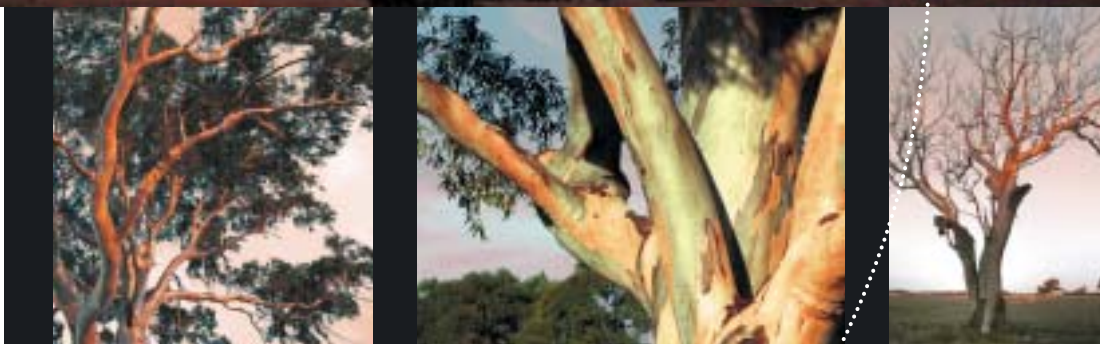




# Annual Report 2000-2001

Annual Report 2000-2001



# Contents

About this Report .....	1
Greater Dandenong at a Glance.....	1
Year in Review .....	2
Our Vision, Our Mission .....	4
Community Charter – Our Commitments To You.....	5
Mayor’s Message.....	6
Chief Executive Officer’s Report.....	8
Our Council.....	12
Organisational Structure .....	14
Greater Dandenong’s Approach to Best Value .....	15
Progress Against One-Year Targets .....	16
Activity Summary .....	42
Risk Management .....	62
National Competition Policy.....	62
Local Laws .....	63
Freedom of Information.....	64
Equal Employment Opportunity .....	65
Community Grants & Donations Program .....	66
Major Capital Works.....	70
Management Comment on the Financial Report.....	73
Financial Report.....	76
Performance Statement .....	107

# About this Report



The '2000-2001 Annual Report' reviews the City of Greater Dandenong's activities, achievements and performance for the past year and contains audited financial statements and financial highlights.

The report aims to fulfil the council's statutory responsibilities under the 'Local Government Act 1989' and other legislation, and to provide residents, community organisations, agencies and partners, businesses, government departments, council staff and contractors with information on the operations of the council.

This report is available on our website at [www.greaterdandenong.com](http://www.greaterdandenong.com) or copies can be obtained by telephoning 9239 5100.

## Greater Dandenong at a Glance

Greater Dandenong is Melbourne's second city, due to its strategic regional role. It is the major focus for economic development in the south-east region of metropolitan Melbourne with the second largest retail and commercial sector outside of central Melbourne. Forty per cent of Victoria's manufacturing industry is located within a 15km radius of Greater Dandenong.




The City of Greater Dandenong occupies an area of 129.6 square kilometres and its centre lies approximately thirty kilometres from the Melbourne Central Activities District (CAD) and is home to 133,000 residents.

# Year in Review








2000-2001 was another year of success for the City of Greater Dandenong. As Melbourne's second city, we contributed to the continuing international recognition of Melbourne as a global city known for its environment, lifestyle and business opportunities. Greater Dandenong contributed in all three of these areas through improved management of our living environment, the services we offer to the community and the business investment we attracted. As a city, Greater Dandenong can also be proud of the way in which we work with our community to find the best possible solutions to problems that arise and to ensure a sustainable future.

Through sound financial management and a continued commitment to our five-year financial plan, Greater Dandenong achieved a good financial outcome.

The following indicators monitor key trends and conditions over the 12 twelve month period.

-  upward trend
-  downward trend
-  no observable trend









## A Safe City

Safe Shop program extended		45 new retailers appointed
Response to illegal drugs	 	Municipal drug strategy adopted Noble Park/Keysborough Drug Action Committee formed
Community safety program		Three new programs developed
Safety Audits conducted		5 audits
New street lights		92 additional lights installed
Police resources		Submission made for increased resources

## Well Planned Growth

Cities for Climate Control targets		Milestone 4 achieved: Greenhouse action plan implemented
Greenhouse gas emissions		Council now purchasing 100% green power for street lighting
New business investment		\$140 million
Waste Management	 	Domestic waste to landfill reduced by 1.3% Green waste service introduced
New job opportunities		1,129 created through the council's involvement
Spending on city's infrastructure		\$9.37m a 30% increase
Drainage improvements		28 projects identified

## Providing Better Service

Customer Service	 	145,435 visitors to service centres, decrease of 1% 182,432 calls to call centre, increase of 2%
www.greaterdandenong.com		98,082 Visitors
Community newsletter		6 editions produced
External Council Meetings		4 held outside chamber
Corporate Plan		2001-2006 plan prepared and adopted
Community satisfaction with council		Up 2 points from 66 to 68
Use of multilingual phone lines		Up 11% to 2,809 calls

**Safe Movement of People and Goods**

Local roads improved	↑	32 projects completed to value of \$2.064m
50km/h Speed Limit	↑	Introduced in all residential streets
Bike paths	↑	Extended by 10 km
Footpaths	↑	\$733,862 spent
Public Transport plan	↑	Completed and approved by council
Bus shelters	↑	10 installed

**Vibrant Community**

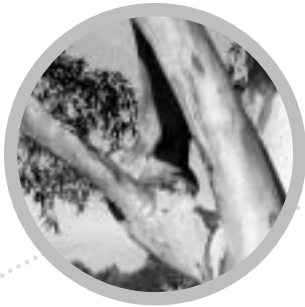
Leisure facility investment	↑	\$557,000 spent on improvements
Library services improved	↑ ↑	8% increase in opening hours 0.08% increase with 907,341 visitors
Arts Centre	↓	13% decrease in attendances
Library Internet Access	↑	34% increase to 1,440 hours per week
Training for retail traders	↑	3 programs delivered
Public Art	↑	1 piece installed at Springvale South

**Serving the Needs of Families, Youth and Older Persons**

Public Health Plan	↑	Tobacco Education Officer employed
Gaming	↓	Reduction of 50 gaming machines
Older Persons	↑	65 new volunteers recruited and trained
Human Services Funding	↑	4.5% increase in funding
Playgrounds Upgraded	↓	\$193,000 spent
Health inspections	↓	5% decrease to 3,385
Local Law Infringements issued	↑	520% increase to 453
Dogs registered	↓	11% decrease to 7,754
Parking Fines	↑	65% increase to \$1,034,626

**Regional Leadership**

Financial performance	↓	20% debt reduction
Infrastructure	↑	5% with 43 road improvement projects
Daily media	↑	37 mentions/features
Hospitality	↑	1 new hotel opened



# Our Vision Our Mission

## **OUR VISION**

To be recognised and acknowledged by our residents and others as Melbourne's 2nd City in all aspects of the life of our city.

## **OUR MISSION**

We place great importance on listening to the views and needs of our residents and ratepayers. This ongoing consultation has resulted in identifying a number of important things that you, our community, want, need and expect.

These things that you have told us you need form the basis of our 'Community Charter' - a series of simple, short statements that set out what you can expect from your council. This is how we will achieve Our Vision - to be recognised and acknowledged by you as Melbourne's 2nd City.

# 2000-2001 Community Charter

Our Commitments To You

## **The Voice of the People**

### **We will:**

- Ensure your city is one in which you feel safe and are safe in all aspects of your life through the delivery of planned, preventative and reactive community safety programs.
- Ensure your city is one in which planned growth and diversified economic growth provide an attractive, efficient and productive environment with a high quality of life.
- Ensure your city provides services to a standard that reflects your needs and preferences. A city where your council listens to you, responds to you and consults with you regularly.
- Ensure your city is one in which people and goods can move about easily on foot or using motor vehicles, bicycles, buses, and trains; on streets, bikeways and pedestrian pathways that are safe, attractive and functional.
- Ensure your city is a vibrant community in which to live, work, learn and relax. A city where families can enjoy leisure and recreational activities, have a strong sense of community pride and participate fully in council activities.
- Ensure your city, with its diverse population, will promote programs that are multicultural, stress good health, embrace effective community education, encourage the arts and serve the needs of families, youth and older persons.
- Ensure your city is the centre of a region built upon an integrated network of public and private organisations delivering services that achieve widespread consumer satisfaction.





# Mayor's Message

The City of Greater Dandenong - Melbourne's second city - has continued to grow and prosper during the past financial year. Community spirit, as evidenced by participation in the various festivals and celebrations held throughout the year and our ability to work together to find solutions to social problems, has also grown. Combined with the strong economic growth experienced in the last year, Greater Dandenong is a stronger and more resilient community at the end of 2000-2001 than it was at the beginning of the year. Greater Dandenong is also a city of great compassion as shown by the community's ability to help those in need and to continue to welcome new members of our community whether they be arriving from other parts of Melbourne, Australia, or from overseas.

The key to our city's success is our commitment to the creation of strategic alliances, community consultation and community involvement. We use consultation to inform on planning, policy development and service activities. We consult on a range of issues, from specific local initiatives to broad policy development and strategic planning objectives. In 2000-2001, we consulted extensively with the community and other stakeholders on minimising the impact of illegal drug use and improving community safety. Community involvement was also

actively sought on a wide range of other matters including:

- development of a public transport strategy;
- review of local laws;
- future land use in the Keysborough area; and
- reducing the impact of problem gaming.

Through our open Council meetings, public submission procedures, dispute resolution processes, community and stakeholder forums and many other mechanisms, we provide the community with a variety of opportunities to voice their opinions and concerns on the services we provide and the manner in which we respond to matters likely to affect their lives.

Our bi-monthly newsletter '2nd City News' is distributed to all households within the city, and is widely read and regarded by many in the community as an important source of council news. Our website, [www.greaterdandenong.com](http://www.greaterdandenong.com), is being increasingly used by residents and others as a source of information and as a way of more efficiently doing business with us. The Greater Dandenong website is widely recognised as one of the best local government websites in Australia. In May this year it was the most popular local government website in the country.

Our regular program of market research also keeps us abreast of our customers' needs and opinions, as well as their level of satisfaction with our products and services.



We work in close partnership with many public and private sector agencies and organisations. We maintain alliances with the Commonwealth Government, the State Government, other municipalities, service providers, business and community groups, arts, cultural and sporting organisations and the city's faith communities. The council also has strong relationships with business and has made a strong commitment to assist business to locate and prosper in our city.

In 2000-2001, the council made significant progress towards addressing some immediate and long-term issues facing the city. The adoption of the 'Municipal Drug Strategy' in December 2000 marked the end of a period of nearly two years of intensive community consultation and research. The adoption of the strategy signalled a significant step forward in providing the means to reduce the impact of illicit drug use upon our community.

Significant progress was also made in resolving questions around the long-term future of land immediately south of Cheltenham Road in Keysborough. Land in this area has been the subject of proposed amendments to the Greater Dandenong Planning Scheme for a number of years and, while the formal planning amendment process is not yet complete, the consultation and community involvement undertaken in 2000-2001 in relation to this matter will ensure it is finally resolved in the forthcoming year.

Progress was also made with obtaining Commonwealth and State funding for major infrastructure projects. A part commitment was made by the Prime Minister, the Hon John Howard, and the Premier of Victoria, the Hon Steve Bracks, to the construction of the Scoresby Transport Corridor. While actual construction of this project is still some years away, the commitment made by the Prime Minister and the Premier will ensure the project becomes a reality.

Announcements in relation to integrating public transport into the Scoresby Corridor were also welcomed and reflect the important

part public transport will play in the future of our city. The importance of improved local public transport was also reflected through community consultation and involvement associated with the development of our public transport strategy.

Safety in public places, local neighbourhoods and homes remains one of the highest priorities of our residents. Our response to these concerns in 2000-2001 was to commit a record amount of capital funds to the improvement of streetscapes, particularly footpaths, in the three major retail centres of the city. We also continued to commit resources to the development of new initiatives in the area of community safety and gained funding from the Victorian Government for several programs to be commenced in 2001-2002. These initiatives include the 'Secure Seniors' program, extension of the 'Safe Shop' program and development and implementation of a 'Self-Audit Community Safety Kit'.

There were many other highlights during 2000-2001, too many to mention within the constraints of these remarks. 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 Greater Dandenong.

Greater Dandenong is a vital and dynamic city. As Melbourne's second city, we enjoy an international reputation as a location where people of differing cultures and faiths can live together in harmony. We are also an important location for business and a significant contributor to the economy of Victoria and Australia.



**YOUHORN CHEA**

Mayor



# Chief Executive Officer's Report

## **Year in Review – 2000-2001**

2000-2001 was another year of success for the City of Greater Dandenong. As Melbourne's second city, we contributed to the continuing international recognition of Melbourne as a global city known for its living environment, lifestyle and business opportunities. Greater Dandenong contributed in all three of these areas through improved management of our living environment, the services we offer to the community and the business investment we attracted. As a city, Greater Dandenong can also be proud of the way in which we work with our community to find the best possible solutions to problems that arise and to ensure a sustainable future.

Through sound financial management and a continued commitment to our five-year financial plan, Greater Dandenong achieved a good financial outcome, despite a requirement by the auditor in 1999-2000 to revalue assets, resulting in a significant increase to depreciation.

## **Capital Works**

In 2000-2001, the council continued towards meeting its five-year commitment to spend \$65 million on capital works, with \$11.1 million being spent. This result was below budgeted expenditure of \$12.5 million, but works not completed in this financial year will be completed in the next.

## **Customer Service**

The delivery of quality customer service was a significant focus in 2000-2001. Our approach to customer service is continuously reviewed to ensure that we remain focused on customer outcomes, whether contact be made through our Call Centre, our Service Centres, our website or by letter. Our Call and Service Centre teams performed well in 2000-2001, answering 182,432 telephone calls, 92% within 15 seconds. Our three Service Centres served 145,435 customers, of which 85% had their enquiry resolved at first contact.

## **A Local Government Leader**

Greater Dandenong continued to show leadership in the local government sector in 2000-2001, resulting in significant benefits to our community, as well as recognition by Commonwealth and State Governments. This leadership is demonstrated through our commitment to extending services to the community, the use of the Internet, maintenance of the Service Charter program, approach to Best Value, continuous improvement of business systems and willingness to find the best possible solution to the range of issues raised by our community.

## **Community Safety**

Results of the annual state-wide survey of community perceptions of crime and safety again highlighted the level of concern in the Greater

Dandenong community with personal safety in homes, in public places and on public transport. Concern with personal safety in Greater Dandenong remains above state averages.

Greater Dandenong gained further recognition in 2000-2001 as a leader in the development and delivery of programs to improve community safety. The council's 'Safe Shop' program was implemented by a number of other cities across Australia. Similarly, the 'Safe Party Kit' developed in 1999-2000 is now being widely used across Victoria. Greater Dandenong was also successful in obtaining funds for several new initiatives, including the design of a 'Secure Seniors' program and a 'Self-Audit Community Safety Kit'.

Community safety remains an important priority for the City of Greater Dandenong and will continue to be a corporate priority into the future.

## **Our Response to Illegal Drugs**

The consequences of illegal drug use on the Greater Dandenong community were one of the principal focuses of council activity during 2000-2001. The 'Municipal Drug Strategy' adopted by Council in December 2000 and released in March 2001 was the culmination of more than two years of research, community consultation and community involvement. The adoption of the drug strategy coincided with the Victorian Government's decision to allocate funds to the implementation of local initiatives. This has resulted in new services being developed, as well as increasing the breadth of information available to the community to assist with better understanding and managing the problem. The Noble Park/Keysborough Drug Action Committee was formed during 2000-2001, bringing to three the number of community-based drug action committees now functioning within the city.

The council is committed to reducing the harm associated with illegal drug use to families, young people, the economy and the well being of our city.

## **Our Financial Performance**

The financial statements for 2000-2001 show a deficit of \$3.4 million for the year. This outcome is significantly different from the 2000-2001 budget due to three factors. The first, an increase in the allowance for depreciation of \$5.3 million resulting from an audit requirement to revalue non-current assets as a result of the 1999-2000 audit. Secondly, non-receipt of budgeted grant income of \$5 million for the Dandenong Town Hall project and, thirdly, delays experienced in the sale of the former stockyards land, resulting in a profit on sale of \$3 million not being realised in this financial year. In operational terms, budget targets for 2000-2001 were achieved.

Debt was also further reduced in 2000-2001 to \$11.5 million, a reduction of 20% from 1999-2000.

### **Food Safety Standards**

Improvement to food handling and food safety standards was an important focus of the council in 2000-2001. Posters targeted at the food manufacturers, wholesalers and retailers were issued during the year in conjunction with additional education programs that were made available in a number of languages. Monitoring and enforcement were also increased in 2000-2001 resulting in significant seizures and prosecutions. The council's effort in this area was recognised by the community through an improvement in community satisfaction with the enforcement of local laws (including food safety) over the 12 months.

### **Best Value**

The strong commitment made by Greater Dandenong to the State Government's Best Value initiatives in 1999-2000 were carried through in 2000-2001. Work undertaken did not result in the completion of any service reviews. However, the staff training and systems development undertaken during this period will ensure benefits in 2001-2002 and beyond. The commitment by Greater Dandenong to develop an approach to Best Value that is inclusive of all staff and the community is forging a path that will be followed by many other local government authorities over the next few years. Best Value is more than just demonstrating to the community that the council's services meet the State Government's Best Value principles, it is about delivering demonstrable service improvement that is understood and tangible to the people.

### **Service Charters**

Greater Dandenong continued to develop its Service Charter program in 2000-2001 with the release of an updated General Service Charter and re-release of 28 individual Business Unit Service Charters following review. A number of payments were made by the council to residents during the year for failure to meet service quality guarantees, principally the failure to acknowledge or respond to correspondence received within 10 working days. The Service Charter program will continue to be developed next year.

### **Regional Roads**

The council continued to advocate for the allocation of Commonwealth and State Government funds to the construction of the Scoresby Transport Corridor, Dingley Bypass and upgrade of the Princes Highway/Springvale Road intersection. Commonwealth and State Government funds for the first section of Scoresby was announced during 2000-2001. Lobbying for the further commitment of funds to these important regional road network projects will continue in the next financial year.

### **Local Roads**

The State Government decision to introduce a 50 kilometre per hour speed limit in residential streets from January 2001 was welcomed by the council as

an important new initiative in reducing traffic problems in local roads. However, traffic congestion, "rat running" and the speed of vehicles in local streets still remain significant problems for the local community. The council recognises that ongoing action is required and remains committed to improving local road conditions. Programs initiated in this financial year to identify and fix local road "blackspots" will continue in 2001-2002.

### **Gaming**

A number of initiatives were taken to assist in reducing the impact of gaming on the Greater Dandenong community. A gaming strategy was developed in conjunction with local gaming venue operators, resulting in all operators signing a "Responsible Gaming Charter" to encourage a more responsible approach to gaming, including a number of actions aimed at encouraging patrons to "take a break." This charter was a first in Victoria and was recognised by the State Government as a significant contribution to assisting the community with this difficult problem. Actions to reduce the negative impact of gaming on the community will continue in 2001-2002.

### **Community Satisfaction Survey**

Results of the annual state-wide Local Government Constituent Satisfaction Survey were released in June 2001. Overall community satisfaction with the performance of the council as measured through this survey improved in 2000-2001 and is now 10% above the results of the initial survey undertaken in 1998-1999. Greater Dandenong's overall results improved for the third year in a row.

### **Improving the Environment**

We continued to work towards meeting our obligations under the International Cities for Climate Control program and our own environmental targets. Targets for greenhouse gas emission reduction were set for the council itself, and the municipality as a whole, during the year. These targets are reflected in the council's '2001-2006 Corporate Plan' program and our own 'Annual Plan 2001-2002'. We are committed to continuing to improve the environment of the city to ensure we meet our obligations to the sustainability of Melbourne as Australia's most livable city.

As part of our environmental improvement program, capital expenditure was allocated in 2000-2001 to the installation of another litter trap in the city in order to improve the quality of stormwater flowing from our city into Port Phillip Bay. The installation of litter traps at key locations will continue over the next five years as part of our program to minimise the effect Greater Dandenong has on the broader environment.

The council also introduced a green waste collection system for residents in 2000-2001 and, although the take-up rate was less than expected, is committed to continuing with this and other actions to reduce the volume of waste material deposited in landfill.

# Chief Executive Officer's Report

Continued...

## **www.greaterdandenong.com**

Further upgrades of our Internet site were undertaken during 2000-2001. The success of these initiatives can be seen through usage; www.greaterdandenong.com was one of the ten most accessed local government Internet sites in Australia for five months out of twelve during 2000-2001. Further enhancement of www.greaterdandenong.com is planned for 2001-2002.

## **Business Development and Employment**

Business investment in Greater Dandenong in 2000-2001 reached record levels. Investment in new industrial and commercial buildings amounted to \$140 million, with an estimated investment in new equipment and technologies believed to be to the same level. This level of investment reflects the confidence of the business community to locate in Greater Dandenong and in the general business environment. The work of the council's Economic Development Unit and South East Networks program are integral to this continued business growth, as are the alliances and partnerships established with businesses already located within the city.

A positive impact of this level of investment in business in the city has been a reduction in unemployment rates. Unemployment in 2000-2001 was the lowest level it has been for the last decade.

## **Human Services**

Greater Dandenong has a commitment to the provision of services to older persons, families, young people and children which is second to none in Victoria. In 2000-2001, the council continued to advocate for additional resources for these services from the Commonwealth and State Governments. Some additional funding was received in 2000-2001, allowing for the expansion of services to older persons and to families with newborn children. Advocacy for additional resources in all areas of human service activity will continue as a priority in 2001-2002.

## **Library Services**

Opening hours for the Springvale and Dandenong libraries were extended during 2000-2001, resulting in Greater Dandenong residents now having access to library services for more hours than any other community in the state. Total visits to our two static libraries and single mobile library unit in 2000-2001 were 907,341, a 1% increase on the previous year.

Internet access was also extended in recognition of the increasingly important role the Internet is playing as a means of communication, research and information sharing. Internet access hours as at June 2001 were 1,440, an increase of 368 hours (34%) from June 2000.

The integration of the English Language and Literacy Program (ELLA) into the mainstream areas of the

library in 2000-2001 also resulted in positive benefits to users of the service and the community at large.

## **Land Use Planning**

A large increase in the number of applications lodged for planning approval led to delays in granting permits during 2000-2001. Action was taken to ensure approval times improved by the end of the year, but service levels were below an acceptable level for some months during the year.

Significant progress was made in resolving future land use planning provisions for the Keysborough area, south of Cheltenham Road. A planning amendment was finalised and is to be gazetted in early 2001-2002. This amendment will allow urban development in this part of the city on a restricted basis.

The council was also successful in an application to the Victorian Civil and Administrative Tribunal (VCAT) to close down an amusement parlour business causing detriment to other businesses in the area. This action attracted wide media attention and interest from other municipalities.

## **Dandenong Produce Market**

A strategic planning study to identify future development options for the Dandenong Produce Market was completed during 2000-2001. The study drew on the expertise of a wide range of professionals with land use planning, traffic management, market planning, merchandising and fresh food sales expertise. This project will continue in 2001-2002 and result in the development of a dynamic proposal for the redevelopment of the Dandenong Produce Market. Stakeholders will continue to be consulted as part of the planning process.

## **Governance**

Council continued its program of holding Council meetings in community locations in 2000-2001, with meetings held at Heatherhill Secondary College, Menzies Avenue Hall, Noble Park Senior Citizens' Centre and Emerson School. Between 75 and 200 residents attended each of these meetings. This program will continue in 2001-2002. Council also held three formal meetings with all local Members of Parliament in 2000-2001. These meetings allowed the council to advocate for specific actions and resources to address a wide range of matters important to the Greater Dandenong community.

## **Legal Disputes**

One of the objectives of the council is to minimise involvement in disputation that leads to legal action, but unfortunately there are always circumstances that result in such situations. In 2000-2001, two legal disputes, one involving a claim for the recovery of funds relating to unfunded superannuation payments and the other in relation to breaches to the 'Workplace Relations Act' continued to require attention. It is anticipated both disputes will be resolved in 2001-2002.



### **Former Stockyards Land – Cheltenham Road, Dandenong**

Initial steps for the sale of this strategic piece of land were undertaken in 2000-2001. Proposals for long-term use of the land include a mixture of residential, aged accommodation, commercial and larger scale industrial proposals. Discussions also commenced with the State Government regarding the integration of future development on the former stockyards site with land still owned by the government at the northern end of the site. It is likely that a decision on the sale of this land will be made in 2001-2002.

### **Dandenong Town Hall Redevelopment**

Significant resources were committed to the further development of a proposal for the redevelopment of the Dandenong Town Hall in 2000-2001. While no decision was made to proceed with this project, the ground work completed will ensure a decision in the best interest of the Greater Dandenong region will be made in 2001-2002.

### **Staffing**

A number of departures at management level led to new appointments during 2000-2001. Most notable among these was the appointment of Mr Carl Wulff as Group Manager City Services.

Resources were committed in 2000-2001 to increasing the skills and competence of the council's staff. Staff at Greater Dandenong are dedicated to the provision of the best possible level of service to the community.

### **Enterprise Agreement**

An important achievement was the certification of our 2001 Enterprise Agreement in August 2000. The agreement, which received overwhelming staff support, hinges on implementing Best Value, meeting customer service indicators and standards and ensuring Greater Dandenong attains "preferred employer" status.

### **Performance Statement**

It is a requirement of the Local Government Act 1989 that the council collects and publishes, as part of its Annual Report; performance information, including progress made in meeting targets set in its Annual Plan. The council agrees with this initiative and has structured its performance systems to comply with these requirements.

The council has adopted the practice of publishing progress against Annual Plan targets on a monthly basis. These monthly reports; published as part of the minutes of the second council meeting each month and on the web; are comprehensive and consist of a mix of statements of progress against targets and graphical representations. The Auditor General has advised that for its report to be used to form part of the Performance Statement all of the

information contained in the report must be subject to audit by his agent. While the council was initially pleased to comply to this requirement, an assessment of the resources required to allow the Auditor General's agent to audit all of the commentary and graphs for each Annual Plan target; whether achieved or not; led to a decision to reproduce the report in a reduced format to meet audit requirements and in full as part of the council's ongoing commitment to good governance.

The first copy of Progress Against One-Year Targets 2000-2001 reproduced in the Annual Report is in the form the report appears in the council minutes. This copy records whether each target set out in the Annual Plan 2000-2001 has been achieved or not, contains comments in relation to each target and includes graphs we believe add value to the presentation. The second copy of Progress Against One-Year Targets 2000-2001 appears in the Performance Statement that forms part of the Financial Statement. This copy only records if a target has been achieved or not achieved.

### **Future Focus**

The City of Greater Dandenong is now stronger and more capable than ever to perform its role as Melbourne's second city. The council has set a clear vision for the future and backed this up with a Corporate Plan charting the city's progress to 2006. The plan continues to emphasise the importance of community safety, planned growth, environmental sustainability, providing better service to residents and the role Greater Dandenong plays as a regional centre for south east Melbourne. The council is committed to continuing to improve safety, amenity and access for our community to ensure that Greater Dandenong continues to create a living environment all are proud of.

Through sound financial, business, social, resource and environmental management, Greater Dandenong will achieve even greater success in 2001-2002. The City of Greater Dandenong senior management team and I sincerely thank our staff and everyone who has helped us to achieve our vision in 2000-2001 and I look forward to the future with confidence.

**WARWICK HEINE**  
Chief Executive Officer

# Our Council

Greater Dandenong Council was elected on 18 March, 2000 and will retire on 18 March, 2003.

## Cleeland:



### Cr Paul Donovan

Mob: 0408 251 926

Ph/Fax: 9794 8831

## Dandenong:



### Cr Geraldine Gonsalvez

Mob: 0438 800 059

Ph/Fax: 9793 5824

## Dandenong North:



### Cr John Kelly

Ph/Fax: 9706 0186

## Keysborough:



### Cr Roz Blades

Mob: 0417 053 612

Ph/Fax: 9701 5821

## Keysborough South:



### Cr Dale Wilson

Mob: 0407 251 925

Ph: 9769 1506

Fax: 9769 1356

## Lyndale:



### Cr Angela Long

Mayor from March 2000-March 2001

Mob: 0408 251 910

Ph/Fax: 9795 6446

## Noble Park:



### Cr Kevin Walsh

Mob: 0438 800 034

Ph/Fax: 9798 1275

## Noble Park North:



### Cr Maria Sampey

Mob: 0438 800 027

Ph/Fax: 9790 1291

**Springvale Central:**



**Cr Youhorn Chea**

Mayor from March 2001-March 2002  
 Mob: 0417 320 645  
 Ph: 9239 5230  
 Fax: 9239 5369

**Springvale North:**



**Cr Naim Melhem**

Mob: 0407 451 916  
 Ph/Fax: 9790 0736

**Springvale South:**

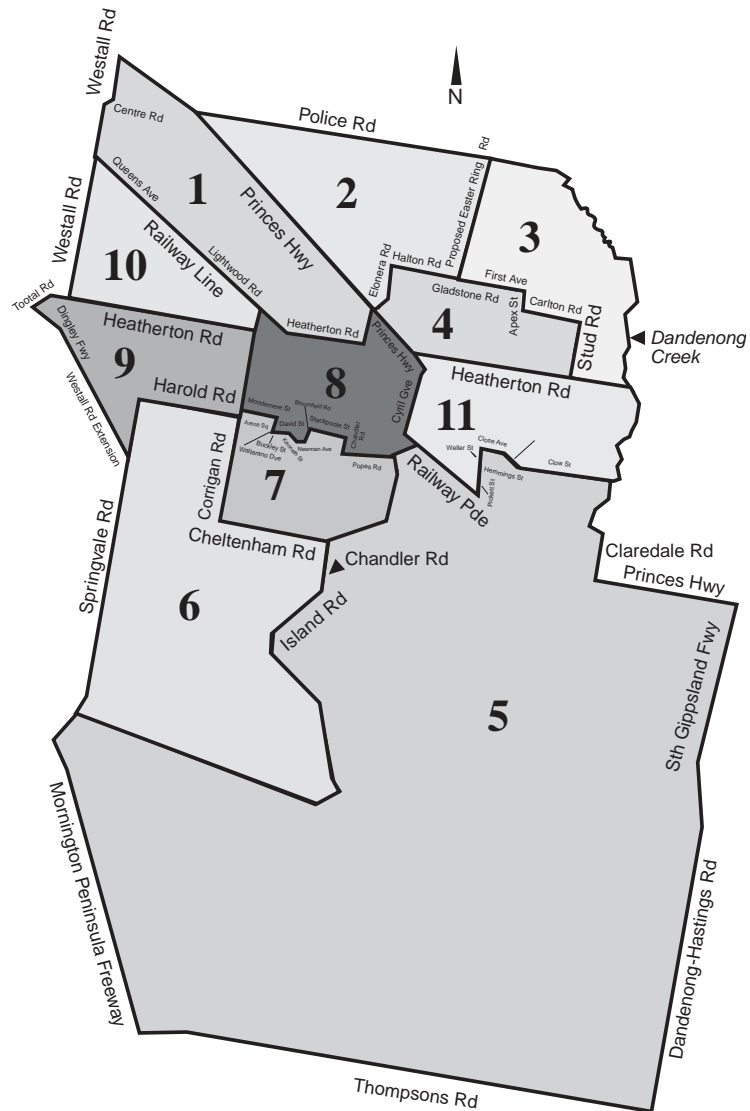


**Cr Yvonne Herring**

Mob: 0417 951 915  
 Ph/Fax: 9558 4827

**Council Meetings**

Council conducts its business in open and publicly advertised meetings. In 2000-2001, there were 24 meetings of Council. In addition, the council conducted four external meetings aimed at providing an opportunity for local residents to bring issues of local concern to the attention of Councillors.

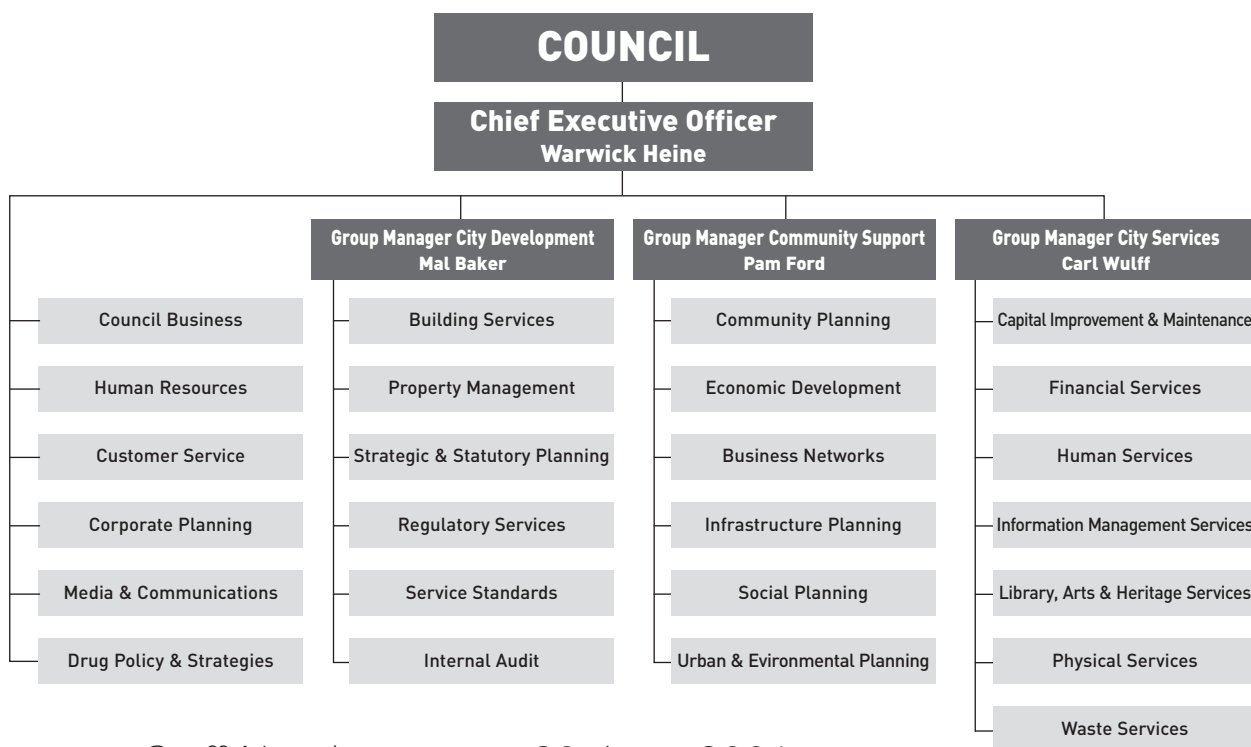


- Legend**
- 1 Springvale North Ward
  - 2 Noble Park North Ward
  - 3 Dandenong North Ward
  - 4 Lyndale Ward
  - 5 Dandenong Ward
  - 6 Keysborough South Ward
  - 7 Keysborough Ward
  - 8 Noble Park Ward
  - 9 Springvale South Ward
  - 10 Springvale Central Ward
  - 11 Cleeland Ward

Note: Due to the scale of this map, ward boundary lines are approximate only.



# Organisational Structure



Staff Numbers as at 30 June 2001

## STAFF ANALYSIS

	Male Number	EFT	Female Number	EFT	Total Number	EFT
Full-time	171	171	135	135	306	306
Part-time	39	13.4	198	83.3	237	96.7
Casual	15	-	56	-	71	-
<b>Total</b>	<b>225</b>	<b>184.4</b>	<b>389</b>	<b>218.3</b>	<b>614</b>	<b>402.7</b>

	Male	Female	Total
Managers	14	10	24
Professional	50	42	92
Para-Professional	27	71	98
Trade	15	5	20
Clerk	32	136	168
Plant Operators	34	2	36
Labourers	50	123	173
Apprentices	3	0	3
<b>Total</b>	<b>225</b>	<b>389</b>	<b>614</b>



# Greater Dandenong's Approach to Best Value

## Introduction

The City of Greater Dandenong has embraced the challenge presented by the State Government to meet and exceed the principles of Best Value.

The State Government Best Value legislation outlines six principles for councils to follow. The principles are:

- Services must meet cost and quality standards set by council, having regard for community expectations, affordability, accessibility, value for money and best practice
- Services must be responsive to community needs
- Services must be accessible to the people they are intended for
- Continuous improvement must be achieved
- There must be regular consultation with the community regarding the services being provided
- There must be regular reporting to the community on council performance in achieving the objectives of Best Value

To achieve Best Value at Greater Dandenong, it is critical for staff to clearly understand what our customers and stakeholders expect. Best Value involves all staff in reviewing the services they provide. At Greater Dandenong, we have developed a range of tools over recent years to assist staff in their service review. The tools include such things as our Service Charters, Business Plans, a range of Customer Research approaches and establishment of a dedicated customer research panel consisting of some 300 residents. The 'Panel' members have given an undertaking to work with staff to challenge the relevance and standard of the services delivered by the council.

## Greater Dandenong's Approach to Best Value

Best Value does not mean the council must change the way we do everything. However, it does require us to question and challenge behaviours of the past as a way of moving forward. Greater Dandenong's commitment to Best Value is to improve the services provided to customers through working with our staff and the community to identify and understand changing needs and develop strategies to address these.

At Greater Dandenong, we have sought to express our understanding of the needs and expectations of our community through our Corporate and Annual Plans, and the Group, Department and Business Unit business plans that flow from these. Our 'Community Charter' coupled with the strategies and outputs expressed in these plans provide the strategic direction for the future. Our Annual Plan outlines what we have made a commitment to achieve in 2001-2002.

During 2000-2001 Greater Dandenong has commenced building the foundation for the successful completion of service reviews of all services offered in 2001-2002 and 2002-2003. Activities undertaken in 2000-2001 have included the following:

- Adoption of a Best Value Service Review timetable
- Awareness raising sessions for staff on the requirements of Best Value

- Preparing an in-house manual on 'Providing Better Service Through Best Value'
- Undertaking an employee opinion survey to determine staff views on the performance of the Council as an organisation
- Conducting change management and team building training
- Reviewing service quality guarantees contained in Service Charters
- Development of Business Plans for all business units
- Utilising monthly reporting tools specifically developed for reporting on performance to the community
- Development of an intranet site that will enable all staff to participate in an on-line service review of services provided
- Reviewing and redistributing the 'General Charter and Complaints' booklet to all households

All of these activities have been designed to align staff to the Best Value principles. This foundation has now increased the skills and awareness of staff to enable them to commence review of the services they provide in line with the six Best Value principles in 2001-2002 and 2002-2003.

## Our Focus for 2001-2002

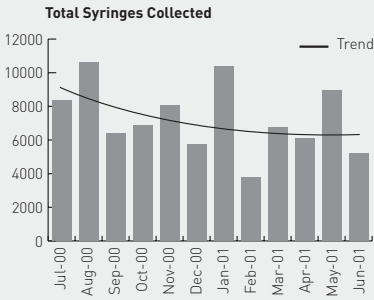
An on-line service review tool to be available for use by staff in March 2002 will provide Greater Dandenong with the ability to undertake a comprehensive review of all services provided by the council. The on-line review will require staff to analyse their business in a consistent and planned manner. During this process, staff will consider the following:

- Customer feedback
- Environmental systems
- Community safety
- Risk management performance
- Safety Map (Occupational Health and Safety)
- Service Standard and specification development
- Contract management
- Quality assurance
- Benchmarking
- Strategic Asset management Planning
- Communication
- Customer service skills
- Budget preparation
- Cost analysis
- Business Plan development
- Financial management
- Service Charter development
- Human resource management

The outcome of the service reviews will allow us to continually improve our Service Quality Guarantees, and meet the requirements of the Best Value principles as set out by the Victorian Government.

# Progress Against One-Year Targets 2000-2001

Output	Measure	Target
A Safe City		
Five-year Community Safety Program	Community Safety Program for 5-year period 2001-2006 updated and published	By 30 June 2001 <b>Target not achieved. Greater Dandenong Community Safety Action Plan 1 July 2001 to 30 June 2002 adopted by Greater Dandenong Community Safety Committee in March 2001.</b>
	Community Safety Achievements Report 2000-2001 published	By 31 December 2000 <b>Target not achieved. Report published in March 2001.</b>
Community safety activities	'Secure Seniors' program implemented and ongoing progress evaluated and reported	Implemented by 31 December 2000 <b>Target not achieved. Funding of \$36,885 from Department of Human Services received June 2001. Secure Seniors Program Co-ordinator position to be advertised in 2001-2002. Evaluated and reported by 30 June 2001</b> <b>Target not achieved. Program to be implemented in 2001-2002.</b>
	'Eyes on the Streets' program with selected Neighbourhood Watch Committees implemented and first report published	By 30 June 2001 <b>Target not achieved. Sponsorship negotiations concluded June 2001. Tabcorp to contribute \$91,000 to the program in 2001-2002. The Home and Street Safety Kit has been finalised. To be printed and distributed in 2001-2002.</b>
	'Safe Shop' program in Noble Park, Dandenong and Springvale extended to include more retailers	10% by 30 June 2001 <b>Target achieved. 45 new 'Safe Shop' retailers were appointed in Dandenong, Springvale and Noble Park during the year increasing participation from 15 in 1999-2000 to 60 in 2000-2001 (300%). Certificates of Appreciation signed by the Mayor were issued to 'Safe Shop' participants in May and June 2001.</b>
	'Self-audit Community Safety Kit' released and community trained	By 30 June 2001 <b>Target not achieved. The Home and Street Safety Kit (self-audit community safety kit) finalised in June 2001. Kit to be printed in 2001-2002.</b>
Impact of illegal drugs reduced	Noble Park Drug Action Committee Strategy established	By 30 August 2000 <b>Target not achieved. First meeting of committee held in September 2000. Meetings scheduled for second Wednesday of every month. The committee adopted terms of reference, undertook executive member elections and initiated a review of actions determined at March 2001 planning meeting to develop a strategy.</b>
	Annual report for Springvale, Dandenong and Noble Park Local Drug Action Committee published	By 31 March 2001 <b>Target not achieved. Report scheduled for 2001-2002.</b>

Outputs	Measures	Target																										
	Local drugs strategy as recommended by the Drug Policy Expert Committee developed and adopted	<p>By 31 December 2000  <b>Target not achieved. Municipal Drug Strategy completed and adopted by Council March, 2001. Proposals for implementation of actions within the strategy include development of a Drug Safety Service, an Information and Awareness campaign and a Young People's Involvement Project. All projects commenced. Projects due to be completed in 2001-2002.</b></p>  <table border="1"> <caption>Total Syringes Collected</caption> <thead> <tr> <th>Month</th> <th>Total Syringes Collected</th> </tr> </thead> <tbody> <tr><td>Jul-00</td><td>8500</td></tr> <tr><td>Aug-00</td><td>10500</td></tr> <tr><td>Sep-00</td><td>6500</td></tr> <tr><td>Oct-00</td><td>7000</td></tr> <tr><td>Nov-00</td><td>8000</td></tr> <tr><td>Dec-00</td><td>5500</td></tr> <tr><td>Jan-01</td><td>10000</td></tr> <tr><td>Feb-01</td><td>3500</td></tr> <tr><td>Mar-01</td><td>6500</td></tr> <tr><td>Apr-01</td><td>6000</td></tr> <tr><td>May-01</td><td>8500</td></tr> <tr><td>Jun-01</td><td>5000</td></tr> </tbody> </table>	Month	Total Syringes Collected	Jul-00	8500	Aug-00	10500	Sep-00	6500	Oct-00	7000	Nov-00	8000	Dec-00	5500	Jan-01	10000	Feb-01	3500	Mar-01	6500	Apr-01	6000	May-01	8500	Jun-01	5000
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Police resources	Submission for more Police resources prepared and submitted to the Minister for Police and Emergency Services	<p>By 31 March 2001  <b>Target achieved. Submission by way of letter sent to the Minister requesting more police resources in August 2000. Initial response received October 2000. Further response received November 2000. No additional resources allocated.</b></p>																										
Safe design guidelines	All planning applications assessed against safe design guidelines	<p>By 31 March 2001  <b>Target achieved. All applications now being assessed against safe design guidelines.</b></p>																										
	All City Improvement Projects assessed against community safety guidelines	<p>By 31 May 2001  <b>Target achieved. Community safety included as an assessment criterion for project evaluation in December 2000 for all 2001-2002 CIP applications.</b></p>																										
Community perception of safety	Improved perception of safety in public places and homes as measured through the annual State Government Survey	<p>10% improvement against State Average by March 2001  <b>Target not achieved. March 2001 survey results show continuing negative variation from state average.</b></p>																										
	Fear of Crime and Crime Statistics Annual Report published	<p>By 30 September 2000  <b>Target not achieved. Report to be issued August 2001.</b></p>																										

# Progress Against One-Year Targets 2000-2001

Output	Measure	Target																																																				
A Safe City Continued...																																																						
Community perceptions of food safety standards	Improved perception of food safety standards as measured through the annual State Government survey	<p>3% by 30 June 2001</p> <p><b>Target achieved. Results of 2001 survey show an improvement in Enforcement of By Laws (including food safety) from 63 points in 1999-2000 to 65 points, an increase of 3%. Increased monitoring of fish retailing resulted in a large seizure of product in June 2001. Two food handling posters for non-English speaking background (NESB) food retailers released in 2000-2001. Two editions of 'Food News' distributed to food manufacturers and retailers.</b></p> <p><b>Number of Complaints Related to Food</b></p> <table border="1"> <thead> <tr> <th>Month</th> <th>Number of Complaints</th> </tr> </thead> <tbody> <tr><td>Jul-00</td><td>20</td></tr> <tr><td>Aug-00</td><td>20</td></tr> <tr><td>Sep-00</td><td>15</td></tr> <tr><td>Oct-00</td><td>35</td></tr> <tr><td>Nov-00</td><td>25</td></tr> <tr><td>Dec-00</td><td>38</td></tr> <tr><td>Jan-01</td><td>45</td></tr> <tr><td>Feb-01</td><td>35</td></tr> <tr><td>Mar-01</td><td>30</td></tr> <tr><td>Apr-01</td><td>50</td></tr> <tr><td>May-01</td><td>20</td></tr> <tr><td>Jun-01</td><td>25</td></tr> </tbody> </table> <p><b>Percent Inspections Non Complying</b></p> <table border="1"> <thead> <tr> <th>Month</th> <th>Percent Non Complying</th> </tr> </thead> <tbody> <tr><td>Jul-00</td><td>12</td></tr> <tr><td>Aug-00</td><td>20</td></tr> <tr><td>Sep-00</td><td>2</td></tr> <tr><td>Oct-00</td><td>8</td></tr> <tr><td>Nov-00</td><td>4</td></tr> <tr><td>Dec-00</td><td>2</td></tr> <tr><td>Jan-01</td><td>9</td></tr> <tr><td>Feb-01</td><td>27</td></tr> <tr><td>Mar-01</td><td>19</td></tr> <tr><td>Apr-01</td><td>8</td></tr> <tr><td>May-01</td><td>14</td></tr> <tr><td>Jun-01</td><td>14</td></tr> </tbody> </table>	Month	Number of Complaints	Jul-00	20	Aug-00	20	Sep-00	15	Oct-00	35	Nov-00	25	Dec-00	38	Jan-01	45	Feb-01	35	Mar-01	30	Apr-01	50	May-01	20	Jun-01	25	Month	Percent Non Complying	Jul-00	12	Aug-00	20	Sep-00	2	Oct-00	8	Nov-00	4	Dec-00	2	Jan-01	9	Feb-01	27	Mar-01	19	Apr-01	8	May-01	14	Jun-01	14
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Jun-01	14																																																					
Displan	Operational plan audited	<p>By 30 June 2001</p> <p><b>Target achieved. Current plan audited and certified by the State Emergency Service (SES) until February 2002. Plan to be re-submitted in December 2001 for further audit.</b></p>																																																				
Well Planned Growth																																																						
Planned growth	Greater Dandenong Planning Scheme policy statements reviewed and adopted by council	<p>By 31 December 2000</p> <p><b>Target not achieved. Target not met due to delay in completion of Non-Urban Review. Non-Urban Review awaiting decision by Minister. New target set for 2001-2002.</b></p>																																																				
	Municipal Strategic Statement reviewed and adopted by council	<p>By 31 December 2000</p> <p><b>Target not achieved. Target not met due to delay in completion of Non-Urban Review. New target set for 2001-2002.</b></p>																																																				

Output	Measure	Target																										
	Turn-around times for delegated planning approvals reduced	<p>To ten (10) working days by 30 June 2001  <b>Target not achieved. Average turn-around time for June 2001, was 39 days. New software (Proclaim) became operational in June 2001, bringing in new procedures which are expected to further reduce turn-around times. Revised targets set for 2001-2002.</b></p> <p><b>Average Days Taken for Delegated Building Approvals</b></p> <table border="1"> <thead> <tr> <th>Month</th> <th>Days</th> </tr> </thead> <tbody> <tr><td>Jul-00</td><td>40</td></tr> <tr><td>Aug-00</td><td>55</td></tr> <tr><td>Sep-00</td><td>45</td></tr> <tr><td>Oct-00</td><td>65</td></tr> <tr><td>Nov-00</td><td>60</td></tr> <tr><td>Dec-00</td><td>55</td></tr> <tr><td>Jan-01</td><td>60</td></tr> <tr><td>Feb-01</td><td>78</td></tr> <tr><td>Mar-01</td><td>65</td></tr> <tr><td>Apr-01</td><td>50</td></tr> <tr><td>May-01</td><td>35</td></tr> <tr><td>Jun-01</td><td>39</td></tr> </tbody> </table>	Month	Days	Jul-00	40	Aug-00	55	Sep-00	45	Oct-00	65	Nov-00	60	Dec-00	55	Jan-01	60	Feb-01	78	Mar-01	65	Apr-01	50	May-01	35	Jun-01	39
Month	Days																											
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	Policy to conserve non-urban land developed and implemented	<p>Developed by 31 March 2001  <b>Target achieved. Policy documents completed prior to 31 March 2001. Amendment C5 adopted by Council in April 2001.</b></p>																										
Housing options extended	Housing policy developed, action plan implemented and ongoing progress evaluated and reported	<p>Developed by 30 September 2000  <b>Target not achieved. Working group comprising staff from Social and Town Planning established. Project to continue in 2001-2002.</b>                      Implemented by 31 March 2001  <b>Target not achieved. Refer above.</b>                      Reported by 30 June 2001  <b>Target not achieved. Refer above.</b></p>																										
	Opportunities to encourage a sustainable built environment, particularly housing and industrial development identified	<p>Identified by 30 June 2001  <b>Target not achieved. Project to be undertaken as part of Municipal Strategic Statement review in 2001-2002.</b></p>																										
Streetscapes improved	5 year streetscape improvement plan 2000-2005 reviewed	<p>By 28 February 2001  <b>Target achieved. Plan reviewed and new CIP applications made to implement Year-2 of the program.</b></p>																										
	CIP streetscape improvements in Dandenong, Noble Park and Springvale completed	<p>By 30 June 2001  <b>Target not achieved. Tree removal and planting in Lonsdale St. Dandenong completed. Contracts let for works in Springvale and Noble Park, for completion in August 2001.</b></p>																										
	Opportunities to achieve aerial bundling and/or under grounding of cables identified and funding applications submitted	<p>By 30 June 2001  <b>Target not achieved. Report to Council in December 2000. United Energy costings expected in September 2001.</b></p>																										

# Progress Against One-Year Targets 2000-2001

Continued...

Output	Measure	Target																																						
Well Planned Growth Continued...																																								
Environment improved	'State of the Environment Report' published	By 31 December 2000 <b>Target not achieved. 'State of the Environment Report' published January 2001.</b>																																						
	'Cities for Climate Protection' target for 2000/01 met	By 30 June 2001 <b>Target achieved. 'Cities for Climate Protection' target requirement for development of a Local Action Plan completed. To be reported to Council in July 2001.</b>																																						
	Ten year Waste Management Strategy developed	Commenced by 30 June 2001 <b>Target not achieved. Development of strategy deferred to 2001-2002.</b>																																						
	Domestic waste to landfill reduced from previous year	2% reduction by 30 June 2001 <b>Target not achieved. 31,229 tonnes of domestic garbage to landfill in 1999-2000. 30,817 tonnes estimated for 2000-2001, a reduction of 1.3% from the previous year.</b>																																						
	<p style="text-align: center;"><b>Tonnes of Domestic Waste Dumped in Landfill</b></p> <table border="1"> <caption>Tonnes of Domestic Waste Dumped in Landfill (Estimated from Chart)</caption> <thead> <tr> <th>Month</th> <th>Target (Tonnes)</th> <th>Trend (Tonnes)</th> </tr> </thead> <tbody> <tr><td>Jul-00</td><td>2500</td><td>2300</td></tr> <tr><td>Aug-00</td><td>2500</td><td>2400</td></tr> <tr><td>Sep-00</td><td>2500</td><td>2500</td></tr> <tr><td>Oct-00</td><td>2500</td><td>2600</td></tr> <tr><td>Nov-00</td><td>2500</td><td>2700</td></tr> <tr><td>Dec-00</td><td>2500</td><td>2400</td></tr> <tr><td>Jan-01</td><td>2500</td><td>2500</td></tr> <tr><td>Feb-01</td><td>2500</td><td>2400</td></tr> <tr><td>Mar-01</td><td>2500</td><td>2500</td></tr> <tr><td>Apr-01</td><td>2500</td><td>2600</td></tr> <tr><td>May-01</td><td>2500</td><td>2400</td></tr> <tr><td>Jun-01</td><td>2500</td><td>2300</td></tr> </tbody> </table>		Month	Target (Tonnes)	Trend (Tonnes)	Jul-00	2500	2300	Aug-00	2500	2400	Sep-00	2500	2500	Oct-00	2500	2600	Nov-00	2500	2700	Dec-00	2500	2400	Jan-01	2500	2500	Feb-01	2500	2400	Mar-01	2500	2500	Apr-01	2500	2600	May-01	2500	2400	Jun-01	2500
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	Environment Management System (EMS) targets met and achieved	By 30 June 2001 <b>Target achieved. Tenders for annual supply of Concreting Services and Building Maintenance Services assessed against environmental standards. Training for Contract Managers now includes skills to assess compliance of contractors with environmental standards.</b>																																						
Investment in the city	New investment in residential, commercial and industrial properties as measured by building approvals	\$100 million by 30 June 2001 <b>Target achieved. Total investment in residential, commercial and industrial properties, as measured by building approvals for 2000-2001, \$140.6 million.</b>																																						
	Business confidence and job prospects survey completed and reported	By 30 September 2000 <b>Target not achieved. The Business Retention and Expansion Program survey (BREP) commenced September 2000 under the auspices of South East Development. 220 businesses were interviewed in the City of Greater Dandenong. Results were discussed with a business panel in May 2001. Final report prepared in June 2001 for release in July 2001.</b>																																						

Output	Measure	Target																										
	GDP economic model for the city developed in draft form	By 30 June 2001 <b>Target not achieved. Initial discussion held with Monash University in May 2001. Further discussion proposed in June postponed to July 2001.</b>																										
Employment	New job opportunities created as a result of council action	Two hundred and fifty (250) by 30 June 2001 <b>Target achieved. New job opportunities created as a result of council action in 2000-2001 was estimated at 1,129.</b>  <div style="text-align: center;"> <p><b>Jobs Created Due to Council Action</b></p> <table border="1"> <caption>Jobs Created Due to Council Action (Estimated Data)</caption> <thead> <tr> <th>Month</th> <th>Jobs Created</th> </tr> </thead> <tbody> <tr><td>Jul-00</td><td>10</td></tr> <tr><td>Aug-00</td><td>20</td></tr> <tr><td>Sep-00</td><td>30</td></tr> <tr><td>Oct-00</td><td>40</td></tr> <tr><td>Nov-00</td><td>550</td></tr> <tr><td>Dec-00</td><td>100</td></tr> <tr><td>Jan-01</td><td>50</td></tr> <tr><td>Feb-01</td><td>100</td></tr> <tr><td>Mar-01</td><td>280</td></tr> <tr><td>Apr-01</td><td>100</td></tr> <tr><td>May-01</td><td>150</td></tr> <tr><td>Jun-01</td><td>100</td></tr> </tbody> </table> </div>	Month	Jobs Created	Jul-00	10	Aug-00	20	Sep-00	30	Oct-00	40	Nov-00	550	Dec-00	100	Jan-01	50	Feb-01	100	Mar-01	280	Apr-01	100	May-01	150	Jun-01	100
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City infrastructure	25-year forward infrastructure management program developed and published	Developed by 31 December 2000 <b>Target not achieved. Draft report nearing completion. Time frame extended due to 5-year CIP formulation.</b> Published by 30 June 2001 <b>Target not achieved. Refer above.</b>																										
	New investment in infrastructure by Commonwealth and State Governments	\$20 million by 30 June 2001 <b>Target not achieved. Measurement systems not fully developed. Investment of \$10 million identified in 2000-2001. No new projects announced in June 2001.</b>																										
	New capital investment by council	\$11 million by 30 June 2001 <b>Target not achieved. As at 30 June 2001, expenditure totalled \$9.37million representing 85% of total CIP budget. 24 projects valued at \$2 million have been carried over for completion in 2001-2002.</b>																										
	Drainage capacity strategy for the city completed	By 31 December 2000 <b>Target not achieved. Strategy adopted by Council in February 2001. A funding contribution of \$20,000 has been received from Melbourne Water to prepare a storm water management plan in the first half of 2001-2002.</b>																										
	Number of identified properties subject to flooding reduced by drainage improvements	Three (3) improvement projects completed by 30 June 2001 <b>Target achieved. Twenty two (22) minor projects have been referred to the consultants for design. Six (6) sites have been investigated, plans prepared and referred for implementation.</b>																										

# Progress Against One-Year Targets 2000-2001

Continued...

Output	Measure	Target
Well Planned Growth Continued...		
	Street lighting in commercial, residential and public open space areas improved	\$277,000 invested by 30 June 2001 <b>Target not achieved. Total expenditure \$211,000. Installation of lighting on Princes Hwy from South Gippsland Hwy to South Eastern Fwy (cost shared with VicRoads) rebudgeted for 2001-2002.</b>
	2000 "Clean Up" Campaign initiated and completed in Springvale, Noble Park and Dandenong	By 31 December 2000 <b>Target achieved. Program completed by 31 December, 2000.</b>
	2000 "Clean Up" Campaign outcomes reported to council	By 31 January 2001 <b>Target achieved. Reported to Council January 2001.</b>
Financial return on Council's commercial assets	Five-year development plan to improve financial return from the Dandenong Produce Market completed	By 31 December 2000 <b>Target not achieved. Report completed February 2001. An action plan for further research and refinement of the Forward Plan is being implemented.</b>
	Financial return from the following properties increased: <ul style="list-style-type: none"> <li>• Oasis Leisure Centre</li> <li>• Multi-deck carparks</li> <li>• Dandenong Basketball Stadium</li> <li>• Springers Leisure Centre</li> <li>• Produce Market</li> </ul>	2.5% collectively by 30 June 2001 <b>Target achieved. Year-end financial return for Council's Major Leisure facilities will be approximately 14% higher than for the previous year (1999-2000 \$2.02 million, 2000-2001 \$2.32 million).</b>
City character protected	Policy directions from Stage 2 of Heritage Study adopted by council and on going progress evaluated and reported	Adopted by 30 September 2000 <b>Target not achieved. Submission of final report delayed to August 2001. Delays in completion of the study occurred because it was necessary to replace one team of consultants with another during the life of the project. Recommendations of the study will provide direct input to proposed amendments to the Planning Scheme and policy directions which will be delivered by December 2001.</b> Reported by 30 June 2001 <b>Target not achieved. Refer above.</b>
	Urban character policy developed	By 30 June 2001 <b>Target not achieved. ResCode not adopted by Victorian Government in 2000-2001. Review to identify what urban character requirements should complement the operation of the new code rescheduled for 2001-2002.</b>
Place management	Place management capability developed for Dandenong CBD, Springvale retail precinct and Noble Park Shopping Centre	By 30 June 2001 <b>Target not achieved. Place management approach trialed in Springvale South and Springvale. Capacity still being developed. Presentation to Department of Infrastructure on Greater Dandenong approach to Place Management in June 2001.</b>



Output	Measure	Target
Open space availability	Investment in useable open space increased	<p>\$540,000 by 30 June 2001  <b>Target not achieved. \$190,000 expended by 30 June, 2001. Landscaping Masterplan for Dandenong Creek Floodplains completed, works to commence in 2001-2002. Payment of \$200,000 to Melbourne Water delayed to 2001-2002.</b>  <b>Contract awarded for the resurfacing of Ross Reserve athletics track, work to be completed in October-November 2001. Concept design for a Skate park at Hemmings Park has been completed, detailed design and construction drawings being prepared for construction in 2001-2002. Installation of watering system at Greaves Reserve No 2 oval completed. Booth Reserve Athletics track restoration works completed.</b></p>

### Providing Better Service

Partnership with local parliamentary representatives	Programmed meetings with local Members of Parliament	<p>Two [2] briefing meetings by 30 June 2001  <b>Target achieved. Briefing meetings held August and October 2000 and April 2001.</b></p>
	Local Members of Parliament advised of all grant submissions and other requests for assistance to Government by council	<p>Within fourteen (14) days of submission  <b>Target not achieved. Copies of submission forwarded to MPs but often not within 14 days of completion.</b></p>
	Local Members of Parliament receive copy of council publications excluding general brochures	<p>Within seven (7) days of production  <b>Target not achieved. Copies of all major publications mailed to local MPs as they become available but often not within 7 days of production. During June 2001, the new Corporate Service Charter and the published Arts Strategy were sent out. Previously, MPs received copies of all editions of 2nd City News, the Short Story Competition and Literary Fest brochure, the Events 2001 booklet and the Annual Report amongst others.</b></p>
Partnership with other levels of Government	Briefing papers provided to council on all new policies and directions advised by Commonwealth and State Governments	<p>Within thirty (30) days of receiving advice  <b>Target not achieved. Advice provided as required but often not within 30 days of receipt.</b></p>
	Policy advice provided to council on new Government initiatives	<p>Within thirty (30) days of receipt of advice  <b>Target not achieved. Advice provided on various issues but often not within 30 days of receipt. Review of State Electoral Boundaries advised to Council in June 2001.</b></p>

# Progress Against One-Year Targets 2000-2001

Continued...

Output	Measure	Target
Providing Better ServiceContinued...		
Partnership with peak local government organisations	Council representation or involvement on sector working parties as requested	Councillor or officer nominated as required <b>Target achieved. Officer involvement on:</b> <b>1. VLGA working group for Councillor Professional development; and</b> <b>2. MAV working group examining implications of new Information Privacy Act on Local Government and proposed Whistleblower protection legislation.</b>
Good Governance	Community advised by council of meetings	Advertised fourteen (14) days prior to each meeting <b>Target achieved. Advertisements placed in '2nd City News in Brief', telephone on-hold message and '2nd City News'.</b>
	Council meetings held outside of Chamber	Four (4) by 30 June 2001 <b>Target achieved. Meetings held at Heatherhill Secondary College (August 2000), Menzies Avenue Hall (November 2000), Noble Park Senior Citizens Centre (February 2001), Emerson School (May 2001).</b>
	"Major" policy initiatives subject to community consultation (council to determine "major" initiatives)	No major policy initiatives adopted without community consultation <b>Target achieved. Review of Council's Local Laws subject to consultation during period from December 2000 through February 2001, scheduled for adoption by Council in July 2001.</b>
	"Major" council decisions communicated by separate media release and published in '2nd City News' and '2nd City News in Brief'	Published within seven (7) working days of Council decision <b>Target achieved. Major Council decisions communicated in June 2001 included the allocation of community grant funds for drug prevention strategies, an urgent meeting sought with the Hon Peter Batchelor on the Scoresby corridor, and the upgrades to Springvale Road. Among other prominent issues to date are the appointment of Cr Youhorn Chea as Mayor, the part sale of Glendale Reserve, the introduction of 50km/h speed limit in residential streets, the Local Law review, the heritage listing of Waverley Park, launch of the Planning Partnership Program, the new skate park planned for Hemming Park, and approval of the Demonstration Power Plant.</b>
	Requests for participation of Councillors on community organisations actioned	100% of requests responded to within ten (10) working days <b>Target not achieved. All appointments reviewed and new appointments made for following 12 months, at Special Council Meeting in March 2001.</b>

Output	Measure	Target
Good Governance Continued...	Legislative and regulatory requirements met	No breach <b>Target achieved. No complaints received or legal action commenced in relation to legislative failure in 2000-2001.</b>
	Community leadership programs conducted	Two (2) by 30 June 2001 <b>Target not achieved. Program being developed for delivery in 2001-2002.</b>
	2000-2005 Corporate Plan targets met and progress reported	Reported half yearly by 31 December 2000 and 30 June, 2001 <b>Target not achieved. Report for half year to 31 December 2000 to Council in January 2001. No report prepared for second half of the year. Comments written in Annual Plan report.</b>
	2001-2006 Corporate Plan prepared and adopted	By 30 June 2001 <b>Target achieved. 2001-2006 Corporate Plan adopted by Council in June 2001.</b>
	2001-2006 Financial Plan prepared and published	By 30 June 2001 <b>Target achieved. The five-year financial plan outcomes incorporated in the 2001-2002 financial plan adopted by Council in June 2001. The detailed plan has been incorporated in the Corporate Plan 2001-2006 and Annual Plan 2001-2002.</b>
	2001-2006 CIP plan reviewed and adopted by council	By 30 September 2000 <b>Target not achieved. Council has reviewed the forward plan on three occasions in 2001-2002 and used it as the basis of the 2001-2002 CIP but has not adopted the financial plan.</b>
	2001-2002 Annual Plan prepared and adopted	By 30 June 2001 <b>Target achieved. 2001-2002 Annual Plan adopted by Council in June 2001.</b>
	2001-2002 Annual Plan submitted to the Minister for Local Government	By 30 June 2001 <b>Target not achieved. 2001-2002 Annual Plan adopted by Council in June 2001. Copy to be forwarded to Minister early July 2001.</b>
	1999-2000 Annual Report adopted by council and submitted to the Minister for Local Government	By 30 September 2000 <b>Target not achieved. Completion delayed beyond September 2000 due to delays in finalising the Annual Audit. Extension of time to end October 2000 applied for and granted. Report submitted to Minister in October 2000.</b>
	Draft budget for 2001-2002 prepared and presented to council	By 15 May 2001 <b>Target achieved. Draft financial plan 2001-2002 presented to a Council workshop in May 2001 for discussion.</b>

# Progress Against One-Year Targets 2000-2001

Continued...

Output	Measure	Target
Providing Better Service		
	Budget for 2001-2002 adopted	By 30 June 2001 <b>Target achieved. 2001-2002 financial plan adopted by Council on 12 June 2001. Notice published in the 'Age' newspaper on 14 June. Community invited to make submissions if necessary by 28 June. No submissions received.</b>
	Draft 2001-2002 CIP Plan submitted to Councillors	By 15 May 2001 <b>Target achieved. Draft presented to Council in May 2001.</b>
	2001-2002 CIP Plan adopted by council	By 30 June 2001 <b>Target achieved. 2001-2002 financial plan adopted by Council in June 2001.</b>
	Operating surplus (after depreciation) for 2000-2001 achieved	\$10.16 million by 30 June 2001 <b>Target not achieved. Operating result after depreciation is \$3.4 million deficit. This result is based on :</b> <ul style="list-style-type: none"> <li>• increase in depreciation following the revaluation of Council's assets as at 1 January 2000</li> <li>• non realisation of profit (\$3 million) on sale of stockyards (deferred to 2001-2002)</li> <li>• non receipt of government grant of \$5 million for the Dandenong Arts Centre.</li> </ul>
	City Improvement Program (CIP) achieved	100% by 30 June 2001 <b>Target not achieved. As at 30 June 2001, expenditure totalled \$9.216 million representing 81% of total CIP budget. 24 projects valued at \$2 million carried over for completion in 2001-2002.</b>
	Accuracy of project estimated in CIP to completed cost improved	85% accuracy <b>Target achieved. 92% of final costs aligned with estimates.</b>
	Monthly financial reports submitted to council	Second meeting of every month <b>Target achieved. Monthly reports presented to Council's second meeting each month.</b>
	Debtors reduced	1% by 30 June 2001 <b>Target not achieved. Outstanding debtors totalling 4.2% of revenue at 30 June 2001, including arrears from prior years (4.34% at 30 June 2000).</b>
Cash Flow Management	Rate and valuation information provided	One (1) brochure on rate payment options and valuations by 31 July 2000 <b>Target achieved. Rates brochure distributed with 2000-2001 rate notices 31 July 2000.</b>
	Annual asset sales program completed	100% by 30 June 2001 <b>Target achieved. Annual target of \$500,000 attained.</b>

Output	Measure	Target
Best Value achieved	Statutory requirements met	By 31 December 2000 <b>Target achieved. Stage one roll-out commenced August 2000 with organisation staff briefing meetings. Best Value Service Review Timetable adopted by Council in December 2000 and submitted to the Minister in January 2001. Released to the community in January 2001. Staff training commenced in February 2001 with workshops for managers and their teams scheduled to commence the Best Value Service Review. Work also continuing on the development of the on-line Best Value Service Review process.</b>
	Best Value service review plan published	By 31 December 2000 <b>Target achieved. Best Value Service Review Timetable adopted by Council in December 2000 and submitted to the Minister in January 2001. Released to the community and on Council website January 2001.</b>
	2000-2001 Best Value services reviews completed	By agreed date <b>Target achieved. All Council Business Units commenced service review process by attending briefing session, participating in employee opinion survey and attending team-building session. Functional specification for 2nd module of Best Value Service Review database completed.</b>
	National Competition Policy compliance requirements met	No breach <b>Target achieved. One competitive neutrality complaint received for the year, regarding the price for aerobics classes at Council owned recreation venue. Investigation showed that the price exceeds the cost, therefore, no breach exists. Reported to CEO and advised complainant.</b>
	Community satisfaction with the performance of council against the Local Government Division measures improved	3% improvement by 30 June 2001 <b>Target achieved. 2000-2001 results received June 2001. Overall improvement in all but one service category. Also improvement in general performance from indexed mean of 66 in 2000 to 68 in 2001. Community perception of Council role in advocacy and representation also increased from 65 in 2000 to 68 in 2001. Briefing provided to Council in July 2001 and a full copy of the results distributed.</b>

# Progress Against One-Year Targets 2000-2001

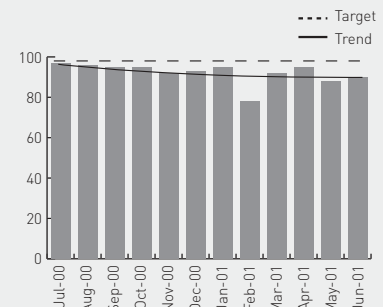
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Output	Measure	Target
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## Providing Better Service Continued...

Best Value Achieved Continued...	Service Charter standards reviewed - third release Charters	By 31 December 2000 <b>Target achieved. Review of the thirty Charters released in November 1999 completed by 15 December, 2000. The Executive approved 28 of the 30 Charters for re-publication on 16 January, 2001.</b>
	Service standards failures reported monthly	By 10th day of each month <b>Target achieved. One reported service quality guarantee failure in June 2001. Failure related to failure to respond to correspondence.</b>
	Complaints acknowledged within published service standard	100 % within 10 working days <b>Target achieved. No service complaints registered in June 2001. Registered service complaints for 2000-2001 remain at one.</b>
	Complaints resolved within published service standard	100% within 15 working days. <b>Target achieved. No service complaints registered in June 2001. One registered complaint received for 2000-2001 resolved with service quality guarantee.</b>
	Complaints reported to council monthly	At second meeting of every month <b>Target achieved. Update to Council on 23 July 2001. Complaints reported to Council at second meeting of each month as registered.</b>
	Complaints received reduced	5% by 30 June 2001 <b>Target achieved. One complaint registered in 2000-2001. Two complaints registered in 1999-2000.</b>
	Calls at the call centre answered within published standard	97% within 15 seconds <b>Target not achieved. A 95% rate achieved for 2000-2001, which is below target. This is being addressed through training and adjustments to the rostering of staff. This result is significantly above the average industry target of 80% in 20 seconds.</b>

Percent Calls Answered within 15 Seconds



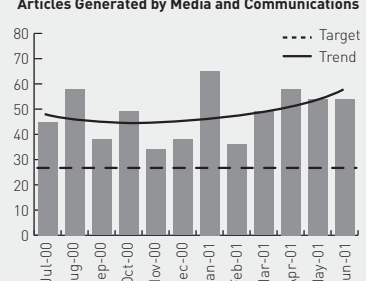
Output	Measure	Target
	Telephone call drop out rate at call centre reduced	<p>3% by 30 June 2001  <b>Target achieved. Abandonment rate for June was 1.45%. Average endorsement rate for 2000-2001 was 1.75%. This is well within the target and accepted industry standards.</b></p> 
	Disability Discrimination Act Action Plan for 2001-2002 implemented	<p>By 30 June 2001  <b>Target achieved. Action Plan was implemented through Diversity Audit program. A major review of the Diversity Action Plan was completed March 2001, and new targets were set for the third round of audits which commenced in April 2001. By June 2001 more than 90% of the audits had been finalised.</b></p>
	Insurance premiums reduced	<p>5% by 30 June 2001  <b>Target not achieved. Projected premiums for 2001-2002 \$325,668, 20% more than \$272,306 cost of premiums in 2000-2001. Broker advised increase due to hardening of the insurance market following the HIH collapse.</b></p>
	Insurance payments below excess levels reduced	<p>10% by 30 June 2001  <b>Target achieved. New liability claims paid in 2000-2001 totalled \$55,064, compared to \$160,652 in 1999-2000. This represents a reduction of 66% in the cost of claims.</b></p> 

# Progress Against One-Year Targets 2000-2001

Continued...

Output	Measure	Target
Providing Better Service Continued...		
Best Value Achieved Continued...	Insurance claims reduced	<p>5% by 30 June 2001</p> <p><b>Target not achieved. 133 liability claims received in 2000-2001, of which 95 were denied, 45 settled and 3 still to be resolved. Number of claims denied up 76% from 54 in 1999-2000. Claims settled up 13% from 40 in 1999-2000.</b></p> <p><b>Number of Insurance Claims: Current and Previous Year</b></p> <p>■ Cumulative Total Claims Current Year --- Cumulative Total Claims Previous Year</p>
	Customer Requests (AMS) completed within agreed standard	<p>100%</p> <p><b>Target not achieved. In June 2001, 92% of the 23,971 customer requests received through the Action Management System (AMS) were responded to on time.</b></p>
	AMS customers contacted if requested	<p>100%</p> <p><b>Target not achieved. Of the 19,274 Action Management System (AMS) customers who asked to be contacted by Council, 60% of them were contacted by Council officers.</b></p>
	Correspondence responded to within published standard	<p>100% within 10 working days</p> <p><b>Target not achieved. During 2000-2001, an average of 68 items per week of registered correspondence was not answered within the due period.</b></p>
Consultation on council services	General community survey completed	<p>By 30 November 2000</p> <p><b>Target not achieved. Executive Management decision not to proceed with the Annual Survey in 2000. Instead of a telephone survey as originally planned, members of Council's Customer Research Panel attended a series of focus groups in December, 2000. The information obtained from the focus groups was used to develop the 2001-2006 Corporate Plan and the 2001-2002 Annual Plan.</b></p>
	Consumer research reports published	<p>Within ninety (90) days of completion</p> <p><b>Target achieved. Feedback from the six focus groups conducted on 7 and 13 December 2000 provided to all Panel members in January 2001.</b></p>



Output	Measure	Target
Information provision – council services	Promotional reports or special features in daily print media published	<p>Two (2) by 30 June 2001  <b>Target achieved. Total of 37 the number of features and mentions in the metropolitan media in 2000-2001. Major stories covered include Waverley Park Heritage Listing, Gambling, Road Funding, Dandenong Town Hall, AFR Internet Web Awards and Support for Multicultural Migrants.</b></p>
	Press releases issued	<p>Twenty-four (24) per month  <b>Target not achieved. During October 2000 and December 2000 the target was not achieved. Average number of press releases per month for 2000-2001 was 29.</b></p> <p>Articles Generated by Media and Communications</p> 
	Access points for information expanded	<p>One (1) additional access point by 30 June 2001  <b>Target not achieved.</b></p>
	Increase usage of multilingual telephone lines through 'Council Contact' from previous year	<p>10% by 30 June 2001  <b>Target achieved. During 2000-2001, 2809 calls were placed through the multilingual phone lines, against a target of 2412 calls for the year. The average monthly target was exceeded by 36 calls each month. This represents an increase of 11%.</b></p>
	Register of all current council publications available on web-site, at Service Centres and library outlets	<p>Register current at 30 June 2001  <b>Target achieved. The updated register is available at all Service Centres and the two libraries. All current Council publications available on the website for the whole year.</b></p>
	Council services available on the internet expanded	<p>Twenty (20) additional services by 30 June 2001  <b>Target not achieved. Target ill conceived. Greater Dandenong internet site is one of the most comprehensive in the sector and it was not possible to add additional services. Site is updated on a daily basis and additional features added as developed. Program being developed to include more interactive 'forms' on the site in 2001-2002.</b></p>

# Progress Against One-Year Targets 2000-2001

Continued...

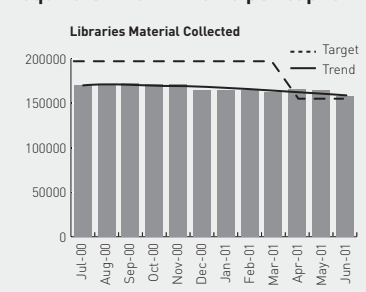
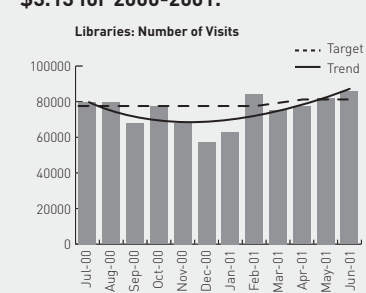
Output	Measure	Target
<b>Safe Movement of People and Goods</b>		
Main roads improved	Funding applications to improve the 10 worst main road "Black-spots" prepared and submitted to VicRoads	By 28 February 2001 <b>Target achieved. Submission made to VicRoads in February 2001.</b>
	Submission requesting a minimum of \$5 million in main road network improvements prepared and submitted to VicRoads	By 31 December 2000 <b>Target achieved. Submission lodged with VicRoads in December 2000.</b>
Local roads improved	Local area traffic management plan design initiated	One (1) by 30 June 2001 <b>Target achieved. Smith Road Local Area Traffic Management (LATM) designed and Stage 1 works completed. McFees Rd LATM design completed.</b>
	Local area traffic management plan commenced	One by 30 June 2001 <b>Target achieved. Wareham Street, Springvale LATM study completed.</b>
	Funding application to improve the 10 worst local road "Black-spots" prepared and submitted to VicRoads	By 28 February 2001 <b>Target achieved. Applications lodged with VicRoads in February 2001 for the following projects: Cleeland/Herbet, Corrigan/Lightwood, Church/Perry, Balmoral/St John, Hammond/Kirkham, Clow/Walker/Sleeth, Bennett/Railway/Jones, Claredale/Hilton, Athol/Corrigan, Buckley/Moodemere.</b>
	Local roads improvement funded in CIP	\$2.8 million spent by 30 June 2001 <b>Target not achieved. 32 of the approved 37 projects completed to the value of \$2.064 million. Contracts awarded, and work started, on Burden Street, Eve Court, Phillip Avenue and Charles Avenue for completion in 2001-2002.</b>
	50kph speed limit introduced in residential streets	By 30 June 2001 <b>Target achieved. Victorian Government introduced state wide 50 kmph limit in residential streets in January 2001. All works associated with introduction of limit completed as per VicRoads' requirement. Slow Means Safe campaign initiated by Council as part of implementation.</b>
Public transport improved	First Stage of Public Transport Plan 2000-2020 completed	By 30 June 2001 <b>Target achieved. Public Transport Plan finalised and approved by Council in April, 2001. Public Transport Reference Group to be appointed for the resolution of short term operational deficiencies. Copies of Transport Plan issued to Department of Infrastructure (DOI), VicRoads and Public Transport Operators seeking feedback.</b>

Output	Measure	Target
	New bus shelters provided	Seven (7) new shelters by 30 June 2001 <b>Target achieved. Ten (10) bus shelters installed. Subsidy of \$1,000 each for 10 shelters received from Department of Infrastructure.</b>
	Contract to replace existing bus shelters on main roads signed	By 31 March 2001 <b>Target not achieved. Consultation with Cities of Casey, Kingston, Knox and Cardinia Shire Council undertaken in relation to available options and past experience. Public tenders for combined installation of/advertising on bus shelters advertised.</b>
	Audit of rail stations and taxi ranks completed and submitted to the Department of Infrastructure requesting improvements	By 30 June 2001 <b>Target not achieved. Site audits not carried out due to non-definition of compliance service levels and standards. Discussions held with Department of Infrastructure (DOI) and representative of M-Train in respect of service levels and compliance standards of facilities at train stations. Identified safety and Disability Discrimination Act issues at train stations and taxi ranks as identified in the Greater Dandenong Public Transport Plan have been referred to DOI and Public Transport Operators for consideration.</b>
Footpaths improved	Annual maintenance and renewal program completed	\$0.6 million spent by 30 June 2001 <b>Target achieved. \$733,862 spent. Over-expenditure considered necessary to address community requests and maintain public safety.</b>
Bicycle paths improved	Existing paths extended	\$70,000 spent by 30 June 2001 <b>Target not achieved. Path between Greaves Reserve and Cheltenham Rd delayed until 2001-2002 due to delay in Melbourne Water approval and to allow for additional funding to be made available to complete the works in one stage.</b>

# Progress Against One-Year Targets 2000-2001

Continued...

Output	Measure	Target
<b>A Vibrant Community</b>		
Commercial leisure facilities	Usage of commercial leisure facilities increased and ongoing progress evaluated and reported	4% by 30 June 2001 <b>Target achieved. In 2000-2001 visitor usage of the Dandenong Oasis, Dandenong Basketball Stadium, Springers Leisure Centre, Noble Park Swim Centre and Dandenong Produce Market to end of June 2001 was 1.86 million compared to 1.72 million in 1999-2000 - a 7.9% increase.</b> Reported by 30 June 2001 <b>Target achieved. Progressive usage figures for all commercial leisure facilities reported monthly during the year.</b>
	Oasis development plan completed	By 30 June 2001 <b>Target not achieved. Oasis Development Plan being addressed through the Greater Dandenong Aquatic Centres Study. The project is behind schedule and will be completed in 2001-2002.</b>
	Dandenong Basketball Stadium development plan completed	By 30 June 2001 <b>Target not achieved. Draft Development Plan to be completed in 2001-2002.</b>
	Tatterson Park development plan completed	By 31 December 2000 <b>Target not achieved. Feasibility study was tendered during 2000-2001. The single tender received was not accepted. Report to be completed in 2001-2002.</b>
	Noble Park Swim Centre development plan completed	By 31 March 2001 <b>Target not achieved. Project to be addressed through the Greater Dandenong Aquatic Centres Study. The project is behind schedule and will be completed in 2001-2002.</b>
Leisure participation	Leisure participation increased and ongoing progress evaluated and reported	4% by 30 June 2001 <b>Target not achieved. Report on leisure trends in athletics indicating increased participation following the success of the Olympics, tabled at Council in January 2001. Funding received from the Department of Sport and Recreation for the development of a Leisure Masterplan during 2001-2002.</b> Reported by 30 June 2001 <b>Target not achieved. Project to commence in 2001-2002.</b>
	Participation in non-traditional leisure activities increased and ongoing progress evaluated and reported	4% by 30 June 2001 <b>Target not achieved. Non-traditional Leisure Strategy adopted by Council in March 2001 but no actions yet taken.</b> Reported by 30 June 2001 <b>Target not achieved.</b>
	Usage study of recreation-related buildings completed	By 31 December 2000 <b>Target not achieved. Study to be completed in 2001-2002.</b>

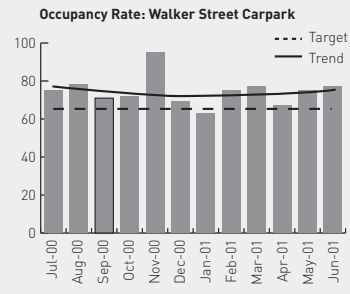
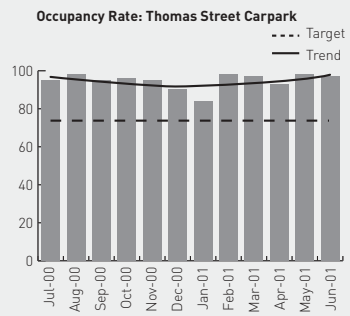
Output	Measure	Target
Arts participation	Participation rates increased	3% by 30 June 2001 <b>Target not achieved. Participation rates for 2000-2001 7.4% less than in 1999-2000. Walker Street Gallery attendances up 28% but Community Arts Centre attendances down 12.9%.</b>
	Investment in leisure facilities, including non-traditional facilities, increased and ongoing progress evaluated and reported	\$533,000 by 30 June 2001 <b>Target achieved. \$557,000 expended from 2000-2001 CIP as at 30 June 2001. Reported by 30 June 2001</b> <b>Target achieved. Expenditure incorporated in Annual Report 2000-2001.</b>
Library services improved	Library material collection expanded to 1.2 items per head of population	By 30 June 2001 <b>Target achieved. Collections currently equivalent to 1.2 items per capita.</b>  
	Use of library services increased	7% by 30 June 2001 <b>Target achieved. 85,629 people used the libraries during June 2001, a 14.5% increase from June 2000 (74,378 visitors). Total number of visitors to the libraries for the year is 907,341 (7 visits per capita) which represents an increase of 0.08% on the previous year. The cost per visit for the year is \$2.05 compared to \$3.13 for 2000-2001.</b>  

# Progress Against One-Year Targets 2000-2001

Continued...

Output	Measure	Target
<p>A Vibrant Community Continued...</p> <p>Library services improved Continued...</p>	<p>Library hours of operation increased from previous year</p>	<p>10% by 30 June 2001</p> <p><b>Target not achieved. City of Greater Dandenong libraries open for business for a total of 8,159 hours from July 2000 - June 2001 compared to 7,565 hours for the previous year (overall increase of 8% in opening hours). As well, library customers availed themselves of online services and renewed almost 16,000 loans via the website (average of 1,329 renewals per month). This new service assisted in increasing efficiencies to reduce the cost of the average loan to \$1.24 from \$1.31 even with increased opening hours which are demonstrably meeting customer expectations. The cost per opening hour (excluding capital expenditure) stood at \$228.39 for the year, compared to \$258.64 for the previous year.</b></p> 
	<p>Library internet access increased from previous year</p>	<p>20% by 30 June 2001</p> <p><b>Target achieved. Internet access increased due to the development of the WebZone at Springvale Library, resulting in a 34% increase in access to the Internet from both library branches. Continuing decline in computer take-up rate (from 92% in June 2000 to 79% in June 2001), is due to increase in available hours of Internet access, which stood at 1,440 hours per week in June 2001 compared with 1,072 hours per week in June 2000.</b></p> 

Output	Measure	Target
Community on-line	Strategy to provide residents and businesses with internet capability prepared	By 30 June 2001 <b>Target not achieved. Discussion held with possible Internet Service Provider in 2000-2001 but no agreement reached.</b>
Growth of principal retail precincts	Marketing and retailing skills training provided to the retail trader associations in Dandenong CBD, Springvale and Noble Park	Two (2) training programs in each location by 30 June 2001 <b>Target achieved. Three (3), six-week Professional Training programs were delivered to a total of 37 participants in Springvale, Noble Park and Dandenong. Certificates presented May 2001.</b>
	Electronic parking meters introduced in the Dandenong CBD	By 30 June 2001 <b>Target achieved. Tender awarded and ticket machines installed prior to 30 June 2001.</b>
	Utilisation of multi-deck car parks in Dandenong CBD increased	15% by 30 June 2001 <b>Target not achieved. In 1999-2000 average occupancy rates of the Thomas Street and Walker Street carparks were 79% and 69% respectively. In 2000-2001 the average occupancy rate of the Thomas Street carpark was 94%, an increase of 15.7%. The Walker Street carpark achieved a 5.5% increase in occupancy in 2000-2001 at 74.5%. Average increase 10.6%.</b>



# Progress Against One-Year Targets 2000-2001 Continued...

Output	Measure	Target
<b>A Vibrant Community Continued...</b>		
Growth of principal retail precincts continued...	Review of available parking spaces in Noble Park and Springvale completed	By 30 June 2001 <b>Target not achieved. Review not undertaken, study to be initiated in 2001-2002.</b>
Public art installed	One (1) new piece of street art installed annually	By 30 June 2001 <b>Target achieved. Public art installed at the Springvale South Shopping Centre. The installation consists of four (4) hand crafted seats that also act as garden barriers, one (1) stone sculpture, one (1) brick sculpture and three (3) sculptures constructed using wood and bronze. Year 10 students from Coomoora Secondary College participated in the project.</b>
<b>Serving the Needs of Families, Youth and Older Persons</b>		
Human services delivered	List of all human services delivered within the city by Council, Government or non-government agencies compiled and maintained	By 30 June 2001 <b>Target achieved. Corporate database updated.</b>
	Gaps in service delivery identified	By 30 June 2001 <b>Target achieved. Gaps in Maternal and Child Health and Children's Services identified and documented.</b>
	Submission for 3% increase in resources for human services prepared and submitted to Commonwealth and State Governments and ongoing progress evaluated and reported	Submitted by 31 December 2000 <b>Target achieved. Council successful in achieving increased funding of 4.5% in 2000-2001.</b> Reported by 30 June 2001 <b>Target achieved. Report presented to Council in June 2001.</b>
Services coordinated	Proposal for improved coordination of services delivered by non-council providers prepared	By 30 June 2001 <b>Target achieved. Proposal for improved coordination of Maternal and Child Health and Children's services was completed in June 2001.</b>
Services for older persons	Submission for 10% increase in resources for aged services delivered in the city prepared and submitted to Commonwealth and State Governments	Submitted by 30 June 2001 <b>Target achieved. Submissions made for \$479,748 (25%) growth funding. Achieved growth funding for 2000-2001 of \$86,977 (4.5% increase).</b>
Housing for older persons	Funding application for first stage of Buckley Street aged accommodation project submitted	By 30 September 2001 <b>Target not achieved. Application for funding in 2000-2001 unsuccessful.</b>
	Submission to increase public and private sector investment in housing stock for older persons by 10% over five (5) years prepared and submitted	By 30 June 2001 <b>Target not achieved. Submission for Commonwealth funding for aged housing development in Buckley Street completed in 2000-2001. Need continues and will be incorporated into 2001-2002 Annual Plan.</b>
Playgrounds upgraded	2000-2001 playground strategy achieved	By 30 June 2001 <b>Target achieved. Full program completed. \$193,000 spent by 30 June 2001.</b>



Output	Measure	Target
Public Health Plan	Public Health Plan targets for 2000-2001 achieved	By 30 June 2001 <b>Target achieved. Cancer targets achieved with the employment of Tobacco Education Officer. Immunisation targets achieved; now working in liaison with the Division of General Practice - Southern Region in an immunisation data cleansing operation. The Australian Childhood Immunisation Registry suspect incomplete/mis-matched data represents 5% in the reported immunisation rates. This may take our immunisation rate to approx 97%, compared to current rate of 92.5%.</b>
Impact of gaming reduced	Gaming strategy implemented and reported	By 31 December 2000 <b>Target achieved. Progress against targets featured in the Gaming Strategy reported to Council in December 2000.</b>
	Gaming strategy reviewed	By 30 June 2001 <b>Target achieved. Review of the 2000-2001 Gaming Strategy completed and documented in June 2001.</b>

### Regional Leadership

Recognition as Melbourne's 2nd City	Promotional stories and special features published in the Melbourne metropolitan media	Ten (10) by 30 June 2001 <b>Target achieved. Total of 37 the number of features and mentions in the metropolitan media in 2000-2001. Major stories covered include Waverley Park Heritage Listing, Gambling, Road Funding, Dandenong Town Hall, AFR Internet Web Awards and Support for Multicultural Migrants.</b>
	Recognition by our community as measured through regular community feedback	Recognition by 30% of the community by 30 June 2001 <b>Target not achieved. No measurement undertaken in 2000-2001.</b>
	Recognition as Melbourne's 2nd City progress report submitted to Council	By 30 June 2001 <b>Target not achieved. No measurement undertaken in 2000-2001.</b>
Regional infrastructure	Advocacy undertaken and community awareness maintained for the development of the following regional infrastructure: South East Airport; Port of Hastings; Very Fast Train from Sydney to Melbourne along the coastal route	Submissions as required and progress report by 30 June 2001 <b>Target achieved. Projects discussed at meetings of Eastern Region Mayors and Outer South Eastern Mayors unanimous support for Scoresby Freeway. State Government has initiated review of Port of Hastings. No further progress with proposals for possible South East Airport. Discussions proceeding on VFT through South East Australia Transport Strategy (SEATS) group.</b>

# Progress Against One-Year Targets 2000-2001

Continued...

Outputs	Measures	Target
Regional Leadership Continued...		
Regional road infrastructure	Progress of Dingley By Pass construction reported	By 31 December 2000 and 30 June 2001 <b>Target achieved. Reports prepared. VicRoads currently evaluating options for construction of the section of bypass from Warrigal Road to Springvale Bypass.</b>
	Activities of Eastern Ring Road Steering Committee reported (Scoresby arterial)	Report following each meeting <b>Target achieved. Federal Government has declared the Scoresby Freeway a Road of National Importance and has announced \$220million funding to commence construction of the north section . The State Government has also allocated \$220million for this project.</b>
	Progress of Greens Road and Hutton Road duplication reported	By 31 December 2000 and 30 June 2001 <b>Target achieved. Vic Roads proceeding with construction. Progress reports to Council as part of monthly report.</b>
	Submission for continued construction of Dingley By-Pass completed	By 31 December 2000 <b>Target achieved. Local Member of Parliament briefed on the need for the construction of the Dingley Bypass. Presentation made to VicRoads at a joint meeting in April 2001.</b>
Regional networking with Councils	Regional issues discussed with neighbouring municipalities	Four (4) meetings by 30 June 2001 <b>Target achieved. Two meetings of South East Mayors held in 2000-2001 and two meetings held with Eastern Region Mayors. Individual meeting also held with Kingston and Casey Councils.</b>
Regional centre enhanced	Retail, hospitality, recreation, and arts and culture directories maintained and distributed to community and tourist outlets	By 30 September 2000 <b>Target achieved. All directories were updated at least weekly throughout the year. Directories available electronically via council's website, in hard copy, or on CD upon request.</b>
	Funding submission prepared to develop Council's web-site as a portal for local business	By 31 December 2000 <b>Target achieved. Funding submission prepared May 2000, but not accepted by the State Government. Advice received in July 2000 of Council's unsuccessful application.</b>
	Strategy to attract Government offices to Dandenong CBD developed and implemented	By 30 June 2001 <b>Target not achieved. Preparation of strategy postponed until 2000-2001.</b>
	Advocate for establishment of a Drug Court in Dandenong CBD	Submission completed by 30 September 2000 <b>Target achieved. Research commenced on existing Drug Courts throughout Australia in July 2000. State Government announced the establishment of a 'Drug Court' at Dandenong. Permanent court-appointed drug clinician to operate from the Dandenong Court. Submission not required.</b>

Outputs	Measures	Target
	Review progress of strategies to encourage redevelopment of aging retail, office and industrial premises developed	By 30 June 2001 <b>Target not achieved. This Review has been postponed to 2001-2002.</b>
	Strategy to attract new business to the city developed	By 30 June 2001 <b>Target not achieved. Strategy to be prepared in 2001-2002.</b>
	Proposal for consolidation of Council administrative centres completed	By 31 March 2001 <b>Target not achieved. Review of options to continue in 2001-2002.</b>
Tourism and hospitality accommodation expanded	Prospectus to attract new hotel development prepared	By 31 December 2000 <b>Target not achieved. Motel Formule 1 opened in March, 2001. Prospectus promoting the advantages of a Dandenong CBD site for a new hotel to be developed in 2001-2002.</b>
Regional entertainment centre (Dandenong Town Hall)	Design completed and construction commenced	By 30 June 2001 <b>Target not achieved. Council resolved in December 2000 to put on hold further development of the Town Hall until a review of the City's infrastructure needs has been completed.</b>
Bicycle path network	Network extended	0.4km by 30 June 2001 <b>Target achieved. 2.1km off-road shared path along Clarke Road and 1.5km off-road shared path Tower Court to Chandler Road completed. 3.2km off-road /service lane bike path constructed along the new section of Westall Road. 3km kerb-side lane being constructed along Greens Road from South Gippsland Highway to Hammond Road scheduled for completion early 2001-2002.</b>

# Activity Summary

## Chief Executive Officers Group

Chief Executive Officer, Warwick Heine, looks after the human resources, media and communications, customer service, council business, corporate planning and corporate issues management business units.

Services Provided	Usage Indicator	Actual Usage	Service Quality Guarantees
<b>Customer Service</b>			
Operate Service Centres at Dandenong, Springvale and Parkmore	Number of visitors	145,435 (1% decrease from 1999-2000)	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. <b>94% Achieved</b> Enquiries required specialist expertise or advice.
Call Centre	Number of phone calls	182,432 (2% increase from 1999-2000)	We will answer 97% of telephone calls within 15 seconds. <b>95% Achieved</b> Due to busy period around rates time.
<b>Drug Strategy</b>			
Springvale Drug Action Committee facilitation	Number of meetings	11 (No change from 1999-2000)	
Dandenong Drug Action Committee facilitation	Number of meetings	11 (18% increase from 1999-2000)	
Noble Park Drug Action Committee	Number of meetings	10 (Not reported in 1999-2000)	
Municipal Drug Strategy	Media releases produced and distributed	Completed (Not reported in 1999-2000)	
<b>Media &amp; Communications</b>			
Community newsletter '2nd City News'	Newsletters distributed	6 distributed - 45,000 properties (No change from 1999-2000)	We will produce six '2nd City News' newsletters per year and make them available to all households in the city. <b>100% Achieved</b>
Council columns in local newspapers	Newspaper columns published	26 published - 3 local papers (No change from 1999-2000)	We will publish '2nd City News In Brief' advertisements in the three local newspapers fortnightly. <b>100% Achieved</b>
Media coverage	Media releases distributed	348 to both daily and local media [2% decrease from 1999-2000]	We will issue weekly media releases to local, metropolitan and ethnic press, as well as radio and television outlets as appropriate. <b>100% Achieved</b>
Production of Annual Report	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. <b>Not Achieved</b> Production of the 1999-2000 report was delayed while waiting for the Auditor's Report.
Internet site management	Internet site developed & updated regularly	Completed	We will arrange for Council's Internet site to be updated daily. <b>100% Achieved</b>
Completion of 'New Residents' Kit'	'New Residents' Kit' published	Kits distributed to all new home owners	We will provide 'New Residents' Kits' to all new home owners within the city, and others upon request. <b>100% Achieved</b>
Business databases and directories produced	Database entries maintained	1,587 updates	

### Users of Services

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# Activity Summary

## City Development

Mal Baker heads up this group which administers most of the statutory and regulatory functions of the council. This includes strategic and statutory planning, building services, environmental health and residential amenity (parking and local laws). It also manages the planning of land use and sets standards for service levels and asset maintenance.

Services Provided	Usage Indicator	Actual Usage	Service Quality Guarantees
<b>Building Service</b>			
Building applications	Number of applications	313 (65% decrease from 1999-2000)	If we require further information from you, we will notify you within 5 working days of receiving your building permit application. <b>100% Achieved</b>
Building permits	Number of building permits issued	626 (10% decrease from 1999-2000)	We will issue your building permit within 2 working days of receipt of all requested information. <b>100% Achieved</b>
Private building permits	Number of permits received from private building surveyors	1001 (11% increase from 1999-2000)	
Building regulation complaints	Number of complaints	216 (41% increase from 1999-2000)	We will respond to your written complaint within 5 working days of receiving it in our office. <b>100% Achieved</b>
Plan copies	Number of plan copies requested	207 copies made (Not reported in 1999-2000)	We will provide you with a copy of your previously approved building drawings within 5 working days of request or, if unavailable, advise of their lack of availability within 3 business days. <b>100% Achieved</b>
Emergency call outs	Number of emergency call outs made	13 call outs (Not reported in 1999-2000)	We will attend emergency call outs within 2 hours of notification. <b>100% Achieved</b>

### Environmental Health

Food sampling	Number of food samples taken	507 food samples were taken (5% decrease from 1999-2000)	We will submit a minimum of 400 food samples per annum for analysis. Breaches of food safety standards will be prosecuted. <b>100% Achieved</b>
Complaint investigation	Number of complaints investigated	875 complaints received (22% increase from 1999-2000)	We will commence investigation into a suspected food poisoning outbreak as soon as we are notified and in accordance with the Department of Human Services' guidelines. We will keep you advised of progress and outcome. <b>100% Achieved</b>
Food/health inspections	Number of inspections	3,385 inspections carried out (5% decrease from 1999-2000)	We will inspect all food premises and food vehicles a minimum of once a year. <b>100% Achieved</b>
Immunisation	Number of immunisations and immunisation rate	8,851 vaccinations were administered (30% decrease from 1999-2000, as end of specific measles/mumps campaign) Immunisation rate - 93% of children under one year (6% increase from 1999-2000)	We will provide approximately 7 public immunisation sessions per month at a minimum of five convenient sites across the entire municipality (including a minimum of 22 hours per annum of out of hours service). <b>100% Achieved</b> We will provide immunisation against Diphtheria, Tetanus, Polio and Hepatitis B at all secondary and special schools in the municipality. <b>100% Achieved</b>

#### Users of Services

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# Activity Summary

## City Development Continued...

Services Provided	Usage Indicator	Actual Usage	Service Quality Guarantees
Environmental Health <small>continued...</small>			
Headlice	Number of children checked and infestation rate	8,109 children checked (38% decrease from 1999-2000) 718 of children infected (22% decrease from 1999-2000)	
Property Management			
Dandenong Cemetery	Number of burials	25 burials (67% increase from 1999-2000)	
Thomas and Walker Sts. Multideck Carparks	Fees collected	\$262,127 (68% increase from 1999-2000)	
Property disposals and acquisitions	Number of property sales	5 main sales completed plus many sections of laneways	
Dandenong Market/ Oasis Aquatic Centre/ Dandenong Basketball Stadium/ Springers Leisure Centre	Number of visitors	More than 1.82 million (27% decrease from 1999-2000)	
Noble Park Heated Swim Centre	Number of patrons	8,867 school children (50% decrease from 1999-2000) 34,538 general patrons (30% decrease from 1999-2000) Waterslide 72.50 operating hours (70% decrease from 1999-2000)	
Residential Amenity			
Community education	Number of information presentations delivered	6 presentations (63% decrease from 1999-2000). Primary school education programs now conducted through state program.	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. <b>100% Achieved</b>
Local laws	Number of customer requests	8,051 issues attended (53% increase from 1999-2000)	We will respond to all requests immediately where possible but no longer than within 2 working days. <b>100% Achieved</b>
	Number of compliance notices issued	2,239 notices issued (154% increase from 1999-2000)	
	Number of permits issued	441 permits issued (24% decrease from 1999-2000)	We will issue all approved permits within five working days of the application. <b>75% Achieved</b> Due to heavy workloads some delay was experienced.
	Number of offence warnings issued	310 warnings issued (17% decrease from 1999-2000)	

### Users of Services

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Services Provided	Usage Indicator	Actual Usage	Service Quality Guarantees
	Number of infringements issued	453 infringements issued (520% increase from 1999-2000)	
	Number of court proceedings issued	14 cases prosecuted (No change from 1999-2000)	
Animal control	Number of requests received	2,797 requests completed (1% increase from 1999-2000)	If your request involves a threat to a person's health we will commence investigation immediately. <b>100% Achieved</b> We will respond to all requests immediately where possible but no longer than within 2 working days. <b>100% Achieved</b>
	Number of dogs registered	7,754 dogs registered (11% decrease from 1999-2000)	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. <b>Not Achieved</b> Pet registration forms sent during April.
	Number of cats registered	3,618 cats registered (14% decrease from 1999-2000)	
	Number of dogs impounded	413 dogs impounded (12% decrease from 1999-2000)	
	Number of cats impounded	250 cats impounded (5% increase from 1999-2000)	
	Number of desexing vouchers issued	83 de-sexing vouchers issued (34% decrease from 1999-2000)	
	Number of dogs declared dangerous	No dogs declared dangerous (No change from 1999-2000)	
	Number of offence warnings issued	42 offence warnings issued (71% decrease from 1999-2000)	
	Number of infringements issued	297 infringements issued (50% increase from 1999-2000)	
	Number of court proceedings initiated	34 cases prosecuted (39% decrease from 1999-2000)	
Parking Control	Value of fines issued	\$1,034,626 in fines issued (65% increase from 1999-2000)	
	Number of infringements issued	18,304 infringements issued (17% decrease from 1999-2000)	

**Users of Services**

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# Activity Summary

## City Development Continued...

Services Provided	Usage Indicator	Actual Usage	Service Quality Guarantees
Residential Amenity continued...			
	Number of offence warnings issued	844 warnings issued (4% increase from 1999-2000)	
	Number of requests for response received	2,298 requests (71% increase from 1999-2000)	If your request involves a threat to a person's health we will commence investigation immediately. <b>100% Achieved</b> We will respond to all requests immediately where possible but no longer than within 2 working days. <b>100% Achieved</b>
Fire prevention	Number of properties inspected	572 inspections (27% decrease from 1999-2000)	
	Number of hazard notices issued	312 issued (13% decrease from 1999-2000)	
	Number of clearance notices complied with	275 compliance (5% increase from 1999-2000)	
	Number of properties cleared by council	27 clearances (90% decrease from 1999-2000)	
	Number of prosecutions	No prosecutions (No change from 1999-2000)	
School Crossing Supervision	Number of patrols	1,026 patrols (18% decrease from 1999-2000)	
	Number of supervised crossings	89 crossings (1% decrease from 1999-2000)	
	Number of accidents at supervised crossings	0 accidents (No change from 1999-2000)	
Litter control	Number of customer requests	431 requests (3% decrease from 1999-2000)	
	Number of infringements issued	40 infringements (74% increase from 1999-2000)	
	Number of warnings issued	9 warnings (63% decrease from 1999-2000)	
	Number of prosecutions	7 cases prosecuted (133% increase from 1999-2000)	
	Number of "Clean-Up" campaigns carried out	1 campaign completed (No change from 1999-2000)	

### Users of Services

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Services Provided	Usage Indicator	Actual Usage	Service Quality Guarantees
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Strategic & Statutory Planning

Planning applications	Number of applications received	588 applications (27% decrease from 1999-2000)	We will acknowledge all applications within 2 working days of receipt. <b>100% Achieved</b>
	Number of applications processed	507 applications (26% decrease from 1999-2000)	We will request further information, direct advertising or provide other appropriate advice within five working days of receipt of application. <b>100% Achieved</b>
Subdivision applications	Number of applications received	139 applications (7% decrease from 1999-2000)	We will acknowledge all applications within 2 working days of receipt. <b>100% Achieved</b>
Planning regulation complaints	Number of complaints	305 complaints (3% increase from 1999-2000)	We will respond to complaints within five working days, however, most will receive a response within one working day. <b>100% Achieved</b>

Users of Services

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# Activity Summary

## City Services

Carl Wulff heads up City Services which maintains the infrastructure and improves the physical environment of the city including parks, street trees, footpaths, and drains. The group also delivers programs for aged persons, family and children's services and looks after the promotion of arts, heritage and library services. Financial management and internal information technology are also part of this area, together with waste services.

Services Provided	Usage Indicator	Actual Usage	Service Quality Guarantees
<b>Human Services</b>			
<b>Aged Services</b>			
Adult Day Activity and Support Service (ADASS)	Number of clients offered a minimum of 4.5 hours per week	217 clients (10% decrease from 1999-2000)	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. <b>100% Achieved</b>
Community Aged Care Packages (CACP)	Number of approved packages	30 packages (No change from 1999-2000)	We will negotiate an individual care package program with you, or your representative, that is suitable for your needs. <b>100% Achieved</b>
<b>Senior Citizens Support Program</b>			
Seniors activities database	Database maintained	Copies distributed monthly (No change from 1999-2000)	We will update the seniors activities database every 3 months. Copies are available on request. <b>100% Achieved</b>
Access to Senior Citizen Centres	Attendances	Estimated 9,700 attendances (6% increase from 1999-2000)	
<b>Specialised Community Transport Services</b>			
Older persons with limited transport opportunities	Number of people transported	Average of 3,600 - 4,100 people transported per month	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. <b>100% Achieved</b>
Accredited Community Transport Service	Department of Infrastructure Bus Operators Accreditation	Continue to comply with all requirements	All buses will be cleaned, refuelled, in a roadworthy condition and with seat belts fitted to all seats. <b>100% Achieved</b>
<b>Volunteer Program</b>			
Recruitment	Number of new volunteers	65 new volunteers (1% increase from 1999-2000)	
Training	Number of training sessions offered per year	4 training sessions offered (No change from 1999-2000)	We will offer volunteers access to four training sessions throughout the year to improve their skills and experience. <b>100% Achieved</b>
Recognition	Function/s to acknowledge and recognise volunteers	2 per year (No change from 1999-2000)	We will formally acknowledge and recognise the contribution of volunteers at special functions to be held at Christmas and during National Volunteer Week. <b>100% Achieved</b>
Newsletter	4 newsletters per year	4 distributed (No change from 1999-2000)	
Mediation	Number of requests	Average of 1 per month (No change from 1999-2000)	We will mediate between volunteers and staff as required. <b>100% Achieved</b>

### Users of Services

Residents, ratepayers, businesses and visitors to Greater Dandenong are all users of the services provided by the City of Greater Dandenong.

Services Provided	Usage Indicator	Actual Usage	Service Quality Guarantees
<b>Food Services</b>			
Provision of hot, chilled, frozen & diet meals	Number of meals delivered to all clients	80,425 meals (2% decrease from 1999-2000)	Your meal will be delivered to your home between 11am and 1.30pm, Monday to Friday. Weekend and public holiday meals will be delivered prior to the day required. <b>100% Achieved</b>
Provision of meals to centre-based clients, Adult Day Care and Senior Citizens	Number of meals	7,139 meals (51% increase from 1999-2000)	Hot, chilled or frozen meals will arrive on the agreed days at the agreed location. <b>100% Achieved</b>
Information to all new clients	Number of new clients	346 clients (11% increase from 1999-2000)	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. <b>100% Achieved</b>
<b>H L Williams Court</b>			
Residential care	Occupancy rate	98% (No change from 1999-2000)	We will provide all residents with a private room, shared ensuite and access to the gardens. <b>100% Achieved</b>
Meals provided to residents in care	Meals provided at convenient time	100% (No change from 1999-2000)	We will provide each resident with three meals a day between the following times: 8:15am - 8:45am 12:00pm - 12:30pm 5:00pm - 5:30pm <b>100% Achieved</b>
Access to health practitioners	Access to health practitioners of choice	100% (No change from 1999-2000)	We will ensure that each resident has access to a doctor of his or her choice when required. <b>100% Achieved</b>
Housekeeping	Minimum of 50 rooms cleaned	100% (No change from 1999-2000)	We will clean all rooms and ensuites at least once a week and more often if required. <b>100% Achieved</b>
Residents' forum	Number of forums	10 Forums (30% increase from 1999-2000)	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. <b>100% Achieved</b>
<b>Users of Services</b>			
Residents, ratepayers, businesses and visitors to Greater Dandenong are all users of the services provided by the City of Greater Dandenong.			

# Activity Summary

## City Services Continued...

Services Provided	Usage Indicator	Actual Usage	Service Quality Guarantees
<b>Home and Community Care</b>			
Home Care - general cleaning tasks, mopping, vacuuming	Number of clients and service hours provided	1,526 individual clients (13% increase from 1999-2000) 54,007 hours of service (1% decrease from 1999-2000)	We will develop a care plan with you, or adopt the VHC care plan, and record your preferred days and time of services, if you are eligible. <b>100% Achieved</b>
Personal Care - assistance with showering, hygiene & shopping	Number of clients and service hours provided	456 individual clients (24% increase from 1999-2000) 20,843 hours of service provided (14% increase from 1999-2000)	
Respite Care - provides carer with the opportunity for social and leisure activities	Number of clients and service hours provided	178 individual clients (4% decrease from 1999-2000) 7,387 hours of service provided (2% increase from 1999-2000)	
Home maintenance - ensure safety of eligible resident through installation of safety aids and other minor maintenance tasks	Number of clients and service hours provided	927 individual clients (5% decrease from 1999-2000) 1,431 hours of service provided (38% increase from 1999-2000)	
<b>Family Support &amp; Counselling Service</b>			
In-home family support	Number of families receiving in-home support	109 families receiving support (11% decrease from 1999-2000)	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. <b>100% Achieved</b>
Family counselling	Number of families receiving counselling	158 families receiving counselling (16% increase from 1999-2000)	
Parent support group	Participation rate	Average participation rate 10 members (20% increase from 1999-2000)	
Parenting courses	Number of courses run each year	2 courses (No change from 1999-2000) Average 10 participants per course (No change from 1999-2000)	
General counselling & material aid	Number of client contacts	302 client contacts (15% decrease from 1999-2000)	

### Users of Services

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Services Provided	Usage Indicator	Actual Usage	Service Quality Guarantees
<b>Family Day Care</b>			
Home-based child care	Number of child care hours used per annum	530,631 hrs per annum (21% increase from 1999-2000)	We will provide you with a referral for child care within 5 working days. <b>100% Achieved</b>
Trained care providers	Number of training opportunities (including First Aid) per annum	18 training sessions - including First Aid (7% increase from 1999-2000)	We will provide regular training opportunities for care providers. All care providers will hold a recognised First Aid certificate. <b>100% Achieved</b>
Monitor, resource & support quality of care	Number of home visits per month	Every care provider visited at least once a month - 902 visits per annum (7% increase from 1999-2000)	<ul style="list-style-type: none"> <li>We will visit your care provider 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.</li> <li>We will assess all care provider's homes annually to ensure they meet stringent health and safety standards.</li> </ul> <b>100% Achieved</b>
<b>Youth Services</b>			
FReeZA / Battle of the Bands Events	Number of events	10 FReeZA/ Battle of the Bands events (20% increase from 1999-2000)	We will provide ten live alcohol and drug free music events each year. <b>100% Achieved</b>
Jam nites	Number of events	11 events [No change from 1999-2000]	
Band rehearsals	Number of band rehearsal days	Operating at "The Venue" on average 5 days per week [No change from 1999-2000]	
Muso Network Committee	Number of Committee meetings	26 meetings held (1% increase from 1999-2000)	
Youth Activities Services (YAS)	Number of participants in programs, school visits and workshops	9,279 young people engaged in 26 programs, 11 special events & 35 educational sessions. [14% decrease from 1999-2000]	We will provide at least two programs each term to secondary school aged young people. <b>100% achieved</b>
School Holiday Program	Number of young people per day in holiday programs	Average of 13 young people per day (No change from 1999-2000)	
QM Magazine	Maintenance of a Youth Committee and distribution of quarterly magazine	2 editions produced [33% decrease from 1999-2000]	
<b>Users of Services</b>			

**Users of Services**

Residents, ratepayers, businesses and visitors to Greater Dandenong are all users of the services provided by the City of Greater Dandenong.

# Activity Summary

## City Services Continued...

Services Provided	Usage Indicator	Actual Usage	Service Quality Guarantees
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### Information Management

Geographic Information Services (GIS)	Number of requests	402 requested (13% increase from 1999-2000)	We will respond to your GIS enquiry immediately where possible, but not later than 2 working days. <b>100% Achieved</b>
	Number of new maps created	10 new maps (65% decrease from 1999-2000)	We will prepare and print customised maps within 1 working day where possible but not later than 5 working days from the date of request. We will prepare and print customised maps to the satisfaction of the customer as per a date agreed with you. <b>100% Achieved</b>

### Library, Arts and Heritage Services

#### Libraries

Libraries - Dandenong, Springvale and Mobile	Total loans	1,455,530 loans (2% decrease from 1999-2000)	We will provide you with a listing of your loans when they are issued. <b>100% Achieved</b>
Opening hours	Hours open each week	74 hours per week at each static branch (10% increase from 1999-2000)	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. <b>100% Achieved</b>
Internet	Increased access	34% increase in access due to increased opening hours	

#### Arts and Heritage Services

Arts Directory	Arts Directory developed and upgraded regularly	Arts Directory available on council website and 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. <b>100% Achieved</b>
Short Story Competition	Number of entries	1,430 entries received (7% increase from 1999-2000)	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. <b>100% Achieved</b>
Artalk newsletter	Copies distributed	4,200 copies distributed (5% increase from 1999-2000)	We will produce a free quarterly arts newsletter outlining current arts events and opportunities for you to participate in. <b>100% Achieved</b>
Dandenong Community Arts Centre	Visitors	23,322 (13% decrease from 1999-2000)	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. <b>100% Achieved</b>
	Courses offered	18 courses, 100 participants (85% decrease from 1999-2000)	

#### Users of Services

Residents, ratepayers, businesses and visitors to Greater Dandenong are all users of the services provided by the City of Greater Dandenong.

Services Provided	Usage Indicator	Actual Usage	Service Quality Guarantees
Walker St Gallery	Number of visitors Number of exhibitions	5,274 (28% increase from 1999-2000) 12 exhibitions (9% increase from 1999-2000)	We will ensure that a minimum of 10 exhibitions are held within Walker St Gallery annually. <b>100% Achieved</b>
<b>Heritage Hill</b>			
Exhibitions	Number of exhibitions	6 exhibitions (50% increase from 1999-2000)	We provide a minimum of two new exhibitions per year. <b>100% Achieved</b>
Tour guide provided for every tour	Number of bookings	6 bookings (65% decrease from 1999-2000)	We will offer a tour guide for every booked visit, (minimum 6 people). <b>100% Achieved</b>
Educational kits provided for school visitation	Number of groups	4 school groups (100% increase from 1999-2000)	We will provide all school groups with a tour guide and education kits. <b>100% Achieved</b>
Volunteer induction	Number of sessions	1 volunteer induction session (35% decrease from 1999-2000) 11 volunteers recruited	We will train volunteers who join the Heritage Hill team. <b>100% Achieved</b>
Gardens hire	Number of bookings	7 wedding photo bookings (56% decrease from 1999-2000) 6 wedding ceremony bookings (50% increase from 1999-2000) 3 other functions (Not reported in 1999-2000)	We will provide, with two weeks notice, a wedding attendant to ensure exclusivity of venue hire for every wedding ceremony and photographic session booked. <b>100% Achieved</b>
Access to the collection for research purposes	Number of requests	82 requests (583% increase from 1999-2000)	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. <b>100% Achieved</b>
Information on oral/local history	Number of requests	38 requests (38% decrease from 1999-2000)	
Outreach activities to the community through a program published in calendar of events	Number of events	19 public events held (Not reported in 1999-2000)	We will provide, upon request, a copy of our current brochures, catalogues, posters or annual calendar of events. <b>100% Achieved</b>
Calendar of events	Calendar produced	Calendar produced for January to December 2001 distributed in December 2000 (No change from 1999-2000)	

**Users of Services**

Residents, ratepayers, businesses and visitors to Greater Dandenong are all users of the services provided by the City of Greater Dandenong.

# Activity Summary

## City Services Continued...

Services Provided	Usage Indicator	Actual Usage	Service Quality Guarantees
<b>English Language and Literacy</b>			
Advice and referral	Number of assessment interviews	1,439 assessment interviews (27% increase from 1999-2000)	We will provide you with a referral to an appropriate English language/literacy service that meets your needs. <b>100% Achieved</b>
Open Learning Centres	Number of hours	19,815 hours (26% increase from 1999-2000)	All clients referred to our Open Learning Centres will be offered the opportunity to attend up to a maximum of 6 hours per week. <b>100% Achieved</b>
<b>City Life</b>			
Year 2000 Celebrations	Projects funded	9 projects	
<b>Physical Services</b>			
<b>Flying Squad</b>			
Urgent flood mitigation	Number of reported flooding incidents made safe	92 incidents (557% increase from 1999-2000)	Emergency public hazards will be inspected, 'made safe' or in some cases eliminated within one working day. <b>100% Achieved</b>
Emergency hazards	Number of hazards repaired	77 repairs completed (45% increase from 1999-2000)	
Urgent nature-strip reinstatements	Number of urgent reinstatements	65 completed (10% decrease from 1999-2000)	
Oil, glass or other spill on road made safe	Number of spills made safe	128 spills (7% decrease from 1999-2000)	
Emergency response to remove overhanging branches	Number of branches removed	84 branches (3% decrease from 1999-2000)	We will inspect all arboricultural requests relating to Council trees within 10 working days. <b>100% Achieved</b>
Urgent replacement of missing or damaged pit lid	Number of pit lids replaced	213 pit lids (4% decrease from 1999-2000)	
Urgent tree or tree branch removal	Number of trees and tree branches removed	1,136 removals (5% increase from 1999-2000)	
<b>Footpath Maintenance</b>			
Damaged crossings repaired	Number of repairs completed	48 repairs (9% increase from 1999-2000)	We will respond to all requests for inspections of vehicular crossings within two working days. <b>98% Achieved</b> Due to heavy workloads some delay was experienced.
Damaged kerb & channel repaired	Number of repairs completed	128 repairs (44% increase from 1999-2000)	We will inspect all footpath and kerb/channel requests lodged in writing or through Council's Action Management System within 10 working days. <b>100% Achieved</b>
Footpath reinstatements	Number of repairs completed	681 repairs (79% increase from 1999-2000)	

### Users of Services

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Services Provided	Usage Indicator	Actual Usage	Service Quality Guarantees
Footpath hazards made safe (falls, tripping)	Number of footpath hazards made safe	467 hazards made safe (13% increase from 1999-2000)	Emergency and public hazards will be inspected "made safe" or in some cases eliminated within 1 working day. <b>99% Achieved</b> Due to heavy workloads some delay was experienced.
Ramp/pram crossings installed	Number of crossings installed	17 crossings installed (26% less than in 1999-2000)	
<b>Street Tree Maintenance</b>			
Service authority requests	Advice provided and actioned within specified timeframes	62 requests actioned (41% increase from 1999-2000)	
Tree Inspections	Advice provided and actioned within 10 working days	1,806 inspections completed (19% increase from 1999-2000)	
Street trees or street tree branches removed	Advice provided and actioned within 24hrs	302 requests completed (24% decrease from 1999-2000)	Emergency and public hazards will be inspected "made safe" or in some cases eliminated within 1 working day. <b>97% Achieved</b> Due to heavy workloads some delay was experienced.
Street trees inspected	Advice provided and programmed	1,711 requests completed (13% increase from 1999-2000)	We will inspect all arboricultural requests relating to Council trees within 10 working days. <b>95% Achieved</b> Due to heavy workloads some delay was experienced.
<b>Roads and Drains</b>			
Drains	Number of drainage matters investigated	230 investigations (22% decrease from 1999-2000)	
Complaints Investigated	Action Management System (AMS) requests received	2,367 requests (9% decrease from 1999-2000)	
Drainage pits inspected and cleaned	Number of pits cleaned	14,619 pits cleaned (2% increase from 1999-2000)	
Potholes repaired	Square metres of bitumen laid	4,860 square metres laid (37% increase from 1999-2000)	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. <b>100% Achieved</b>
Asphalt edge repairs	Number of repairs	547 repairs (14% increase from 1999-2000)	

**Users of Services**

Residents, ratepayers, businesses and visitors to Greater Dandenong are all users of the services provided by the City of Greater Dandenong.

# Activity Summary

City Services Continued...

Services Provided	Usage Indicator	Actual Usage	Service Quality Guarantees
<b>Waste Services</b>			
Domestic garbage collection	Number of collections per week	44,399 collections (5% increase from 1999-2000)	We will offer a weekly garbage collection service to every residential household. <b>100% Achieved</b>
Domestic recycling collection	Number of collections per fortnight	44,963 collections (17% increase from 1999-2000)	We will provide every residential household with access to a green garbage bin and blue recycling bin. <b>100% Achieved</b>
	Tonnes of recycling collected per annum	10,560 tonnes collected (5% decrease from 1999-2000) - 7,325 tonnes recovered for recycling	We will offer a fortnightly recycling collection service to every residential household. <b>100% Achieved</b>
Hard waste collection	Tonnes of hard waste collected	1,784 tonnes collected (32% increase from 1999-2000)	We will offer an annual hard waste collection service to every residential household. <b>100% Achieved</b>
	Tonnes of hard waste recycled	300 tonnes recycled (2% increase from 1999-2000)	
Commercial waste collection	Number of services per week	1,905 services per week (1,103 customers) (21% decrease from 1999-2000)	
Waste disposal	Tonnes of domestic waste collected per annum	30,187 tonnes collected (3% decrease from 1999-2000)	
Green waste collection	Number of customers	1,046 customers (Not reported in 1999-2000)	

#### Users of Services

Residents, ratepayers, businesses and visitors to Greater Dandenong are all users of the services provided by the City of Greater Dandenong.

# Activity Summary

## Community Support

Pam Ford oversees the strategic development of the city. Planning for the infrastructure, transport, social, economic and community services are done by departments and business units within this group.

Services Provided	Usage Indicator	Actual Usage	Service Quality Guarantees
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### Infrastructure Planning

#### CIP Planning

City Improvement Program (CIP)	Number of applications	292 (50% decrease from 1999-2000 owing to revised application process)	We will make application forms available at customer service centres and by direct mail to major sporting clubs, welfare groups and community groups. <b>100% Achieved</b>
	Budget allocation to CIP	\$11 million (15% increase from 1999-2000)	

#### Recreation

Allocation of sporting venues	Number of club applications processed	89 applications (6% increase from 1999-2000)	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. <b>100% Achieved</b>
	Number of participants	8,673 participants (2% increase from 1999-2000)	
Training provided to sporting clubs	Number of training sessions	6 sessions (50% increase from 1999-2000)	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. <b>100% Achieved</b>
	Number of participants	116 participants (32% increase from 1999-2000)	
Facility Development Plans	Number of strategies developed	3 Strategy plans (Not reported in 1999-2000)	

#### Leisure and Open Space Planning

Reserves developed	Number of projects completed	42 Open Space Projects (163% increase from 1999-2000)	
Bike paths extended	Length of bike path constructed	10 kilometres constructed (400% increase from 1999-2000)	
Technical Advice	Number of strategies developed and presented to Council	2 strategies adopted (33% increase from 1999-2000)	
	Number of AMS requests completed	1,065 requests (5% increase from 1999-2000)	We will respond to all our customer's needs within agreed or required timelines. <b>100% Achieved</b>
Road improvements	Number of improvement projects	43 improvement projects completed (5% increase from 1999-2000)	

#### Users of Services

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# Activity Summary

## Community Support Continued...

Services Provided	Usage Indicator	Actual Usage	Service Quality Guarantees
<b>Leisure and Open Space Planning</b> continued...			
Public Lighting	Number of new lighting schemes and lights installed	12 new lighting schemes installed (14% decrease from 1999-2000) 92 new individual lights installed (22% increase from 1999-2000)	Emergency and public hazards will be inspected 'made safe' or in some cases eliminated within 1 working day. <b>99% Achieved</b> Due to heavy workloads some delay was experienced.
	Number of requests for street lighting investigated	77 requests investigated (21% decrease from 1999-2000)	
Engineering Advice	Advice provided	1,038 community enquiries resolved (26% increase from 1999-2000) 126 service authority enquiries processed (33% increase from 1999-2000) 8 subdivision plans checked (27% decrease from 1999-2000)	

### Urban and Environmental Planning

<b>Community Safety</b>			
Community Safety audits	Number of audits conducted	5 audits (No change from 1999-2000)	We will conduct community safety audits annually for business and community groups if requested. <b>100% Achieved</b>
Community Safety	Number of presentations	15 presentations (25% decrease from 1999-2000)	We will conduct safety presentations and workshops in the community on request. A minimum of 2 weeks notice is required. <b>100% Achieved</b>
Community Safety Program development	Number of programs developed	3 new programs <ul style="list-style-type: none"> <li>• Eyes on the Street</li> <li>• Home &amp; Street Safety Kit</li> <li>• Secure Seniors</li> </ul>	
Community Safety documents published	Number published	5 documents published and distributed <ul style="list-style-type: none"> <li>• Our Achievements No. 2</li> <li>• Eyes on the Street &amp; Home &amp; Street Safety checklist</li> <li>• Twelve Monthly Community Safety Action Plan</li> <li>• Updated 5 year plan</li> </ul>	We will make copies of all of our Community Safety publications available at our three Customer Service Centres. <b>100% Achieved</b>

### Economic Development Unit

Support for existing businesses	Number of businesses interviewed by appointment	333 businesses (11% increase from 1999-2000)
	Number of in-office interviews with businesses	269 interviews (10% increase from 1999-2000)

#### Users of Services

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Services Provided	Usage Indicator	Actual Usage	Service Quality Guarantees
	Workshops and training programs conducted	5 programs (74% decrease from 1999-2000 but included 3 programs of 6 separate units each)	
	Referrals to other business services providers	675 referrals (5% decrease from 1999-2000)	
Business investment attracted and facilitated (new and existing businesses)	Number of projects facilitated	24 projects (8% decrease from 1999-2000)	We will offer project management assistance, including fast tracking of development approvals, for all new capital investment projects \$1m and over. <b>100% Achieved</b>
	Value of projects facilitated	\$141.3million (98% increase from 1999-2000)	
	New jobs created, or jobs retained through projects facilitated	1,129 new jobs opportunities (334% increase from 1999-2000) 198 jobs retained (31% increase from 1999-2000)	
Information provided to the business community	Retail newsletter published Industrial newsletter published	4 editions (No change from 1999-2000) 4 editions (No change from 1999-2000)	We will publish and distribute two publications, the 'Economic Development Review' and 'Greater Dandy Trader' four times yearly. <b>100% Achieved</b>
	Promotional displays	3 displays (63% decrease from 1999-2000)	
	Media opportunities initiated	10 media opportunities initiated (63% decrease from 1999-2000)	

## Community Planning

### Diversity

Multilingual telephone line (Council Contact)	Number of Council Contact users	2,809 calls (11% increase from 1999-2000)	
Promote Aboriginal Issues	Number of events held	5 events co-ordinated	

### History and Heritage

Celebrate History and Heritage	Number of heritage events and projects	6 Federation projects completed (Not reported in 1999-2000) 24 Living Treasures honoured via civic functions, exhibit and publication.	
Productive relationship with the community	Number of community organisations and steering committees supported	4 organisations supported (Dandenong and Springvale Historical Societies, South Eastern Historical Association, Dandenong Agricultural and Pastoral Society)	

### Users of Services

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# Activity Summary

Community Support Continued...

Services Provided	Usage Indicator	Actual Usage	Service Quality Guarantees
<b>Community Development</b>			
Maintain and develop strong community partnerships	Number of visits to cluster organisations	10 visits conducted (Not reported in 1999-2000)	We will visit each community centre, community house and neighbourhood house within the cluster at least once per year. <b>100% Achieved</b>
Strong community partnerships maintained and developed	Number of visits	60 visits to community organisations conducted (Not reported in 1999-2000)	We will maintain a regular schedule of visits to other community groups and organisations. <b>100% Achieved</b>
	Open House gatherings provided	6 gatherings (Not reported in 1999-2000)	We will convene six Open House type gatherings per year. <b>100% Achieved</b>
Training and skills development	Number of training sessions	10 training sessions delivered (Not reported in 1999-2000)	We will offer a minimum of 4 training workshops per year, the theme of which to be decided upon in consultation with providers, and conduct formal evaluations after each training workshop and provides analysis of the results. <b>100% Achieved</b>
<b>Cultural Planning</b>			
Technical advice	Number of frameworks developed and presented to Council	1 framework (Not reported in 1999-2000)	
	Major projects supported	Town Hall Performing Arts Centre redevelopment supported	
Public art projects	Number of projects completed	1 public art project completed: <ul style="list-style-type: none"> <li>• Springvale South Shopping Centre Art and Environmental Project</li> </ul>	

## Users of Services

Residents, ratepayers, businesses and visitors to Greater Dandenong are all users of the services provided by the City of Greater Dandenong.

Services Provided	Usage Indicator	Actual Usage	Service Quality Guarantees
<b>Community Grants</b>			
Administration of Community Grants Program	Number of applications received	369 applications received (17% decrease from 1999-2000)	We will call for applications once a year in March. Council will advise the results of application in July. <b>100% Achieved</b>
	Number of successful applications	185 applications received funding (6% increase on 1999-2000)	We will ensure that the dates when applications are open are advertised in Council's community newsletter, Council's newspaper column and through direct mail out to grant applicants from previous year. <b>100% Achieved</b>
Administration of Occasional Grants Program	Number of applications received	164 applications received (Not reported in 1999-2000)	We will acknowledge receipt of all grant applications within five working days of the close of applications. <b>100% Achieved</b>
	Number of successful applications	134 applications received for funding to the value of \$49,385 (Not reported in 1999-2000)	We will inform applicants of the result of their application within five working days of the Council Meeting at which their grant or donation was considered. <b>100% Achieved</b>

**Users of Services**

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# Risk Management

The council is committed to the management of risks throughout its operations in respect of its exposure to financial, contractual, physical, environmental and legal liability risks as well as damage to property.

This is managed through the Risk Management Unit which oversees the council's insurance program, self-funding of claims and risk

financing, mitigation of risk across the organisation and the existence of an appropriate risk management culture.

Risk management procedures are in accordance with the requirements under the 'Local Government Act 1989' and are based on the Australian Standard AS/NZS 4360:1999.

# National Competition Policy (NCP)

The City of Greater Dandenong is a party to the '1995 Competition Policy Agreements' with the Victorian Government and all other Australian governments. The council has implemented the appropriate sections of the agreements during 2000-2001, as set out below:

## **Competition Code**

The council has maintained a Trade Practices compliance program during 2000-2001 to raise awareness of conduct that is prohibited as anti-competitive under the 'Trade Practices Act 1974' and to promote behaviour that complies with the code.

No complaints were received about the council's trade practices.

## **Competitive Neutrality (CN)**

Council fees and charges have been reviewed, applying NCP principles.

In the course of the year, a complaint was received regarding prices charged at two Council-owned sporting facilities. They were Dandenong Oasis Leisure Centre and

Springers Leisure Centre. The contract under which the Oasis is managed pre-dates NCP and is therefore exempt. The complaint regarding Springers was investigated. As part of the investigation, the Competitive Neutrality Complaints Unit (CNCU) was consulted. The CNCU is an independent unit established in accordance with the State Government's obligations under NCP. It operates within the Department of Treasury and Finance.

It was found that the complaint was not sustained and the complainant was advised of the outcome of the investigation.

## **Legislative Review**

Greater Dandenong's Local Laws were extensively reviewed in 1998-1999. In 2000-2001, any new Local Laws, or amendments to existing Local Laws were reviewed to ensure they did not restrict competition (unless the restriction could be shown to be in the public interest) and thereby conflict with National Competition Policy.



# Local Laws

<b>No. 1 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 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 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	Planning
Division 17	Spray on Roads
Division 18	General Provisions
<b>No. 4 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



# Freedom of Information

## **Freedom of Information**

The City of Greater Dandenong has been subject to the provisions of the 'Freedom of Information Act' since 1994. The Act gives individuals and organisations a general right of access to information held by the council unless there is a specific reason why the information should be exempt from public release (e.g. documents affecting the privacy of a person). The Act also provides a right of appeal in relation to decisions to refuse access to information made by the council regarding Freedom of Information requests.

The council processed 23 applications under the Freedom of Information Act during the 2000-2001 year.

To make a request under the 'Freedom of Information Act' to the City of Greater Dandenong, write to:

**Freedom of Information Officer**  
City of Greater Dandenong  
PO Box 200  
Springvale 3171

A fee of \$20 should accompany the request, which must be in writing. All requests should contain sufficient details about the relevant documents to enable them to be identified, and should also include the applicant's address and contact details. Information about the subject and the approximate date of the document(s) sought should be indicated, if known.

Where a request does not provide the necessary information to identify the document(s) requested, we will help you make a request, which will aid in identifying the document(s).

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' you should contact the council's Freedom of Information Officer on 9239 5100 or email [council@cgd.vic.gov.au](mailto:council@cgd.vic.gov.au).

## **Information Available for Inspection**

Information available includes:

- 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.
- 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 twelve 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 that have been closed to members of the public under section 90 of the Act.
- A list of all major committees established by the council and the purpose for which each committee was established.
- A list of all major committees established by the 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 that have been closed to members of the public under section 89 of the Act.
- Application for enrolment on the voters' roll under section 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. The Council Business Department holds a register of these.

To inspect any of the above information, please contact the Council Business Department on 9239 5309.



# Equal Employment Opportunity

During 2000-2001 the City of Greater Dandenong further strengthened its position as a local government leader in the implementation of equal employment opportunity (EEO) principles and practices in a number of areas. These include:

## Leave

- Paid maternity leave increased to 13 weeks under the Council's EBA 2000

## Training

- Diversity Awareness training was conducted by Maria Dimopoulos for approximately 145 staff including front-line staff, officers and team leaders/managers
- Disability Awareness training was conducted by Stella Koritsas for approximately 55 staff, including Library, HL Williams Court and Customer Service staff
- Specialist training in the following areas was provided by the Diversity Unit to a number of Business units: Use of an Interpreter-VITS, TTY/National relay service for the hearing impaired
- Access to Built Environment training was provided to engineers/planners. Approximately 25 staff undertook this training
- Diversity training was incorporated into the induction program

## Communication

- EEO Committee members conducted a series of employee briefings at Business Unit Meetings to raise awareness of EEO issues
- In the City of Greater Dandenong Intranet Employee Newsletter, 'WebStar News' a number of articles appeared covering a range of case studies to demonstrate the benefits of sound EEO management
- Communication strategies were developed to inform the organisation about all aspects of EEO legislation

## Complaints and Grievances

- Two complaints were received during 2000-2001. Following internal investigation, both of the complaints have been satisfactorily resolved
- Both formal complaints were referred to external agencies

## Research

- Review of options for implementation of flexitime provisions to assist staff with family responsibilities
- Develop a Code of Practice for diverse faith obligations and same sex partners

## Priorities for 2001-2002

- 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 and establish the benefits to employees in relation to a number of work and family issues including child care, out of school hours care, elder care, keeping in touch scheme and staff loan scheme
- Implement a range of work and family initiatives identified by the staff survey to assist employees to balance their work and family responsibilities
- Conduct research into employee awareness and benefits of HR policies and highlight these to employees
- Ensure access to training for part-time employees
- 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
- Include an EEO checklist in specifications for the council's standard contract specifications, conduct EEO training for all external contractors and undertake EEO compliance monitoring of the same

# Community Grants & Donations Program

The City of Greater Dandenong's Community Grants and Donations Program is one of the largest in Victoria. It provides opportunities for the council and local community to work in partnership for the benefit of Greater Dandenong. This is done by providing cash assistance to community groups and individuals to undertake projects and activities in the city. Applications are made for a financial year and are assessed by staff and Councillors. There is no minimum or maximum grant.

Application	Total
'Amigos De America'	\$1,530
Afghan Australian Association of Vic Inc	\$2,500
Afghan Australian Welfare Association	\$2,500
Alcoholics Anonymous (1)	\$1,820
Alcoholics Anonymous (2)	\$1,820
Alcoholics Anonymous (3)	\$1,820
Alcoholics Anonymous (4)	\$1,560
Alcoholics Anonymous (5)	\$1,560
Anglo-Indian Australasian Association of Victoria Inc	\$1,820
Argentinian Social Circle	\$4,090
Arthritis Water Exercise Program (for members of Springvale Arthritis & Dandenong Arthritis Support Groups)	\$500
Australia Ceylon Fellowship Inc (ACF Inc)	\$986
Australia Sri Lanka Welfare Guild Inc	\$3,695
Australian Albanian Community	\$3,000
Australian Plants Society (Heathland Group Inc formerly the Society for Growing Australian Plants)	\$450
Bosnia-Herzegovina Islamic Society Noble Park	\$3,081
Bosnian Choir "Behar" Inc	\$1,150
Burden Park Tennis Club	\$1,000
Cambodian Association of Victoria (CAV) Youth Group	\$1,000
Cambodian Association of Victoria (CAV) Youth Group	\$2,000
Cambodian Association of Victoria Inc	\$28,150
Cambodian Association of Victoria Inc	\$3,000
Cambodian Elderly Citizens' Association	\$1,000
Cambodian Women's Group	\$1,000
Carwatha Community Centre Inc	\$7,000
Casey Cardinia Community Legal Service Inc	\$4,004
Chandler Community Centre	\$8,000
Chandler Secondary College	\$1,000
Christian Resource Centre, Heatherton (CRCH)	\$20,000
City of Greater Dandenong - Occasional Grant	\$55,000
City of Greater Dandenong - Drug Prevention and Harm Minimisation	\$50,000
City of Greater Dandenong - Children and Family Services	\$18,000
City of Greater Dandenong - Anger Management for Men	\$10,000
City of Greater Dandenong Band Incorporated	\$4,000
City of Greater Dandenong District Scout Association	\$5,000
City of Greater Dandenong Cluster of Community Centres/Neighbourhood Houses	\$1,000
Combined Pensioners Association	\$1,790
Coomoora Community Centre	\$5,000
Country Women's Association, Springvale Branch	\$1,560
Country Women's Association, Dandenong	\$7,380
Cuscatlan Sporting Social and Cultural Club Inc	\$1,050
Dandenong & District Benevolent Society Inc	\$15,000
Dandenong & District Historical Society Inc	\$8,600
Dandenong & District Toy Library	\$6,400
Dandenong & Endeavour Hills Club, de los Abuelos:ITALO-SPANISH Inc	\$13,544
Dandenong Agricultural and Pastoral Society Inc	\$8,500
Dandenong Bridge Club	\$1,000
Dandenong Choral Society Inc	\$1,810
Dandenong Community Advisory Bureau Inc	\$89,825

Application	Total
Dandenong Community Health Service Southern Health Care Network	\$27,500
Dandenong Community Health Service Southern Health Care Network	\$70,000
Dandenong Community Health Service Southern Health Care Network	\$6,500
Dandenong Day Nursery	\$1,500
Dandenong Dutch Senior Club Incorporated	\$4,000
Dandenong Eisteddfod of Dance	\$12,900
Dandenong Festival of Music and Art for Youth Inc	\$31,000
Dandenong Festival of Music and Art for Youth Inc	\$7,000
Dandenong Hospital	\$1,000
Dandenong Housewives Club Inc	\$900
Dandenong Neighbourhood House Inc	\$20,400
Dandenong Neighbourhood House Inc	\$14,000
Dandenong North Youth Club Inc	\$500
Dandenong Red-Cross Unit	\$1,800
Dandenong Retail Traders Association	\$2,000
Dandenong Retail Traders Association	\$3,000
Dandenong Roller Hockey Club	\$2,500
Dandenong Schools Arts Extravaganza	\$2,000
Dandenong Senior Citizen Club	\$13,440
Dandenong Softball Association Inc	\$1,000
Dandenong Valley Guides	\$5,000
Dandenong West Community Safety House Committee	\$200
Dandenong West Community Safety House Committee	\$500
Eastern Regions Mental Health Association	\$5,000
Elderly Italian Friendship Club Inc	\$6,720
Fine Words Writers Inc	\$1,000
Francoise Babet Leukaemia Foundation Inc	\$2,683
Greater Dandenong Australia Day Committee Inc	\$18,000
Greater Dandenong Chamber of Business and Industry	\$6,000
Greater Dandenong Chamber of Business and Industry	\$6,000
Greater Dandenong Children's Services Association	\$7,500
Greater Dandenong Children's Services Association	\$5,500
Greek Community Springvale & Districts	\$3,336
Greek Orthodox Community of Dandenong Elderly Citizens Club	\$5,724
Greek Welfare Centre	\$5,000
Hungarian Senior Citizens Club of Greater Dandenong	\$6,216
Indo-China Refugee Association	\$2,000
Interchange Westernport	\$4,000
Interfaith Coordinator School Tours of Places of Worship (Interfaith Network City of Greater Dandenong)	\$4,000
Jan Wilson Community Centre Inc	\$5,000
Jan Wilson Community Centre Inc	\$19,500
Keysborough & District Senior Citizens Club	\$5,100
Keysborough Freedom Club Co-Op Ltd	\$2,500
Keysborough Learning Centre	\$25,500
Keysborough Learning Centre	\$8,000
Keysborough Turkish Islamic - Cultural Centre	\$4,086
Khmer Augkov Dance Group	\$1,160
Khmer Community of Victoria Inc	\$4,000
Khmer Fine Art of Victoria	\$1,525

# Community Grants & Donations Program

Continued...

Application	Total
Lamezia Terme Club of Dandenong	\$600
Latin American Association of Community Development and Welfare Services Inc (PRODELA) on behalf of Latinos Unidos Spanish Speaking Senior Citizens Group	\$3,538
Latin American Association of Community Development and Welfare Services Inc (PRODELA)	\$630
Life Activities Club Dandenong	\$4,536
Lions Club of Dandenong Inc	\$7,000
Lions Club of Noble Park/Keysborough Inc	\$5,000
Local Churches Urban Mission Inc	\$5,000
Lunches for Kids	\$6,245
Maltese Seniors South Eastern Suburbs	\$2,580
Mills Reserve Hockey Group Inc. (MRHG)	\$12,150
Multicultural Primetimers Inc	\$6,840
Multicultural Primetimers Inc	\$3,160
Napoli Family Club	\$11,782
Noble Park Chamber of Commerce and Industry Inc	\$1,250
Noble Park Chamber of Commerce and Industry Inc	\$2,136
Noble Park Chamber of Commerce and Industry Inc	\$6,200
Noble Park Community Centre Inc	\$17,500
Noble Park Country Women's Association	\$1,000
Noble Park Drop in Centre, A Sub Group of Noble Park Senior Citizens Centre	\$8,760
Noble Park Drug Action Committee	\$1,200
Noble Park Fire Brigade	\$999
Noble Park Italian Elderly Citizens Club	\$8,316
Noble Park Legacy Widows Club	\$1,350
Noble Park Public Hall Trust	\$10,000
Noble Park RSL Sub Branch Inc Welfare	\$2,500
Noble Park Senior Citizens' Centre	\$5,040
Noble Park Special Developmental School	\$793
North Dandenong Senior Citizen Club	\$20,820
Polish Senior Citizens Club	\$1,925
Refugee Week Event	\$1,335
Returned & Services League of Australia	\$300
Rotary Club of Dandenong	\$22,000
Rotary Club of Dandenong Central	\$10,000
Rotary Club of Noble Park	\$8,000
South East Palliative Care Ltd	\$15,000
South Eastern Region Migrant Resource Centre	\$5,000
South Eastern Region Migrant Resource Centre	\$5,502
South Eastern Region Migrant Resource Centre	\$2,637
South Eastern Region Polio Support Group	\$360
Southern Cross Victoria Aged Care, Springvale South Hostel Support Group	\$1,000
Southern Rainbows - Royal Children's Hospital Auxiliary	\$594
Springers Indoor Bias Bowls Club	\$950
Springvale Alevi Cultural Centre	\$2,000
Springvale Arthritis Self Help Group Inc	\$3,316
Springvale Asian Business Association Inc (SABA)	\$11,000
Springvale Benevolent Society	\$8,430
Springvale Bicentennial Youth Music Association (SBYMA) Inc	\$11,750
Springvale Combined Pensioners and Superannuants Association of Victoria Inc	\$5,578

<b>Application</b>	<b>Total</b>
Springvale Community Aid & Advice Bureau Inc	\$147,060
Springvale Community Centre Inc	\$20,080
Springvale Community Health Service Southern Health Care Network	\$35,070
Springvale Croquet Club Inc	\$4,500
Springvale Croquet Club Inc	\$5,000
Springvale Ethnic Chinese Elderly Caring Friendship Association Inc	\$1,000
Springvale Festival of Dance Inc	\$700
Springvale Indo-Chinese Mutual Assistance Association (SICMAA)	\$2,875
Springvale Italian Senior Citizens Club	\$1,400
Springvale Monash Legal Service Inc (SMLS)	\$11,000
Springvale Neighbourhood House	\$40,000
Springvale Neighbourhood House	\$44,263
Springvale North Drop-In Centre	\$11,020
Springvale R.S.L. Sub Branch Inc	\$600
Springvale Secondary College	\$2,000
Springvale Senior Citizens' Club	\$3,940
Springvale South Playgroup	\$823
Springvale South Primary School	\$910
Springvale Toy Library Inc	\$7,440
Springvale Toy Library Inc	\$1,750
Springvale Traders Association & Communities Inc	\$2,000
Springvale/Dandenong Bicycle Users Group	\$576
St John Ambulance Australia (Vic) Greater Dandenong Combined Division	\$1,700
St John Ambulance Australia (Vic) Greater Dandenong Combined Division	\$10,000
St John of Kronstadt Russian Welfare Society Inc	\$700
St John of Kronstadt Russian Welfare Society Inc	\$1,490
St. Vincent De Paul Society	\$15,000
Sudanese Community Association of Australia Inc	\$730
The Combined Probus Club of Sandown Inc	\$1,435
The Dandenong Performers Club	\$1,000
The Mauritian Golden Age Club	\$3,360
The Selimiye Foundation Ltd	\$2,000
The Victorian Road Accident Support Association Inc (VRASA)	\$720
Trewint Day Therapy Centre	\$6,720
Urban Colours	\$2,588
Victoria Police / Dandenong Boxing Club Inc	\$14,000
Victoria State Emergency Service	\$52,870
Victorian Tamil Cultural Association Inc	\$2,000
VN Soccer Club Springvale Inc	\$2,425
Wallarano Primary School Council	\$13,650
We Care Community Services	\$2,000
Wellsprings	\$25,000
Westernport Drug & Alcohol Service	\$8,000
Willow Lodge Social Club	\$1,000
Willow Lodge Social Club	\$1,000
Windana Society Inc	\$20,800
Youth Assist Inc (VisyCares Centre)	\$35,000
<b>Total</b>	<b>\$1,649,315</b>

# Major CapitalWorks

Project Location	Project Description	2000-2001 Expenditure
Civil		
Thomas and Walker Streets	1) Multideck carpark upgrade, includes lighting (both sites) 2) The erection of swipe card operated boom gate facilities at the Walker Street carpark	\$40,461
Municipal wide	Drain pit lid replacement program	\$65,621
Municipal wide	Upgrade existing drainage network	\$92,350
Municipal wide	Footpath renewal program	\$304,033
Lonsdale Street	Reconfigure service road east side, north of Clow Street	\$177,356
Taylor's Road and Abbotts Road intersection	Service relocation and land acquisition	\$190,780
Palm Plaza	Replace 30 inground uprights under palm trees in stages	\$43,859
Westall Road	Heatherton Road to Centre Road (cost shared)	\$71,500
Balmoral Avenue local area traffic management (LATM)	Continuation of works commenced in 1998	\$51,682
McFees Road/Carlton Road LATM	Implementation of traffic management devices	\$14,074
Smith Road LATM	Commence installation of traffic management devices	\$55,497
Kingsclere Avenue LATM	Install a number of traffic management devices on roads or at intersections	\$62,165
Cheltenham Road east of Stanley Road	Installation of signalised pedestrian crossing	\$140,000
Lonsdale Street - east side between Clow Street and Foster Street	Remove and replace trees on the east side of Lonsdale Street	\$148,149
Municipal wide	Neighbourhood Shopping Centre Improvement Program 1) Springvale South Shopping Centre 2) Chandler Shopping Centre 3) Heatherton Rd Shops 4) Noble Park east 5) Railway Parade Shopping Centre 6) Menzies Avenue Shopping Centre 7) Ingrid Street Shopping Centre	\$125,030
Douglas Street	Streetscape works including paving, lighting, bins, seats, tree planting	\$37,175
Springvale Road, Windsor Avenue to Queens Avenue	Streetscape improvements	\$296,922
Municipal wide	Pavement evaluation program	\$15,665
Eve Court	Road pavement reconstruction	\$3,814
Langhorne Street, Foster Street to Walker Street	Road pavement reconstruction	\$67,876
Abbotts Road, Gaine Court to Railway line	New works	\$365,877



Project Location	Project Description	2000-2001 Expenditure
Burden Street	Road pavement reconstruction	\$161,562
Thomas Street, Walker Street to Foster Street	Road pavement reconstruction	\$77,479
Phillip Avenue	Road pavement reconstruction	\$11,385
Charles Avenue	Road pavement reconstruction	\$11,370
Clarke Road, Springvale Road to Spring Road	Road pavement reconstruction	\$616,851
Scott Street, Thomas Street to Lonsdale Street	Road pavement rehabilitation	\$35,190
Kingsclere Avenue	Road pavement rehabilitation	\$154,466
Hammond Road, Dalgety Street to Heart Street	Road pavement rehabilitation	\$43,852
Wallarano Drive, Buckley Street to Corrigan Road	Road pavement reseal	\$24,611
Greenpatch Road and Holmestead Road	Road pavement resurfacing	\$72,826
<b>Total</b>		<b>\$4,964,509</b>

### Facilities

Municipal wide	Upgrade sports pavilion kitchens (13) to Health Department standards	\$90,735
Shepley Oval - Dandenong Park	Upgrade canteen facilities	\$69,153
Dandenong Oasis Mills Reserve - Cnr Heatherton Road and Cleeland Street	Building upgrade	\$104,602
Burden Park - Cnr Heatherton Road and Olympic Avenue	Upgrade and refurbish existing toilets in the sports pavilion	\$13,605
Municipal wide	Cyclical Building Maintenance Program, council buildings	\$209,897
Municipal wide	Building upgrade for disabled access	\$111,792
Springvale and Dandenong computer rooms	CGD Disaster recovery plan for electronic data	\$35,323
Main offices, plus selected remote offices	PC Replacement Program	\$193,627
McFees Road Maternal and Child Health Centre	Construction of carpark	\$19,257
Greater Dandenong Library service	4 year program for the purchase of library materials	\$508,524
Dandenong CBD	Replacement of parking meters	\$326,211
<b>Total</b>		<b>\$3,247,802</b>

# Major Capital Works

Continued...

Project Location	Project Description	2000-2001 Expenditure
<b>Open Space Environment</b>		
Central area of Dandenong on council-owned land.	Supply and install skateboard ramp facility	\$10,797
Municipal wide	Stage 1 of a 5 year program, supply and install advanced trees at sporting facilities 1. George Andrews Reserve 2. Wachter Reserve 3. Turner Reserve 4. Barry Powell Reserve 5. Booth Reserve 6. Carroll Reserve	\$43,110
Tirhatuan Park	Review and implement masterplan, additional landscaping works	\$90,033
Municipal wide	Avenue planting along Princes Highway and city gateways 1. Princes Highway - total length 2. Dandenong Frankston Road - south of Greens Road 3. Springvale Road - south of Cheltenham Road	\$100,875
Edinburgh Reserve	Install new playground equipment	\$60,280
Keysborough Reserve	Install new playground equipment	\$61,700
Ross Reserve	Reinstatement of athletics track, installation of drinking fountain	\$102,301
<b>Total</b>		<b>\$1,004,205</b>

# Management Comment on the Financial Report

## OVERVIEW

The City of Greater Dandenong achieved an operating surplus before depreciation of \$10.8M compared to \$9.8M in 1999-2000. Depreciation for 2000-2001 was \$14.2M (\$12.6M in 1999-2000), giving a deficit after depreciation of \$3.4M (deficit of \$2.8M in 1999-2000 before abnormal items).

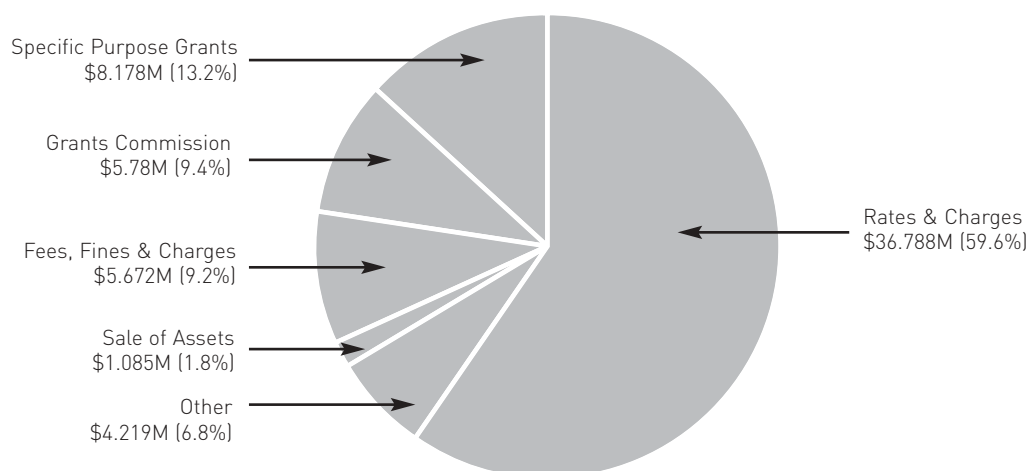
Depreciation (which recognises the decrease in value of assets due to wear and tear) is based on asset values and their useful lives. The increased depreciation resulted from the increase in asset values of \$207M from the revaluation of assets carried out as at 1 January 2000. The main increases were in roads (\$114.7M), buildings (\$24.4M), drainage (\$38.9M) and footpaths (\$18.3M).

The operating deficit of \$3.4M compares against a budgeted surplus of \$10.1M. The difference between the budgeted operating surplus and the actual result was caused mainly by:

- Increased depreciation (\$5.3M) resulting from the revaluation of assets
- Non receipt of government grant (\$5.0M) towards the refurbishment of the Dandenong Performing Arts Centre (deferred to 2001-2002), and
- Deferment of the sale of Dandenong stockyards which was budgeted to realise a profit of \$5.0M.

## REVENUE

The council's revenue for 2000-2001 was \$61.7M (\$56.7M excluding abnormal revenue in 1999-2000) including rate and charges revenue (\$36.8M), government grants (\$14.0M) and fees and charges (\$5.7M).



### Rate Revenue (including waste collection charges)

General rate revenue is based on the Capital Improved Value of properties and a "rate in the dollar" applied against each category of property. Waste collection charges are based on the number of bins and frequency of collections. The council's rate revenue for the year was in line with budget expectations.

### Grants

Grants revenue comprises a General Purpose Grant of \$5.8M, which included an untied Road Funding Grant of \$0.9M. The balance of Grants revenue of \$8.2M 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 the funds allocated by council from other sources of revenue.

### Fees charges and Fines

Revenue from these sources was \$5.7M for the year (\$4.5M in 1999-2000). The major sources of revenue are:

Hire of council facilities	\$0.8M
Local law and other enforcement	\$1.5M
Statutory and other fees (Community services, building permits, animal registrations etc.)	\$3.4M

### Other Income

The major item of income included in this category is the revenue from the Dandenong Produce Market (\$1.9M).

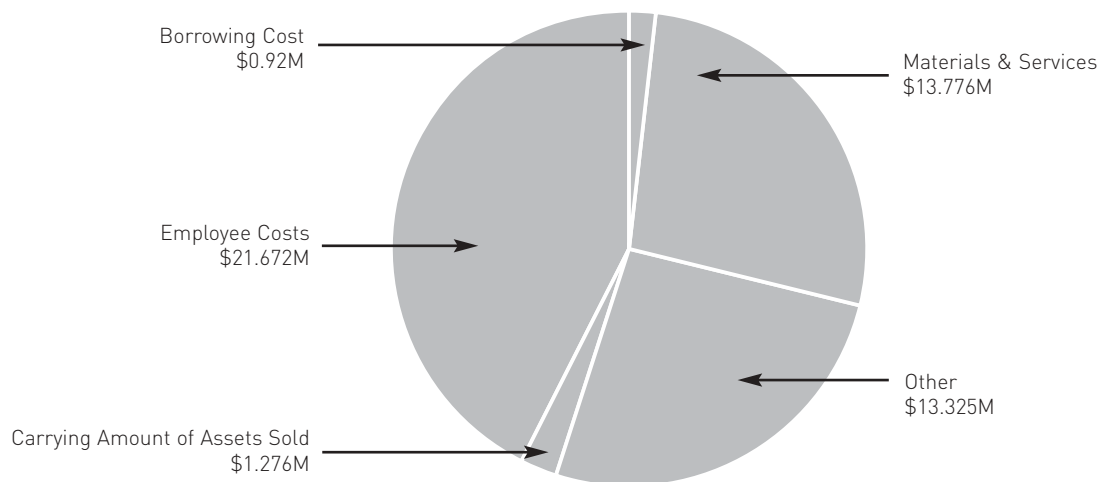
# Management Comment on the Financial Report

Continued...

## RECURRENT EXPENDITURE

Total recurrent expenditure for 2000-2001 excluding depreciation was \$51.0M (47.0M in 1999-2000). This includes \$1.5M of increased community service initiatives that were funded through government grants.

The major items of expenditure are depicted in the graph:



### Employee Costs (\$21.7M)

Salaries costs include salary on-costs such as WorkCover premium, provision for Long Service Leave entitlements and the council's superannuation contributions on behalf of employees. The first salary increase from the Enterprise Bargain Agreement (EBA) of 5% came into effect on 1 November, resulting in an increase of \$0.6M. The council also absorbed the increase in Workcover premiums of around \$0.5M compared to the previous year.

### Materials & Services (\$13.8M)

Included in this category are the following major external costs relating to:

Waste collection and disposal	\$4.0M
Home and Community Care	\$2.3M
Street lighting	\$1.1M
Building and fleet maintenance	\$1.6M

### Other Expenses (\$13.3M)

Other expenses comprise a large spread of expenditure including contractors/consultants (\$3.5M), grants to various community bodies (\$1.6M), utilities such as telephone, electricity and gas (\$1.5M), Information Management (\$0.5M), and Risk Management (\$0.7M).

### Depreciation (\$14.2M)

The depreciation expense increased from 1 January 2000 following the revaluation of the council's assets. The full year effect of the revaluation increase in assets and new investments made during the year resulted in depreciation increasing by \$1.6M compared to 1999-2000. (1999-2000 figures for comparison purposes excludes depreciation adjustments made to prior years of \$15.2M).

## CASH FLOW

The council's prudent cash flow management strategies have enabled it to meet its loan repayment obligations and make substantial investments in infrastructure assets. Council's operations generated a cash surplus of \$11.7M, with a further \$1.0M being realised from sale of assets. The council repaid \$2.8M of its loans and invested \$9.2M in infrastructure assets.

## COUNCIL'S FINANCIAL POSITION

The council's financial position has remained stable compared to last year. The net worth of council at 30 June 2001 was \$594.7M, made up of the following assets and liabilities:

### Council's assets (what council owns) comprise:

	\$M	%
Roads	185	29.9
Drainage	84	13.6
Bridges	8	1.3
Land	183	29.6
Buildings	102	16.5
Footpaths & Bike Paths	28	4.5
Plant, Furniture, Playground Equipment	14	2.3
Capital Works in Progress	2	0.4
Cash and Investments	5	0.8
Receivables & Other	7	1.1
	<b>618</b>	<b>100.0</b>

### Council's Liabilities (what council owes) comprise:

Borrowing	11	47.8
Creditors	6	26.1
Employee Entitlements	6	26.1
	<b>23</b>	<b>100.0</b>

The difference between the assets and liabilities of \$595M is the net worth of the Council to its ratepayers and community.

Note:- The above financial report summary 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.

# Financial Report Year Ended 30 June 2001

## Contents

### **Financial Report for the Year Ended 30 June 2001**

Statement of Financial Performance .....	77
Statement of Financial Position .....	78
Statement of Changes in Equity .....	79
Statement of Cash Flows .....	80

### **Notes to and forming part of the Financial Report**

1. Summary of Significant Accounting Policies .....	81
2. Functions and Activities .....	85
3. Revenues .....	87
4. Expenses .....	88
5. Current Assets .....	89
6. Non-Current Assets .....	90
7. Current Liabilities .....	94
8. Non-Current Liabilities .....	94
9. Reserves .....	95
10. Financing Facilities .....	95
11. Commitments and Contingencies .....	96
12. Financial Instruments .....	97
13. Superannuation .....	100
14. Contingent Liabilities .....	100
15. Related Party Transactions .....	101
16. Disclosures Required By The Local Government Act 1989 .....	102
17. Notes to the Statement of Cash Flows .....	103
18. Financial Ratios .....	104
Certification of the Financial Report .....	105
Auditor - General's Report on Financial Report .....	106

# Statement of Financial Performance

for the year ended 30 June 2001

	Note	2001 \$'000	2000 \$'000
<b>Revenues from Ordinary Activities</b>			
<b>Revenue from Operating Activities</b>			
Rates	3.1	36,788	33,592
Government Grants	3.2,3.3	13,958	11,622
Fees, Charges and Fines	3.4	5,672	4,524
Contributions		317	641
Interest		704	911
Other	3.6	3,198	5,236
<b>Revenue from outside Operating Activities</b>			
Proceeds from Sale of Assets	3.5	1,085	1,381
<b>Total Revenues</b>		<b>61,722</b>	<b>57,907</b>
<b>Expenses</b>			
Employee Costs	4.1	21,672	19,421
Materials and Services	4.2	13,776	14,504
Depreciation	4.3	14,161	27,782
Other	4.4	13,325	10,916
Borrowing Costs	4.5	920	1,140
Carrying Amount of Assets Sold and written off	3.5	1,276	987
Write-off of Assets	4.6	-	7,563
<b>Total Expenses</b>		<b>65,130</b>	<b>82,313</b>
<b>Deficit for the Year</b>		<b>(3,408)</b>	<b>(24,406)</b>
Net Increase in Asset Revaluation Reserve		-	207,308
<b>Total Changes in Equity other than those Relating to Ratepayers as Owners</b>		<b>(3,408)</b>	<b>182,902</b>

# Statement of Financial Position

as at 30 June 2001

	Note	2001 \$'000	2000 \$'000
<b>Assets</b>			
<b>Current Assets</b>			
Cash Assets	5.1	5,179	6,392
Receivables	5.2	7,016	5,588
Property Held for Resale	5.3	6,697	7,781
Other	5.4	166	246
<b>Total Current Assets</b>		<b>19,058</b>	<b>20,007</b>
<b>Non-Current Assets</b>			
Property, Plant and Equipment	1.2, 1.3, 6	599,025	602,144
<b>Total Non-Current Assets</b>		<b>599,025</b>	<b>602,144</b>
<b>Total Assets</b>		<b>618,083</b>	<b>622,151</b>
<b>Liabilities</b>			
<b>Current Liabilities</b>			
Payables	7.1	5,529	3,900
Employee Entitlements	7.2	3,260	3,020
Trust Monies	7.3	559	583
Interest-bearing liabilities	12	3,011	2,825
<b>Total Current Liabilities</b>		<b>12,359</b>	<b>10,328</b>
<b>Non-Current Liabilities</b>			
Employee Entitlements	8	2,528	2,208
Interest-bearing liabilities	12	8,454	11,465
<b>Total Non-Current Liabilities</b>		<b>10,982</b>	<b>13,673</b>
<b>Total Liabilities</b>		<b>23,341</b>	<b>24,001</b>
<b>Net Assets</b>		<b>594,742</b>	<b>598,150</b>
<b>Equity</b>			
Accumulated Surplus		386,593	388,374
Reserves	1.3(d), 9	208,149	209,776
<b>Total Equity</b>		<b>594,742</b>	<b>598,150</b>

The accompanying notes form part of this financial report



# Statement of Changes in Equity

for the year ended 30 June 2001

	Notes	Total		Accumulated Surplus		Reserves	
		2000/2001	1999/2000	2000/2001	1999/2000	2000/2001	1999/2000
		\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
<b>Balance at the beginning 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>
Deficit for Year		(3,408)	(24,406)	(3,408)	(24,406)	-	-
Revaluation of Assets	9.4	-	207,308	-	-	-	207,308
Transfer to Reserves	9.3	-	-	-	(350)	-	350
Transfer from Reserves	9.3	-	-	1,627	400	(1,627)	(400)
<b>Balance at the end of the year</b>		<b>594,742</b>	<b>598,150</b>	<b>386,593</b>	<b>388,374</b>	<b>208,149</b>	<b>209,776</b>

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The accompanying notes form part of this financial report

# Statement of Cash Flows

for year ended 30 June 2001

	Note	2001 \$'000	2000 \$'000
<b>Cash Inflows / (Outflows) from Operating Activities</b>			
Receipts from Ratepayers		36,794	33,625
Fees, Charges, Fines & other (including GST)		8,817	11,014
Recurrent Grants (including GST)	3.2	14,504	11,534
Unexpended Grants	3.3	850	88
Interest Received		704	911
Payments to Suppliers and Employees (including GST)	1.14	(49,004)	(46,134)
Borrowing costs		(920)	(1,140)
<b>Net Cash Provided by Operating Activities</b>	17.1	<b>11,744</b>	<b>9,898</b>
<b>Cash Inflows / (Outflows) from Investing Activities</b>			
Payments for Property, Plant and other Non-Current Assets		(11,193)	(8,421)
Proceeds from sale of Property, Plant and Equipment		1,085	1,381
<b>Net Cash (Used in) Investing Activities</b>		<b>(10,108)</b>	<b>(7,040)</b>
<b>Cash Inflows / (Outflows) from Financing Activities</b>			
Repayment of Borrowings		(2,825)	(2,650)
Trust monies and deposits received / (returned)	1.6	(24)	92
<b>Net Cash (Used in) Financing Activities</b>		<b>(2,849)</b>	<b>(2,558)</b>
<b>Net Increase / (Decrease) in Cash Held</b>		<b>(1,213)</b>	<b>300</b>
<b>Total Cash at Beginning of the Year</b>	5.1	<b>6,392</b>	<b>6,092</b>
<b>Total Cash at End of the Year</b>	5.1,17.2	<b>5,179</b>	<b>6,392</b>

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

# Notes to and forming part of the Financial Report for the year ended 30 June 2001

## 1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

### 1.1 Basis of Accounting

This financial report constitutes a general purpose financial report that has been prepared in accordance with Australian Accounting Standards, Local Government Act 1989, Local Government Regulations 2001, other authoritative pronouncements of the Australian Accounting Standards Board and Urgent Issues Group Consensus Views. Accounting policies employed have remained consistent with prior years, unless otherwise stated.

The financial report is prepared on the accrual basis under the convention of historical cost accounting, except for certain assets, which are recorded "at valuation" based on fair value.

Fair value means the amount for which an asset could be exchanged between a knowledgeable willing buyer and a knowledgeable willing seller in an arm's length transaction.

### 1.2 Acquisition of Assets

Assets are initially recorded at cost, including costs incidental to their acquisition, such as architects' fees and engineering design fees that are incurred in preparing the asset 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 a 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 2003.
- b) Thresholds for asset recognition are as follows:

Class of Assets	2001 \$	2000 \$
Land	N/A	N/A
Parks, Reserves, Ovals	5,000	5,000
Buildings	N/A	N/A
Plant and Equipment	1,000	1,000
Minor Plant, Furniture & Equipment	500	500
Roads	20,000	20,000
Bridges	5,000	5,000
Drains	5,000	5,000
Recreational Equipment	5,000	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. Unless otherwise stated the depreciation rates are consistent with the prior year.

Asset Category	Useful Life	Depreciation Rate
<b>Land</b>		
Car Parks	100 years	1%
Land, Parks, Reserves, Ovals	Infinite	Nil
<b>Buildings</b>		
	50 years	2%
<b>Plant and Equipment</b>		
	5 years	20%

# Notes to and forming part of the Financial Report for the year ended 30 June 2001

Asset Category	Useful Life	Depreciation Rate
<b>Minor Plant, Furniture &amp; Equipment</b>		
Artworks	100 years	1%
Furniture & Equipment	6.7 years	15%
IT Devices	5 years	20%
Parking Meters	10 years	10%
Street Signs/Traffic Control	20 years	5%
Library Catalogue	5 years	20%
Library Equipment	10 years	10%
Library Plant	5 years	20%
<b>Roads</b>		
Bike Paths	50 years	2%
Footpaths	50 years	2%
Roads	100 years	1%
<b>Bridges</b>	100 years	1%
<b>Drains</b>	100 years	1%
<b>Recreational Equipment (playgrounds)</b>	10 years	10%
<b>Street Furniture</b>	10 years	10%

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

All non-current assets are measured at fair value subsequent to initial recognition. Fair value for most asset categories is represented by their current replacement cost less accumulated depreciation.

Valuation assessments will be made every year to establish the fair value of each asset category at the reporting date. Full revaluations will be carried out with sufficient regularity to confirm these assessments. Council's internal experts or independent valuers will carry out these valuations.

The last formal asset 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.

Unless otherwise stated, the carrying value of Property, Plant and Equipment at balance date materially approximates their fair value.

#### 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 and to comply with new or revised Australian Accounting Standards.

### 1.5 Recognition of Revenues

#### a) Rates revenue

Rates and service charges are recognised as revenue at the declaration of the rate, levy or service charge, at commencement of the rating year.

# Notes to and forming part of the Financial Report for the year ended 30 June 2001

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 3.2 and 3.3.

c) Fees, Charges and Fines

Fees and Charges are recognised as revenue upon such fees and charges being raised for services provided by Council. Fines are recognised as revenue upon issuance of infringement notices when individuals breach local laws.

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 7.3.

## 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

Employee entitlements for Annual Leave and Long Service Leave are calculated in accordance with Australian Accounting Standard AAS 30. 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 are assessed at each balance date having regard to length of service, estimated future movements in rates of pay, oncosts 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 7.2 & 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 5.1. The liability calculated under the regulation's 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 plans, which provides benefits to its employees. Additionally, the council may be required 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 Payables

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 7.1 and 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 fair value.

# Notes to and forming part of the Financial Report for the year ended 30 June 2001

## **1.11 Recognition of Receivables**

Receivables are recognised for amounts owed to Council for goods and services provided at balance date, whether or not invoices have been issued. Provision is made for doubtful debts after considering collectability. No provision is made in respect of rates debtors.

Related notes: 5.2 and 12

## **1.12 Cash Assets**

For the purpose of the statement of cash flows, cash assets include cash and bank deposits. They include cash available for day to day cash management activities and those restricted under regulations for specific purposes. See note 5.1

## **1.13 Rounding**

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

## **1.14 Goods and Services Tax**

Revenues, expenses and assets are recognised net of the amount of goods and services tax (GST), except where the amount of GST incurred is not recoverable from the Australian Taxation Office (ATO). In these circumstances the GST is recognised as part of the cost of acquisition of the asset or as part of an item of expense.

Receivables and payables are stated with the amount of GST included.

The net amount of GST recoverable from, or payable to, the ATO is included as a current asset or liability in the statement of financial position.

Cash flows are included in the statement of cash flows on a gross basis. The GST components of cash flows arising from investing and financing activities which are recoverable from, or payable to, the ATO are classified as operating cash flows.

## **1.15 Maintenance and Repairs**

Maintenance, repair costs and minor renewals are charged as expenses as incurred.

## **1.16 Inventory**

Inventory is stated at the lower of cost and net realisable value.

## **1.17 Interest-bearing liabilities**

Interest-bearing liabilities represent loans taken out to meet Council's obligations in respect of Superannuation and to refinance existing loans. The carrying amount represents the amounts payable in future years.

Interest is payable on these loans and are accrued as incurred. Refer Notes 4.5 & 12

# Notes to and forming part of the Financial Report for the year ended 30 June 2001

## 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 2000/2001				EXPENSES 2000/2001		SURPLUS/ (DEFICIT)
	\$000 General	\$000 Grants	\$000 Total	% of Total	\$000	% of Total	\$000
Community Services	1,427	6,019	7,446	12.06%	11,541	17.72%	(4,095)
Health & Environment	6,497	467	6,964	11.28%	10,609	16.29%	(3,645)
Leisure	317	964	1,281	2.08%	6,350	9.75%	(5,069)
Transport	2,067	1,211	3,278	5.31%	4,499	6.91%	(1,221)
Management & Economic Development	37,456	5,297	42,753	69.27%	32,131	49.33%	10,622
<b>Total Revenues &amp; Expenses</b>	<b>47,764</b>	<b>13,958</b>	<b>61,722</b>	<b>100%</b>	<b>65,130</b>	<b>100%</b>	<b>(3,408)</b>

	REVENUE ATTRIBUTED 1999/2000				EXPENSES 1999/2000		SURPLUS/ (DEFICIT)
	\$000 General	\$000 Grants	\$000 Total	% of Total	\$000	% of Total	\$000
Community Services	1,372	4,989	6,361	10.98%	9,818	11.93%	(3,457)
Health & Environment	6,251	109	6,360	10.98%	8,690	10.56%	(2,330)
Leisure	871	635	1,506	2.60%	6,576	7.99%	(5,070)
Transport	1,762	995	2,757	4.76%	4,654	5.65%	(1,897)
Management & Economic Development	36,029	4,894	40,923	70.67%	52,575	63.87%	(11,652)
<b>Total Revenues &amp; Expenses</b>	<b>46,285</b>	<b>11,622</b>	<b>57,907</b>	<b>100%</b>	<b>82,313</b>	<b>100%</b>	<b>(24,406)</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'.

Notes to and forming part  
**of the Financial Report**  
 for the year ended 30 June 2001

**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 programs</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>



Notes to and forming part  
**of the Financial Report**  
for the year ended 30 June 2001

	<b>2001</b>	<b>2000</b>
	<b>\$'000</b>	<b>\$'000</b>
<b>3. REVENUES</b>		
<b>3.1 Rates</b>		
General Rates	31,734	28,820
Residential Garbage	4,689	4,443
Commercial Garbage	365	329
	<b>36,788</b>	<b>33,592</b>
<b>3.2 Recurrent Grants</b>		
Financial Assistance Grant - General Purpose	4,912	4,808
Financial Assistance Grant - Untied Road Funding	868	808
Community Services	5,882	4,901
Health & Environment	467	109
Leisure	658	635
Transport	29	187
Management & Economic Development	292	86
	<b>13,108</b>	<b>11,534</b>
Note: Council did not receive any non-recurrent grants during the year.		
<b>3.3 Unexpended Grants</b>		
Community Services	137	88
Leisure	306	-
Transport	314	-
Management & Economic Development	93	-
	<b>850</b>	<b>88</b>
<b>Total Government Grants</b>	<b>13,958</b>	<b>11,622</b>
<b>3.4 Fees, Charges and Fines</b>		
Community Services	1,284	1,140
Health & Environment	940	998
Leisure	533	610
Transport	2,265	1,187
Management & Economic Development	650	589
	<b>5,672</b>	<b>4,524</b>
<b>3.5 Profit / (Loss) on Sale of Assets</b>		
Proceeds from Sale of Assets	1,085	1,381
Less Carrying Amount of Assets Sold	(1,276)	(987)
	<b>(191)</b>	<b>394</b>
<b>3.6 Other Revenue Recoveries</b>		
Residential Amenity	138	581
State Revenue Office	-	231
Other	253	173
	<b>391</b>	<b>985</b>
Recognition of Assets previously not included	-	1,180
Produce Market	1,905	1,769
Communication Towers	102	102
National Competition Policy	158	74
Retainer	29	33
Other	613	1,093
<b>Total Other Revenue</b>	<b>3,198</b>	<b>5,236</b>

Notes to and forming part  
**of the Financial Report**  
for the year ended 30 June 2001

	<b>2001</b>	<b>2000</b>
	<b>\$'000</b>	<b>\$'000</b>
<b>4. EXPENSES</b>		
<b>4.1 Employee Costs</b>		
Salaries & Wages	18,635	16,735
Superannuation	1,752	1,824
WorkCover	1,154	704
Fringe Benefits Tax	131	158
	<b>21,672</b>	<b>19,421</b>
<b>4.2 Materials and Services</b>		
Maintenance and Repairs	2,206	2,048
External Contracts	9,170	8,733
Special Projects	2,400	3,723
	<b>13,776</b>	<b>14,504</b>
<b>4.3 Depreciation</b>		
Plant & Equipment	1,629	1,641
Minor Plant, Furniture and Equipment	2,271	1,716
Land Improvement	4	4
Buildings	3,945	3,764
Infrastructure Assets - Non-Realisable	5,435	4,704
Infrastructure Assets - Realisable	877	744
Depreciation Adjustment Prior Years	-	15,209
	<b>14,161</b>	<b>27,782</b>
<b>4.4 Other</b>		
Contractors/Consultants	3,470	2,670
Grants	1,648	1,506
Utilities	1,205	1,167
Sponsorships	1,263	718
Legal	552	222
Motor Vehicles	516	535
Insurance	706	535
Audit Costs	51	41
Operating Lease Rental	158	95
Other	3,756	3,427
	<b>13,325</b>	<b>10,916</b>
<b>4.5 Borrowing Costs</b>		
Interest on Loans	801	1,136
Other Interest	119	4
	<b>920</b>	<b>1,140</b>
<b>4.6 Write-off of Assets</b>	<b>-</b>	<b>(7563)</b>
Note: Represent assets that Council had recognised in error in previous valuations		

Notes to and forming part  
**of the Financial Report**  
for the year ended 30 June 2001

		<b>2001</b>	<b>2000</b>
		<b>\$'000</b>	<b>\$'000</b>
<b>5.</b>	<b>CURRENT ASSETS</b>		
<b>5.1</b>	<b>Cash Assets</b>		
	Cash on Call	3,239	4,565
	Bank Deposits on Call Refer Note(1)	1,940	1,827
	<b>Total Cash Assets</b>	<b>5,179</b>	<b>6,392</b>
	(1): Bank deposits on call have been set aside as required by law, against meeting Council's long-service leave commitments to employees prescribed under the Local Government (Long Service Leave) Regulations 1998.		
<b>5.2</b>	<b>Receivables</b>		
	Rates Debtors	1,508	1,477
	General Debtors Refer Note(2)	6,834	5,437
	Less: Provision for Doubtful Debts	(1,326)	(1,326)
		<b>7,016</b>	<b>5,588</b>
	(2): 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 1998/1999 as a debtor following arbitration. Action taken by Kingston against another council has reopened new arbitration, however Council does not envisage any change to the original determination. Interest accrued on this amount has also been recognised by Council.		
<b>5.3</b>	<b>Property Held for Resale</b>		
	Property at Fair Value	<b>6,697</b>	<b>7,781</b>
<b>5.4</b>	<b>Other</b>		
	Prepayments	18	90
	Inventory	148	156
		<b>166</b>	<b>246</b>

Notes to and forming part  
**of the Financial Report**  
for the year ended 30 June 2001

	<b>2001</b>	<b>2000</b>
	<b>\$'000</b>	<b>\$'000</b>
<b>6. NON-CURRENT ASSETS</b>		
<b>Plant and Equipment</b>		
At Council Valuation - 1 January 2000	5,866	7,060
At Cost	2,475	1,088
Less: Accumulated Depreciation	(5,199)	(4,458)
	<b>3,142</b>	<b>3,690</b>
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>Minor Plant, Furniture &amp; Equipment</b>		
At Independent Valuation - 1 January 2000	13,357	13,357
At Cost	2,769	766
Less: Accumulated Depreciation	(10,684)	(8,414)
	<b>5,442</b>	<b>5,709</b>
"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>Land and Buildings</b>		
<b>Carparks</b>		
At Independent Valuation - 1 January 2000	402	402
At Cost	125	15
Less: Accumulated Depreciation	(76)	(72)
	<b>451</b>	<b>345</b>
<b>Land</b>		
At Independent Valuation - 1 January 2000	174,418	181,909
Land transferred from / (to) Current Assets for sale	220	(7,491)
At Cost	1,031	441
	<b>175,669</b>	<b>174,859</b>
<b>Buildings</b>		
At Independent Valuation - 1 January 2000	196,448	196,738
Buildings transferred to Current Assets for sale	-	(290)
At Cost	1,970	808
Less: Accumulated Depreciation	(95,851)	(91,907)
	<b>102,567</b>	<b>105,349</b>
"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 site value for land and written down replacement value for buildings.		
<b>Non Realisable Infrastructure Assets</b>		
<b>Bike Paths</b>		
At Council Valuation - 1 January 2000	2,283	2,283
At Cost	109	58
Less: Accumulated Depreciation	(542)	(495)
	<b>1,850</b>	<b>1,846</b>
<b>Footpaths</b>		
At Council Valuation - 1 January 2000	52,226	52,226
At Cost	835	460
Less: Accumulated Depreciation	(26,779)	(25,724)
	<b>26,282</b>	<b>26,962</b>

	<b>2001</b>	<b>2000</b>
	<b>\$'000</b>	<b>\$'000</b>
<b>Bridges</b>		
At Council Valuation - 1 January 2000	8,998	8,998
At Cost	58	32
Less: Accumulated Depreciation	(1,238)	(1,148)
	<b>7,818</b>	<b>7,882</b>
<b>Roads</b>		
At Council Valuation - 1 January 2000	289,593	289,593
At Cost	3,874	1,896
Less: Accumulated Depreciation	(109,100)	(106,185)
	<b>184,367</b>	<b>185,304</b>
<b>Drains</b>		
At Council Valuation - 1 January 2000	132,396	132,396
At Cost	885	511
Less: Accumulated Depreciation	(48,969)	(47,640)
	<b>84,312</b>	<b>85,267</b>
"At valuation" estimates for infrastructure were determined as at 1 January 2000 by Council's Civil and Transport Planning unit. The valuation was done on the basis of written down replacement value.		
<b>Realisable Infrastructure Assets</b>		
<b>Street Furniture</b>		
At Valuation - 1 January 2000	5,747	5,747
At Cost	1,343	289
Less: Accumulated Depreciation	(3,295)	(2,746)
	<b>3,795</b>	<b>3,290</b>
<b>Playgrounds</b>		
At Valuation - 1 January 2000	3,215	3,215
At Cost	237	59
Less: Accumulated Depreciation	(2,188)	(1,861)
	<b>1,264</b>	<b>1,413</b>
"At valuation" estimates for infrastructure assets were determined as at 1 January 2000 by Council's Civil and Transport Planning unit. The valuation was done on the basis of written down replacement value.		
<b>Works in Progress</b>		
At Cost	2,066	228
	<b>2,066</b>	<b>228</b>
<b>Total Non-Current Assets movements</b>		
At Valuation - 1 January 2000	884,949	893,924
Assets transferred (to) / from Current Assets for sale	220	(7,781)
At Cost	17,777	6,651
Less: Accumulated Depreciation	(303,921)	(290,650)
<b>Total Non-Current Assets</b>	<b>599,025</b>	<b>602,144</b>

Notes to and forming part  
**of the Financial Report**  
for the year ended 30 June 2001

	<b>2001</b>	<b>2000</b>
	<b>\$'000</b>	<b>\$'000</b>
<b>6.1 Non-Current Assets - (Movement in Written Down Value)</b>		
The carrying amounts of each class of fixed assets at the beginning and end of the current financial year are set out below:		
<b>Plant and Equipment</b>		
Balance at beginning of financial year	3,690	3,385
Additions at cost	1,387	1,088
Less: Disposals at carrying amount	(306)	(437)
Less: Depreciation expense for the year	(1,629)	(2,885)
Add: Net asset changes due to revaluation	-	2,239
<b>Balance as at end of financial year</b>	<b>3,142</b>	<b>3,690</b>
<b>Minor Plant, Furniture and Equipment</b>		
Balance at beginning of financial year	5,709	4,371
Additions at cost	2,004	1,352
Less: Depreciation expense for the year	(2,271)	(2,079)
Add: Net asset changes due to revaluation	-	2,065
<b>Balance as at end of financial year</b>	<b>5,442</b>	<b>5,709</b>
<b>Carparks</b>		
Balance at beginning of financial year	345	303
Additions at cost	110	15
Less: Depreciation expense for the year	(4)	(4)
Add: Net asset changes due to revaluation	-	31
<b>Balance as at end of financial year</b>	<b>451</b>	<b>345</b>
<b>Land</b>		
Balance at beginning of financial year	174,859	177,296
Additions at cost	655	408
Less: Disposals at carrying amount	(65)	(550)
Add: Net asset changes due to revaluation	-	5,196
Add/(Less): Transfer from / (to) current asset - Asset held for sale	220	(7,491)
<b>Balance as at end of financial year</b>	<b>175,669</b>	<b>174,859</b>
<b>Buildings</b>		
Balance at beginning of financial year	105,349	87,256
Additions at cost	1,163	951
Less: Depreciation expense for the year	(3,945)	(6,952)
Add: Net asset changes due to revaluation	-	24,384
Less: Transfer to current asset - Property held for sale	-	(290)
<b>Balance as at end of financial year</b>	<b>102,567</b>	<b>105,349</b>
<b>Bike Paths</b>		
Balance at beginning of financial year	1,846	918
Additions at cost	51	58
Less: Depreciation expense for the year	(47)	(122)
Add: Net asset changes due to revaluation	-	992
<b>Balance as at end of financial year</b>	<b>1,850</b>	<b>1,846</b>
<b>Footpaths</b>		
Balance at beginning of financial year	26,962	11,659
Additions at cost	374	611
Less: Depreciation expense for the year	(1,054)	(3,600)
Add: Net asset changes due to revaluation	-	18,292
<b>Balance as at end of financial year</b>	<b>26,282</b>	<b>26,962</b>

Notes to and forming part  
**of the Financial Report**  
for the year ended 30 June 2001

	<b>2001</b>	<b>2000</b>
	<b>\$'000</b>	<b>\$'000</b>
<b>Bridges</b>		
Balance at beginning of financial year	7,882	7,641
Additions at cost	26	32
Less: Depreciation expense for the year	(90)	(158)
Add: Net asset changes due to revaluation	-	367
<b>Balance as at end of financial year</b>	<b>7,818</b>	<b>7,882</b>
<b>Roads</b>		
Balance at beginning of financial year	185,304	82,407
Additions at cost	1,978	2,532
Less: Disposals at carrying amount	-	(6,383)
Less: Depreciation expense for the year	(2,915)	(7,990)
Add: Net asset changes due to revaluation	-	114,738
<b>Balance as at end of financial year</b>	<b>184,367</b>	<b>185,304</b>
<b>Drains</b>		
Balance at beginning of financial year	85,267	48,550
Additions at cost	374	511
Less: Depreciation expense for the year	(1,329)	(2,652)
Add: Net asset changes due to revaluation	-	38,858
<b>Balance as at end of financial year</b>	<b>84,312</b>	<b>85,267</b>
<b>Street Furniture</b>		
Balance at beginning of financial year	3,290	3,482
Additions at cost	1,055	401
Less: Depreciation expense for the year	(550)	(684)
Add: Net asset changes due to revaluation	-	91
<b>Balance as at end of financial year</b>	<b>3,795</b>	<b>3,290</b>
<b>Playgrounds</b>		
Balance at beginning of financial year	1,413	1,780
Additions at cost	178	234
Less: Depreciation expense for the year	(327)	(656)
Add: Net asset changes due to revaluation	-	55
<b>Balance as at end of financial year</b>	<b>1,264</b>	<b>1,413</b>
<b>Works in Progress</b>		
At cost	2,066	228
<b>Balance as at end of financial year</b>	<b>2,066</b>	<b>228</b>
<b>Total Non-Current Asset movements</b>		
Balance at beginning of financial year	602,144	429,348
Additions at cost	9,355	8,193
Plus: Works in Progress	1,838	228
Less: Disposals at carrying amount	(371)	(7,370)
Less: Depreciation expense for the year	(14,161)	(27,782)
Add: Net asset changes due to revaluation	-	207,308
Plus/(Less): Transfer from / (to) current asset - Property held for sale	220	(7,781)
<b>Balance as at end of financial year</b>	<b>599,025</b>	<b>602,144</b>

Notes to and forming part  
**of the Financial Report**  
for the year ended 30 June 2001

	Note	2001 \$'000	2000 \$'000
<b>7</b>	<b>CURRENT LIABILITIES</b>		
<b>7.1 Payables</b>			
Trade Creditors		3,870	2,710
Other Creditors		1,328	813
Accrued Expenses		331	377
		<b>5,529</b>	<b>3,900</b>
<b>7.2 Employee Entitlements</b>			
Annual Leave		2,032	1,887
Long Service Leave		204	204
Defined Benefit Superannuation Liability	13	1,024	929
		<b>3,260</b>	<b>3,020</b>
<b>7.3 Trust Monies</b>			
Hostel Entrance Fees		263	331
Jenny Slade Scholarship		11	15
Crossing & Other deposits		285	237
		<b>559</b>	<b>583</b>
<b>8.</b>	<b>NON-CURRENT LIABILITIES - EMPLOYEE ENTITLEMENTS</b>		
Long Service Leave		2,528	2,208
		<b>2,528</b>	<b>2,208</b>



Notes to and forming part  
**of the Financial Report**  
for the year ended 30 June 2001

		2001 \$'000	2000 \$'000
<b>9.</b>	<b>RESERVES</b>		
<b>9.1</b>	<b>Restricted General Reserves</b>		
	Public Resort and Recreation Land	-	589
	Botanical Garden	-	54
	Land Development	-	191
	Central Car Parking	726	865
		<b>726</b>	<b>1,699</b>
<b>9.2</b>	<b>Non-restricted General Reserves</b>		
	Plant Replacement	-	654
	Self Insurance	59	59
	Meals on Wheels	56	56
		<b>115</b>	<b>769</b>
	<b>Total General Reserves</b>	<b>841</b>	<b>2,468</b>
<b>9.3</b>	<b>Movements (from) General Reserves</b>		
	Public Resort and Recreation Land	(589)	(50)
	Botanical Garden	(54)	-
	Land Development	(191)	-
	Central Car Parking	(139)	-
	Plant Replacement	(654)	-
		<b>(1,627)</b>	<b>(50)</b>
<b>9.4</b>	<b>Asset Revaluation Reserve</b>		
	Plant and Machinery	2,239	2,239
	Minor Plant, Furniture and Equipment	2,065	2,065
	Land	5,227	5,227
	Buildings	24,384	24,384
	<b>Non-realisable Infrastructure Assets</b>		
	Bike Paths	992	992
	Footpaths	18,292	18,292
	Bridges	367	367
	Roads	114,738	114,738
	Drains	38,858	38,858
	<b>Realisable Infrastructure Assets:</b>		
	Street Furniture	91	91
	Playgrounds	55	55
		<b>207,308</b>	<b>207,308</b>
	<b>Total Reserves</b>	<b>208,149</b>	<b>209,776</b>
<b>10.</b>	<b>FINANCING FACILITIES</b>		
	Bank Overdraft	2,500	2,500
	Note: This facility was not utilised as at balance date.		

Notes to and forming part  
**of the Financial Report**  
for the year ended 30 June 2001

	Note	2001 \$'000	2000 \$'000
<b>11. COMMITMENTS AND CONTINGENCIES</b>			
<b>11.1 Operating Lease Commitments</b>			
Not later than one year		122	215
Later than 1 year but less than 5 years		383	246
Over 5 years		-	-
	1.9	<b>505</b>	<b>461</b>
<b>Note</b>			
Council has accepted a revolving Operating Lease facility for its computer equipment from the Commonwealth Bank of Australia (CBA) up to a maximum value of \$2.5 million.			
Council has entered into a lease arrangement under this facility with the CBA under a Master Planned Rental Agreement. An Agreement was held in Escrow at 30 June 2001, pending the completion of works relating to Council's new financial systems including a new Human Resources and Payroll system.			
A rental schedule will not be finalised by the CBA until the works are completed in September 2001.			
As at 30 June 2001, the CBA has paid a total amount of \$1,419,017 in respect of this lease to the vendors, and capitalised interest under the terms of the Agreement of \$26,379 was accrued to the end of June 2001. The total value of the lease for the new systems is estimated at \$1.98 million.			
<b>11.2 Capital Commitments</b>			
Not later than one year		1,255	2,311
Later than 1 year but less than 5 years		-	-
Over 5 years		-	-
		<b>1,255</b>	<b>2,311</b>
<b>11.3 Works and Services Contracts</b>			
Not later than one year		12,488	8,927
Later than 1 year but less than 5 years		9,672	14,440
Over 5 years		-	-
		<b>22,160</b>	<b>23,367</b>

# Notes to and forming part of the Financial Report for the year ended 30 June 2001

## 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 4.69% and 6.25% (1999/2000 4.55% and 5.84%). The rate at balance date was 4.76% (1999/2000 5.80%)
Bank Deposits on Call	5.1	Valued at cost. Interest recognised as it accrues.	Withdrawals are on 24 hours notice. Bank Deposits returned floating interest rates returns between 5.17% and 6.59% net of fees (1999/2000 4.24% and 5.59%)
Rates Debtors	5.2	Rates are a charge attached to the rateable land and therefore no provision for doubtful debts is made. Interest charged are at rates determined by regulation	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 (1999/2000 12.3%)
General Debtors	5.2	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>			
Payables	7.1	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.
Interest-bearing liabilities Loan with the Commonwealth Bank obtained to refinance borrowings in July 1997. Balance as at June 30, 2001 was \$6,256,419 (\$8,487,727 as at June 30, 2000)		See note 1.17	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 %.
Interest-bearing liabilities Loan with the Commonwealth Bank obtained to repay the amount owing to the Local Authorities Superannuation Board (LASB) in respect of superannuation liability in April 1999 \$5,500,000		See note 1.17	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 %.
Interest-bearing liabilities Loan with the Commonwealth Bank 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		See note 1.17	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 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.

# Notes to and forming part of the Financial Report for the year ended 30 June 2001

## 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:

	<b>Fixed Interest Rate Maturing In:</b>					
	<b>Floating Interest Rate</b>		<b>1 year or less</b>		<b>Over 1 to 5 years</b>	
	<b>2001 \$'000</b>	<b>2000 \$'000</b>	<b>2001 \$'000</b>	<b>2000 \$'000</b>	<b>2001 \$'000</b>	<b>2000 \$'000</b>
<b>1 Financial Assets</b>						
Rates Debtors	1,508	1,477				
General Debtors						
Cash on Call	3,239	4,565				
Bank Deposits	1,940	1,827				
<b>Total Financial Assets</b>	<b>6,687</b>	<b>7,869</b>				
<b>2 Financial Liabilities</b>						
Payables						
Interest-bearing liabilities			3,011	2,825	8,454	9,472
<b>Total Financial Liabilities</b>			<b>3,011</b>	<b>2,825</b>	<b>8,454</b>	<b>9,472</b>

NOTE: The carrying amounts of financial assets and liabilities (except interest-bearing liabilities) equate to fair value due to their short-term nature.

The fair value of interest-bearing liabilities is \$10.5K (\$12.4K in 1999/2000) as at balance date.

More than 5 years		Non-Interest Bearing		Total Carrying Amount as per the Statement of Financial Position		Weighted Average Effective Interest Rate %	
2001 \$'000	2000 \$'000	2001 \$'000	2000 \$'000	2001 \$'000	2000 \$'000	2001 \$'000	2000 \$'000
				1,508	1,477	12.3	12.3
		5,508	4,111	5,508	4,111		
				3,239	4,565	5.59	4.86
				1,940	1,827	5.99	4.73
		<b>5,508</b>	<b>4,111</b>	<b>12,195</b>	<b>11,980</b>	<b>5.79</b>	<b>4.80</b>
		5,529	3,900	5,529	3,900		
-	1,993			11,465	14,290	6.08	6.08
-	<b>1,993</b>	<b>5,529</b>	<b>3,900</b>	<b>16,994</b>	<b>18,190</b>	<b>6.08</b>	<b>6.08</b>

# Notes to and forming part of the Financial Report for the year ended 30 June 2001

## 12.3 Net Fair Value

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

Payables, Cash on call, Bank Deposits, and General Debtors	The carrying amount equals the fair value because of the short term to maturity.
Interest-bearing liabilities	The fair value is based on the discounted cash flow method
Rates Debtors	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

Council makes employer superannuation contributions in respect of its employees to the Local Authorities Superannuation Fund (the Fund). The Fund has two categories of membership, each of which is funded differently.

#### Lasplan Members

The Fund's LASPLAN category receives both employer and employee contributions on a progressive basis. Employer contributions are normally based on a fixed percentage of employee earnings in accordance with the Superannuation Guarantee Legislation (8% in 2000/2001). 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 2000/2001 Council's superannuation contributions relating to LASPLAN members was \$854,097 (\$611,864 in 1999/2000).

#### 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% of superannuation salary (9.25% in 1999/2000).

During 2000/2001 Council's superannuation contributions relating to that year's defined benefits members' service was \$898,025 (\$991,761 in 1999/2000).

In addition, Council reimburses the Fund for the difference between resignation and retrenchment benefits paid to its retrenched employees. 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.

A further amount of \$80,927 representing retrenchment increments and interest incurred by Council has been brought to account in 2000/2001 (168,144 in 1999/2000).

Council's past service liability to the Fund as at 30 June 2001, including retrenchment increments, accrued interest and tax is \$1,023,883 (\$928,673 as at 30 June 2000).

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 2000. 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.

## 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 \$1.62 million (\$1.35 million as at June 30 2000). 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 \$38,000.

### Future Legal Claims

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

# Notes to and forming part of the Financial Report for the year ended 30 June 2001

## 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:

<b>Councillors</b>	Angela Long (Mayor from 22 March 2000 - 26 March 2001)
	Youhorn Chea (Mayor from 27 March 2001)
	Roz Blades
	John Kelly
	Dale Wilson
	Yvonne Herring
	Paul Donovan
	Maria Sampey
	Geraldine Gonsalvez
	Kevin Walsh
	Naim Melhem
<b>Chief Executive Officer</b>	Warwick Heine

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

Income Range	2001 No.	2000 No.
\$10,000 - \$19,999	10	10
\$20,000 - \$29,999	-	-
\$30,000 - \$39,999	1	1
\$40,000 - \$49,999	-	-
\$180,000 - \$189,999	-	1
\$200,000 - \$209,999	1	-
<b>Total</b>	<b>12</b>	<b>12</b>
Total remuneration for the reporting year, for Responsible Persons included above, amounted to:	\$391K	\$352K

### Senior Officers' Remuneration

The number of senior officers, other than Responsible Persons, whose total remuneration exceeded \$80,000 during the financial year, are shown below in their relevant income bands:

Income Range	2001 No.	2000 No.
\$80,000 - \$89,999	6	5
\$90,000 - \$99,999	5	7
\$100,000 - \$109,999	3	3
\$110,000 - \$119,999	2	0
\$120,000 - \$129,999	2	2
\$130,000 - \$139,999	1	1
<b>Total</b>	<b>19</b>	<b>18</b>
Total remuneration for the financial year of senior officers included above amounted to:	\$1.924M	\$1.756M

Retirement benefits paid by the Council in connection with the retirement of Responsible Persons of the Council amount to \$Nil (1999/2000 \$Nil).

No loans have been made, guaranteed or secured by the Council to a Responsible Person of the Council during the financial year (1999/2000 \$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.

Notes to and forming part  
**of the Financial Report**  
for the year ended 30 June 2001

	Actual 2000/2001 \$'000	Budget 2000/2001 \$'000
<b>16. DISCLOSURES REQUIRED BY THE LOCAL GOVERNMENT ACT 1989</b>		
The Local Government Act 1989 requires that the following additional disclosures be incorporated into the Notes accompanying the Financial Report.		
<b>16.1 Comparison of Budgeted and Actual Operating Results</b>		
<b>Revenues</b>		
Rates	36,788	36,705
Government Grants	13,958	16,649
Fees, Charges and Fines	5,672	4,261
Contributions	317	-
Interest	704	524
Asset Sales	1,085	4,042
Other	3,198	2,817
<b>Total Revenues</b>	<b>61,722</b>	<b>64,998</b>
<b>Expenses</b>		
Employee Costs - including on costs	21,672	20,858
Materials and Services	13,776	13,131
Depreciation	14,161	8,870
Carrying Amount of Assets Sold	1,276	-
Interest	920	1,081
Other	13,325	10,896
<b>Total Expenses</b>	<b>65,130</b>	<b>54,836</b>
<b>Operating Surplus (Deficit)</b>	<b>(3,408)</b>	<b>10,162</b>
NOTE: The difference between the budget operating surplus and the actual result was caused by increased depreciation (\$5.3M) resulting from revaluation of non-current assets, non-receipt of grant (\$5M) for the Dandenong Town Hall refurbishment and the profit on sale of the Stockyards (\$3M) not being realised this financial year.		
<b>16.2 Budget and Actual Statement of Cash flows</b>		
<b>Cash Inflows</b>		
Receipts from Ratepayers	36,794	36,184
Grants Income	15,354	15,809
Finance Income	704	524
Fees & Charges	8,817	4,260
Asset Sales	1,085	1,700
<b>Total Inflows</b>	<b>62,754</b>	<b>58,477</b>
<b>Cash Outflows</b>		
Salaries and Related Costs	21,112	20,858
Payments to Suppliers	26,244	21,874
Grants	1,648	1,672
Borrowing costs	920	1,081
<b>Total Outflows</b>	<b>49,924</b>	<b>45,485</b>
<b>Net Inflow (Outflow) before Capital and Loan Repayments</b>	<b>12,829</b>	<b>12,992</b>
<b>Capital Expenditure</b>	<b>(11,193)</b>	<b>(12,460)</b>
<b>Loan Repayments</b>	<b>(2,849)</b>	<b>(2,825)</b>
<b>Net Inflow (Outflow) after Capital and Loan Repayments</b>	<b>(1,213)</b>	<b>(2,293)</b>



Notes to and forming part  
**of the Financial Report**  
for the year ended 30 June 2001

	Note	Actual 2000/2001 \$'000	Budget 2000/2001 \$'000
<b>17. NOTES TO THE STATEMENT OF CASH FLOWS</b>			
<b>17.1 Reconciliation of Net Cash provided by Operating Activities to Deficit for year Deficit for Year</b>		(3,408)	(24,406)
<b>Add / (Less)</b>			
Depreciation	4.3	14,161	27,782
Write-off of Assets		-	7,563
Recognition of Assets Previously not Included		-	(1,180)
(Increase)/ Decrease in Other Current Assets	5.4	80	(65)
(Profit) /Loss on Sale of Assets	3.5	191	(394)
Borrowing Costs	4.5	920	1,140
(Increase)/ Decrease in Receivables	5.2	1,032	1,726
(Decrease )/ Increase in Payables	7.1	(1,791)	(2,387)
(Decrease )/ Increase in Employee Entitlements	7.2, 8	560	119
<b>Net Cash provided by Operating Activities</b>		<b>11,744</b>	<b>9,838</b>
<b>17.2 Reconciliation of Cash</b>			
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 and deposits	5.1	5,179	6,392
<b>Cash at balance date as per Statement of Cash Flows</b>		<b>5,179</b>	<b>6,392</b>

Notes to and forming part  
**of the Financial Report**  
for the year ended 30 June 2001

**18. FINANCIAL RATIOS**

	2000/2001	1999/2000	1998/1999
<b>Debt Servicing Ratio</b>			
To identify the capacity of Council to service outstanding debt			
Interest as a percentage of Council's Total Revenue	1.49%	1.97%	2.38%
<b>Debt Commitment Ratio</b>			
To identify a Council's debt redemption strategy			
Loan interest and loan redemption payments as a percentage of Rate Revenue	10.18%	11.28%	11.04%
<b>Revenue Ratio</b>			
To identify a Council's dependence on non-rate income			
Rate Revenue as a percentage of Total Revenue	59.60%	58.01%	56.67%
<b>Debt Exposure Ratio</b>			
To identify a Council's exposure to debt			
Realisable Assets available for every dollar of Total Liabilities less Liabilities associated with Restricted Assets (see note below)	26.48:1	25.92:1	15.99:1
<b>Working Capital Ratio</b>			
To assess a Council's ability to meet current commitments			
Current Assets available to meet each dollar of Current Liabilities	1.54:1	1.94:1	1.30:1

**Value of Land in the Municipality**


The value of land within the Municipality at Balance Date for rating purposes	\$8,137,103,520
Date of valuation	1 January 2000
Date on which the valuation first applied	1 July 2000
Date of next valuation	1 January 2002
Date on which next valuation will be applicable	1 July 2002

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

# Certification of Financial Report

In my opinion the accompanying financial report has been prepared in accordance with the Local Government Act 1989, the Local Government Regulations 2001, Australian Accounting Standards and other mandatory professional reporting requirements.



Jay Peries CPA  
Principal Accounting Officer  
Dated: 28 November 2001

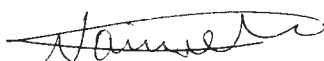
In our opinion the accompanying financial report presents fairly the financial transactions of the City of Greater Dandenong for the year ended 30 June 2001 and the financial position of the Council as at that date.

As at the date of signing, we are not aware of any circumstance that would render any particulars in the financial report to be misleading or inaccurate.

On 28 November 2001 the Council authorised Cr. Youhorn Chea and Cr. Naim Melhem and the Chief Executive Officer to sign this financial report in its final form on behalf of Council.



Cr. Youhorn Chea, Mayor  
Dated: 28 November 2001



Cr. Naim Melhem  
Dated: 28 November 2001



Warwick Heine  
Chief Executive Officer  
Dated: 28 November 2001

Location: Springvale



AUDITOR GENERAL  
VICTORIA

AUDITOR-GENERAL'S REPORT

To the responsible Ministers and Councillors of Greater Dandenong City Council

**Audit Scope**

The accompanying financial report of Greater Dandenong City Council for the financial year ended 30 June 2001, comprising a statement of financial performance, 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 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 Greater Dandenong City 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 2001 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  
18 December 2001



J.W. CAMERON  
Auditor-General

# Performance Statement Year Ended 30 June 2001

## Contents

Introduction.....	108
Progress Against Financial Targets.....	109
Progress Against Community Satisfaction Targets.....	110
Progress Against One-Year Targets.....	111
Statement of Chief Executive Officer on Performance Statement.....	122
Statement of Councillors on Performance Statement.....	123
Auditor General's Report on Performance Statement.....	124

# Introduction

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 1997-1998, 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:

<b>Assessments</b>	or rate notices.
<b>Budget</b>	refers to the originally published budget of the council.
<b>Capital Expenditure</b>	is the amount capitalised to the Statement of Financial Position (ie the aggregate additions to non current assets for the year) and contributions by the council to major assets not owned by the council.
<b>Capital Improved Value</b>	is the total market value of the land plus buildings and other improvements.
<b>Customer Satisfaction Ratings</b>	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.
<b>Net recurrent expenditure</b>	Recurrent expenditure less recurrent grants for specific purposes.
<b>Population</b>	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.
<b>Rates and Charges</b>	declared – are those declared as being receivable, in the calculations for the adopted rates, at the beginning of the year.
<b>Recurrent expenditure</b>	is operating expenditure less non-recurrent items such as depreciation on infrastructure and heritage assets.
<b>Recurrent revenue</b>	is operating revenue less non-recurrent items such as specific non-recurrent (capital) grants; and profit/loss on sale of assets.
<b>Recurrent surplus/deficit</b>	Recurrent revenue less recurrent expenditure.

# Progress Against Financial Targets 2000-2001

Output	Note	Measure	Actual 1999-2000	Actual 2000-2001	Target 2000-2001	Difference
<b>Rates Management</b>		Total rates and charges declared (\$'000)	\$33,592	\$36,788	\$36,705	\$83
		Rates and Charges (per assessment)	\$645.82	\$704	\$704	0.0
		Rates and Charges (per capita)	\$253.41	\$277	\$277	0
		Rates and Charges (% of CIV)	0.49%	0.4552%	0.4572%	-0.002%
		Average residential assessment	\$351	\$377	\$377	0%
<b>Dependence on Rates and Grants</b>		Rates and Charges (% of total recurrent revenue)	59.22%	59.60%	64.40%	-4.8%
		Financial Assistance Grants (per capita)	\$36.27	\$43.59	\$43.57	\$0.02
<b>Achieve Financial Plans</b>	1	% achievement of budgeted operating surplus/deficit (actual against original budget)	-297%	-34%	100%	-134%
	2	% achievement of Capital exp. Program.	87%	85%	100%	-15%
<b>Financial Health</b>		Operating surplus/(deficit.) (% of total recurrent revenue)	-4.96%	-5.5%	3.8%	-9.3%
		% change in net assets from previous year	44.0%	-0.6%	2.40%	-3.0%
		Debt servicing costs as % of rates and charges revenue	10.60%	10.2%	10.00%	0.2%
		Working Capital Ratio (Current Assets/Current Liabs.)	1.72	1.54	1.76	-0.22
<b>Capital Expenditure</b>	3	Ratio of Capital Expenditure to Total Depreciation	0.67	0.79	1.24	-0.45
		Capital Expenditure (per assessment )	\$160.63	\$215	\$211	\$4
<b>Debt Management</b>		Rates, fees and charges outstanding (at 30 June 2000)	4.40%	4.10%	4.00%	0.10%
<b>Operating Costs</b>	4	% change in net operating expenditure (from 30 June 2000)	2.42%	-7.19%	3.8%	-10.99%
	4	% change in net operating expenditure per capita (from 30 June 2000)	2.36%	-6.66%	3.8%	-10.46%
	4	Operating expenditure per assessment	\$882.42	\$951	\$882	\$69
	4	Operating expenditure per capita	\$346.87	\$377	\$347	\$30

## Comments on significant variances

- The target operating surplus for the year was not achieved due to:
  - Increased depreciation (\$5.3M) resulting from revaluation of non-current assets.
  - Non receipt of grant (\$5M) for the Dandenong Town Hall refurbishment.
  - Profit on sale of stock yard (\$3M) not being realised this financial year.
- 24 projects which were planned have been carried over to 2001-2002.
- The actual result was below the target due to the combined effect of capital expenditure falling short of target by \$1.6M and depreciation increasing by \$5.3M from the revaluation of assets.
- Comparative information in relation to operating expenditure has been reclassified to comply with the presentation adopted in the current year and to comply with new or revised Australian Standards.

# Progress Against Community Satisfaction Targets 2000-2001

Output	Measure	Actual 1999-2000	Target 2000-2001	Actual 2000-2001	Difference
Community satisfaction	Performance of Council	66	68	68	0
	Performance in Key Service areas	64	66	66	0
	Local Roads and Footpaths	58	60	61	+1
	Health and Human Services	69	71	70	-1
	Recreational Facilities	70	72	72	0
	Appearance of Public Areas	63	65	66	+1
	Traffic Management and Parking Facilities	60	62	61	-1
	Waste Management	74	76	75	-1
	Enforcement of By-Laws	63	65	65	0
	Economic Development	54	56	57	+1
	Town Planning Policy and Approvals	65	67	64	-3
	Customer Contact	72	74	76	+2
	Advocacy & Community Representation on Key local issues	65	67	68	+1



# Progress Against One-Year Targets 2000-2001

Output	Measure	Target
<b>A Safe City</b>		
Five-year Community Safety Program	Community Safety Program for 5-year period 2001/2006 updated and published	By 30 June 2001 <b>Target not achieved</b>
	Community Safety Achievements Report 2000/01 published	By 31 December 2000 <b>Target not achieved</b>
Community safety activities	'Secure Seniors' program implemented and ongoing progress evaluated and reported	Implemented by 31 December 2000 <b>Target not achieved</b> Evaluated and reported by 30 June 2001 <b>Target not achieved</b>
	'Eyes on the Streets' program with selected Neighbourhood Watch Committees implemented and first report published	By 30 June 2001 <b>Target not achieved</b>
	'Safe Shop' program in Noble Park, Dandenong and Springvale extended to include more retailers	10% by 30 June 2001 <b>Target achieved</b>
	'Self-audit Community Safety Kit' released and community trained	By 30 June 2001 <b>Target not achieved</b>
Impact of illegal drugs reduced	Noble Park Drug Action Committee Strategy established	By 30 August 2000 <b>Target not achieved</b>
	Annual report for Springvale, Dandenong and Noble Park Local Drug Action Committee published	By 31 March 2001 <b>Target not achieved</b>
	Local drugs strategy as recommended by the Drug Policy Expert Committee developed and adopted	By 31 December 2000 <b>Target not achieved</b>
Police resources	Submission for more Police resources prepared and submitted to the Minister for Police and Emergency Services	By 31 March 2001 <b>Target achieved</b>
Safe design guidelines	All planning applications assessed against safe design guidelines	By 31 March 2001 <b>Target achieved</b>
	All City Improvement Projects assessed against community safety guidelines	By 31 May 2001 <b>Target achieved</b>
Community perception of safety	Improved perception of safety in public places and homes as measured through the annual State Government Survey	10% improvement against State Average by March 2001 <b>Target not achieved</b>
	Fear of Crime and Crime Statistics Annual Report published	By 30 September 2000 <b>Target not achieved</b>
Community perceptions of food safety standards	Improved perception of food safety standards as measured through the annual State Government survey	3% by 30 June 2001 <b>Target achieved</b>
Displan	Operational plan audited	By 30 June 2001 <b>Target achieved</b>

# Progress Against One-Year Targets 2000-2001

Continued...

Output	Measure	Target
Well Planned Growth		
Planned growth	Greater Dandenong Planning Scheme policy statements reviewed and adopted by Council	By 31 December 2000 <b>Target not achieved</b>
	Municipal Strategic Statement reviewed and adopted by Council	By 31 December 2000 <b>Target not achieved</b>
	Turn-around times for delegated planning approvals reduced	To ten (10) working days by 30 June 2001 <b>Target not achieved</b>
	Policy to conserve non-urban land developed and implemented	Developed by 31 March 2001 <b>Target achieved</b>
Housing options extended	Housing policy developed, action plan implemented and ongoing progress evaluated and reported	Developed by 30 September 2000 <b>Target not achieved</b> Implemented by 31 March 2001 <b>Target not achieved</b> Reported by 30 June 2001 <b>Target not achieved</b>
	Opportunities to encourage a sustainable built environment, particularly housing and industrial development identified	Identified by 30 June 2001 <b>Target not achieved</b>
Streetscapes improved	5 year streetscape improvement plan (2000/05) reviewed	By 28 February 2001 <b>Target achieved</b>
	CIP streetscape improvements in Dandenong, Noble Park and Springvale completed	By 30 June 2001 <b>Target not achieved</b>
	Opportunities to achieve aerial bundling and/or under grounding of cables identified and funding applications submitted	By 30 June 2001 <b>Target not achieved</b>
Environment improved	State of the Environment Report published	By 31 December 2000 <b>Target not achieved</b>
	Cities for Climate Control target for 2000/01 met	By 30 June 2001 <b>Target achieved</b>
	Ten year Waste Management Strategy developed	Commenced by 30 June 2001 <b>Target not achieved</b>
	Domestic waste to landfill reduced from previous year	2% reduction by 30 June 2001 <b>Target not achieved</b>
	Environment Management System (EMS) targets met and achieved	By 30 June 2001 <b>Target achieved</b>
Investment in the city	New investment in residential, commercial and industrial properties as measured by building approvals	\$100 million by 30 June 2001 <b>Target achieved</b>
	Business confidence and job prospects survey completed and reported	By 30 September 2000 <b>Target not achieved</b>
	GDP economic model for the city developed in draft form	By 30 June 2001 <b>Target not achieved</b>
Employment	New job opportunities created as a result of Council action	Two hundred and fifty (250) by 30 June 2001 <b>Target achieved</b>

Output	Measure	Target
City infrastructure	25-year forward infrastructure management program developed and published	Developed by 31 December 2000 <b>Target not achieved</b> Published by 30 June 2001 <b>Target not achieved</b>
	New investment in infrastructure by Commonwealth and State Governments	\$20 million by 30 June 2001 <b>Target not achieved</b>
	New capital investment by Council	\$11 million by 30 June 2001 <b>Target not achieved</b>
	Drainage capacity strategy for the City completed	By 31 December 2000 <b>Target not achieved</b>
	Number of identified properties subject to flooding reduced by drainage improvements	Three (3) improvement projects completed by 30 June 2001 <b>Target achieved</b>
	Street lighting in commercial, residential and public open space areas improved	\$277,000 invested by 30 June 2001 <b>Target not achieved</b>
	2000 "Clean Up" Campaign initiated and completed in Springvale, Noble Park and Dandenong	By 31 December 2000 <b>Target achieved</b>
	2000 "Clean Up" Campaign outcomes reported to Council	By 31 January 2001 <b>Target achieved</b>
Financial return on Council's commercial assets	Five-year development plan to improve financial return from the Dandenong Produce Market completed	By 31 December 2000 <b>Target not achieved</b>
	Financial return from the following properties increased: <ul style="list-style-type: none"> <li>• Oasis Leisure Centre</li> <li>• Multi-deck car parks</li> <li>• Dandenong Basketball Stadium</li> <li>• Springers Leisure Centre</li> <li>• Produce Market</li> </ul>	2.5% collectively by 30 June 2001 <b>Target achieved</b>
City character protected	Policy directions from Stage 2 of Heritage Study adopted by Council and on going progress evaluated and reported	Adopted by 30 September 2000 <b>Target not achieved</b> Reported by 30 June 2001 <b>Target not achieved</b>
	Urban character policy developed	By 30 June 2001 <b>Target not achieved</b>
Place management	Place management capability developed for Dandenong CBD, Springvale retail precinct and Noble Park Shopping Centre	By 30 June 2001 <b>Target not achieved</b>
Open space availability	Investment in useable Open Space increased	\$540,000 by 30 June 2001 <b>Target not achieved</b>

# Progress Against One-Year Targets 2000-2001

Continued...

Output	Measure	Target
<b>Providing Better Service</b>		
Partnership with local parliamentary representatives	Programmed meetings with local Members of Parliament	Two (2) briefing meetings by 30 June 2001 <b>Target achieved</b>
	Local Members of Parliament advised of all grant submissions and other requests for assistance to Government by Council	Within fourteen (14) days of submission <b>Target not achieved</b>
	Local Members of Parliament receive copy of Council publications excluding general brochures	Within seven (7) days of production <b>Target not achieved</b>
Partnership with other levels of Government	Briefing papers provided to Council on all new policies and directions advised by Commonwealth and State Governments	Within thirty (30) days of receiving advice <b>Target not achieved</b>
	Policy advice provided to Council on new Government initiatives	Within thirty (30) days of receipt of advice <b>Target not achieved</b>
Partnership with peak local government organisations	Council representation or involvement on sector working parties as requested	Councillor or officer nominated as required <b>Target achieved</b>
Good Governance	Community advised by Council of meetings	Advertised fourteen (14) days prior to each meeting <b>Target achieved</b>
	Council meetings held outside of Chamber	Four (4) by 30 June 2001 <b>Target achieved</b>
	"Major" policy initiatives subject to community consultation (Council to determine "major" initiatives)	No major policy initiatives adopted without community consultation <b>Target achieved</b>
	"Major" Council decisions communicated by separate media release and published in '2nd City News' and '2nd City News In Brief'	Published within seven (7) working days of Council decision <b>Target achieved</b>
	Requests for participation of Councillors on community organisations actioned	100% of requests responded to within ten (10) working days <b>Target not achieved</b>
	Legislative and regulatory requirements met	No breach <b>Target achieved</b>
	Community leadership programs conducted	Two (2) by 30 June 2001 <b>Target not achieved</b>
	2000/2005 Corporate Plan targets met and progress reported	Reported half yearly by 31 December 2000 and 30 June, 2001 <b>Target not achieved</b>
	2001/2006 Corporate Plan prepared and adopted	By 30 June 2001 <b>Target achieved</b>
	2001/2006 Financial Plan prepared and published	By 30 June 2001 <b>Target achieved</b>
	2001/2006 CIP plan reviewed and adopted by Council	By 30 September 2000 <b>Target not achieved</b>
	2001/2002 Annual Plan prepared and adopted	By 30 June 2001 <b>Target achieved</b>
2001/2002 Annual Plan submitted to the Minister for Local Government	By 30 June 2001 <b>Target not achieved</b>	

Output	Measure	Target
	1999/2000 Annual Report adopted by Council and submitted to the Minister for Local Government	By 30 September 2000 <b>Target not achieved</b>
	Draft budget for 2001/2002 prepared and presented to Council	By 15 May 2001 <b>Target achieved</b>
	Budget for 2001/2002 adopted	By 30 June 2001 <b>Target achieved</b>
	Draft 2001/2002 CIP plan submitted to Councillors	By 15 May 2001 <b>Target achieved</b>
	2001/2002 CIP Plan adopted by Council	By 30 June 2001 <b>Target achieved</b>
	Operating surplus (after depreciation) for 2000/2001 achieved	\$10.16 million by 30 June 2001 <b>Target not achieved</b>
	City Improvement Program (CIP) achieved	100% by 30 June 2001 <b>Target not achieved</b>
	Accuracy of project estimated in CIP to completed cost improved	85% accuracy <b>Target achieved</b>
	Monthly financial reports submitted to Council	Second meeting of every month <b>Target achieved</b>
	Debtors reduced	1% by 30 June 2001 <b>Target not achieved</b>
Cash Flow Management	Rate and valuation information provided	One (1) brochure on rate payment options and valuations by 31 July 2000 <b>Target achieved</b>
	Annual asset sales program completed	100% by 30 June 2001 <b>Target achieved</b>
Best Value achieved	Statutory requirements met	By 31 December 2000 <b>Target achieved</b>
	Best Value service review plan published	By 31 December 2000 <b>Target achieved</b>
	2000/2001 Best Value services reviews completed	By agreed date <b>Target achieved</b>
	National Competition Policy compliance requirements met	No breach <b>Target achieved</b>
	Community satisfaction with the performance of Council against the Local Government Division measures improved	3% improvement by 30 June 2001 <b>Target achieved</b>
	Service Charter standards reviewed - third release Charters	By 31 December 2000 <b>Target achieved</b>
	Service standards failures reported monthly	By 10th day of each month <b>Target achieved</b>
	Complaints acknowledged within published service standard	100 % within 10 working days <b>Target achieved</b>
	Complaints resolved within published service standard	100% within 15 working days. <b>Target achieved</b>
	Complaints reported to Council monthly	At second meeting of every month <b>Target achieved</b>

# Progress Against One-Year Targets 2000-2001

Continued...

Output	Measure	Target
Providing Better Service Continued...		
Best Value Achieved continued...	Complaints received reduced	5% by 30 June 2001 <b>Target achieved</b>
	Calls at the Call Centre answered within published standard	97% within 15 seconds <b>Target not achieved</b>
	Telephone call drop out rate at call centre reduced	3% by 30 June 2001 <b>Target achieved</b>
	Disability Discrimination Act Action Plan for 2000/2001 implemented	By 30 June 2001 <b>Target achieved</b>
	Insurance premiums reduced	5% by 30 June 2001 <b>Target not achieved</b>
	Insurance payments below excess levels reduced	10% by 30 June 2001 <b>Target achieved</b>
	Insurance claims reduced	5% by 30 June 2001 <b>Target not achieved</b>
	Customer Requests (AMS) completed within agreed standard	100% <b>Target not achieved</b>
	AMS customers contacted if requested	100% <b>Target not achieved</b>
	Correspondence responded to within published standard	100% within 10 working days <b>Target not achieved</b>
Consultation on council services	General community survey completed	By 30 November 2000 <b>Target not achieved</b>
	Consumer research reports published	Within ninety (90) days of completion <b>Target achieved</b>
Information provision – council services	Promotional reports or special features in daily print media published	Two (2) by 30 June 2001 <b>Target achieved</b>
	Press releases issued	Twenty-four (24) per month <b>Target not achieved</b>
	Access points for information expanded	One (1) additional access point by 30 June 2001 <b>Target not achieved</b>
	Increase usage of multilingual telephone lines through Council Contact from previous year	10% by 30 June 2001 <b>Target achieved</b>
	Register of all current Council publications available on web-site, at Service Centres and library outlets	Register current at 30 June 2001 <b>Target achieved</b>
	Council services available on the internet expanded	Twenty (20) additional services by 30 June 2001 <b>Target not achieved</b>

<b>Output</b>	<b>Measure</b>	<b>Target</b>
<b>Safe Movement of People and Goods</b>		
Main roads improved	Funding applications to improve the 10 worst main road "Black-spots" prepared and submitted to VicRoads	By 28 February 2001 <b>Target achieved</b>
	Submission requesting a minimum of \$5 million in main road network improvements prepared and submitted to VicRoads	By 31 December 2000 <b>Target achieved</b>
Local roads improved	Local area traffic management plan design initiated	One (1) by 30 June 2001 <b>Target achieved</b>
	Local area traffic management plan commenced	One (1) by 30 June 2001 <b>Target achieved</b>
	Funding application to improve the 10 worst local road "Black-spots" prepared and submitted to VicRoads	By 28 February 2001 <b>Target achieved</b>
	Local roads improvement funded in CIP	\$2.8 million spent by 30 June 2001 <b>Target not achieved</b>
	50kph speed limit introduced in residential streets	By 30 June 2001 <b>Target achieved</b>
Public transport improved	First Stage of Public Transport Plan 2000-2020 completed	By 30 June 2001 <b>Target achieved</b>
	New bus shelters provided	Seven (7) new shelters by 30 June 2001 <b>Target achieved</b>
	Contract to replace existing bus shelters on main roads signed	By 31 March 2001 <b>Target not achieved</b>
	Audit of rail stations and taxi ranks completed and submitted to the Department of Infrastructure requesting improvements	By 30 June 2001 <b>Target not achieved</b>
Footpaths improved	Annual maintenance and renewal program completed	\$0.6 million spent by 30 June 2001 <b>Target achieved</b>
Bicycle paths improved	Existing paths extended	\$70,000 spent by 30 June 2001 <b>Target not achieved</b>

# Progress Against One-Year Targets 2000-2001

Continued...

Output	Measure	Target
<b>A Vibrant Community</b>		
Commercial leisure facilities	Usage of commercial leisure facilities increased and ongoing progress evaluated and reported	4% by 30 June 2001 <b>Target achieved</b> Reported by 30 June 2001 <b>Target achieved</b>
	Oasis development plan completed	By 30 June 2001 <b>Target not achieved</b>
	Dandenong basketball stadium development plan completed	By 30 June 2001 <b>Target not achieved</b>
	Tatterson Park development plan completed	By 31 December 2000 <b>Target not achieved</b>
	Noble Park Swim Centre development plan completed	By 31 March 2001 <b>Target not achieved</b>
Leisure participation	Leisure participation increased and ongoing progress evaluated and reported	4% by 30 June 2001 <b>Target not achieved</b> Reported by 30 June 2001 <b>Target not achieved</b>
	Participation in non-traditional leisure activities increased and ongoing progress evaluated and reported	4% by 30 June 2001 <b>Target not achieved</b> Reported by 30 June 2001 <b>Target not achieved</b>
	Usage study of recreation-related buildings completed	By 31 December 2000 <b>Target not achieved</b>
Arts participation	Participation rates increased	3% by 30 June 2001 <b>Target not achieved</b>
	Investment in leisure facilities, including non-traditional facilities, increased and ongoing progress evaluated and reported	\$533,000 by 30 June 2001 <b>Target achieved</b> Reported by 30 June 2001 <b>Target achieved</b>
Library services improved	Library material collection expanded to 1.2 items per head of population	By 30 June 2001 <b>Target achieved</b>
	Use of library services increased	7% by 30 June 2001 <b>Target achieved</b>
	Library hours of operation increased from previous year	10% by 30 June 2001 <b>Target not achieved</b>
	Library internet access increased from previous year	20% by 30 June 2001 <b>Target achieved</b>
Community on-line	Strategy to provide residents and businesses with internet capability prepared	By 30 June 2001 <b>Target not achieved</b>
Growth of principal retail precincts	Marketing and retailing skills training provided to the retail trader associations in Dandenong CBD, Springvale and Noble Park	Two (2) training programs in each location by 30 June 2001 <b>Target achieved</b>
	Electronic parking meters introduced in the Dandenong CBD	By 30 June 2001 <b>Target achieved</b>



Output	Measure	Target
	Utilisation of multi-deck car parks in Dandenong CBD increased	15% by 30 June 2001 <b>Target not achieved</b>
	Review of available parking spaces in Noble Park and Springvale completed	By 30 June 2001 <b>Target not achieved</b>
Public art installed	One (1) new piece of street art installed annually	By 30 June 2001 <b>Target achieved</b>

### Serving the Needs of Families, Youth and Older Persons

Human services delivered	List of all human services delivered within the city by Council, Government or non-government agencies compiled and maintained	By 30 June 2001 <b>Target achieved</b>
	Gaps in service delivery identified	By 30 June 2001 <b>Target achieved</b>
	Submission for 3% increase in resources for human services prepared and submitted to Commonwealth and State Governments and ongoing progress evaluated and reported	Submitted by 31 December 2000 <b>Target achieved</b> Reported by 30 June 2001 <b>Target achieved</b>
Services coordinated	Proposal for improved coordination of services delivered by non-council providers prepared	By 30 June 2001 <b>Target achieved</b>
Services for older persons	Submission for 10% increase in resources for aged services delivered in the city prepared and submitted to Commonwealth and State Governments	Submitted by 30 June 2001 <b>Target achieved</b>
Housing for older persons	Funding application for first stage of Buckley Street aged accommodation project submitted	By 30 September 2001 <b>Target not achieved</b>
	Submission to increase public and private sector investment in housing stock for older persons by 10% over five (5) years prepared and submitted	By 30 June 2001 <b>Target not achieved</b>
Playgrounds upgraded	2000/2001 playground strategy achieved	By 30 June 2001 <b>Target achieved</b>
Public Health Plan	Public Health Plan targets for 2000/01 achieved	By 30 June 2001 <b>Target achieved</b>
Impact of gaming reduced	Gaming strategy implemented and reported	By 31 December 2000 <b>Target achieved</b>
	Gaming strategy reviewed	By 30 June 2001 <b>Target achieved</b>

# Progress Against One-Year Targets 2000-2001

Continued...

Output	Measure	Target
<b>Regional Leadership</b>		
Recognition as Melbourne's 2nd City	Promotional stories and special features published in the Melbourne metropolitan media	Ten (10) by 30 June 2001 <b>Target achieved</b>
	Recognition by our community as measured through regular community feedback	Recognition by 30% of the community by 30 June 2001 <b>Target not achieved</b>
	Recognition as Melbourne's 2nd City progress report submitted to Council	By 30 June 2001 <b>Target not achieved</b>
Regional infrastructure	Advocacy undertaken and community awareness maintained for the development of the following regional infrastructure: South East Airport; Port of Hastings; Very Fast Train from Sydney to Melbourne along the coastal route	Submissions as required and progress report by 30 June 2001 <b>Target achieved</b>
Regional road infrastructure	Progress of Dingley By Pass construction reported	By 31 December 2000 and 30 June 2001 <b>Target achieved</b>
	Activities of Eastern Ring Road Steering Committee reported (Scoresby arterial)	Report following each meeting <b>Target achieved</b>
	Progress of Greens Road and Hutton Road duplication reported	By 31 December 2000 and 30 June 2001 <b>Target achieved</b>
	Submission for continued construction of Dingley By-Pass completed	By 31 December 2000 <b>Target achieved</b>
Regional networking with councils	Regional issues discussed with neighbouring municipalities	Four (4) meetings by 30 June 2001 <b>Target achieved</b>
Regional centre enhanced	Retail, hospitality, recreation, and arts and culture directories maintained and distributed to community and tourist outlets	By 30 September 2000 <b>Target achieved</b>
	Funding submission prepared to develop Council's web-site as a portal for local business	By 31 December 2000 <b>Target achieved</b>
	Strategy to attract Government offices to Dandenong CBD developed and implemented	By 30 June 2001 <b>Target not achieved</b>
	Advocate for establishment of a Drug Court in Dandenong CBD	Submission completed by 30 September 2000 <b>Target achieved</b>
	Review progress of strategies to encourage redevelopment of aging retail, office and industrial premises developed	By 30 June 2001 <b>Target not achieved</b>
	Strategy to attract new business to the city developed	By 30 June 2001 <b>Target not achieved</b>
	Proposal for consolidation of Council administrative centres completed	By 31 March 2001 <b>Target not achieved</b>

Outputs	Measures	Target
Tourism and hospitality accommodation expanded	Prospectus to attract new hotel development prepared	By 31 December 2000 <b>Target not achieved</b>
Regional entertainment centre (Dandenong Town Hall)	Design completed and construction commenced	By 30 June 2001 <b>Target not achieved</b>
Bicycle path network	Network extended	0.4km by 30 June 2001 <b>Target achieved</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.



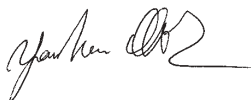
Warwick Heine  
Chief Executive Officer  
Dated: 28 November 2001  
Location: Springvale

# Statement of Councillors on Performance Statement

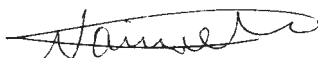
Being a Councillor authorized by Council to sign the accompanying Performance Statement of the City of Greater Dandenong in respect of 2000-2001 financial year, certify that in the opinion of Council, the information contained in the Performance Statement is presented fairly in accordance with the Local 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.



Cr. Youhorn Chea, Mayor  
Dated: 28 November 2001



Cr. Naim Melhem  
Dated: 28 November 2001

Location: Springvale



AUDITOR GENERAL  
VICTORIA

AUDITOR-GENERAL'S REPORT  
ON PERFORMANCE STATEMENT

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

**Audit Scope**

The accompanying performance statement of Greater Dandenong City Council in respect of the 2000-2001 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 it 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 do not extend to an assessment of the relevance or the 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 the Greater Dandenong City Council in respect of the 2000-2001 financial year is presented fairly in accordance with the *Local Government Act 1989*.

MELBOURNE  
18 December 2001



J.W. CAMERON  
Auditor-General

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Website: [www.greaterdandenong.com](http://www.greaterdandenong.com)

PO Box 200  
SPRINGVALE VIC 3171

### Branch Offices

#### Springvale Office

397 - 405 Springvale Road, Springvale

#### Dandenong Office

39 Clow Street, Dandenong

#### Economic Development Unit

Suite 1, 4th Floor, 329 Thomas Street, Dandenong

#### Parkmore Customer Service Centre

Shop A7, North West Mall  
Cheltenham Road, Keysborough

#### Council Depot

Cnr. Greaves Street and Cheltenham Road, Dandenong

#### Dandenong Library and Information Service

Stuart Street, Dandenong

#### Springvale Library and Information Service

411 Springvale Road, Springvale

 <b>Main Switchboard</b> 9239 5100	 <b>Facsimile</b> 9239 5196	 <b>TTY (telephone typing service)</b> 9239 5153	 عربي 9679 9860	 BOSANSKI 9679 9861	 ગુજરાતી 9679 9862	 中文 9679 9863	 Ελληνικά 9679 9864	 Italiano 9679 9865	 Español 9679 9866	 Türkçe 9679 9867	 Việt ngữ 9679 9868	 English 9679 9870	<b>All other languages 9679 9869</b> including: Soomaali Hrvatski Македонски Tetam Malti Црчеа Shqip فارسی Pyccani
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