
| Repayment of Superannuation                                  |       | -              | (9,417)        |
| Trust monies and deposits received / (returned)              | 1.6   | 92             | (442)          |
| <b>Net Cash (Used in) / Provided by Financing Activities</b> |       | <b>(2,558)</b> | <b>(3,498)</b> |
| <b>NET INCREASE / (DECREASE) IN CASH HELD</b>                |       | <b>3,572</b>   | <b>(2,372)</b> |
| Non-restricted Cash at beginning of the financial year       |       | 4,357          | 6,809          |
| Restricted Cash at beginning of the financial year           |       | 1,735          | 1,655          |
| <b>TOTAL CASH AT BEGINNING OF THE YEAR</b>                   |       | <b>6,092</b>   | <b>8,464</b>   |
| Non-restricted Cash at the end of the financial year         | 5.1   | 7,837          | 4,357          |
| Restricted Cash at the end of the financial year             | 5.2   | 1,827          | 1,735          |
| <b>TOTAL CASH AT END OF THE YEAR</b>                         | 17(b) | <b>9,664</b>   | <b>6,092</b>   |

This Statement should be read in conjunction with the notes to the financial statements

**1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES**

**1.1. Basis of Accounting**

These financial statements constitute a general purpose financial report that has been prepared in accordance with Australian Accounting Standards, Local Government Act 1989, Local Government Regulations 1990, other authoritative pronouncements of the Australian Accounting Standards Board and Urgent Issues Group Consensus Views. Accounting policies employed have remained consistent unless otherwise stated.

The financial statements are prepared on the accrual basis under the convention of historical cost accounting, except for certain assets, which are recorded at valuation in compliance with Local Government Regulations. These assets are valued at written down replacement cost or market value.

**1.2. Acquisition of Assets**

Assets are initially recorded at cost, including costs incidental to the acquisition such as architects fees and engineering design fees that are incurred in getting the asset ready for use.

**1.3. Recognition of Non-Current Assets**

The Council has adopted the following policy in relation to the acquisition of fixed assets and depreciation rates in relation to those assets.

- a) Due to an absence of reliable methodology and in accordance with Australian Accounting Standard AAS 27 Financial Reporting by Local Governments, the recognition of Land under Roads has been deferred until the year ending 30 June 2004.
- b) Thresholds for asset recognition were unchanged from 1998/99 except for Minor Plant, Furniture & Equipment where the threshold limit changed from \$5,000 to \$500. The financial effect of this change is not material.

| Class of Assets                    | New Works<br>Threshold<br>Limit\$ | Improvements<br>Threshold<br>Limit\$ |
|------------------------------------|-----------------------------------|--------------------------------------|
| Plant and Equipment                | 1,000                             | N/A                                  |
| Minor Plant, Furniture & Equipment | 500                               | 5,000                                |
| Land and Buildings                 | 1                                 | N/A                                  |
| Infrastructure Assets              |                                   |                                      |
| Roads                              | 1                                 | 20,000                               |
| Drains, Footpaths and Bridges      | 1                                 | 5,000                                |
| Street Furniture                   | 10,000                            | 10,000                               |

- c) All non-current assets having a limited useful life are systematically depreciated over their useful lives to Council in a manner that reflects the consumption of the service potential of those assets. Depreciation is provided on a straight-line basis using rates applicable to Council's experience. The estimated useful lives reflect a program of normal maintenance and are reviewed annually.

The following table shows the major categories of assets and associated useful lives.

| Asset Category                     | Useful<br>Life | Depreciation<br>Rate |
|------------------------------------|----------------|----------------------|
| Plant and Equipment                | 10 years       | 10%                  |
| Minor Plant, Furniture & Equipment |                |                      |
| Artworks                           | 100 years      | 1%                   |
| Furniture & Equipment              | 6 years        | 15%                  |
| IT Devices                         | 5 years        | 20%                  |
| Parking Meters                     | 10 years       | 10%                  |
| Street Signs/Traffic Control       | 10 years       | 10%                  |
| Library Catalogue                  | 5 years        | 20%                  |
| Library Equipment                  | 10 years       | 10%                  |
| Library Plant                      | 5 years        | 20%                  |

|                                      |           |      |
|--------------------------------------|-----------|------|
| Land & Buildings                     |           |      |
| Car Parks                            | 100 years | 1%   |
| Land                                 | Infinite  | Nil  |
| Buildings                            | 50 years  | 2%   |
| Non-Realisable Infrastructure Assets |           |      |
| Bike Paths                           | 50 years  | 2%   |
| Footpaths                            | 50 years  | 2%   |
| Bridges                              | 100 years | 1%   |
| Roads                                | 60 years  | 1.6% |
| Drains                               | 100 years | 1%   |
| Realisable Infrastructure Assets     |           |      |
| Street Furniture                     | 10 years  | 10%  |
| Playgrounds                          | 10 years  | 10%  |

**d) Revaluation of Non-current Assets**

All non-current assets, are revalued to their current cost less accumulated depreciation at the date of each revaluation of property within the municipality.

The last such revaluation was carried out as at 1 January 2000.

Any revaluation decrement is recognised as an expense, except that, to the extent that the decrement reverses a previous revaluation increment that has been credited to, and is still being carried in the asset revaluation reserve in respect of the class of assets to which the asset belongs. In that event, the decrement is debited directly to the asset revaluation reserve.

Revaluation increments are credited directly to the asset revaluation reserve.

**e) Realisable Infrastructure Assets**

Infrastructure assets comprising street furniture and playground equipment are considered by their nature to be realisable assets. All other Infrastructure Assets are considered to be non-realisable. Non-realisable assets are excluded from the calculations of financial ratios. ( Refer note 18)

**1.4. Comparative Figures**

Comparative information has, where necessary, been reclassified to comply with the presentation adopted in the current year.

**1.5. Recognition of Revenues**

**a) Rates revenue**

Rates and service charges are recognised as revenue when control over the assets comprising the revenues is obtained. Control over assets comprising rates and service charges is obtained at the declaration of the rate, levy or service charge, at commencement of the rating year.

- b) Grants, Donations and Other Contributions  
Grants, donations and other contributions are recognised as revenue upon receipt or upon prior confirmation that they have been secured.

Related notes: Note 3.1 and 3.2.

- c) Fees, Charges and Fines  
Fees and Charges are recognised as revenue upon receipt. Fines are recognised as revenue upon issuance of the infringement notice.
- d) Sale of Land  
Revenue arising from the sale of land is recognised upon entering into an unconditional contract, or if conditional, revenue is recognised at settlement.

#### 1.6. Trust Funds

Amounts received as tender deposits, bonds, retention monies and Hostel Entrance fees controlled by Council are recognised as trusts until they are refunded, forfeited or adjusted. Related Note 7.2.

#### 1.7. Employee Entitlements

- a) Accrued Salary and Wages  
A liability for accrued salary and wages including associated oncosts is recognised as a current liability being the amount earned and unpaid at balance date.
- b) Annual Leave and Long Service Leave  
The liability for annual leave is determined at current rates of pay, inclusive of leave loading and associated oncosts, and is based on annual leave accrued and not taken as at balance date.

A liability for long service leave is recognised when it is probable that settlement will be required and the liability is capable of being measured reliably. Long service leave entitlements payable are assessed at each balance date having regard to length of service, estimated future movements in rates of pay, on costs and other factors including experience of employee departures and their periods of service. Long service leave entitlements expected to be settled after twelve months are measured at the present value of the estimated future cash outflows. The current portion is measured in nominal dollars. Interest rates on government securities are used for discounting future cash flows. Related note: Note 7.1 & 8

No provision is made in respect of employee entitlements for sick leave because it is non-vesting and the pattern of sick leave taken indicates that accumulated non-vesting sick leave will never be paid, in the majority of instances.

The Local Government (Long Service Leave) Regulations 1991 require maintenance of a separate investment account for Long Service Leave. This restricted asset is disclosed at Note 5.2. The liability calculated under the regulations formula does not match the liability determined under AAS 30 — Accounting for Employee Entitlements

- c) Superannuation

The superannuation expense for the financial year is the amount of the statutory contribution the council makes to the superannuation plan, which provides benefits to its employees. Additionally, the council may be called up to contribute towards any unfunded amounts in the Local Authorities Superannuation Fund in respect of former employees of council. Details of those arrangements are set out in Note 13.

#### 1.8. Recognition of General Creditors

Liabilities are recognised for amounts to be paid in the future for goods provided and services received as at balance date, whether or not invoices have been received. Related notes: Note 12.

#### 1.9. Leases

Operating lease payments are expensed in the year in which the payment is made. Operating leases are those where the risks of ownership of the assets are effectively retained by the lessor, as opposed to finance leases where the lessee carries a substantial component of the risk. Council has no finance leases.

#### 1.10. Property Held for Resale

Property held for resale is valued at the lower of cost and net realisable value. Cost includes all incidental costs associated with the property such as acquisition costs, development costs and financing costs during development of the property.

#### 1.11. Investments

Investments are valued at cost. Interest revenues are recognised as they accrue.

#### Cash

For the purpose of the statement of cash flows, cash includes cash deposits which are readily convertible to cash on hand and which are available for day to day cash management activities.

#### 1.12. Rounding

The figures in the financial statements and the accompanying notes are rounded to the nearest thousand dollars.

## 2. FUNCTIONS AND ACTIVITIES

Revenue and expenses have been attributed to the following functions:

### 2.1. Revenue and Expenses by Function

Grants Commission revenue and expense classifications have been used in the table:

| REVENUE ATTRIBUTED 1999/00           |               |               |               | EXPENSES 1999/00 |               | SURPLUS / (DEFICIT) before Abnormals |               |
|--------------------------------------|---------------|---------------|---------------|------------------|---------------|--------------------------------------|---------------|
|                                      | \$000 General | \$000 Grants  | \$000 Total   | % of Total       | \$000         |                                      | % of Total    |
| Community Services                   | 1,372         | 4,989         | 6,361         | 11.21%           | 9,818         | 16.49%                               | (3,457)       |
| Health & Environment                 | 6,251         | 109           | 6,360         | 11.21%           | 8,690         | 14.59%                               | (2,330)       |
| Leisure                              | 871           | 635           | 1,506         | 2.65%            | 6,576         | 11.04%                               | (5,070)       |
| Transport                            | 1,762         | 995           | 2,757         | 4.86%            | 4,654         | 7.82%                                | (1,897)       |
| Management & Economic Development    | 34,849        | 4,894         | 39,743        | 70.07%           | 29,803        | 50.06%                               | 9,940         |
| <b>Total Revenues &amp; Expenses</b> | <b>45,105</b> | <b>11,622</b> | <b>56,727</b> | <b>100%</b>      | <b>59,541</b> | <b>100%</b>                          | <b>(2814)</b> |

| REVENUE ATTRIBUTED 1998/99           |               |               |               | EXPENSES 1998/99 |               | SURPLUS / (DEFICIT) before Abnormals |              |
|--------------------------------------|---------------|---------------|---------------|------------------|---------------|--------------------------------------|--------------|
|                                      | \$000 General | \$000 Grants  | \$000 Total   | % of Total       | \$000         |                                      | % of Total   |
| Community Services                   | 1,467         | 4,634         | 6,101         | 11.24%           | 8,712         | 15.89%                               | (2,611)      |
| Health & Environment                 | 4,591         | 117           | 4,708         | 8.67%            | 8,181         | 14.92%                               | (3,473)      |
| Leisure                              | 1,239         | 772           | 2,011         | 3.70%            | 6,870         | 12.53%                               | (4,859)      |
| Transport                            | 1,982         | 1,094         | 3,076         | 5.67%            | 5,238         | 9.55%                                | (2,162)      |
| Management & Economic Development    | 34,193        | 4,199         | 38,392        | 70.72%           | 25,834        | 47.11%                               | 12,558       |
| <b>Total Revenues &amp; Expenses</b> | <b>43,472</b> | <b>10,816</b> | <b>54,288</b> | <b>100%</b>      | <b>54,835</b> | <b>100%</b>                          | <b>(547)</b> |

Assets are distributed according to management responsibility and this does not align to activities or functions. Therefore, distribution of assets by activities or functions is not separately disclosed as required by Australian Accounting Standard AAS 27 Financial Reporting by Local Governments .

## 2.2. Functions of Council

| Function by Grants Commission Categories | Synopsis of activities by functions undertaken  |
|--|---|
| Community Services                       | Community services to residents and local organisations and support services covering a broad range of community and individual needs: <ul style="list-style-type: none"> <li>• Adult day care and aged persons hostel</li> <li>• Childcare centres &amp; pre-schools</li> <li>• Family support, home care</li> <li>• Meals-on-wheels</li> <li>• Recreation programmes</li> <li>• Services for the disabled</li> <li>• Youth support and youth housing</li> </ul> |
| Health & Environment                     | Operation and maintenance of <ul style="list-style-type: none"> <li>• Collection and disposal of all waste materials</li> <li>• Development planning and control</li> <li>• Preventative health services</li> <li>• Street beautification</li> <li>• Street cleaning and environmental protection</li> </ul>  |
| Leisure                                  | Operation and maintenance of <ul style="list-style-type: none"> <li>• Arts and cultural activities</li> <li>• Indoor leisure centres</li> <li>• Parks and gardens, sporting and nature reserves</li> <li>• Public halls &amp; community centres</li> <li>• Public library</li> </ul>  |
| Transport                                | Operation and maintenance of <ul style="list-style-type: none"> <li>• Bridges</li> <li>• Parking and traffic control facilities</li> <li>• Pedestrian and bicycle networks</li> <li>• Road &amp; footpath construction</li> <li>• Street lighting</li> <li>• Works depots</li> </ul>  |
| Management & Economic Development        | Operation and maintenance of <ul style="list-style-type: none"> <li>• Economic development</li> <li>• General management and administrative support for all Council operations and services</li> <li>• Maintenance and protection of Council assets</li> <li>• Promotion and marketing of Council services</li> <li>• Rate Revenues &amp; Financial Assistance Grants</li> <li>• Strategic planning</li> </ul>  |

|   | 2000<br>\$'000 | 1999<br>\$'000 |
|---|----------------|----------------|
| <b>3. REVENUES</b>  |                |                |
| <b>3.1. Government Grants Untied</b>                        |                |                |
| Financial Assistance Grant - General Purpose                | 4,808          | 4,130          |
| Financial Assistance Grant - Untied Road Funding            | 808            | 802            |
|   | <b>5,616</b>   | <b>4,932</b>   |
| <b>3.2. Government Grants for Service Delivery</b>          |                |                |
| Community Services  | 4,989          | 4,634          |
| Health & Environment  | 109            | 117            |
| Leisure   | 635            | 772            |
| Transport   | 187            | 292            |
| Management & Economic Development                           | 86             | 69             |
| Total Government Grants for Service Delivery                | <b>6,006</b>   | <b>5,884</b>   |
| <b>Total Government Grants</b>                              | <b>11,622</b>  | <b>10,816</b>  |
| <b>3.3. Fees, Charges and Fines</b>                         |                |                |
| Community Services  | 1,140          | 1,218          |
| Health & Environment  | 998            | 824            |
| Leisure   | 610            | 636            |
| Transport   | 1,187          | 1,022          |
| Management & Economic Development                           | 589            | 755            |
| <b>Total Fees, Charges and Fines</b>                        | <b>4,524</b>   | <b>4,455</b>   |
| <b>3.4. Profit on Sale of Property, Plant and Equipment</b> |                |                |
| Proceeds on sale of Property, Plant & Equipment             | 1,381          | 2,922          |
| Less carrying amount of assets sold.                        | (987)          | (2,525)        |
|   | <b>394</b>     | <b>397</b>     |
| <b>3.5. Other Revenue</b>                                   |                |                |
| <b>Recoveries</b>   |                |                |
| Residential Amenity   | 581            | 754            |
| State Revenue Office  | 231            | 44             |
| Other   | 173            | 180            |
|   | <b>985</b>     | <b>978</b>     |
| Produce Market  | 1,769          | 1,755          |
| Communication Towers  | 102            | 102            |
| National Competition Policy                                 | 74             | 75             |
| Retainer  | 33             | 36             |
| Other   | 1,093          | 846            |
| <b>Total Other revenue</b>                                  | <b>4,056</b>   | <b>3,792</b>   |

|   | Note | 2000<br>\$'000 | 1999<br>\$'000 |
|---|------|----------------|----------------|
| <b>3.6. Abnormal Revenue</b>                  |      |                |                |
| Transfer of Superannuation Liability          | 13   | -              | 1,861          |
| Recognition of assets previously not included |      | 1,180          | -              |
|   |      | <b>1,180</b>   | <b>1,861</b>   |
| <b>4. EXPENSES</b>                            |      |                |                |
| <b>4.1. Employee Costs</b>                    |      |                |                |
| Salaries & Wages                              |      | 16,735         | 18,572         |
| Superannuation                                |      | 1,824          | 1,604          |
| WorkCover                                     |      | 704            | 581            |
| Fringe Benefits Tax                           |      | 158            | 159            |
|   |      | <b>19,421</b>  | <b>20,916</b>  |
| <b>4.2. Materials and Services</b>            |      |                |                |
| Maintenance and Repairs                       |      | 2,048          | 1,872          |
| External Contracts                            |      | 8,733          | 6,093          |
| Special Projects                              |      | 3,723          | 3,708          |
|   |      | <b>14,504</b>  | <b>11,673</b>  |
| <b>4.3. Depreciation</b>                      |      |                |                |
| Plant & Equipment                             |      | 1,641          | 1,163          |
| Minor Plant, Furniture and Equipment          |      | 1,716          | 1,055          |
| Land Improvement                              |      | 4              | 3              |
| Buildings                                     |      | 3,764          | 3,178          |
| Infrastructure Assets- Non-Realisable         |      | 4,704          | 2,159          |
| Infrastructure Assets —Realisable             |      | 744            | 426            |
|   |      | <b>12,573</b>  | <b>7,984</b>   |
| <b>4.4. Other</b>                             |      |                |                |
| Contractors/Consultants                       |      | 2,670          | 2,195          |
| Grants  |      | 1,506          | 1,394          |
| Utilities                                     |      | 1,167          | 1,148          |
| Sponsorships                                  |      | 718            | 597            |
| Legal   |      | 222            | 405            |
| Motor Vehicles                                |      | 535            | 453            |
| Insurance                                     |      | 535            | 490            |
| Other   |      | 3,563          | 3,751          |
|   |      | <b>10,916</b>  | <b>10,433</b>  |
| <b>4.5. Abnormal Expenses</b>                 |      |                |                |
| Y2K Project                                   |      | -              | 153            |
| Staff Redundancies                            |      | -              | 1,734          |
| Superannuation                                |      | -              | 170            |
| Depreciation adjustment for prior years (i)   | 13   | 15,209         | -              |
| Write off of assets (ii)                      |      | 7,563          | -              |
|   |      | <b>22,772</b>  | <b>2,057</b>   |

- (i) —This adjustment represents the under depreciation of non-current assets in prior years arising from an incorrect basis upon which depreciation had been calculated.
- (ii) —Represents the write off of non-council assets included in the previous valuation in error.

| 5. CURRENT ASSETS  | Note | 2000<br>\$'000 | 1999<br>\$'000 |
|--|------|----------------|----------------|
| <b>5.1. Cash at Bank</b>   |      |                |                |
| Cash on Call   |      | <u>7,837</u>   | <u>4,357</u>   |
| <b>5.2. Investments</b>  |      |                |                |
| Bank Deposits on Call  |      | <u>1,827</u>   | <u>1,735</u>   |
| <b>Total cash and Investments</b>  |      | <u>9,664</u>   | <u>6,092</u>   |
| The above figures are reconciled to cash at the end of the period as shown in the statement of cash flows as follows;  |      |                |                |
| Balance per statement of cash flows  |      | <u>9,664</u>   | <u>6,092</u>   |
| Assets, which have restrictions imposed on their use by law, deed or regulation and which are included in Investments:   |      |                |                |
| <b>Restricted Assets with offsetting Liabilities</b>   |      |                |                |
| Long Service Leave Investment  | 12   | 1,827          | 1,735          |
| <b>Restricted Cash - Cashflows</b>   |      |                |                |
| Restricted Cash at beginning of the financial year   |      | 1,735          | 1,655          |
| Cash Inflows Long Service Leave  |      | 92             | 80             |
| Restricted Cash at end of the financial year   |      | <u>1,827</u>   | <u>1,735</u>   |
| <b>5.3. Receivables</b>  |      |                |                |
| Rates Debtors  |      | 1,477          | 1,510          |
| General Debtors (i)  |      | 5,437          | 7,230          |
| Less: Provision for Doubtful Debts   |      | <u>(1,326)</u> | <u>(1,426)</u> |
|  |      | <u>5,588</u>   | <u>7,314</u>   |
| (i) Following the amalgamation of councils, the Council entered into a settlement agreement with the Cities of Casey & Kingston to address the consequences of changes in the council boundaries. These agreements resulted in the transfer of certain assets, liabilities and personnel between the councils. At that time the responsibility for the superannuation liability in respect of employees transferred to/from the Cities of Casey and Kingston was not transferred. Council negotiated with these Councils to determine the share of liability to be transferred between all three parties. With the City of Kingston, an amount of \$1.678M was recognised in 1998/99 as a debtor following arbitration. Action taken by Kingston against another council has reopened new arbitration which is due for hearing in September 2000. Council however does not envisage any change to the original determination. Interest accrued on this amount has also been recognised by Council. |      |                |                |
| <b>5.4. Property Held for Resale</b>   |      |                |                |
| Land at net realisable value —Valued 1 July 1997   |      | -              | 1,248          |
| Land at net realisable value - Valued 1 January 2000   |      | <u>7,892</u>   | <u>-</u>       |
| <b>5.5. Other</b>  |      |                |                |
| Prepayments  |      | 90             | 21             |
| Inventory  |      | 156            | 160            |
|  |      | <u>246</u>     | <u>181</u>     |

| 6. NON-CURRENT ASSETS   | Note | 2000<br>\$'000  | 1999<br>\$'000  |
|---|------|-----------------|-----------------|
| <b>6.1. Plant and Equipment</b>   |      |                 |                 |
| At Valuation - 1 July 1996  |      | -               | 4,055           |
| At Council Valuation —1 January 2000  |      | 7,060           | -               |
| At Cost   |      | 1,088           | 2,362           |
| Less: Accumulated Depreciation  |      | <u>(4,458)</u>  | <u>(3,084)</u>  |
|   |      | <u>3,690</u>    | <u>3,333</u>    |
| Plant and Equipment was valued by Sam DiStefano, Council's Fleet Co-ordinator, as at 1 January 2000. The valuation was done on the basis of written down replacement value.   |      |                 |                 |
| <b>6.2. Minor Plant, Furniture &amp; Equipment</b>  |      |                 |                 |
| At Valuation 30 June 1997   |      | -               | 4,477           |
| At Independent Valuation —1 January 2000  |      | 13,357          | -               |
| At Cost   |      | 766             | 2,118           |
| Less: Accumulated Depreciation  |      | <u>(8,414)</u>  | <u>(2,622)</u>  |
|   |      | <u>5,709</u>    | <u>3,973</u>    |
| "At valuation" estimates for minor plant, furniture and equipment were determined by Denis Hunt and Associates Pty Ltd as at 1 January 2000. The valuation was done on the basis of written down replacement value. |      |                 |                 |
| <b>6.3. Land and Buildings</b>  |      |                 |                 |
| <b>Land</b>   |      |                 |                 |
| At Valuation - 1 July 1997  |      | -               | 176,723         |
| At Independent Valuation —1 January 2000  |      | 182,311         | -               |
| Land transferred to Current Assets for sale   |      | (7,491)         | (1,248)         |
| At Cost   |      | 456             | 864             |
| Less: Accumulated Depreciation  |      | <u>(72)</u>     | <u>(68)</u>     |
|   |      | <u>175,204</u>  | <u>176,271</u>  |
| <b>Buildings</b>  |      |                 |                 |
| At Valuation - 1 July 1997  |      | -               | 157,226         |
| At Independent Valuation —1 January 2000  |      | 196,769         | -               |
| Buildings transferred to Current Assets for sale  |      | (321)           | -               |
| At Cost   |      | 808             | 2,911           |
| Less: Accumulated Depreciation  |      | <u>(92,018)</u> | <u>(73,171)</u> |
|   |      | <u>105,238</u>  | <u>86,966</u>   |
| "At valuation" estimates for land and buildings were determined by ProVal (Vic) Pty Ltd Certified Valuers as at January 1, 2000. The valuation was done on the basis of market value.                               |      |                 |                 |
| <b>6.4. Non Realisable Infrastructure Assets</b>  |      |                 |                 |
| <b>Bike Paths</b>   |      |                 |                 |
| At Valuation - 1 July 1997  |      | -               | 747             |
| At Council Valuation —1 January 2000  |      | 2,283           | -               |
| At Cost   |      | 58              | 208             |
| Less: Accumulated Depreciation  |      | <u>(495)</u>    | <u>(37)</u>     |
|   |      | <u>1,846</u>    | <u>918</u>      |
| <b>Footpaths</b>  |      |                 |                 |
| At Valuation - 1 July 1997  |      | -               | 11,588          |
| At Council Valuation —1 January 2000  |      | 52,226          | -               |
| At Cost   |      | 460             | 543             |
| Less: Accumulated Depreciation  |      | <u>(25,724)</u> | <u>(472)</u>    |
|   |      | <u>26,962</u>   | <u>11,659</u>   |
| <b>Bridges</b>  |      |                 |                 |
| At Valuation - 1 July 1997  |      | -               | 7,500           |
| At Council Valuation —1 January 2000  |      | 8,998           | -               |
| At Cost   |      | 32              | 303             |
| Less: Accumulated Depreciation  |      | <u>(1,148)</u>  | <u>(161)</u>    |
|   |      | <u>7,882</u>    | <u>7,642</u>    |



**CITY OF GREATER DANDENONG**  
Notes to and forming part of the Financial Statements for the year ended 30 June 2000

|  | Note | 2000<br>\$'000 | 1999<br>\$'000 |
|--|------|----------------|----------------|
| <b>Roads</b>   |      |                |                |
| At Valuation - 1 July 1997   |      | -              | 81,424         |
| At Council Valuation —1 January 2000   |      | 289,673        | -              |
| Roads transferred to Current Assets for sale   |      | (80)           | -              |
| At Cost  |      | 1,896          | 3,234          |
| Less: Accumulated Depreciation   |      | (106,185)      | (2,251)        |
|  |      | <b>185,304</b> | <b>82,407</b>  |
| <b>Drains</b>  |      |                |                |
| At Valuation - 1 July 1997   |      | -              | 47,377         |
| At Council Valuation —1 January 2000   |      | 132,396        | -              |
| At Cost  |      | 511            | 1,954          |
| Less: Accumulated Depreciation   |      | ( 47,640)      | (980)          |
|  |      | <b>85,267</b>  | <b>48,351</b>  |
| "At valuation" estimates for infrastructure were determined as at 1 January 2000 by:<br>Council's Civil and Transport Planning unit. The valuation was done on the basis of written down replacement value.        |      |                |                |
| <b>6.5. Realisable Infrastructure Assets</b>   |      |                |                |
| <b>Street Furniture</b>  |      |                |                |
| Completed Assets At cost   |      | -              | 251            |
| At Valuation —1 January 2000   |      | 5,747          | -              |
| At Council Valuation - 1 July 1997   |      | 289            | 4,090          |
| Less: Accumulated Depreciation   |      | (2,746)        | (859)          |
|  |      | <b>3,290</b>   | <b>3,482</b>   |
| <b>Playgrounds</b>   |      |                |                |
| Completed Assets At cost   |      | -              | 1,402          |
| At Valuation —1 January 2000   |      | 3,215          | -              |
| At Council Valuation - 1 July 1997   |      | 59             | 378            |
| Less: Accumulated Depreciation   |      | (1,861)        | -              |
|  |      | <b>1,413</b>   | <b>1,780</b>   |
| "At valuation" estimates for infrastructure assets were determined as at 1 January 2000 by:<br>Council's Civil and Transport Planning unit. The valuation was done on the basis of written down replacement value. |      |                |                |
| <b>6.6. Works in Progress</b>  |      |                |                |
|  |      | <b>228</b>     | <b>1,318</b>   |
|  |      | <b>228</b>     | <b>1,318</b>   |
| <b>6.7. Total Non-Current Assets movements</b>   |      |                |                |
| At Valuation - 1 July 1997   |      | -              | 492,770        |
| At Valuation —1 January 2000   |      | 894,035        | -              |
| Assets transferred to Current Assets for sale  |      | (7,892)        | (1,248)        |
| At Cost  |      | 6,423          | 18,965         |
| Less: Accumulated Depreciation   |      | (290,761)      | (83,705)       |
| Works in Progress  |      | 228            | 1,318          |
| <b>TOTAL NON-CURRENT ASSETS</b>  |      | <b>602,033</b> | <b>428,100</b> |
| <b>7. CURRENT LIABILITIES</b>  |      |                |                |
| <b>7.1. Provisions</b>   |      |                |                |
| Annual Leave   |      | 1,887          | 1,897          |
| Long Service Leave   |      | 204            | 180            |
| Defined Benefit Superannuation Liability   | 13   | 929            | 761            |
|  |      | <b>3,020</b>   | <b>2,838</b>   |
| <b>7.2. Trust Monies</b>   |      |                |                |
| Hostel Entrance Fees   |      | 331            | 345            |
| Jenny Slade Scholarship  |      | 15             | 15             |
| Crossing & Other deposits  |      | 237            | 131            |
|  |      | <b>583</b>     | <b>491</b>     |

**CITY OF GREATER DANDENONG**  
Notes to and forming part of the Financial Statements for the year ended 30 June 2000

|  | 2000<br>\$'000 | 1999<br>\$'000 |
|--|----------------|----------------|
| <b>8. NON-CURRENT LIABILITIES— Provisions</b>        |                |                |
| Long Service Leave                                   | 2,208          | 2,271          |
|  | <b>2,208</b>   | <b>2,271</b>   |
| <b>9. RESERVES</b>                                   |                |                |
| <b>9.1. Restricted general reserves</b>              |                |                |
| Public Resort and Recreation Land                    | 589            | 639            |
| Botanical Garden                                     | 54             | 54             |
| Land Development                                     | 191            | 191            |
| Central Car Parking                                  | 865            | 865            |
|  | <b>1,699</b>   | <b>1,749</b>   |
| <b>9.2. Non- restricted general reserves</b>         |                |                |
| Plant Replacement                                    | 654            | 654            |
| Self Insurance                                       | 59             | 59             |
| Meals on Wheels                                      | 56             | 56             |
|  | <b>769</b>     | <b>769</b>     |
| <b>Total general reserves</b>                        |                |                |
|  | <b>2,468</b>   | <b>2,518</b>   |
| <b>9.3. Movements to and (from) general reserves</b> |                |                |
| Public Resort and Recreation Land                    | (50)           | (356)          |
|  | <b>(50)</b>    | <b>(356)</b>   |
| <b>9.4 Movement in asset revaluation reserve</b>     |                |                |
| Plant and machinery                                  | 2,239          | -              |
| Minor plant, furniture and equipment                 | 2,065          | -              |
| Land   | 5,227          | -              |
| Buildings  | 24,384         | -              |
| Non-realizable infrastructure assets:                |                |                |
| - Bike paths   | 992            | -              |
| - Footpaths  | 18,292         | -              |
| - Bridges  | 367            | -              |
| - Roads  | 114,738        | -              |
| - Drains   | 38,858         | -              |
| Realisable infrastructure assets:                    |                |                |
| Street furniture                                     | 91             | -              |
| Playgrounds  | 55             | -              |
|  | <b>207,308</b> | <b>-</b>       |

|  | Note | 2000<br>\$'000 | 1999<br>\$'000 |
|--|------|----------------|----------------|
| <b>10. FINANCING ARRANGEMENTS</b>                                  |      |                |                |
| Council has access to the following line of credit at balance date |      |                |                |
| Bank Overdraft facilities available                                |      | 2,500          | 2,500          |
| <b>11. COMMITMENTS AND CONTINGENCIES</b>                           |      |                |                |
| <b>11.1. Operating Lease Commitments</b>                           |      |                |                |
| Not later than one year  |      | 215            | 201            |
| Later than 1 year but less than 5 years                            |      | 246            | 195            |
| Over 5 years   |      | -              | -              |
|  | 1.9  | <u>461</u>     | <u>396</u>     |
| <b>11.2. Capital Commitments</b>                                   |      |                |                |
| Not later than one year  |      | <u>2,311</u>   | <u>519</u>     |
| <b>11.3. Works and Services Contracts</b>                          |      |                |                |
| Not later than one year  |      | 8,927          | 11,330         |
| Later than 1 year but less than 5 years                            |      | 14,440         | 5,417          |
| Over 5 years   |      | -              | 3,044          |
|  |      | <u>23,367</u>  | <u>19,791</u>  |

**12. FINANCIAL INSTRUMENTS**

**12.1. Terms, conditions and accounting policy**

| Recognised Financial Instruments | Note | Accounting Policy  | Terms and Conditions  |
|----------------------------------|------|--|---|
| <b>Financial Assets</b>          |      |  |   |
| Cash on Call                     | 5.1  | Valued at cost. Interest recognised as it accrues.   | On call deposits returned floating interest rates returns between 4.55% and 5.84% (1998/99 4.36% and 5.42%). The rate at balance date was 5.80% (1998/99 4.36%)   |
| Bank Deposits on Call            | 5.2  | Valued at cost. Interest is recognised as it accrues.  | Withdrawals are on 24 hours notice. Bank Deposits returned floating interest rates returns between 4.24% and 5.59%. net of fees (1998/99 4.95% and 5.31%)   |
| Rates Debtors                    | 5.3  | Rates are a charge attached to the rateable land and therefore no provision for doubtful debts is made. Interest rates are reviewed annually.  | Rates are payable by four installments during the year or by lump sum in February. Arrears, including Deferred Rates, attract interest. The interest rate was 12.3% at balance date for general rates (1998/99 12.3%)   |
| General Debtors                  | 5.3  | Receivables are carried at nominal amounts due less any provision for doubtful debts. A provision for doubtful debt is recognised when collection in full is no longer probable. Collectability of overdue accounts is assessed on an ongoing basis. | General debtors are unsecured and interest free. Credit terms are usually up to 60 days.  |
| <b>Financial Liabilities</b>     |      |  |   |
| General Creditors                |      | Liabilities are recognised for amounts to be paid in the future for goods received and services provided to Council as at balance date whether or not invoices have been received.   | General Creditors are unsecured, not subject to interest charges and are normally settled within 30 days of invoice receipt.  |
| Borrowings                       |      | The loan with the Commonwealth Bank was obtained to refinance borrowings in July 1997. \$8,487,727   | The loan is for five years and principal & interest are repayable every six months. The loan is secured by a mortgage over Council's general rates. The interest rate is fixed at 6.61 %  |
| Borrowings                       |      | The loan with the Commonwealth Bank was obtained to repay the amount owing to the LASB in respect of superannuation liability in April 1999. \$5,500,000   | The loan is for ten years and principal & interest are repayable every three months. The loan is secured by a mortgage over Council's general rates. The interest rate is fixed at 5.8 %.   |
| Borrowings                       |      | The loan with the Commonwealth Bank was obtained in April 1999 to repay the amount owing to the LASB in respect of the superannuation liability which is to be claimed against the City of Kingston, \$2,952,000                                     | The loan was originally taken out for one year, with principal & interest being payable at maturity on 28 April 2000. The loan was rolled over for a further four years, to be repayable in April 2004. This loan too is secured by a mortgage over Council's general rates. The interest rate ruling on this loan is 7.58% and is fixed for the remainder of the term. |

12.2. Interest Rate Risk

Council's exposure to interest rate risk and the effective interest rates of financial assets and financial liabilities at balance date are as follows:

|                                    | Fixed Interest rate maturing in: |              |              |                   |              |                   | Total carrying amount as per the statement of financial position | Weighted average effective interest rate % |              |
|------------------------------------|----------------------------------|--------------|--------------|-------------------|--------------|-------------------|--|--|--------------|
|                                    | Floating Interest Rate           | 1yr or less  |              | Over 1 to 5 years |              | More than 5 years |  |  |              |
|                                    |                                  | 2000 \$ '000 | 1999 \$ '000 | 2000 \$ '000      | 1999 \$ '000 | 2000 \$ '000      |  |  | 1999 \$ '000 |
| <b>1) Financial Assets</b>         |                                  |              |              |                   |              |                   |  |  |              |
| Rates                              | 1,477                            | 1,510        |              |                   |              |                   | 1,477  | 1,510                                      | 12.3         |
| Debtors                            |                                  |              |              |                   |              |                   | 4,111  | 5,804                                      |              |
| Cash on Call                       | 7,837                            | 4,357        |              |                   |              |                   | 7,837  | 4,357                                      | 4.86         |
| Bank Deposits                      | 1,827                            | 1,735        |              |                   |              |                   | 1,827  | 1,735                                      | 4.73         |
| <b>Total Financial Assets</b>      | <b>11,141</b>                    | <b>7,602</b> |              |                   |              |                   | <b>15,252</b>  | <b>13,406</b>                              | <b>4.80</b>  |
| <b>2) Financial Liabilities</b>    |                                  |              |              |                   |              |                   |  |  |              |
| Creditors                          |                                  |              |              |                   |              |                   | 7,172  | 5,147                                      |              |
| Borrowings                         |                                  |              | 2,825        | 2,952             | 9,472        | 8,488             | 1,993  | 5,500                                      | 6.08         |
| <b>Total Financial Liabilities</b> |                                  |              | <b>2,825</b> | <b>2,952</b>      | <b>9,472</b> | <b>8,488</b>      | <b>7,172</b>   | <b>22,087</b>                              | <b>6.08</b>  |

12.3. Net Fair Value

The aggregate fair values of financial assets and financial liabilities as at balance date are as follows:

|  | Total carrying amounts per the statement of financial position |               | Aggregate net fair value |               |
|--|--|---------------|--------------------------|---------------|
|  | 2000 \$ '000   | 1999 \$ '000  | 2000 \$ '000             | 1999 \$ '000  |
| <b>On Balance Sheet Financial Assets</b> |  |               |                          |               |
| Receivables - Rates                      | 1,477  | 1,510         | 1,477                    | 1,510         |
| Receivables - Other                      | 4,111  | 5,804         | 4,111                    | 5,804         |
| Cash on Call                             | 7,837  | 4,357         | 7,837                    | 4,357         |
| Investments                              | 1,827  | 1,735         | 1,827                    | 1,735         |
| <b>Total Financial Assets</b>            | <b>15,252</b>  | <b>13,406</b> | <b>15,252</b>            | <b>13,406</b> |
| <b>Financial Liabilities</b>             |  |               |                          |               |
| Creditors                                | 7,172  | 5,147         | 7,172                    | 5,147         |
| Borrowings                               | 14,290   | 16,940        | 12,150                   | 14,463        |
| <b>Total Financial Liabilities</b>       | <b>21,462</b>  | <b>22,087</b> | <b>19,322</b>            | <b>19,610</b> |

The following methods and assumptions are used to determine the net fair value of financial assets and financial liabilities:

|  |   |
|--|---|
| Creditors, Cash Investments, and Debtors | The carrying amount equals the fair value because of the short term to maturity.  |
| Borrowings                               | The fair value is based on the discounted cash flow method  |
| Rates                                    | The carrying amount approximated fair value because of the short-term maturity. Deferred rates do not materially impact on this assumption. |

13. SUPERANNUATION

**Local Authorities Superannuation Fund**

In accordance with statutory requirements, Council makes employer superannuation contributions, in respect of its employees, to the Local Authorities Superannuation Fund (the Fund).

**Accumulation Benefits Members**

From 1 January 1994 new employees are classified by the Fund as members under an accumulation benefits scheme, known as LASPLAN. LASPLAN receives both employer and employee contributions on a progressive basis. Employer contributions are based on a fixed percentage of employee earnings in accordance with the Superannuation Guarantee Legislation (7% in 1999/00 and 1998/99). No further liability accrues to the employer as the superannuation benefits accruing to employees are represented by their share of the net assets of the Fund.

During 1999/00 superannuation contributions relating to LASPLAN for that year's accumulation benefits members' service was \$611,864 (\$567,255 in 1998/99).

**Defined Benefits Members**

Employees who commenced with Local Government before 1994 are classified by the Fund as Defined Benefits members. Council makes employer contributions to the defined benefits category of the Fund at rates determined by the Fund's Trustee. The rate is currently 9.25% (9.25% in 1998/99) of eligible remuneration. During 1999/00 Council's superannuation contributions relating to that year's defined benefits members' service was \$991,761 (\$976,411 in 1998/99). In addition, Council reimburses the Fund for the difference between resignation and retrenchment benefits paid to employees retrenched during the year. Employees also make member contributions to the Fund. As such, assets accumulate in the Fund to meet member benefits, as defined in the Trust Deed, as they accrue.

In 1996/97 Council brought to account, as an abnormal expense, a liability of \$7.593 million, including \$1.139 million tax, for its share of the Fund's unfunded superannuation liability relating to benefits accrued for past service as at 30 June 1997. Interest is applied by the Fund on outstanding balances at the annual earning rate of the Fund. Commonwealth tax (currently equivalent to 17.65%) is applied to principal and interest and is included in the liability recorded by Council. An additional amount of \$383,394 including \$57,517 tax was brought to account in 1998/99.

A further amount of \$168,144, representing retrenchment increments and interest incurred by Council has been brought to account in 1999/00.

During 1998/99 Council paid the Fund \$9.417M, including \$1.349M tax, over and above its annual employer contributions to fund ongoing service, to reduce its superannuation liability for past service and retrenchment increments.

Council has an ongoing obligation to share in the future experience of the Fund. Favourable or unfavorable variations may arise should the experience of the Fund differ from the assumptions made by the Fund's actuary in estimating the Fund's accrued benefits liability.

The most recent full actuarial review of the Fund was undertaken by the Fund's actuary, Grant Harslett, FIA, FIAA, of Towers Perrin, as at 30 June 1998. The Fund's liability for accrued benefits was determined by reference to expected future salary levels and by application of a market-based risk-adjusted discount rate and relevant actuarial assumptions. It was determined that the net assets of the Fund, which includes amounts owed by Council to the Fund, were more than sufficient to meet the accrued benefits of the Fund's defined benefit category members. The actuary is currently undertaking a further full actuarial review as at 30 June 2000. The results of this review were not available as at the date of signing of the financial statements.

The Council's past service liability to the fund as at 30 June 2000, including retrenchment increments, accrued interest and tax is \$928,673 (\$760,529 as at 30 June 1999).

**14. CONTINGENT LIABILITIES****BANK GUARANTEES**

Council has agreed to guarantee bank loans taken out by the Dandenong Basketball Association (DBA) to a maximum amount of \$2 million. At Balance Date the amount drawn by the DBA was \$1.35 million (\$1.41 million as at June 30 1999). Council has also agreed to guarantee a bank overdraft taken out by the Springvale City Soccer Club to a maximum amount of \$20,000.

**LEGAL ACTIONS**

Council is involved in a number of Legal Actions. Council's exposure in these claims may be up to \$80,000.

**FUTURE LEGAL CLAIMS**

Council may be exposed to future legal claims, as part of the former City of Dandenong sanitary depot site, which was sold without ensuring Environmental Protection Authority, requirements were met.

**15. RELATED PARTY TRANSACTIONS**

Names of persons holding the position of a Responsible Person at the Greater Dandenong City Council during the reporting year are:

**Councillors**

Naim Melhem (Mayor) 1/7/99 —18/3/00  
 Angela Long (Mayor) 22/3/00  
 Roz Blades  
 John Kelly  
 Dale Wilson  
 Yvonne Herring  
 Youhorn Chea  
 Paul Donovan  
 Maria Sampey 22/3/00  
 Geraldine Gonsalvez 22/3/00  
 Kevin Walsh 22/3/00

Phil Reed 1/7/99 - 18/3/00  
 Sharon Harris 1/7/99 - 18/3/00  
 Greg Harris 1/7/99 - 18/3/00

**Chief Executive Officer**

Warwick Heine

**Remuneration of Responsible Persons in bands of \$10,000**

| Income Range          | 2000 No.  | 1999 No.  |
|-----------------------|-----------|-----------|
| \$10,000 - \$19,999   | 10        | 10        |
| \$20,000 - \$29,999   | -         | -         |
| \$30,000 - \$39,999   | 1         | 1         |
| \$160,000 - \$169,999 | -         | -         |
| \$180,000 - \$189,999 | 1         | 1         |
| <b>Total</b>          | <b>12</b> | <b>12</b> |
|                       | ==        | ==        |

|   | 2000 \$'000 | 1999 \$'000 |
|---|-------------|-------------|
| Total remuneration for the reporting year, for Responsible Persons included above, amounted to: | \$352       | \$344       |

**Senior Officers' Remuneration**

The number of senior officers, other than Responsible Persons, whose total remuneration exceeded \$70,000 during the financial year, are shown below in their relevant income bands:

| Income Range          | 2000 No.  | 1999 No.  |
|-----------------------|-----------|-----------|
| \$70,000 - \$79,999   | 4         | 6         |
| \$80,000 - \$89,999   | 5         | 3         |
| \$90,000 - \$99,999   | 7         | 6         |
| \$100,000 - \$109,999 | 3         | 4         |
| \$110,000 - \$119,999 | 0         | 0         |
| \$120,000 - \$129,999 | 2         | 3         |
| \$130,000 - \$139,999 | 1         | 1         |
| <b>Total</b>          | <b>22</b> | <b>23</b> |
|                       | ====      | ====      |

|  | 2000 \$'000 | 1999 \$'000 |
|--|-------------|-------------|
| Total remuneration for the Financial year of senior officers included above amounted to: | \$2,067     | \$2,181     |

Retirement benefits paid by the Council in connection with the retirement of Responsible Persons of the Council amount to \$Nil (1998/99 \$Nil).

No loans have been made, guaranteed or secured by the Council to a Responsible Person of the Council during the financial year (1998/99 \$Nil).

A number of Responsible Persons have minority shareholdings in public companies, which have dealings with the Council from time to time. These and other transactions with Responsible Persons who also hold the office of Councillor are required to be declared under section 81 of the Local Government Act 1989 (as amended) and are held in a register in accordance with that Act. The Register is available for public inspection.

**16. DISCLOSURES REQUIRED BY THE LOCAL GOVERNMENT ACT 1989**

The Local Government Act 1989 requires that the following additional disclosures be incorporated into the Notes accompanying the Financial Statements.

**16.1. Comparison of Budgeted and Actual Operating Results**

|   | Actual 1999/00 \$'000 | Budget 1999/00 \$'000 |
|---|-----------------------|-----------------------|
| <b>Revenues</b>   |                       |                       |
| Rates   | 33,592                | 33,360                |
| Government Grants   | 11,622                | 10,958                |
| Fees, Charges and Fines   | 4,524                 | 3,790                 |
| Contributions   | 641                   | -                     |
| Interest  | 911                   | 467                   |
| Asset Sales   | 1,381                 | 879                   |
| Other   | 4,056                 | 3,199                 |
| <b>Total Revenues</b>   | <b>56,727</b>         | <b>52,653</b>         |
| <b>Expenses</b>   |                       |                       |
| Employee Costs—including on costs   | 19,421                | 20,360                |
| Materials and Services  | 14,504                | 13,310                |
| Depreciation  | 12,573                | 7,433                 |
| Carrying Amount of Assets Sold.   | 987                   | -                     |
| Interest  | 1,140                 | 1,025                 |
| Other   | 10,916                | 9,577                 |
| <b>Total Expenses</b>   | <b>59,541</b>         | <b>51,705</b>         |
| <b>Operating Surplus before Abnormal Items</b>                                      | <b>(2,814)</b>        | <b>948</b>            |
| Abnormal Expenses   | (22,772)              | -                     |
| Abnormal Income   | 1,180                 | -                     |
| <b>Operating Surplus after Abnormal Items</b>                                       | <b>(24,406)</b>       | <b>948</b>            |
| <b>16.2. Budget and Actual Cash flows Relevant to Determining Rates and Charges</b> |                       |                       |
|   | Actual 1999/00 \$'000 | Budget 1999/00 \$'000 |
| <b>Revenues</b>   |                       |                       |
| Operating Revenue   | 56,727                | 52,653                |
| Less Rates  | 33,592                | 33,360                |
|   | <b>23,135</b>         | <b>19,293</b>         |
| Plus Transfers From Reserves  | 400                   | -                     |
| Less Transfers to Reserves  | (350)                 | -                     |
| <b>Cash Available Excluding Rates and Charges (A)</b>                               | <b>23,185</b>         | <b>19,293</b>         |
| <b>Expenditures</b>   |                       |                       |
| Operating Expenses  | 59,541                | 51,705                |
| Plus Expenditure on Assets  | 8,421                 | 11,039                |
| Plus Loan Repayments  | 2,650                 | 2,618                 |
| Less Depreciation   | (12,573)              | (7,433)               |
| Less Carrying amount of Assets Sold   | (987)                 | -                     |
| <b>Cash Expenditure Requirement (B)</b>   | <b>57,052</b>         | <b>57,929</b>         |
| <b>Net Cash Required from Rates (B-A)</b>   | <b>33,867</b>         | <b>38,636</b>         |
| Rates and Charges Raised  | 33,592                | 33,360                |
| <b>Cash Result</b>  | <b>(275)</b>          | <b>(5,276)</b>        |

16.3. Reconciliation Between the Operating Result and Cash Result

|   | Note | Actual<br>1999/00<br>\$'000 | Budget<br>1999/00<br>\$'000 |
|---|------|-----------------------------|-----------------------------|
| <b>Operating Surplus after abnormal items</b>       | 16.1 | (24,406)                    | 948                         |
| Add Non-cash Items Included in the Operating Result |      |                             |                             |
| Depreciation  | 16.1 | 12,573                      | 7,433                       |
| Abnormal Items                                      | 16.1 | 21,592                      | -                           |
| Carrying amount of Assets Sold                      | 16.1 | 987                         | -                           |
| <b>Operating Result less Non-cash Items</b>         |      | <b>10,746</b>               | <b>8,381</b>                |
| Cash Items not included in the Operating Statement  |      |                             |                             |
| Expenditure on Assets                               | 16.2 | (8,421)                     | (11,039)                    |
| Repayment of Borrowings                             | 16.2 | (2,650)                     | (2,618)                     |
| Transfers from Reserves                             | 16.2 | 400                         | -                           |
| Transfers to Reserves                               | 16.2 | (350)                       | -                           |
|   |      | <b>(11,021)</b>             | <b>(13,657)</b>             |
| <b>Cash Result</b>                                  | 16.2 | <b>(275)</b>                | <b>(5,276)</b>              |

17. NOTES TO THE STATEMENT OF CASH FLOWS

17 (a) Reconciliation of Net Cash Inflow / (Outflow) from Operating Activities to Increase / (Decrease) in Net Assets resulting from operations

|   | Note     | Actual<br>1999/00<br>\$'000 | Actual<br>1998/99<br>\$'000 |
|---|----------|-----------------------------|-----------------------------|
| <b>Increase / (Decrease) in Net Assets resulting from operations after abnormal items</b> |          | (24,406)                    | (743)                       |
| <b>Add / (Less)</b>   |          |                             |                             |
| Depreciation  | 4.3      | 12,573                      | 7,984                       |
| (Increase)/ Decrease in other current assets  | 5.5      | (65)                        | (15)                        |
| Profit on Sale of Assets  | 3.4      | (394)                       | (397)                       |
| (Increase)/ Decrease in Receivables   | 5.3      | 1,726                       | (3,564)                     |
| (Decrease)/ Increase in Creditors   |          | 2,025                       | 538                         |
| (Decrease)/ Increase in Employee Entitlements   | 7.1, 8   | 119                         | 1,734                       |
| Abnormal Items  | 3.6, 4.5 | 21,592                      | -                           |
| <b>Net Cash Inflow/ (Outflow) from Operating Activities</b>                               |          | <b>13,170</b>               | <b>5,537</b>                |

17 (b) Reconciliation of Cash

For purposes of the Statement of Cash Flows, cash (net of any outstanding bank overdraft) includes cash deposits and short term investments (less than 90 days to maturity) which are readily converted to cash at the Council's option and which are subject to insignificant risk of change in values. Cash at the end of the financial year as shown in the Statement of Cashflows is reconciled to the related items in the statement of financial position as follows: -

|   |     |              |              |
|---|-----|--------------|--------------|
| Current Asset —Cash                                 | 5.1 | 7,837        | 4,357        |
| Current Asset —Investments                          | 5.2 | 1,827        | 1,735        |
| Cash at balance date as per Statement of Cash Flows |     | <b>9,664</b> | <b>6,092</b> |

| 18. Financial Ratios  | 1999/00 | 1998/99 |
|---|---------|---------|
| <b>Debt Servicing Ratio</b><br>To identify the capacity of Council to service outstanding debt.<br><br>Interest as a percentage of Council's Total Revenue.   | 2.01%   | 2.38%   |
| <b>Debt Commitment Ratio</b><br>To identify a Council's debt redemption strategy.<br><br>Loan interest and loan redemption payments as a percentage of Rate revenue.  | 11.28%  | 11.04%  |
| <b>Revenue Ratio</b><br>To identify a Council's dependence on non-rate income.<br><br>Rate revenue as a percentage of Total Revenue.  | 59.22%  | 56.67%  |
| <b>Debt Exposure Ratio</b><br>To identify a Council's exposure to debt.<br><br>Realisable Assets available for every dollar of Total Liabilities less liabilities associated with Restricted Assets. (See note below) | 23.38:1 | 15.99:1 |
| <b>Working Capital Ratio</b><br>To assess a Council's ability to meet current commitments.<br><br>Current Assets available to meet each dollar of Current Liabilities.  | 1.72:1  | 1.30:1  |

Value of Land in the Municipality

|   |                 |
|---|-----------------|
| The value of land within the Municipality at Balance Date for rating purposes | \$6,839,799,649 |
| Date of Valuation   | June 30, 1994   |
| Date on which the valuation first applied                                     | October 1, 1996 |
| Date of next Valuation  | January 1, 2000 |
| Date on which next valuation will be applicable                               | July 1, 2000    |

Note:

For the purpose of calculation of Financial Ratios, realisable assets are those which are not subject to any restriction or sale. Liabilities associated with restricted assets are excluded from total liabilities for the purpose of calculating the ratio.

Non realizable assets are listed in note 1.3(c)

## CERTIFICATION OF FINANCIAL STATEMENTS

In my opinion the accompanying financial statements have been prepared in accordance with the Local Government Act 1989, the Local Government Regulations 1990, Australian Accounting Standards and other mandatory professional reporting requirements.

Jay Peries  
Principal Accounting Officer

Dated:

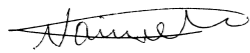
In our opinion the accompanying financial statements present fairly the financial transactions of the City of Greater Dandenong for the year ended 30 June 2000 and the financial position of the Council as at that date.

As at the date of signing, we are not aware of any circumstances, which would render any particulars in the financial statements to be misleading or inaccurate.



Angela Long  
Councillor

Dated:



Naim Melhem  
Councillor

Dated:



Jay Peries  
Principal Accounting Officer

Dated:

Location: Springvale



AUDITOR GENERAL  
VICTORIA

## AUDITOR-GENERAL'S REPORT

To the responsible Ministers and the Councillors of Greater Dandenong City Council

### Audit Scope

The accompanying financial report of Greater Dandenong City Council for the financial year ended 30 June 2000, comprising operating statement, statement of financial position, statement of changes in equity, statement of cash flows and notes to the financial statements, has been audited. The Councillors are responsible for the preparation and presentation of the financial report and the information it contains. An independent audit of the financial report has been carried out in order to express an opinion on it to the responsible Ministers and the Councillors as required by the *Audit Act 1994*.


The audit has been conducted in accordance with Australian Auditing Standards to provide reasonable assurance as to whether the financial report is free of material misstatement. The audit procedures included an examination, on a test basis, of evidence supporting the amounts and other disclosures in the financial report, and the evaluation of accounting policies and significant accounting estimates. These procedures have been undertaken to form an opinion as to whether, in all material respects, the financial report is presented fairly in accordance with Australian Accounting Standards and other mandatory professional reporting requirements and complies with the requirements of the *Local Government Act 1989*, so as to present a view which is consistent with my understanding of the Council's financial position, the results of its operations and its cash flows.

The audit opinion expressed in this report has been formed on the above basis.

### Audit Opinion

In my opinion, the financial report presents fairly the financial position of Greater Dandenong City Council as at 30 June 2000 and the results of its operations and its cash flows for the year ended on that date in accordance with Australian Accounting Standards and other mandatory professional reporting requirements and complies with the requirements of the *Local Government Act 1989*.

MELBOURNE  
9 11/01 2000



J.W. CAMERON  
Auditor-General

# CITY OF GREATER DANDENONG: PERFORMANCE STATEMENT FOR THE YEAR ENDED JUNE 2000

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### Introduction to the Performance Statement.

The Victorian Government is of the view that it is reasonable to expect all councils to collect and publish performance information. The Government amended the Local Government Act (Section 153 of the Local Government Act 1989) to ensure that local government develops new performance accountability mechanisms which allow for a consistent approach in the collection and reporting of information regarding financial performance, operating costs and community satisfaction. Without comparable figures, a great deal of benefit of measuring performance is lost.

The use of performance indicators by local government is a significant first step towards achieving:

- An improved capacity to objectively measure council performance leading to a better set of relationships between state and local government ; and
- Better informed local communities.

Since 1997/98, there has been a requirement for councils to adopt an annual business plan as part of its corporate planning cycle and as from 1998-1999 to include in its annual report a statement of performance against the targets set in the annual business plan.

### Common Terms

The majority of the terms used in the performance statement are the same as those used in the financial statements, however some of the terms are different. A full and detailed explanation of each indicator, how it is calculated, its purpose and interpretation etc, can be found in the "Explanatory Guide" which is available from the Council.

Short explanations of the "different" terms used are listed below:

**Assessments** – or rate notices.

**Budget** – refers to the originally published budget of the council.

**Capital Expenditure** – is the amount capitalised to the Statement of Financial Position (ie the aggregate additions to non current assets for the year) and contributions by Council to major assets not owned by Council.

**Capital Improved Value** – is the total market value of the land plus buildings and other improvements.

**Customer Satisfaction Ratings** – Indexed mean of 350 respondents' answers in a survey, conducted by the independent strategic research consultants Newton Wayman Research, asking them to rate council's performance. The indexed mean is a weighted score across five performance ratings being 100 – for an excellent / outstanding performance, 80 a good / high standard, 60 – adequate / acceptable 40 – needs some improvement and 20 – needs a lot of improvement.

**Internal Funding** – is the sum of the operating surplus before abnormal items, depreciation of all assets and transfers from reserves, less profit / (loss) on asset sales.



### Annual Plan: Progress Against Financial Targets, 1999-2000

**Median residential property** – is the “Mid Point” of the values for residential properties such that exactly half of the values of residential properties have greater values than that point or dollar figure and half have smaller values. It is NOT the average (or arithmetic mean).

**Net recurrent expenditure** – Recurrent expenditure less recurrent grants for specific purposes.

**Population** – Estimated total residential population of the municipality as at 30 June of the previous year, as published by the ABS in “Regional Population Growth” catalogue no. 3218.0 or “Population by Age and Sex” catalogue no. 3235.2.

**Rates and Charges** – declared – are those declared as being receivable, in the calculations for the adopted rates, at the beginning of the year.

**Recurrent expenditure** – is operating expenditure less non-recurrent items such as depreciation on infrastructure and heritage assets.

**Recurrent revenue** - is operating revenue less non-recurrent items such as specific non-recurrent (capital) grants; and profit/loss on sale of assets.

**Recurrent surplus/deficit** - Recurrent revenue less recurrent expenditure.

| Outputs                               | Note | Measures   | Actual: 1999/2000 | Target: 1999/2000 | Difference | Actual: 1998/1999 |
|---------------------------------------|------|--|-------------------|-------------------|------------|-------------------|
| <b>Rates Management</b>               |      | % change in total rates and charges declared from previous year                              | 9.19%             | 7.95%             | 1.24%      | 6.87%             |
|                                       |      | Rates and Charges (per Assessment)   | \$645.82          | \$643.01          | \$2.81     | \$596             |
|                                       |      | Rates and Charges (per Capita)   | \$253.41          | \$247.84          | \$5.57     | \$230             |
|                                       |      | Rates and Charges (% of CIV)   | 0.49%             | 0.45%             | 0.04%      | 0.46%             |
|                                       |      | Rates and Charges (median property value)  | \$450.00          | \$425.00          | \$25.00    | \$425             |
|                                       | 1    | Average residential Assessment   | \$351.00          | \$452.81          | -\$101.81  | \$421             |
|                                       |      | Rates and Charges (% of CIV-farms)   | 0.31%             | 0.52%             | -0.21%     | 0.49%             |
|                                       |      | Rates and Charges (% of CIV-comm/ind)  | 0.49%             | 0.52%             | -0.03%     | 0.48%             |
| <b>Dependence on Rates and Grants</b> |      | Rates and Charges (% of total recurrent revenue)   | 59.22%            | 61.84%            | -2.62%     | 56.08%            |
|                                       |      | Financial Assistance Grants (per capita)   | \$36.27           | \$31.18           | \$5.09     | \$30.82           |
| <b>Achieve Financial Plans</b>        | 2    | % achievement of budgeted \$1,037 operating surplus/deficit (actual against original budget) | -297%             | 100%              | -397%      | 582%              |
|                                       |      | % achievement of Capital exp. Program.   | 87%               | 90%               | -3%        | 80%               |
| <b>Financial Health</b>               |      | Recurrent surplus/(deficit.) (% of total recurrent revenue)                                  | -4.96%            | 13.01%            | -17.97%    | -1.35%            |
|                                       | 3    | % change in net assets from previous year  | 44.0%             | -0.3%             | 44.3%      | -0.18%            |
|                                       |      | Rates and Charges revenue and total debt servicing costs                                     | 10.60%            | 3.09%             | 7.51%      | 4.24%             |
|                                       |      | Working Capital Ratio (Current Assets/Current Liabs.)  | 1.72:1            | 1.71:1            | 0.01:1     | 1.3:1             |
| <b>Capital Expenditure</b>            | 4    | Ratio of Capital Expenditure to Total Depreciation   | 0.67:1            | 1.20:1            | -0.53:1    | 0.81:1            |
|                                       |      | Capital Expenditure (per Assessment)   | \$160.63          | \$185.29          | -\$24.66   | \$125             |
|                                       | 2    | Recurrent surplus/(def.) (% of capital expenditure)  | -33.62%           | -1.67%            | -31.95%    | 64%               |
|                                       |      | Ratio of internal funding to total Capital Expenditure                                       | 1.26:1            | 1:1               | 0.26:1     | 1.12:1            |
| <b>Debt Management</b>                |      | Rates, fees and charges outstanding (at 30 June 2000)  | 4.40%             | 4.32%             | 0.08%      | 4.29%             |
| <b>Operating Costs</b>                |      | % change in net recurrent expenditure (from 30 June 1999)                                    | 2.42%             | -3.29%            | 5.71%      | -1.24%            |
|                                       |      | % change in net recurrent expenditure per capita (from 30 June 1999)                         | 2.36%             | -3.29%            | 5.65%      | -2.72%            |
|                                       | 5    | Net recurrent expenditure per assessment   | \$882.4           |                   | \$-        | \$794             |
|                                       |      | capita   | 2                 | .43               | 155.01     |                   |
|                                       |      |  | \$346.87          | \$399.86          | -\$52.99   | \$306             |

**Comments on Significant variances**

1. Average residential assessment target for 1999-2000 has been calculated incorrectly, and should have been \$348.
2. The operating surplus for the year was impacted by increased depreciation of \$3.7M resulting from the revaluation of non-current assets.
3. The net assets of Council increased due to the revaluation increase of non-current assets of \$207M.
4. The actual result was below the target due to the combined effect of capital expenditure falling short of target by \$1.2M and depreciation increasing by \$3.7M from the revaluation of assets.
5. Has decreased due to the number of assessments having increased by 378 more than anticipated in the target.

**Annual Plan: Progress Against  
Community Satisfaction Targets, 1999-2000**

| Outputs                | Measures (Satisfaction Index Rating)                      | Target<br>1999/2000 | Annual<br>1999/2000 | Difference | Annual<br>1998/99 |
|------------------------|---|---------------------|---------------------|------------|-------------------|
| Community Satisfaction | Performance of Council                                    | 66                  | 66                  | 0          | 64                |
|                        | Performance in key service areas                          | 66                  | 64                  | -2         | 63                |
|                        | Local roads and footpaths                                 | 61                  | 58                  | -3         | 59                |
|                        | Health and human services                                 | 70                  | 69                  | -1         | 68                |
|                        | Recreational facilities                                   | 69                  | 70                  | 1          | 67                |
|                        | Appearance of public areas                                | 65                  | 63                  | -2         | 63                |
|                        | Traffic management and parking facilities                 | 63                  | 60                  | -3         | 60                |
|                        | Waste management  | 75                  | 74                  | -1         | 73                |
|                        | Enforcement of by-laws                                    | 66                  | 63                  | -3         | 64                |
|                        | Economic development                                      | 57                  | 54                  | -3         | 54                |
|                        | Town planning policy and approvals                        | 60                  | 65                  | 5          | 59                |
|                        | Interaction and responsiveness in dealing with the public | 75                  | 72                  | -3         | 72                |
|                        | Advocacy and community representation on key local issues | 66                  | 65                  | -1         | 64                |

**Annual Plan:  
Progress Against One-Year Targets 1999-2000**

| OUTPUTS  | MEASURES  | TARGETS  |
|--|---|--|
| <b>1. Create a Safe, Clean and Livable City</b>    |   |  |
| <b>Legislative and Regulatory Responsibilities</b> | Breach of relevant laws and regulations   | Nil  |
| <b>Five-year Community Safety Program</b>          | Community Safety Program for 5 year period 2000/2005 published  | By 30 June 2000<br><br><b>Target not achieved. Draft Community Safety Program endorsed by Community Safety Committee. Report to Council scheduled for July 2000.</b>   |
|  | Community Safety Program activities under Council control for 1999/2000 completed                       | 100% by 30 June 2000<br><br><b>Target not achieved.</b>  |
|  | Community Safety Achievements Report published  | By 31 December 1999<br><br><b>Target not achieved. Council report adopted February 2000. Report to be printed and released in July 2000.</b>   |
|  | Community Safety Committee expanded to include senior representatives of government agencies            | By 30 September 1999<br><br><b>Target not achieved. Council report tabled and noted in December 1999.</b>  |
| <b>Fear of Crime and Crime Statistics Report</b>   | Annual report published   | By 30 September 1999<br><br><b>Target not achieved. Findings of the 1999 Police Board crime, policing and personal safety survey published later than scheduled, in December 1999.</b>                                 |
| <b>Community Perception of Safety</b>              | Improved perception of safety in public places and homes as measured through annual Police Board Survey | 10% by March 2000<br><br><b>Target not achieved. The 1999 community survey showed a decline in levels of perceived safety during the evening in public places such as shops, local neighborhood, buses and trains.</b> |
| <b>Community Drugs Strategy</b>                    | Noble Park Drug Action Committee Established  | By 31 March 2000<br><br><b>Target not achieved. Noble Park Drug Action Committee is to be established by August 2000.</b>  |
|  | Dandenong Drug Action Committee strategy published  | By 31 March 2000<br><br><b>Target not achieved. Committee has been formed and has completed its draft action plan.</b>   |

|                                    |  |  |  |
|------------------------------------|--|--|--|
|                                    | Annual report for Springvale and Dandenong Local Drug Action Committees published  | By 31 March 2000                                       | <b>Target not achieved. Work continuing by Springvale and Dandenong Drug Action Committees in implementing and monitoring strategies. The Springvale Drug Action Committee has developed terms of reference and a process for the committee to undertake projects.</b> |
| <b>Community programs</b>          | “Secure Seniors” pilot program reviewed and reported   | By 31 July 1999  | <b>Target achieved. Review completed and accepted by Greater Dandenong Community Safety Committee. Recommendations from review acted upon. Secure Seniors Program Reference group formed to implement next stage.</b>  |
|                                    | Pilot “Eyes on the Streets” program with selected Neighborhood Watch Committees evaluated and reported                     | By 31 March 2000                                       | <b>Target not achieved. Concept brief developed and accepted by Greater Dandenong Community Safety Committee. To be implemented in conjunction with Victoria Police following strategy development.</b>  |
|                                    | “Safe Shop” program commenced in Springvale and Dandenong  | By 31 March 2000                                       | <b>Target not achieved. Dandenong 'Safe Shop' program launched January 18, 2000. Springvale project launch delayed and will be rescheduled at a later date.</b>  |
|                                    | “Self-audit Community Safety Kit” prepared and released  | By 31 December 1999                                    | <b>Target not achieved. Release of the kit is scheduled for a later date through Neighborhood Watch groups in conjunction with 'Eyes on the Streets' program.</b>  |
| <b>Appearance of public places</b> | Community satisfaction with the appearance of public places improved as measured through Office of Local Government survey | Minimum 2% improvement                                 | <b>Target not achieved. At a level of 63% satisfaction, survey results for May 2000 showed no improvement from April 1999.</b>   |
|                                    | Street lighting in key commercial areas upgraded   | Lonsdale Street upgrade completed by 30 September 1999 | <b>Target not achieved.</b>  |
| <b>Safe food premises</b>          | Community satisfaction with food safety improved as measured through Office of Local Government survey                     | 3% by 30 June 2000                                     | <b>Target not achieved. Survey results for May 2000 showed a reduction in satisfaction with the enforcement of By-Laws of 1% compared with the previous year.</b>  |

|                                  |  |                               |   |
|----------------------------------|--|-------------------------------|---|
| <b>Footpath hazard reduction</b> | AMS complaints/reports reduced from previous years   | 1% by 30 June 2000            | <b>Target not achieved. AMS requests relating to footpath hazards increased compared with the previous year.</b>  |
| <b>Increased Police presence</b> | Advocacy for more Police resources through preparation of a submission to the Minister for Police and Emergency Services | By 31 March 2000              | <b>Target not achieved. No formal submission prepared.</b>  |
| <b>Public Health Plan</b>        | Plan reviewed and reported   | By 30 September 1999          | Target achieved. Review completed in July 1999.   |
|                                  | Public Health Plan targets for 1999/2000 achieved and reported   | By 30 June 2000               | <b>Target not achieved. Resources committed to issues associated with drug and alcohol use, injecting facilities and syringe disposal. Conducted a consultation report on the outcomes of the eight consultation workshops and a public forum on the State Government's proposal to trial an injecting facility in Greater Dandenong.</b> |
|                                  | Public Health Achievements report published  | By 30 June 2000               | <b>Target not achieved. Report scheduled for publication in July 1999.</b>  |
|                                  | Expanded syringe disposal contract initiated   | By 31 August 1999             | <b>Target not achieved. Tender awarded to Collex Waste Management in October 1999.</b>  |
| <b>Traffic management</b>        | Local Area Traffic Management study completed  | One new study by 30 June 2000 | <b>Target not achieved.</b>   |
|                                  | McFees Road Local Area Traffic Management Study, commenced in 1998/9, completed.   | By 30 December 1999           | <b>Target not achieved. Report to be prepared for Council in July 2000.</b>   |
| <b>Road network planning</b>     | Network strategy completed   | By 30 June 2000               | <b>Target achieved. Municipal Transport Strategy Report adopted by Council in December 1999.</b>  |
| <b>Pedestrian safety</b>         | AMS footpath and crossover hazards reported inspected and actioned in compliance with published service standard.        | No service failure            | <b>Target not achieved.</b>   |

|   |   |                                     |  |
|---|---|-------------------------------------|--|
| <b>Road infrastructure</b>                                    | Council knowledge of progress with Westall Road construction and Greens Road widening by VicRoads | Quarterly report to Council meeting | <b>Target achieved.</b>  |
| <b>Safer roads</b>  | Number of blackspots, as measured by VicRoads' annual report, reduced                             | 10% annually                        | <b>Target not achieved. A system for defining and monitoring blackspot casualty rates, based on the road casualty data from VicRoads, has not been developed by Council.</b>                 |
| <b>Public transport</b>                                       | Public transport plan prepared and adopted by Council   | By 30 June 2000                     | <b>Target not achieved. Public Transport Plan report scheduled for completion in July 2000.</b>  |
| <b>Physical infrastructure management and renewal program</b> | 25 year forward management and renewal program developed  | By 30 June 2000                     | <b>Target achieved. Life Cycle Management Plan for Assets by Gutteridge Haskins and Davey/ Worley joint venture has been completed. Recommended program adopted by Council in June 2000.</b> |

## 2. Support a Caring City

|   |   |                      |  |
|---|---|----------------------|--|
| <b>Aged Accommodation Needs Study</b>                                     | Stage 1 of Aged Accommodation Needs Study for elderly residents completed and reported to Council                                     | By 30 June 2000.     | <b>Target achieved. The first stage of the Aged Accommodation Project completed with the preparation of a report on the findings of the Ethnic Aged Accommodation Needs Study in April 2000 and a description of its proposals in the local media in February 2000.</b>                  |
| <b>Expanded services to the aged, young people and families, prepared</b> | Submission to Commonwealth Government and State Government on future needs of our aged, young people and families, prepared           | By 30 June 2000      | <b>Target not achieved. Submissions to Aged Care &amp; Community Services Ministers, from community forums, scheduled for July 2000.</b>   |
| <b>Information provision – Faiths</b>                                     | A story published each month in 2nd City News or 2nd City News In Brief, explaining an aspect of a culture or faith                   | One per month        | <b>Target achieved. A story concerning cultures or faiths was printed in each edition of 2nd City News in 1999-2000.</b>   |
| <b>Information provision – Cultural Festivals</b>                         | A story published each month in 2nd City News or 2nd City News In Brief or other Council publication on a community cultural festival | One per month        | <b>Target achieved. A story related to cultural festivals was printed in each edition of 2nd City News in 1999-2000.</b>   |
| <b>Gaming Strategy</b>  | Gaming Strategy adopted by Council  | By 30 September 2000 | <b>Target not achieved. Strategy adopted by Council in December 1999.</b>  |
|   | Gaming Strategy reviewed by Council   | By 31 October 1999   | <b>Target not achieved. Strategy to be reviewed in December 2000.</b>  |
| <b>Multilingual Telephone Lines</b>                                       | Increase usage of multilingual telephone lines through Council Contact, from previous year  | 10% by 30 June 2000  | <b>Target not achieved. In the year to June 2000, 2,648 calls were received via the Multilingual Telephone Service as tabulated by the Victorian Translating and Interpreting Service, representing a 10% reduction compared with the 2,936 calls received in the year to June 1999.</b> |

|                                       |  |   |
|---------------------------------------|--|---|
| <b>Community information provided</b> | Information provided to the community in a timely manner to enable them to understand current practices                | No complaints of failure to provide information requested.<br><br><b>Target achieved. No complaints were recorded in the year to June 2000.</b>                     |
|                                       | Information provided to the community in a timely manner to enable them to participate in decision making for the city | No complaints of failure to access Councillors and Executive staff registered.<br><br><b>Target achieved. No complaints were recorded in the year to June 2000.</b> |

### 3. Promote Local Employment and Economic Growth

|                     |  |  |
|---------------------|--|--|
| Investment          | \$100 million building approvals for residential, commercial and industrial properties     | By 30 June 2000<br><br><b>Target achieved. The total value of building approvals within Greater Dandenong for the year to June 2000, as measured by the Australian Bureau of Statistics, reached \$230 million, compared with \$117 million during the previous year. This represents a 96% increase in the level of investment in local construction.</b> |
|                     | \$20 million new Commonwealth and State Government investment in infrastructure            | By 30 June 2000<br><br><b>Available data does not precisely distinguish between private and public sector investment. \$27 million was invested in the construction of buildings for health, educational and religious purposes within the City of Greater Dandenong during the year to June 2000, exceeding the target of \$20 million.</b>               |
| City infrastructure | \$9.57 million new investment  | By 30 June, 2000<br><br><b>Target not achieved. A total of \$7.2 million was spent during 1999-2000 - slightly less than the target of \$9.57 million.</b>   |
| Employment          | 250 new job opportunities created as a result of Council action                            | By 30 June 2000<br><br><b>No accurate measurement of jobs created has been developed.</b>  |
|                     | 250 new traineeship and apprenticeship opportunities created as a result of Council action | By 30 June 2000<br><br><b>No accurate measure of apprenticeship opportunities has been found.</b>  |
| Print media         | Promotional reports on special features in daily print media published                     | Two by 30 June 2000<br><br><b>Target achieved. At least two major issues have received substantial statewide media coverage throughout 1999/2000, including Injecting Facilities/drugs debate and Save Waverley Park campaign.</b>   |
|                     | Press releases issued  | Twenty-four per month<br><b>Target achieved. An average of 24 press releases per month submitted.</b>  |
| Electronic media    | Radio timeslots presented  | One per month<br><br><b>Target not achieved since March 2000. Business decision made not to continue with radio show due to poor listener response.</b>  |

|   |   |   |
|---|---|---|
| <b>Brochures</b>  | City promotional brochure published   | By 30 September 1999<br><br><b>Target not achieved. Text being prepared with focus on city pride and city life. Target audience of brochure is CGD residents. Format of brochure to be decided.</b> |
|   | New Investment brochure published   | By 30 September 1999<br><br><b>Target not achieved. No action taken to date.</b>  |
| <b>Business Video</b>   | New business video produced and released  | By 30 September 1999<br><br><b>Target not achieved. Consolidated video produced for visit by Minister for Small Business in June 2000.</b>  |
| <b>Internet</b>   | Web-site expanded   | By 30 September 1999<br><b>Target not achieved. New web site has been developed and its content and technical requirements are being finalized. It is scheduled to go 'live' in July, 2000.</b>     |
|   | Web site updated  | Monthly<br><b>Target achieved. Council meeting dates and other information has been updated on the existing web site each month.</b>  |
| <b>Industrial and Commercial Business Databases and Directories</b> | Data bases maintained   | Updated monthly<br><br><b>Target achieved. Industrial data up-to-date and retail data collection has commenced.</b>   |
|   | Directories ready for publication   | By 30 June 2000<br><b>Target achieved. The Industrial Business Directory was published in March 2000.</b>   |
| <b>Business confidence</b>  | Business confidence and job prospects survey completed  | By 30 September 1999<br><br><b>Target not achieved. Project will proceed in 2000/2001.</b>  |
| <b>Regional infrastructure</b>                                      | Advocacy for the development of the following regional infrastructure: South-east airport, Port of Hastings, Very Fast Train Project - undertaken and community awareness maintained. | Submissions as required.<br><br><b>Target not achieved as no submissions required in 1999/2000. Council has been updated monthly on any new information.</b>  |
|   |   | Status report to the community by 30 June 2000<br><b>Target not achieved. Status report will be presented in July, 2000.</b>  |
| <b>Greater Dandenong Planning Scheme</b>                            | Municipal Strategic Statement reviewed and adopted by Council   | By 31 December 1999<br><br><b>Target not achieved. Original target based on earlier forecast of approval date for new planning scheme .</b>   |

|  |   |
|--|---|
| Education and information sessions held with development professionals and general community | Two sessions with development professionals by 31 October 1999<br><br><b>Target achieved. Three combined sessions for development professionals were conducted in August and September, 1999.</b> |
|  | Two sessions with general community by 31 October 1999<br><b>Target not achieved. Deferred until draft of first review of new Planning Scheme completed.</b>                                      |
| Planning Scheme Policy reviewed and adopted by Council                                       | By 31 December 1999.<br><br><b>Target not achieved. Original target based on earlier forecast of approval date for new planning scheme .</b>  |
| Turnaround times for delegated planning approvals reduced                                    | Average of 10 working days by 30 June 2000<br><br><b>Target not achieved. This target has been deferred to 2000/2001 following organizational restructure.</b>                                    |

#### 4. Develop Arts and Culture

|   |   |  |
|---|---|--|
| <b>Library Services</b>                           | Hours of operation increased from previous year                     | 10% by 30 June 2000<br><br><b>Target not achieved. Opening hours extended by 8% from 5 February 2000.</b>  |
|   | Internet access increased from previous year                        | 20% by 30 June 2000<br><br><b>Target achieved. Number of internet workstations has increased from 12 to 23 with the development of the WebZone at Springvale Library and kiosks at both Dandenong and Springvale Libraries.</b>                  |
|   | Materials collection expanded from previous year                    | 10% by 30 June 2000<br><br><b>Target not achieved. Council has approved a strategy for the Library Service achieving a collection equivalent to 1.5 items per capita, by 30 June, 2005.</b>  |
| <b>Performance Venue Feasibility</b>              | Council decision to proceed   | By 30 June 2000<br><br><b>Target not achieved. Project manager and architects appointed. Project proceeding.</b>   |
| <b>Heritage Protection and Preservation</b>       | Stage 2 of Heritage Study completed                                 | By 31 March 2000<br><br><b>Target not achieved. Contract commenced in May 1999. Draft of Final Report was received in June 2000. Final report is to be submitted in August 2000.</b>   |
|   | Policy directions from Stage 2 of Heritage Study adopted by Council | By 30 September 2000<br><br><b>Target yet to be achieved. Consultations with the community will commence after receipt of the report in August 2000, resulting in a delay in preparation of policy directions and their adoption by Council.</b> |
| <b>Street Art Works</b>                           | One new piece of street art installed annually                      | By 30 June 2000<br><br><b>Target not achieved. Nine concrete book sculptures are scheduled for completion in July 2000 as part of the Springvale Road streetscape redevelopment.</b>   |
| <b>Year 2000 Celebrations</b>                     | Celebrations agreed by Council                                      | By 30 September 1999<br><br><b>Target not achieved. Decision made by Council in December 1999 to fund a number of key projects known as the "Year 2000 Celebrations" and scheduled throughout the year.</b>                                      |
| <b>Facility development (Dandenong Town Hall)</b> | Future development plan completed and submitted to Council          | By 31 December 1999<br><br><b>Target not achieved. Preliminary plans, including costings, presented to Council in May 2000.</b>  |

#### 5. Promote Participation in Sport and Recreation

|  |   |  |
|--|---|--|
| <b>Open Space Plan</b>                   | Open Space Strategy review completed and adopted by Council                         | By 31 October 1999<br><br><b>Target not achieved. Strategy reviewed and presented to the Executive in November 1999. Item deferred by the Executive to June 2000, to permit a more detailed review to be conducted. Report to Council will be made in July 2000.</b>   |
| <b>Recreation participation</b>          | Participation rates measured through annual survey                                  | By 30 September 1999<br><br><b>Target not achieved. Instead, national data have been used to estimate rates of participation in sport and physical recreation by age and gender, within the City of Greater Dandenong. A report based on these findings is scheduled for release in August 2000.</b>                             |
|  | Strategy to increase participation in non-traditional sports adopted by Council     | By 30 June 2000<br><br><b>Target not achieved. Report on the progress of the strategy was presented to Council in June 2000. Strategy scheduled for finalization in October 2000.</b>  |
|  | Increased recreation participation rates from ABS base data from last census period | 2.5% by 30 June 2000<br><br><b>Target not achieved. The survey, referred to above, which formed the basis of the estimation of sports participation rates is conducted only every few years.</b>   |
| <b>Investment in sporting facilities</b> | \$1 million in 1999/2000 City Improvement Program                                   | By 30 June 2000<br><br><b>Target not achieved. Thirty-six projects, valued at more than \$1.27 million, have been approved by Council. \$982,330 was spent on sporting facilities.</b>   |
| <b>Oasis Development</b>                 | Oasis Development Plan completed  | By 30 June 2000<br><br><b>Target not achieved. A review of the 1998 Oasis Development Study commenced in June 2000, and will include investigation of potential for recreational uses of the new Dandenong Creek Wetlands area. The Oasis Development Plan review is subject to the outcomes of the Municipal Aquatic Study.</b> |
| <b>Dandenong Basketball Stadium</b>      | Dandenong Indoor Sports Stadium Development Plan completed                          | By 30 June 2000<br><br><b>Target not achieved. The development plan was not completed in 1999/2000. Council did not accept the stadium management's concept development proposals made in 1999/2000. A further review of the strategic direction of the Stadium will be conducted in 2000/2001.</b>                              |

|  |   |                     |   |
|--|---|---------------------|---|
| <b>Bicycle Path Network</b>            | Network extended                          | 1km by 30 June 2000 | <b>Target achieved. 1 kilometer of bike path constructed in 1999/2000, comprising sections in Cheltenham Road between Springers Leisure Center and Springvale Road; Springvale Road between Haileybury College and Hutton Road, and an additional link within Tirhatuan Park.</b> |
| <b>Tatterson Park Development Plan</b> | Tatterson Park Development Plan completed | By 31 December 1999 | <b>Target not achieved. Poor response to call for tenders. Project to be re-tendered in 2000-2001.</b>  |
|  | Council decision to proceed               | By 31 March 2000    | <b>Target not achieved. Council adopted the concept plan and policy framework in December 1999 but the project did not proceed.</b>   |

## 6. Enhance Natural and Urban Environments

|  |  |                              |  |
|--|--|------------------------------|--|
| <b>Environmental Management System (EMS)</b> | 1999/2000 targets met  | By 30 June 2000              | <b>Target not achieved. Report to Council scheduled for July 2000.</b>   |
|  | 1999/2000 targets published  | By 31 December 1999          | <b>Target not achieved. Proposed program of target setting and implementation by business units reported to Council in June 2000.</b>  |
| <b>State of the Environment Report</b>       | Published  | By 31st December 1999        | <b>Target not achieved. Report to Council completed in January 2000.</b>   |
| <b>Residential Development</b>               | Policy development completed and implemented   | By 30 June 2000              | <b>Target not achieved. Study on development guidelines in the Residential 2 zones completed in June 2000. Council report scheduled for July 2000.</b>   |
| <b>Domestic waste</b>                        | Domestic waste to landfill reduced from previous year  | 2% reduction by 30 June 2000 | <b>Target not achieved. During 1999/2000, there was an increase in the mass of garbage to landfill over the previous year.</b>   |
| <b>Built environment</b>                     | Policy to encourage diversity in the built environment, particularly housing, adopted by Council   | By 31 December 1999          | <b>Target not achieved. Required policy to be developed in conjunction with the Central Dandenong Residential 2 Zone study and with the scheduled review of the Planning Scheme and Municipal Strategic Statement. Completion is scheduled by December 2000.</b>           |
|  | Policy to encourage diversity in the built environment, particularly housing, implemented.   | By 30 June 2000              | <b>Target not achieved. Required policy to be developed in conjunction with the Central Dandenong Residential 2 Zone study and with the scheduled review of the Planning Scheme and Municipal Strategic Statement. Completion is scheduled by December 2000.</b>           |
|  | Policy to encourage improved environmental sustainability of built environment, particularly housing and industrial developments, adopted by Council | By 31 December 1999          | <b>Target not achieved. Original target based on earlier forecast of approval date for new planning scheme (approval forecast for August 1998; actual approval March 1999). Preliminary report submitted in January 2000, with completion scheduled for December 2000.</b> |



|   |                     |  |
|---|---------------------|--|
| Policy to encourage improved environmental sustainability of built environment, particularly housing and industrial development, implemented. | By 30 June 2000     | <b>Target not achieved. Original target based on earlier forecast of approval date for new planning scheme (approval forecast for August 1998; actual approval March 1999).</b>  |
| Policy to encourage the aerial bundling or undergrounding of cables adopted by Council  | By 31 March 2000    | <b>Target not achieved. Policy being developed by Civil and Transport Planning Unit in collaboration with Strategic Planning Unit . To be completed in 2000/2001.</b>  |
| <b>Drainage capacity</b> Strategy completed   | By 31 December 1999 | <b>Target not achieved. The first stage of the study, that is the identification of the catchment and sub-catchments, was completed in October 1999. The next stage involves the identification of section of the network that need upgrading. Video survey of selected sites completed. Strategy under preparation and due for completion by July 2000.</b> |
| Capacity increased from previous year   | 10% by 30 June 2000 | <b>Target not achieved. Difficult to measure. The inadequate sections of the network were identified by March 2000, and incorporated into the 5-year Drainage Upgrade Program for funding consideration by Council.</b>  |

## 7. Promote the Unique Strengths of Our Retail Centers

|  |  |                      |   |
|--|--|----------------------|---|
| <b>“StreetLIFE” program activity</b>                         | “StreetLIFE” program activities in Springvale completed                                  | By 30 June 2000      | <b>Target achieved. Activities for the year completed. Acquisition of further funding will permit the project to continue in 2000-01.</b> |
| <b>Streetscape Improvement</b>                               | CIP streetscape improvements in Dandenong, Noble Park and Springvale completed           | By 30 June 2000      | <b>Target not achieved. Works not completed in Dandenong, Springvale or Noble Park.</b>   |
| <b>“Clean Up” Campaign</b>                                   | 1999 “Clean Up” campaign initiated and completed in Springvale, Noble Park and Dandenong | By 31 December 1999. | <b>Target not achieved.</b>   |
|  | Outcomes of 1999 “Clean Up” campaign reported  | By 31 January 2000   | <b>Target not achieved. Council briefed in February 2000, regarding successful outcomes of the most recent Springvale campaign.</b>       |
| <b>Retail Directory and Hospitality and Recreation Guide</b> | Ready for publication  | By 30 June 2000      | <b>Target not achieved. Publication to be via Website.</b>  |

## 8. Promote Dynamic Council/Community Partnerships

|  |   |  |
|--|---|--|
| <b>Council meetings accessible</b>               | Community advised of Council meetings   | Advertised 14 days prior to each meeting<br><br><b>Target achieved. Advertisements placed in 2nd City News in Brief and bi-monthly newsletter 2nd City News and advise provided through the telephone on-hold message.</b>   |
|  | Council meetings held outside of Chamber  | Four by 30 June 2000<br><br><b>Target achieved. Meetings held externally:</b><br>* 9 August at Wooranna Park Primary School, Dandenong North<br>* 8 November at Chandler Community Center, Keysborough<br>* 7 February at Springvale Heights Primary School, Springvale<br>* 22 May at Carwatha Community Center, Noble Park.                                  |
| <b>Community Consultation</b>                    | "Major" policy initiatives subject to community consultation  | No major policy initiatives adopted without community consultation. (Council to determine "Major" initiatives.)<br><br><b>Target achieved. Consultation with public occurred on major policy decisions, concerning safe injecting facilities, the formation of the Children's Services Association and the Community Safety Strategy.</b>                      |
| <b>Major Council Decisions Communicated</b>      | "Major" Council decisions communicated by separate media release and published in 2nd City News or 2nd City News in Brief | Published within 7 days of Council decision.<br><br><b>Target not achieved.</b>  |
| <b>Consumer Research Reports</b>                 | Consumer research reports published   | Within 90 days of completion.<br><br><b>Target not achieved. Results of the general survey were delayed until they could be published in the April edition of 2nd City News delivered to all households in the municipality. Since July 1999, 28 (96%) of the findings from 29 individual business unit research activities were published within 90 days.</b> |
| <b>Council Representation</b>                    | Requests for participation of Councillors on community organizations actioned   | 100% of requests responded to<br><br><b>Requests processed annually at Special Council Meeting in March, 2000. Other requests considered monthly as required.</b>  |
| <b>Corporate Plan – Progress against targets</b> | Progress reported to the community  | Half-yearly reports by 31 January 2000 and 31 July 2000<br><br><b>Target achieved. Half year report presented to Council in January 2000. Report for the period January to June 2000 to be presented to Council in July.</b>   |

|   |   |   |
|---|---|---|
| <b>Annual Plan – Progress against targets</b> | Progress reported to the community                            | Second Council meeting of each month.<br><br><b>Target achieved. All 12 monthly reports for the year 1999/2000 presented to the Council as scheduled.</b>   |
| <b>Single Administrative Center</b>           | Plans for consolidation of administrative activities prepared | By 30 June 2000<br><br><b>Target not achieved. Report on possible adoption to be discussed with Councillors in August 2000.</b>   |
| <b>Improve community leadership capacity</b>  | Community leadership programs conducted                       | Two annually<br><br><b>Target achieved. Victorian Local Government Association (VLGA) training program for people considering nomination for election to Council in March 2000 completed in November 1999. Greater Dandenong candidate information session completed in November 1999. Municipal Association of Victoria (MAV) candidate information sessions held in February 2000 and attended by a number of Greater Dandenong residents. New Councillor program jointly developed with the VLGA to commence in July 2000.</b> |
| <b>Access to Council information</b>          | Access points for information expanded                        | One additional access point by 30 June 2000<br><br><b>Target not achieved. The website, <a href="http://www.greaterdandenong.com">www.greaterdandenong.com</a> is scheduled for launch in July 2000 to act as the fourth Customer Service Center.</b>   |
| <b>Consumer research</b>                      | General survey completed                                      | By 30 June 2000<br><b>Target achieved. A general survey of 1,011 residents conducted between 6 December and 12 December, 1999.</b>  |

## 9. Effectively Manage the City

|   |  |  |
|---|--|--|
| <b>Operational Budget</b>   | Surplus achieved                                       | \$0.5 million by 30 June 2000<br><br><b>Target not achieved. Financial results reflect an operating deficit of \$2.8 million, against budget surplus of \$0.9 million.</b>   |
|   | Draft budget prepared and presented to Council         | By 15 May 2000<br><br><b>Target achieved. Council workshop held at 13 May 2000.</b>  |
|   | Adopted  | By 30 June 2000<br><br><b>Target not achieved. Budget adopted on 3 July, 2000.</b>   |
| <b>City Improvement Program (capital budget): 1999-00</b>             | Achievement of program                                 | 100% by 30 June 2000<br><br><b>Target not achieved. As at 30 June 2000, expenditure totaled \$7.2 million, representing 76% of total CIP budget.</b>   |
|   | Accuracy of project estimates to completed cost        | 98% accuracy<br><br><b>Target not achieved. Project delivery is conducted according to agreed timelines and is closely monitored against performance standards. However, though the majority of projects are delivered to budget, tender prices were generally elevated this year due to the level of building activity.</b> |
| <b>City Improvement Program 2000/05 Forward Plan (Capital Budget)</b> | Five year forward plan reviewed and adopted by Council | By 30 September 1999<br><br><b>Target not achieved.</b>  |
|   | Five Year Forward Plan Published                       | By 31 December 1999<br><br><b>Target not achieved. The 1999/00 5 Year CIP Plan was not published. The draft 2000/01 5-Year CIP Plan is completed and list of recommended projects was considered by Councillors in May 2000.</b>   |
| <b>City Improvement Program (capital budget): 2000-2001</b>           | Draft 2000/01 plan submitted to Council                | By 15 May 2000<br><br><b>Target achieved. Advertising for submissions commenced in November, 1999 and closed in January, 2000. All new applications have been recorded and the CIP database updated and collated. Draft plan was considered by Council at a briefing meeting in May 2000.</b>                                |
|   | 2000/01 plan adopted by Council                        | By 30 June 2000<br><br><b>Target achieved. The 2000/2001 CIP adopted by Council in June 2000.</b>  |

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| <b>Operational costs</b>        | Recurrent operational costs reduced                                     | \$0.5 million by 30 June 2000.<br><br><b>Target not achieved. Recurrent expenditure (excluding asset sales and depreciation) is \$1.7 million over budget. The costs include funding for increased Workcover costs, roads and drains maintenance, and graffiti removal.</b>  |
| <b>Asset sales – property</b>   | Annual sales program completed  | 100% by 30 June 2000.<br><br><b>Target not achieved.</b>   |
| <b>Dandenong Produce Market</b> | Five-year development plan to improve financial return completed        | By 30 November 2000<br><br><b>Target not yet achieved. Consultants appointed June 2000. Project to continue in 2000/2001.</b>  |
| <b>Financial reporting</b>      | Monthly financial reports submitted to Council                          | Second meeting of every month<br><br><b>Target achieved.</b>   |
| <b>Performance reporting</b>    | Performance reports submitted monthly                                   | Second meeting of every month.<br><br><b>Target achieved. Performance reports for all 12 months of the year 1999/2000 were submitted to Council as scheduled.</b>  |
| <b>Service Charters</b>         | Service Charter standards review for first and second release completed | By 30 June 2000<br><br><b>Target partially achieved. Service Charter reviews for the 22 Charters released in December 1998, were conducted during December 1999 and January 2000. All 22 Charters approved by the Executive for publication. Review for a further 19 Charters, released in May 1999, were conducted during May 2000. These Charters are to be approved by the Executive before mid-July.</b> |
|                                 | Service standard failures reported monthly                              | By 10th day of each month<br><br><b>Target achieved. All service standard failures during the year 1999/2000 were reported within 10 days.</b>   |
| <b>Complaints resolution</b>    | Complaints acknowledged within published service standard               | 100% within 10 working days<br><br><b>Target not achieved.</b>   |
|                                 | Complaints resolved within published service standard                   | 100% within 15 working days<br><br><b>Target not achieved.</b>   |

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| <b>Operational costs</b>        | Recurrent operational costs reduced                                     | \$0.5 million by 30 June 2000.<br><br><b>Target not achieved. Recurrent expenditure (excluding asset sales and depreciation) is \$1.7 million over budget. The costs include funding for increased Workcover costs, roads and drains maintenance, and graffiti removal.</b>  |
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| <b>Dandenong Produce Market</b> | Five-year development plan to improve financial return completed        | By 30 November 2000<br><br><b>Target not yet achieved. Consultants appointed June 2000. Project to continue in 2000/2001.</b>  |
| <b>Financial reporting</b>      | Monthly financial reports submitted to Council                          | Second meeting of every month<br><br><b>Target achieved.</b>   |
| <b>Performance reporting</b>    | Performance reports submitted monthly                                   | Second meeting of every month.<br><br><b>Target achieved. Performance reports for all 12 months of the year 1999/2000 were submitted to Council as scheduled.</b>  |
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|                                 | Complaints resolved within published service standard                   | 100% within 15 working days<br><br><b>Target not achieved.</b>   |

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|------------------------------------|--|--|
|                                    | Complaints reported to Council monthly                                   | At second meeting of every month<br><br><b>Target achieved. All complaints received during the year 1999/2000 were reported within 15 days of receipt.</b>   |
|                                    | Complaints received reduced  | 5% by 30 June 2000<br><br><b>Target not achieved.</b>  |
| <b>Call center operations</b>      | Calls answered within published standard                                 | 97% within 15 seconds<br><br><b>Target not achieved. In the year to June 2000, 93% of inbound calls - as tabulated by computer - were answered within 15 seconds.</b>  |
|                                    | Drop out rate reduced  | 3% by 30 June 2000<br><br><b>Target achieved. The average call drop-out rate - as monitored and tabulated by computer - for the year to June 2000, was 1.5%.</b>   |
| <b>Service centers</b>             | Options to pay rates and accounts extended                               | One new option by 30 September 2000<br><br><b>Target not yet achieved. Internet payments are to become available in July 2000.</b>   |
| <b>Marketing</b>                   | Submitted marketing plans for individual business units audited          | 100% by 30 June 2000<br><br><b>Target not achieved. Forty business unit marketing plans are currently being implemented by each Unit, and are being audited by Public Affairs.</b>   |
| <b>Revenue collection</b>          | Increased revenue collection on due date                                 | 5% increase by 30 June 2000<br><br><b>Target achieved. The rates debt-to-revenue ratio at 30 June 1999, was 4.9%. The ratio at 30 June 2000 was 4.4% - an improvement of 10.2% in collection.</b>  |
|                                    | Information on payment options for rates, fines, charges, etc. available | One brochure on payment options for rates by 30 September 1999<br><br><b>Target achieved. A rates brochure with payment options was issued in July 1999. A further payment option via the internet has been developed and is scheduled to be operative from 2000/2001.</b> |
|                                    |  | One brochure on payment options for fees, fines and charges by 30 September 1999<br><br><b>Target achieved. Distributed in August 1999.</b>  |
| <b>Electronic service delivery</b> | Services available extended from previous year                           | Four services on-line by 30 June 2000<br><br><b>Target not achieved. By July 2000, five on-line services will include e-payments, AMS via e-mail, a 'contact-us' option, response to most commonly asked questions, and a search database.</b>                             |

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| <b>Year 2000 Compliance</b>                                 | All IT-based systems Year 2000 compliant  | 100% by 31 December 1999                   | <b>Target achieved. Transition to the year 2000 passed without incident.</b>  |
| <b>Awareness by local Parliamentary representatives</b>     | Programmed meetings with local Members of Parliament  | Two briefing meetings by 30 June 2000      | <b>Target achieved. Briefing meetings held on 12 November 1999 and on 31 March 2000.</b>  |
|   | Local members of Parliament advised of all grant submissions and other requests for assistance to Government by Council | Within 14 days of submission               | <b>Target achieved. Forwarded as required.</b>  |
|   | Local members of Parliament receive copies of Council publications excluding general brochures                          | Within 7 days of production.               | <b>Released publications as needed, to local parliamentarians.</b>  |
| <b>Gain advantage from new Government policies</b>          | Briefing papers provided to Council on all new policies and directions advised by Commonwealth and State Governments    | Within 30 days of receiving advice.        | <b>Unable to be determined. However briefing papers were provided to Councillors at monthly briefing meetings.</b>  |
|   | Policy advice provided to Council on new Government initiatives   | Within 30 days of receipt of advice        | <b>Unable to be determined, however policy advice was provided to Councillors at monthly briefing meetings.</b>   |
| <b>Involvement with peak Local Government organizations</b> | Council representation or involvement on sector working parties as requested by Council                                 | Councilor or officer nominated as required | <b>Target achieved. Representatives appointed as required in accordance with requests received and Council Policy.</b>  |
| <b>Compulsory Competitive Tendering</b>                     | Compliance with statutory target of 50% of eligible operating expenditure   | By 30 June 2000                            | <b>Target no longer relevant. Statutory targets for CCT have been abolished under amendments to the Local Government Act replacing CCT requirements with Best Value Principles.</b> |

|   |  |                      |   |
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|   | Compliance with annual competitive testing program                                 | 100% by 30 June 2000 | <b>Target no longer relevant. The Competitive Testing Program has been terminated following the abolition of CCT.</b>   |
|   | Preparation of service specifications required to meet competitive testing program | 100% by 30 June 2000 | <b>Target no longer relevant.</b>   |
|   | Business units subject to tender able to respond within required time frame        | 100% by 30 June 2000 | <b>Target no longer relevant. Statutory targets for CCT have been abolished under amendments to the Local Government Act replacing CCT requirements with Best Value Principles.</b> |
| <b>National Competition Policy compliance</b> | Breach of compliance requirements  | Nil                  | <b>Target achieved. No trade practices complaints or competitive neutrality complaints have been received in the year to June 2000.</b>   |
| <b>Contract requirements met</b>              | Breach of specification requirements   | Nil                  | <b>Target not achieved.</b>   |
| <b>Corporate Plan</b>                         | Publication of 2000/05 Corporate Plan  | By 31 December 1999  | <b>Target not achieved. Corporate Plan 2000-2005 adopted by Council in June 2000. To be published in August 2000.</b>   |
| <b>Annual Plan 1999/2000</b>                  | 1999/2000 Annual Plan published  | By 30 September 1999 | <b>Target achieved. 1999/2000 Annual Plan was published in August 1999.</b>   |
| <b>Annual Plan 2000/2001</b>                  | Draft plan submitted to Council  | By 30 April 2000     | <b>Target not achieved. The draft 2000-2001 plan is to be submitted to Council in July 2000.</b>  |
|   | Adopted by Council and submitted to the Minister for Local Government              | By 31 May 2000       | <b>Target not achieved. Plan is scheduled to be adopted in July 2000.</b>   |

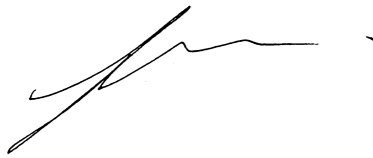
|  |   |                           |  |
|--|---|---------------------------|--|
| <b>Annual Report</b>                             | Adopted by Council and submitted to the Minister for Local Government | By 30 September 1999      |  |
|  |   |                           | <b>Target not achieved. Annual Report submitted in October 1999.</b>   |
| <b>Team effectiveness</b>                        | Team effectiveness survey completed                                   | By 30 November 1999       |  |
|  |   |                           | <b>Target not achieved. Quotes are currently being sought for design of a new survey instrument.</b>   |
|  | Training program developed  | By 31 December 1999       |  |
|  |   |                           | <b>Target not achieved. Development of training program will commence after the completion of the Team Effectiveness survey.</b>   |
| <b>Diversity audit</b>                           | 1998/1999 Diversity audit outcomes actioned                           | By 31 December 1999       |  |
|  |   |                           | <b>Target not achieved. An estimated 80% of outputs completed by due date. Progress against remaining targets are being monitored regularly.</b>   |
| <b>Disability Discrimination Act Action Plan</b> | Action Plan for 1999/2000 implemented                                 | By 30 June 2000           |  |
|  |   |                           | <b>Target not achieved. A mechanism for precisely measuring progress across the full range of targets contained in this document has yet to be developed. This will be achieved in 2000/2001.</b>    |
| <b>Business Plans</b>                            | Internal audit of all business unit business plans completed          | By 30 September 1999      |  |
|  |   |                           | <b>Target achieved. Audit completed July 1999.</b>   |
|  | External audit of all business plans                                  | By 30 November 1999       |  |
|  |   |                           | <b>Target not achieved. Audit completed in December 1999.</b>  |
|  | Achievement of business plan targets reported                         | By 10th day of each month |  |
|  |   |                           | <b>Target not achieved. Throughout the year 1999/2000 many monthly reports were submitted after the scheduled date.</b>  |
| <b>Risk Management</b>                           | Insurance premiums reduced  | 5% by 30 June 2000        |  |
|  |   |                           | <b>Target not achieved. 2000/2001 premium was \$272,327, against \$244,824 in 1999/2000.</b>   |
|  | Insurance payments below excess levels reduced                        | 10% by 30 June 2000       |  |
|  |   |                           | <b>Target not achieved. Higher number of claims settled this year. Increase in public liability claims as the result of an increased tendency toward litigation. Settlements were within budget.</b> |

|  |  |                      |  |
|--|--|----------------------|--|
|  | Insurance claims reduced   | 5% by 30 June 2000   |  |
|  |  |                      | <b>Target not achieved. Insurance claims increased during the year 1999-2000, compared with the previous year.</b>   |
| <b>Strategic Asset Management Program (SAMP)</b> | Adopted by Council   | By 30 September 1999 |  |
|  |  |                      | <b>Target not achieved. Awaiting advice and finalization from LOGOV.</b>   |
|  | Implemented  | By 31 October 1999   |  |
|  |  |                      | <b>Target not achieved. Delay in SAMP Program finalization.</b>  |
| <b>Safe Work practices</b>                       | Level One SafetyMap accreditation achieved                                     | By 30 September 1999 |  |
|  |  |                      | <b>Target not achieved. Occupational Health &amp; Safety Management System has been assessed and, in January 2000, was registered as complying with the initial requirements of SafetyMap.</b> |
| <b>Performance Benchmarks</b>                    | Selected service activities and work process in two business units benchmarked | By 30 June 2000      |  |
|  |  |                      | <b>Target not achieved. Library benchmarking project continuing.</b>   |
| <b>GST Compliance</b>                            | GST Implementation plan developed and implemented                              | By 30 June 2000      |  |
|  |  |                      | <b>Target achieved. Council has completed its implementation program to be GST ready by 30 June, 2000.</b>   |

# STATEMENT OF CHIEF EXECUTIVE OFFICER ON PERFORMANCE STATEMENT

I Warwick Heine

Being the Chief Executive Officer certify that in my opinion, the information contained in the Performance Statement is presented fairly in accordance with the Local Government Act 1989. At the time of writing, I am not aware of any circumstance, which would render any particulars in the statement to be misleading or inaccurate.



Warwick Heine  
Chief Executive Officer

Dated

Location: Springvale

# STATEMENT OF COUNCILLORS ON PERFORMANCE STATEMENT

I Angela Long

I Naim Melhem

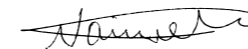
Being a Councillor authorized by Council to sign the accompanying Performance Statement of the City of Greater Dandenong in respect of 1999/2000 financial year, certify that in the opinion of Council, the information contained in the Performance Statement is presented fairly in accordance with the Local Government Act 1989.

The statement outlines the performance targets and measures set out in relation to the achievement of the Annual Business Plan in respect of that year described in Council's Plan and describes the extent to which the business plan was met in that year having regard to those targets and measures. At the time of signing, I am not aware of any circumstance, which would render any particulars in the statement to be misleading or inaccurate.



Angela Long  
Councillor

Dated:



Naim Melhem  
Councillor

Dated:

Location: Springvale

## AUDITOR-GENERAL'S REPORT ON PERFORMANCE STATEMENT

To the responsible Ministers and the Councillors of Greater Dandenong City Council

### Audit Scope

The accompanying performance statement of Greater Dandenong City Council in respect of the 1999/2000 financial year has been audited. The Councillors are responsible for the preparation and presentation of the statement and the information it contains. An independent audit of the statement has been carried out in order to express an opinion on the statement to the responsible Ministers and the Councillors as required by the *Local Government Act 1989*.


The *Local Government Act 1989* requires the performance statement to outline the performance targets and measures set out in relation to the achievement of the business plan as described in the council's corporate plan submitted to the responsible Minister and to describe the extent to which the business plan was met having regard to those targets and measures.

The audit has been conducted in accordance with Australian Auditing Standards to provide reasonable assurance as to whether the performance statement is free of material misstatement. The audit procedures included an examination, on a test basis, of evidence supporting the amounts and other disclosures in the statement. These procedures, which did not extend to an assessment of the relevance or appropriateness of the performance measures contained within the statement, have been undertaken to form an opinion as to whether, in all material respects, the performance statement is presented fairly in accordance with the *Local Government Act 1989*.

The audit opinion expressed in this report has been formed on the above basis.

### Audit Opinion

In my opinion, the performance statement of Greater Dandenong City Council in respect of the 1999/2000 financial year is presented fairly in accordance with the *Local Government Act 1989*.




  
**J.W. CAMERON**  
 Auditor-General

MELBOURNE  
9 110 12000

*Victorian Auditor-General's Office Level 34, 140 William Street, Melbourne Victoria 3000*  
 Telephone (13) 8601 7000 Facsimile (03) 8601 7010 Email [comments@audit.vic.gov.au](mailto:comments@audit.vic.gov.au) Website [www.audit.vic.gov.au](http://www.audit.vic.gov.au)

*Auditing in the Public Interest*

## Council Contact

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- Italiano** 9679 9865
- Español** 9679 9866
- Türkçe** 9679 9867
- Việt ngữ** 9679 9868
-  **English** 9679 9870

**All other languages 9679 9869**

*Including:*

- |          |            |         |
|----------|------------|---------|
| Soomaali | Hrvatski   | Shqip   |
| Tetum    | Malti      | فارسی   |
| Српски   | Македонски | Русский |





City of Greater Dandenong - 1999-2000 Annual Report

