



Annual Report 2001-2002

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# 2001-2002



## Contents

- P.3** Greater Dandenong at a Glance
- P.4** Year in Review
- P.6** 2001-2002 Vision & Mission
- P.7** 2001-2002 Community Charter
- P.8** Mayor's Message
- P.11** Chief Executive Officer's Report
- P.17** Our Council
- P.19** Organisational Structure
- P.20** Greater Dandenong's Approach to Best Value
- P.24** Activity Summary
- CEO's Group
  - City Development
  - City Services
  - Community Support
- P.70** Risk Management
- P.71** Whistleblower Act
- P.72** Equal Employment Opportunity
- P.73** National Competition Policy (NCP)
- P.74** Local Laws
- P.75** Freedom of Information
- P.76** Community Grants and Donations Program
- P.82** Major Capital Works
- P.84** Management Comment on the Financial Report
- P.88** Financial Report Year Ended 30 June 2002
- P.121** Certification of the Financial Report
- P.123** Introduction to the Performance Statement
- P.124** Progress Against Community Satisfaction Targets 2001-2002
- P.125** Progress Against Financial Targets 2001-2002
- P.126** Progress Against One Year Targets 2001-2002
- A Safe City
  - Well Planned Growth
  - Providing Better Service
  - Safe Movement of People and Goods
  - A Vibrant Community
  - Serving the Needs of Families, Youth & Older Persons
  - Regional Leadership
- P.146** Certification of the Performance Statement

# ANNUAL REPORT ANNUAL REPORT ANNUAL REPORT ANNUAL REPORT ANNUAL REPORT ANNUAL REPORT ANNUAL REPORT ANNUAL REPORT ANNUAL REPORT 2001-2002

## Greater Dandenong at a Glance

The City of Greater Dandenong is a dynamic and diverse city well-known for its significant industrial centre which forms a second city at the south-eastern edge of Melbourne.

Spanning 129.5 square kilometres, Greater Dandenong is the transport hub of the south-east, providing easy access to road, rail, air and sea transport facilities. Over 7,000 firms employing nearly 70,000 people conduct their business within Greater Dandenong.

Immigrants from 140 nations have chosen Greater Dandenong as their home, and account for 52% of the city's population of 124,500. The influx of cuisines, lifestyles, faiths and cultures make Greater Dandenong a thriving metropolis that people flock to shop in from all over Melbourne.

Located at the heart of Melbourne's most rapidly growing industrial and commercial region, Greater Dandenong is set to play a key role in the enormous industrial, commercial and social opportunities which will follow an anticipated population rise of 35% in the region over the next ten years.



# Year in Review

## A SAFE CITY

Safe Shop Program extended	23 new retailers
Response to illegal drugs	Launched new website, information cards published and education sessions held
Community Safety Program	Secure Seniors Co-ordinator appointed and 2 year action plan developed
Safety audits conducted	10 audits
New street lights	\$328,910 spent, 92 lights installed
Police resources	Police resources currently above agreed operational levels, has enabled foot and bicycle patrols and additional traffic patrols to be scheduled
Health inspections	3,725 inspections, increase of 9%

## WELL PLANNED GROWTH

Cities for Climate Control targets	Milestone 4 achieved - Greenhouse action plan implemented
Greenhouse gas emissions	Reduction of 45.2 tonnes of CO <sub>2</sub> by introducing LPG powered vehicles Reduction of 122.7 tonnes of CO <sub>2</sub> by introducing new lighting and heating/cooling systems Green energy for street lighting purchased
New business investment	\$82.75M invested through council activities
New job opportunities	603 jobs created through the council's involvement
Waste management	Waste to landfill increased by 56 tonnes (3.1% increase) Recycling has increased by 374 tonnes (4.6% increase)
Spending on city's infrastructure	\$12.75M spent
Drainage improvements	\$1.07M spent, with 18 of 19 projects completed

## PROVIDING BETTER SERVICE

Customer service	164,610 visitors to service centre, increase of 13% 162,608 calls to call centre, decrease of 11%, drop out rate reduced by 0.77%
www.greaterdandenong.com	147,006 visits, increase of 50%
Daily media	34 mentions/features
Community newsletter	6 editions produced
External Council meetings	4 meetings held outside chamber
Use of multilingual phone line	3,029 calls, increase of 8%
Financial performance	\$3.011M debt reduction

**SAFE MOVEMENT OF PEOPLE AND GOODS**

Local roads improved	63 projects completed to value of \$2.8m, \$1,125,000 in "Black Spot" funding received
40km/h speed limit	Introduction advocated adjacent to schools
Footpaths	\$1,057,482 spent
Public Transport Plan	Year 1 actions implemented, Public Transport Reference Group formed
Bus shelters	10 shelters installed

**VIBRANT COMMUNITY**

Leisure facility investment	\$500,962 spent on improvements
Library services improved	899,392 visitors, decrease of 0.3%
Arts Centre	32,249 visitors, increase of 16.3%
Library internet access	54,600 hours of usage
Training for retail traders	2 programs delivered
Public Art	1 project completed, 2 projects commenced
Bikepaths	\$91,751 invested with 100% of Bicycle Path Program completed

**SERVING THE NEEDS OF FAMILIES, YOUTH AND OLDER PERSONS**

Public Health Plan	Reviewed and extended
Gaming	23 out of 24 actions of Gaming Strategy completed
Older Persons	45 new Community Aged Care Packages approved 146 new volunteers recruited, increase of 8%
Human Services funding	12% increase in annual funding
Playgrounds upgraded	\$261,508 invested
Local Law infringements issued	172 infringements issued, decrease of 62%
Dogs registered	11,208 dogs registered, increase of 55%
Parking fines	24,748 fines issued, increase of 35%

**REGIONAL LEADERSHIP**

Infrastructure	63 road improvement projects completed
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# 2001-2002 Vision & Mission



## **Our Vision**

To be recognised and acknowledged by our residents and others as Melbourne's Second 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 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 Second City.

# 2001-2002 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 employment growth provide an attractive, efficient, productive and healthy 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, participate fully in council activities and have pride in where they live.
- Ensure your city, with its diverse population, will promote programs that are multicultural, embrace good health, encourage the arts and serve the needs of families, youth and older persons.
- Provide regional leadership to ensure the further provision of quality services to our community by both private and public organisations.

## Mayor's Message



Greater Dandenong, Melbourne's Second City, had much to be proud of in 2001-2002.

2001-2002 was a year of unprecedented economic growth for the city and a year in which a number of significant announcements were made by the Commonwealth and State Governments which will ensure the long-term economic and social sustainability of the Greater Dandenong community. The most significant of these announcements was the decision by the Commonwealth and State Governments to jointly fund the construction of the Scoresby integrated transport corridor. This \$900M investment is important to the future of Greater Dandenong and all municipalities in eastern and south-eastern Melbourne. Combined with another announcement – the Victorian Government's designation of Dandenong as a centre for the application of transport orientated development strategies – the council's proposals for a new and stronger Dandenong over the next few years will become a reality.

The announcement of joint Commonwealth and State funding for the Scoresby integrated transport corridor is only one part of what will be a long process of ensuring that road transport and public transport systems address the economic, environmental and social problems that beset the city. The public transport components of the Scoresby project are particularly important to Greater Dandenong and will be the focus of the council's planning over the next few years. Without strong linkages to a public transport service that meets the needs of the Greater Dandenong population, and that of surrounding municipalities, the Scoresby integrated transport corridor project will not meet the expectations of the community. Improved integrated public transport is crucial to the long-term future of our city.



While the announcement of funding for the Scoresby integrated transport corridor was the largest funding announcement in 2001-2002, there were a number of other funding initiatives announced that were of lesser scale, but of no lesser importance. Additional funding from Commonwealth or State Governments was announced in 2001-2002 for the following program or service areas:

- Services to older persons (additional Home and Community Care [HACC] and Community Aged Care Packages [CACP] funds)
- Maternal and child health (funding for injury prevention and support to families where English is a second language)
- Child care (additional support funding for child care services across the city)
- "Black Spot" funding (funding for upgrades of a number of sections of roads and intersections where there have been injury-related accidents)
- Library services (additional funding for the provision of library materials, including foreign language titles)
- Business networking (the establishment and expansion of networking opportunities for women in business)
- Recreation (funding for a number of sports facility upgrades)
- Municipal Drug Strategy (funding for year 2 implementation projects)

This is by no means a comprehensive list of all of the funding available to the council from Commonwealth and State Government, but nevertheless provides a good indication of the breadth of support that has been provided to Greater Dandenong in 2001-2002. The provision of this funding also reflects the commitment of councillors and staff to advocate for additional revenue in order to expand services and develop new initiatives.

This additional funding, combined with the sound decisions made by the council as part of its 2001-2002 financial plan, ensured that the city continued to grow and took steps to meet the ever increasing demand for services.

While the council is sometimes portrayed in the local press as being unable to make a quick decision on what seem to be relatively small matters, there can be no question about its capacity to work strategically and to practise sound financial management. This is reflected in this Annual Report, particularly in terms of the progress made in achieving some of the council's long-term strategic goals and the financial outcome for the year.

Decisions made by the council during the course of the last twelve months in relation to environmental sustainability, strategic land use planning, community building and strategic planning in areas as diverse as waste management and leisure are all evidence of a commitment to long-term planning.

Greater Dandenong also has an enviable record in terms of its commitment to consultation and involvement of the community. Activities that are everyday and second nature to this city are still only being thought of, or experimented with, in other municipalities. Examples of this include the use of trained facilitators as part of the consultation process associated with many planning applications. Another example is the consultation process that is associated with the development of long-term strategies. Techniques used in these areas include public forums, focus groups of interested individuals and organisations, market research and the use of reference committees made up of key stakeholders, general users and expert advisers. The use of interpreters and the production of printed material in relevant languages also ensures that all members of the community have the opportunity for input.

The council has also been active in exploring new areas of community involvement, particularly in terms of the use of the internet, which will be increasingly important.

The key to the council's success in these areas lies in the concept of partnership. The council regards itself as a partner with stakeholders, service users and the community. The key to the success of these relationships is the council's willingness to listen as part of the consultation and involvement process. Listening is a skill that many government organisations give lip service to, but rarely practice. Greater Dandenong is the exception; we not only listen, but we also ensure we provide feedback on the actions we either plan or take.

One of the initiatives taken by the council during 2001-2002 associated with community involvement, relates to identifying actions to improve community pride. Greater Dandenong is a great city. It is, and has been, the home to tens of thousands of families who have enjoyed a rich, rewarding and satisfying life as a resident. The implementation of the "Local Heroes" program in 2001-2002, following the success of the "Living Treasures" program conducted over the previous two years, is an example of the council ensuring that it takes actions to increase community pride. The "Local Heroes" program was developed in conjunction with 'The Journal' and highlights the achievement of one of the "unsung" heroes of our community each month.

One of the outcomes of the "Local Heroes" program has been to highlight the breadth of achievement and capacity in the Greater Dandenong community. Greater Dandenong has high achievers in every area of human endeavour and it is important that the community recognises and celebrates this success.

# Mayor's Message Cont.

The "Local Heroes" program was extensively promoted through the council's quarterly newspaper, '2nd City News', as were a wide range of other council initiatives. This publication continues to grow in stature, with recent market research identifying that 68% of households read '2nd City News' on a regular basis. While local newspapers remain the primary source of community information on council affairs and activities, '2nd City News' is nevertheless growing in its importance as a source of council news.

Our website – [www.greaterdandenong.com](http://www.greaterdandenong.com) – is also being increasingly used by residents and others as a source of information and as a way of more efficiently doing business with the council. Version three of [www.greaterdandenong.com](http://www.greaterdandenong.com) was launched during the course of 2001-2002 and continues to be recognised as one of the best local government websites in Australia. This is reinforced through continuing feedback from other municipalities across Australia and a wide range of business and community representatives.

The addition of two sub-sites to [www.greaterdandenong.com](http://www.greaterdandenong.com) during 2001-2002; dealing with drugs and community safety, was also a highlight of the year. These two sub-sites are a first for local government in Australia and are increasingly used as a source of information for people well outside the boundaries of Greater Dandenong.

The council was also successful in 2001-2002 in continuing to progress some important projects concerned with the future of the city. Amongst these include development of the former saleyards land in Cheltenham Road, Dandenong, upgrade of the Dandenong Produce Market and the revitalisation of key retail precincts including Dandenong Central Business District, Noble Park and Springvale.

While public announcements will be made about the future directions for the former saleyards land and Dandenong Produce Market in 2002-2003, all of 2001-2002 was spent in ensuring that strong, strategic and financial plans are in place to enable these developments to proceed. Development of both of these projects is regarded by the council as crucial to the long-term sustainability and development of the Dandenong Central Business District.

The other major project that requires some comment relates to redevelopment proposals for the Dandenong Town Hall. The council did not make a decision on the future direction of this project during 2001-2002 despite a number of reports and a great deal of information being put before it. A decision will be made in 2002-2003 which will ensure that the Dandenong Town Hall continues to play an important part in the cultural and social activities of the community.

There were many other highlights during 2001-2002, 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. In a world increasingly beset by tensions, wars and racial unrest, Greater Dandenong can be seen as a role model to the rest of the world. Greater Dandenong recognises the role we can play in this area and is eager to take up the challenge to demonstrate to the world that anything is possible, when there is goodwill and the capacity for people to talk together and to listen.



Cr Paul Donovan  
Mayor

# Chief Executive Officer's Report



## Year in Review – 2001-2002

2001-2002 was a 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. Our contribution was in all three of these areas as evidenced through our achievements in improving the management of our environment, improvements to the services offered to our community and the growth in business investment we attracted. Greater Dandenong can also be proud of the way in which it has worked with its community over the last 12 months to make the most of opportunities that have come our way, and to find the best possible solutions to all of the challenges that have arisen.

Through sound financial management and a continued commitment to our five-year corporate and financial plan, Greater Dandenong achieved good financial, environmental and service outcomes for the year.

## Customer Service

The delivery of quality customer service to residents remains a principal focus. Our approach to customer service is continuously reviewed to ensure that we remain focused on the outcomes required by our customers whether contact be made through our call centre, our service centres, our website, or by letter.

Our call centre dealt with 162,608 calls during 2001-2002, answering 93% within 15 seconds (three rings or less). Eighty-seven percent of calls handled by our call centre resulted in the enquiry being resolved by a member of the call centre staff.

Our three service centres served 72,557 customers, of which 86% had their enquiry resolved at first contact.

Call centre hours were extended during 2001-2002, with call centre coverage now being provided from 8am to 5.30pm on weekdays and between 9am and 1pm on Saturdays. Other new initiatives taken in 2001-2002 included improvements to credit card phone payment options and the introduction of online payment of rates and other accounts. Use of both of these methods of payment continues to increase.

A total of 24,670 requests for service were received from the community during 2001-2002. Ninety-nine percent of these requests were resolved within published service quality guarantees. The three largest service request types were for building maintenance (including graffiti) 2,900, residential amenity (local laws, animal control and parking) 2,449 and street hazards (fallen branches, overflowing drainage pits and damaged footpaths) 2,351.

In addition to the requests listed above, the council also dealt with 5,760 pieces of correspondence requiring a response within 10 working days. Ninety-four percent of correspondence was responded to within this service quality guarantee.

# Chief Executive Officer's Report Cont.

## Local Government Leader

Greater Dandenong continued to show leadership in the local government sector in 2001-2002, 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 (particularly through the use of the internet), maintenance of our service charter program, our approach to the Victorian Government's Best Value requirements, continuous improvement of business systems and a willingness to find the best possible solution to the range of issues raised by our community.

Specific examples of this leadership in 2001-2002 included release of version three of [www.greaterdandenong.com](http://www.greaterdandenong.com). The Greater Dandenong website is widely regarded as one of the most user-friendly and information-rich in the local government sector in Australia.

Closely allied to the release of version three of [www.greaterdandenong.com](http://www.greaterdandenong.com) was the launch of version two of the council's intranet site, WebStar. WebStar ensures all staff are informed of current developments and aids in improving efficiency and effectiveness by delivering consistent, up-to-date information to everyone. Version two of WebStar also included an online learning module on occupational health and safety.

## Community Engagement

Working with the community to ensure decisions of Council are understood, creating opportunities for community input into decision making and ensuring the involvement processes that form part of the council's everyday responsibilities are able to be accessed by the community are essential parts of Greater Dandenong's commitment to consultation and engagement.

Initiatives taken in 2001-2002 included continuation of the practice of facilitated consultation meetings on planning approvals and expansion of the customer research panel to 346 participants. A series of community forums under the general title of "Consulting Without Insulting", led to the establishment of the Ethnic Communities Council of the South East (ECCOSE). Other initiatives included consultation and involvement in the preparation of community plans as part of the Commonwealth Government's "Strengthening Communities" program and the Victorian Government's "Community Building" program.

## Community Safety

Results of the annual state-wide survey of 'Community Perceptions of Crime and Safety' released early in 2001-2002 highlighted the continuing level of concern of the community with personal safety in homes, public places and public transport. Concern for personal safety in Greater Dandenong remains higher than state averages, although it was pleasing to note that in all but one category, residents reported feeling safer in 2001-2002 than in previous years. Improvements were recorded in how safe residents felt in their own home during the day and on the streets, buses and trains during the day and night. This was a pleasing result and highlights the importance of the continuing commitment the council has shown to improving community safety.

A highlight of 2001-2002 was the release of 'SafetyMatters', a community safety website – [www.greaterdandenong.com/safety](http://www.greaterdandenong.com/safety). This website, is the first such municipal community safety site in

Victoria and provides a wide range of information to residents, as well as direct connections to other relevant safety sites including Victoria Police, emergency services and Neighbourhood Watch.

The council also launched two new community safety programs in 2001-2002 – 'Eyes on the Street' and 'Secure Seniors'. Both programs have a focus on providing information to residents to better inform them on how they can improve the safety of their environment. Both programs will continue in 2002-2003.

Another important community safety initiative taken during 2001-2002 was the introduction of a requirement for all planning applications to be assessed against safe design guidelines. This same requirement was also placed on the design of all of the council's capital projects.

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

## Our response to Illegal Drugs

Problems associated with the illegal use of drugs remains a priority for the council. During 2001-2002, action continued on the implementation of the Municipal Drug Strategy supported by funding made available by the Victorian Government through the Department of Human Services.

Actions taken during 2001-2002 included the launch of a drug-related website – [www.greaterdandenong.com/drugs](http://www.greaterdandenong.com/drugs). This site provides a comprehensive source of information on drugs, their effects and local initiatives relevant to the Greater Dandenong community, particularly parents and young people. As with the 'SafetyMatters' site referred to earlier, 'DrugAction', is the first such site launched by a local government authority in Victoria. Since its launch late in 2001-2002, the site has attracted a great deal of positive feedback.

During 2001-2002, three new drug-related services were initiated in the city. Southern Health, through South East Alcohol and Drug Services (SEADS) were funded by the Victorian Government to provide drug safety services within the city. The council, through its Municipal Drug Strategy, provided funding to the Fitzroy-based Mary of the Cross Centre to establish a drug counselling service in Noble Park, the Cyrene Centre, and to the Heatherton Christian Community to establish ARC House Rehabilitation Centre. All three of these services provide new options for families and intravenous drug users within the Greater Dandenong community.

A wide range of other activities and programs continued in this area during 2001-2002. The three community-based drug action committees/forums continued to mature and contributed significantly to community information and awareness by holding a series of community discussion forums. These forums were well attended by a wide range of residents, retailers, representatives of community organisations and community-based service providers.

Other achievements in 2001-2002 included the completion of a review of best practices in the retrieval and disposal of discarded needles and syringes and the production of information cards for intravenous drug users.

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

### Our Financial Performance

The financial statements for 2001-2002 show a deficit of \$10.758 million for the year against a budgeted surplus of \$1.204 million. The deficit was principally caused by a \$6.719 million write-off of assets recognised in error in previous asset valuations and purchase of land located at 22-28 Clow Street, Dandenong for \$4.1 million. The write-off of assets arose from a comprehensive audit of the council's infrastructure assets during the year. Total non-current assets are now valued at \$689.395 million compared to \$599.025 million in the previous year. Excluding the write-off of assets mentioned above, the council's financial situation after depreciation was \$0.63 million worse than in the previous year. This reinforces the need for the council to continue to carefully manage its financial resources into the future.

Debt was also further reduced in 2001-2002 to \$6.6 million, a reduction of 21% from 2000-2001.

### Capital Works

In 2001-2002, the council continued towards meeting its commitment to spend \$65 million on capital works over a five-year period, with \$18.921 million spent. This result was above budgeted expenditure of \$17.061 million due to the land purchase at 22-28 Clow Street, Dandenong. Works not completed in 2001-2002 will be completed in 2002-2003.

### Legal Disputes

Two long-running legal disputes moved closer to resolution in 2001-2002.

A judgment was made in the Federal Court action initiated by former Home Care employees, resulting in reinstatement and changes in contract arrangements with the council's Home and Community Care service provider. Compliance with all aspects of the judgment will be achieved in 2002-2003.

Resolution to the dispute with the City of Kingston in relation to unfunded superannuation liability was also reached in 2001-2002. Documents concluding the dispute will be exchanged in 2002-2003.

### Food Safety Standards

Improvement to food handling and food safety standards remained an important focus in 2001-2002. A total of 3,725 inspections were undertaken during the course of the year and 485 food samples taken. In addition, a number of successful educational and information forums were held with food manufacturers and retailers. These sessions were well attended and the feedback received from participants positive.

While the vast majority of food manufacturers and retailers involved in the food industry have responded positively to the council's partnership approach, a number of seizures and prosecutions occurred during the year. Several of these prosecutions resulted in large fines being handed down as a result of court proceedings.

The council's effort in this area was recognised through an improvement in community satisfaction with enforcement of local laws (including food safety) over the last 12 months as measured through the Annual Local Government Community Satisfaction Survey.

### Best Value

During 2001-2002, the council continued with the development of its Best Value Program. The focus during 2001-2002 was on the continued development of staff to undertake service reviews in a manner that will provide for the implementation of service improvements. Activities undertaken during the course of 2001-2002 included the completion of a change management program by all but a handful of staff, completion of a work-life survey of staff to establish a "benchmark" for the Best Value program and continued effort to clearly identify activities and outcomes at an individual business unit level.

Significant effort continued in 2001-2002 to complete the on-line management tool to be used by staff in completing their service review. This aspect of the Best Value project was 95% complete at the end of 2001-2002 and will be implemented in 2002-2003. Use of this management tool will ensure that Best Value service reviews at Greater Dandenong not only reflect best practice across the sector, but will set the benchmark in terms of meeting community, council and government expectations.

The Greater Dandenong Best Value Program will deliver demonstrable service improvement that is understood and tangible to our residents.

### Service Charters

Greater Dandenong continued to develop its service charter program in 2001-2002, with reviews of 39 service charters being completed during the course of the year. As a result of these reviews, significant changes are proposed to the following charters:

- Parks
- Information Management Services
- Asset Management Services
- Financial Services
- Town Planning
- Cultural Development

All of these service charters will be re-released in 2002-2003.

A total of five payments were made to residents during 2001-2002 for failure to meet service quality guarantees set in service charters. All but one of these service quality guarantee failures related to a failure by the council to acknowledge, or respond, to correspondence within 10 working days.

### Regional Roads

The announcement by the Commonwealth and Victorian Governments to jointly fund the construction of the Scoresby arterial was one of the highlights of 2001-2002. This is a project that the council has lobbied for funds to be provided to for a number of years and it was pleasing to see it move from being a proposal to a reality.

During the course of 2001-2002, the council continued its efforts to obtain funds for the construction of the Dingley Bypass and upgrade of the Princes Highway/Springvale Road intersection. Both of these projects remain high priorities and we will continue to lobby for funds to be set aside for these projects in 2002-2003.

# Chief Executive Officer's Report Cont.

## Local Roads

Resident concern with traffic speed and safety in local roads remains a significant concern across the city. The introduction; in 2000-2001, of the 50km/h speed limit in residential streets has had some effect in reducing the incidence of vehicle accidents on local roads, but driver behaviour remains largely unchanged. The level of demand for council intervention to solve local road problems through the provision of local area traffic management schemes continued at the same level in 2001-2002 as in previous years.

The council was successful in 2001-2002 in obtaining "Black Spot" funding for projects in seven locations. The most significant of these was for the installation of traffic signals at the intersection of Dandenong Valley Hwy and Abbotts Road, Dandenong South. Traffic volumes in this section of the city are at high levels and the installation of these lights will result in a reduction in accidents and traffic congestion at this location.

## Gaming

The council continued to work with local gaming venue operators and community-based organisations providing support for people with gaming problems during the course of 2001-2002. All gaming venues in the city participated in an audit to assess compliance with the 'Responsible Gaming Charter'. The council is also working with gaming venue operators to develop a consistent approach to the provision of funds by venue operators to community-based organisations.

## Community Satisfaction Survey

Results of the state-wide Local Government Annual Community Satisfaction Survey were released in May 2002. Overall community satisfaction with the performance of the council remained the same in 2001-2002 as in 2000-2001 at 68.

Improved results were achieved in satisfaction ratings of the council's performance in the areas of local roads and footpaths, health and human services, enforcement of by-laws (including food safety), economic development and the application of town planning. The only area of responsibility where there was a fall in resident satisfaction was in the appearance of public areas where the 2001-2002 score of 65 was one point below that achieved in 2000-2001.

A particularly pleasing result was the improved rating of customer contact to 76 from 75 in 2000-2001.

The council's score for community engagement, a new measure included in the survey for the first time in 2001-2002, was 66 and was the highest score in the group of 18 councils with which Greater Dandenong's results were compared.

## Improving the Environment

2001-2002 has been a year of significant achievement by Greater Dandenong in meeting environmental targets. A decision to purchase "green" energy for street lighting will result in a saving of 7,399 tonnes of CO<sub>2</sub> over the next two years and resulted in the council receiving an award from the Cities for Climate Protection Australia organisation. The council also met milestones "four" and "five" of the Cities for Climate Control program in 2001-2002. Greater Dandenong is one of only 16 municipalities across Australia who have achieved this level of recognition.

Other initiatives undertaken in 2001-2002 include the successful installation of another gross pollutant trap to reduce litter entering the drainage system. The council remains committed to installing one additional pollutant trap each year for the next five years.

The council also began the process of converting all of its vehicle fleet from petrol to natural gas. This program will continue over the next few years as vehicles are changed over.

Other environment improvement activities undertaken during 2001-2002 included a number of environmental forums open to the community, the introduction of solar lighting into public areas, the installation of modified lighting in all but a few council buildings and production of the fourth Greater Dandenong Annual State of the Environment Report.

## Waste Management

A 10-year waste strategy – "Thinking Globally, Acting Locally" – was adopted by Council in March 2002 and will form the basis of ongoing waste reduction strategies. The plan will be reviewed on an annual basis to ensure it remains relevant and that targets are being met.

The 2001-2002 target to reduce the volume of domestic waste being deposited to landfill to an average of 13.05 kilograms per household per week was not achieved. The average for the year was 13.69 kilograms per household per week, a disappointing result given the effort put into improved education and service. Community education will be continued in 2002-2003 to ensure this important target is met.

While the waste to landfill target was not met, the volume of material being recycled by residents exceeded the target set for 2001-2002. Total recycling tonnage increased from 8,072 tonnes in 2000-2001 to 8,446 tonnes in 2001-2002, representing an average of 3.61 kilograms per household per week, 0.66 kilograms more than the target set for the year. This was an excellent outcome and reflects the commitment of Greater Dandenong residents to recycling.

The projected target for an increase in the number of residents participating in the green waste service introduced in 2000-2001 was not met during 2001-2002. This is attributed to the price of the service and is a matter that will be considered by the council in a review of the service in 2002-2003.

During 2001-2002, the council also completed the task of withdrawing from management of commercial waste for a small number of retailers in the city. Retailers affected by this decision are now dealing directly with commercial waste management companies.

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

As indicated earlier, one of the highlights of 2001-2002 was the release of version three of [www.greaterdandenong.com](http://www.greaterdandenong.com) and the expansion of the site to include specific information on community safety and drugs. The transition to this new site was well managed and the time and effort that went into design has been rewarded with the site continuing to be one of the 10 most accessed local government internet sites in Australia.

### **Business Development and Employment**

The record levels of investment in new industrial and commercial buildings in Greater Dandenong recorded in 2000-2001 continued in 2001-2002. The target of \$100 million of investment in new commercial industrial buildings was exceeded, with \$161.9 million in new building development being recorded to the end of June. This is a 44% increase on the level of investment in 2000-2001 and highlights the continuing level of demand for industrial properties. Taking into account plant, equipment and other costs associated with this level of investment, it is likely that between \$350 and \$400 million has been invested in the industrial sector of the city during 2001-2002.

This level of investment has an obvious flow-on to the employment market and, while it is not possible to provide precise figures, it is estimated that between 600 and 800 new jobs were created in the city as a direct result of this investment.

The announcement by the Victorian Government during 2001-2002 of the intention to build a synchrotron at Monash University was also important to the future of Greater Dandenong. The location of this facility will provide local manufacturers and engineering companies with access to world-class technology to assist with product design and manufacture.

### **Services to Older Persons**

Greater Dandenong has a commitment to the provision of services to older persons which is second to none in Victoria.

Additional Commonwealth funding for Community Aged Care Packages (CACP) of \$160,000 and for Home and Community Care (HACC) of \$178,248 were received during 2001-2002. This additional funding allowed the council to extend services, resulting in an estimated 5% increase in the hours of direct service delivered to clients.

Services in the area of delivered meals, adult day activities support services and supported accommodation (HL Williams Court) continued in 2001-2002 to similar levels to that achieved in the previous year.

### **Children's Services**

The council was successful in obtaining additional support for child care providers during the course of 2001-2002. An amount of nearly \$300,000 in additional funding was obtained which was paid directly to childcare service providers. Funding was also received for a number of service innovations during 2001-2002, particularly in the area of maternal and child health.

### **Library Services**

The extended opening hours for the Springvale and Dandenong Libraries introduced during 2000-2001 were continued in 2001-2002, resulting in continuing high levels of satisfaction by the community with the quality of library services provided. Visits to our two static libraries and single mobile library unit in 2001-2002 totalled 899,392. More than 1.3 million items were borrowed.

Internet access was further extended in 2001-2002 through the integration of the English Language and Literacy Program with the general internet access program. This new "web zone" was introduced into the Springvale Library during the course of

2001-2002 and has proved to be highly successful. A similar "web zone" is to be introduced into the Dandenong Library early in 2002-2003. Computers in the library were accessed for a total of 76,667 hours in 2001-2002, demonstrating how important this aspect of library service has become.

### **Land Use Planning**

Economic activity, as measured through planning applications lodged for approval, continued at record levels in 2001-2002. Unfortunately, the high level of activity resulted in targets set for turnaround times for approvals in 2001-2002 not being met.

Turnaround time for planning approvals able to be dealt with under delegated authority in June 2002 was 47 days, as opposed to a target of 25. Reasons for the target not being met relate to the continuing high number of applications being received referred to above and a sector-wide shortage of qualified planning staff.

Action was taken during the course of 2001-2002 to address this situation, with a decision being made to engage additional resources to expand the planning team by three full-time staff. This decision will have an impact during 2002-2003 as these staff become trained and familiar with the Greater Dandenong Planning Scheme.

The planning amendment process to allow limited urban development of part of the Keysborough South area of the city was finalised during 2001-2002. This project has now proceeded to the stage where development plans have been approved and land sales commenced. Demand for land in this new development area has been high, with each stage of the development achieving a high proportion of pre-release sales.

### **Dandenong Produce Market**

Strategic planning for future development of the Dandenong Produce Market continued during 2001-2002.

The council's commitment to redevelop the Produce Market has been welcomed by the majority of existing stallholders who see the opportunity to further enhance their business and to benefit the city as a whole.

Planning for this redevelopment will continue in 2002-2003. It is anticipated that plans of the redevelopment proposal will be put on exhibition during the first half of 2002-2003 and a final decision made to proceed in the second half of that year.

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

Planning for the future development of this land continued during 2001-2002. Following a tender process initiated in 2000-2001, the council entered into an agreement with the Urban and Regional Land Corporation (URLC) to prepare a detailed development proposal for the site. Discussion of this proposal will be completed in the first quarter of 2002-2003 and will be followed by a period of community consultation before any development proceeds.

The proposals being developed by the URLC in conjunction with the council will see this land being developed primarily for residential purposes. Development of this land will build a strong linkage between the residential community of Dandenong

# Chief Executive Officer's Report Cont.

South and the Dandenong CBD and will also be an important step in the continuing revitalisation of the Dandenong Central Business District.

## **Dandenong Town Hall Redevelopment**

The council continued to consider development options for this building during the course of 2001-2002. The project remains a high priority for council and a final decision on redevelopment will be made in 2002-2003.

## **Dandenong Central Business District – Revitalisation**

During 2001-2002, the Victorian Government designated Dandenong as one of five areas in metropolitan Melbourne to be considered for redevelopment as part of its Transport Orientated Development (TOD) strategy. As a result of this announcement, a number of initiatives have been taken by the council and the Victorian Government; through the Department of Infrastructure (DOI), to examine how this strategy can be best applied in Dandenong to achieve the Government's objectives and those of the council to revitalise the Dandenong CBD. While this work will continue during 2002-2003, initial discussions have identified the importance of attracting residential living back into the centre of Dandenong and the need to plan for new linkages between the Dandenong rail station and key activity nodes within the city.

Implementation of the TOD strategy has the potential to ensure that Dandenong not only continues to have a future, but is strengthened in its capacity to be seen as a CBD area of the same importance as the City of Melbourne.

## **Purchase and Sale of Assets**

Two significant property transactions were completed in 2001-2002.

In June, the council acquired land located at 22-28 Clow Street, Dandenong. This strategically placed property will create new opportunities for revitalisation of the Dandenong central business district.

The second significant transaction was the decision by the council to sell part of Glendale Reserve, Springvale, to Minaret College. Purchase of this land by Minaret College will allow the school to construct community and recreational facilities. This transaction will be completed in 2002-2003.

## **Governance**

Elections for the City of Greater Dandenong are scheduled for March 2002-2003. Action was taken during the course of 2001-2002 to complete a review of electoral boundaries in accord with the provisions of the Local Government Act 1989 to ensure that the council was able to successfully conduct elections within this timeframe.

## **Community Building**

During 2001-2002, funds were successfully obtained through the Victorian Government's Community Capacity Building Program to initiate a project in Noble Park. This program, "Proud to Participate," focuses on building community confidence, pride and capability in the Noble Park area. The model developed in Noble Park will be evaluated to assess whether it can be applied across the whole of the city.

## **A Lesson For The World**

The world crisis, caused as a result of the terrorist attacks of September 11, 2001, placed a new focus on the ability of diverse communities to work and live together.

The international situation resulted in the "spotlight" being shined on cities such as Greater Dandenong where there is clear evidence of the ability of people of all faiths, beliefs and origins to work together in a co-operative and harmonious manner. Organisations such as the Greater Dandenong Interfaith Network are increasingly being seen by others as examples of how communities can work together, even in times of acute international stress.

## **Performance Statement**

The Performance Statement that forms part of this Annual Report has been derived from the Monthly Report against Annual Plan targets prepared for Council for the month of June 2002. What appears in the Performance Statement is a "cut-down" version of the June Monthly Report to meet the requirements of the annual audit process. In order to meet these requirements much of the commentary that forms part of the June Monthly Report has been excluded from this report. In addition, all Annual Plan targets met during the course of the year as little as one day later than a target date is shown as "Not Achieved". This results in a false impression being given of overall progress against Annual Plan targets. Of the 189 targets set in the Annual Plan 59.7% were completed as at the end of June.

For full details of the June Monthly Report of progress against Annual Plan targets for 2001-2002 please visit our website at [www.greaterdandenong.com](http://www.greaterdandenong.com) and look under Council and Annual Plan.

## **Future Focus**

The City of Greater Dandenong continues to be a strong and capable contributor to the economic growth, social growth and vitality of Greater Melbourne. A number of the projects commenced in 2001-2002 will ensure that the city continues to play this role well into the future and that, longer term, it will become an even more important part of the fabric of Greater Melbourne.

The planning process put in place by Greater Dandenong through its Corporate and Annual Plan, its commitment to engaging with its community and to working with all stakeholders continues to be the principal characteristic of its governance and style. Combined with sound financial, business, social, resource and environmental management, Greater Dandenong will achieve even greater success in future years.

The City of Greater Dandenong management team and I sincerely thank all staff and everyone who has helped us to achieve our vision for 2001-2002. We 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 14 March, 2003.

**CLEELAND****Cr Paul Donovan**

Mayor from March 2002-March 2003

Mob: 0408 251 926

Ph: 9239 5230

Fax: 9239 5369

**NOBLE PARK****Cr Kevin Walsh**

Mob: 0438 800 034

Ph/Fax: 9798 1275

**DANDENONG****Cr Geraldine Gonsalvez**

Mob: 0438 800 059

Ph/Fax: 9793 5824

**NOBLE PARK NORTH****Cr Maria Sampey**

Mob: 0438 800 027

Ph/Fax: 9790 1291

**DANDENONG NORTH****Cr John Kelly**

Mob: 0418 350 743

Ph/Fax: 9706 0186

**SPRINGVALE CENTRAL****Cr Youhorn Chea**

Mayor from March 2001-March 2002

Mob: 0417 320 645

Ph/Fax: 9562 4802

**KEYSBOROUGH****Cr Roz Blades**

Mob: 0417 053 612

Ph/Fax: 9701 5821

**SPRINGVALE NORTH****Cr Naim Melhem**

Mob: 0407 451 916

Ph/Fax: 9790 0736

**KEYSBOROUGH SOUTH****Cr Dale Wilson**

Mob: 0407 251 925

Fax: 9793 2134

**SPRINGVALE SOUTH****Cr Yvonne Herring**

Mob: 0417 951 915

Ph/Fax: 9558 4827

**LYNDALE****Cr Angela Long**

Mob: 0408 251 910

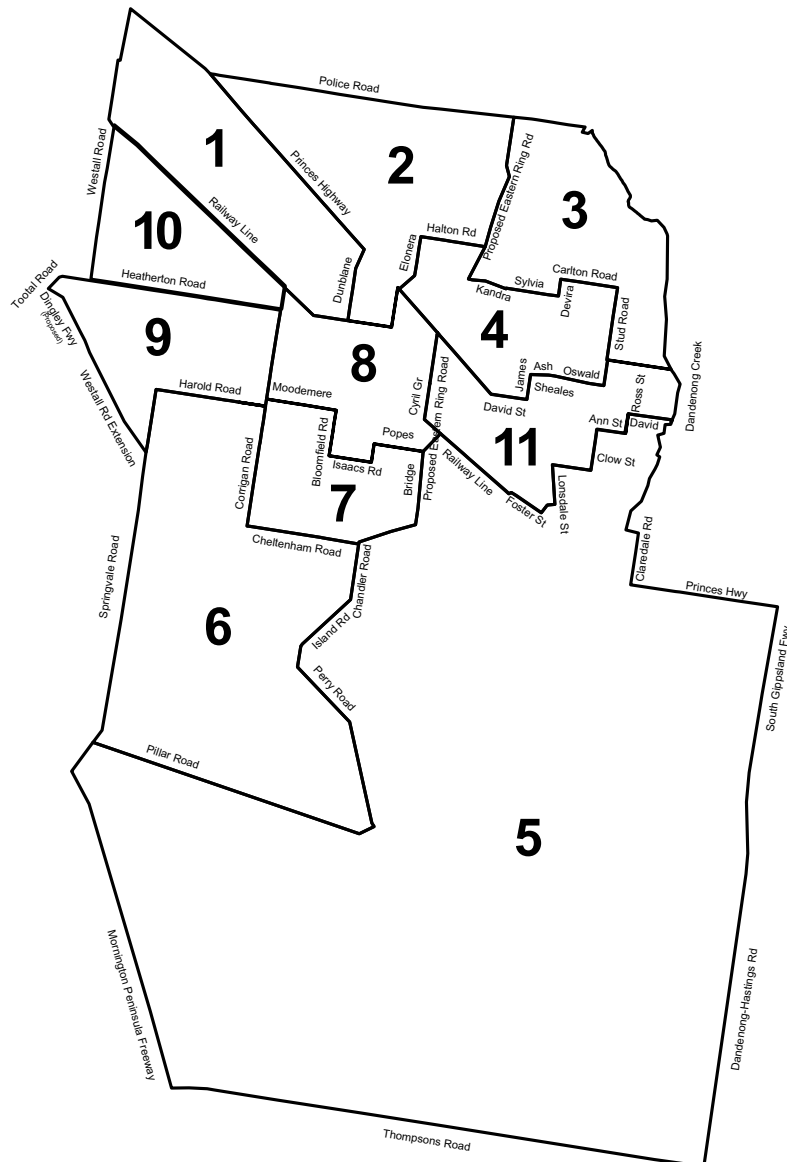
Ph/Fax: 9795 6446

### COUNCIL MEETINGS

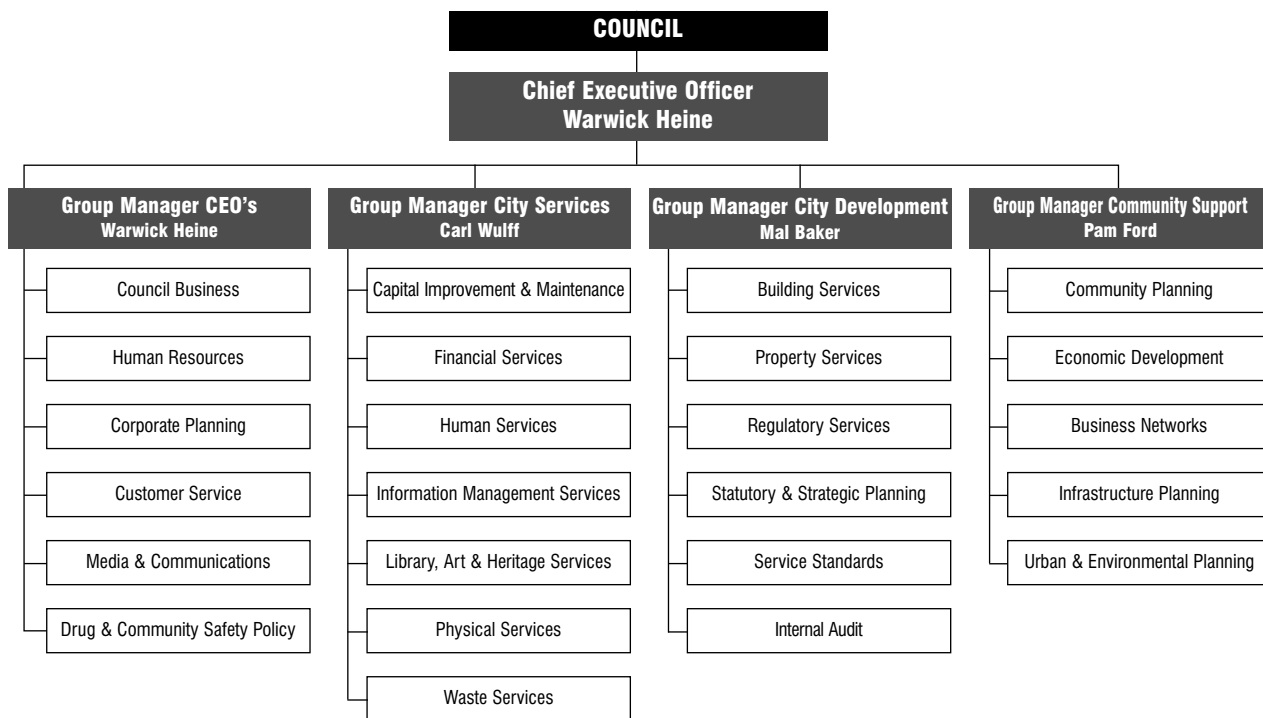
Council conducts its business in open and publicly advertised meetings. In 2001-2002, there were 24 meetings of Council, four of which were held at external venues. External meetings are aimed at providing local residents with an opportunity to bring issues of concern to the attention of councillors.

### WARD BOUNDARY MAP

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



# Organisational Structure



## STAFF NUMBERS AS AT 30 JUNE 2002

	Male	EFT	Female	EFT	Total	EFT
Full-time	189	189	161	161	350	350
Part-time	34	30.8	211	166.42	245	197.22
Casual	18	-	61	-	79	-
<b>Total</b>	<b>241</b>	<b>219.8</b>	<b>433</b>	<b>327.42</b>	<b>674</b>	<b>547.22</b>

	Male	Female	Total
Managers	14	10	24
Professional	46	62	108
Para-Professional	36	71	107
Trade	22	7	29
Clerk	35	151	186
Plant Operations	36	3	39
Labourers	44	126	170
Team Leaders	6	3	9
Apprentices	2	0	2
<b>Total</b>	<b>241</b>	<b>433</b>	<b>674</b>

# Greater Dandenong's Approach to Best Value



In December 1999 the Victorian Government amended the Local Government Act to include a new section on Best Value. Under Best Value, councils are required to review all of their services in accordance with Section 208 of the 'Local Government Act 1989' which includes the six principles listed below:

- Services must meet cost and quality standards set by the 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 the council performance in achieving the objectives of Best Value

The City of Greater Dandenong has fully embraced the Victorian Government's Best Value initiative. It has been seen as an opportunity to closely link the Council Plan outcomes with the services provided to the Greater Dandenong community. This has resulted in the development of a Best Value service review tool that addresses the principles set out in the Local Government (Best Value) Act 1999 and the five key elements of the Council Plan - people focused customer service, planning for a better future, a safe city for you, working together to improve your environment and managing your city's assets. The result is a service review process focused on council staff identifying improvements to the services they provide within the context of council's corporate directions.

Unlike the consequences of the former provisions of the Local Government Act in relation to compulsory competitive tendering, the outcome Greater Dandenong is looking for from Best Value is a culture of sustainable improvement reinforced by strong connections to service users and the general community. Achieving this is no small task, particularly given some of the residual effects of the compulsory competitive testing era. Recognising this, Greater Dandenong has sought to approach Best Value in a very deliberative and planned manner.

The Greater Dandenong organisation has been broken into three groups of business units for the purpose of managing the service review process. While each of the 36 business units that make up the Greater Dandenong organisation will progress through the Best Value service review at its own pace, the creation of three groups has allowed for the development of a sound training and development program for all staff.

All 36 of the Greater Dandenong business units have commenced their service review.

As at June 30, 2002, every business unit has completed the following activities:

- Development of a business plan for the 2001-2002 and 2002-2003 financial years respectively
- The completion of a monthly report against business plan targets for the 2001-2002 year
- Development of a Service Charter for their service, including service quality guarantees (over 70 Service Charters containing over 400 service quality guarantees are published and available to the Greater Dandenong community in printed form or as a download from [www.greaterdandenong.com](http://www.greaterdandenong.com))
- Review of customer research undertaken in relation to service quality guarantees offered in their Service Charters
- The preparation and implementation of action plans arising from the outcomes of a Staff Climate Survey and Work/Life Balance Survey
- The following team building and skills training activities:
  - Providing better service through Best Value
  - Change management
  - Preparation of role statements
  - Business plan training
  - Monthly report training
  - Diversity awareness
  - Recruitment and selection training for managers
  - Conducting meetings

All staff completed the Change Management Program. Other programs were offered to Managers, Business Unit Leaders and selected staff from each business unit.

These activities have laid the foundation for staff to commence the next phase of their service review which consists of 14 modules designed to address the principles established in the Local Government (Best Value) Act 1999. The 14 components that form the Greater Dandenong Best Value service review include:

1. Understanding ourselves
2. Working together
3. Your service standards
4. Understanding your customers
5. Communicating with customers and each other
6. Understanding others (diversity)
7. Working safely
8. Improving community safety
9. Improving the environment
10. Value for money (financial planning)
11. Looking to the future
12. Improving your business
13. Customer feedback
14. Comparing what we do

All staff will be required to complete all 14 components in order to complete their Best Value service review.

Outputs from each of these 14 components will form part of the Best Value service review report to be produced by each business unit at the end of the review process.

Each of the three groups of business units referred to earlier will commence this 14-stage service review process commencing in the second quarter of the 2002-2003 financial year. All business units will have commenced this review by the end of the third quarter of 2002-2003.

The community of the City of Greater Dandenong has also been involved in the development of the Best Value service review process. A Customer Research Panel consisting of 346 members has been established and has been actively utilised over the last two years as a source of feedback and input into a wide range of council service activities and reviews. In 2001-2002, members of the Customer Research Panel were involved in the following service review activities:

- Corporate Plan development
- Annual Plan development
- Service Charter reviews
- Corporate Charter reviews
- Focus groups associated with particular service activities
- Mail out surveys focused on particular services

# Greater Dandenong's Approach to Best Value Cont.

One of the outcomes of work undertaken with the Greater Dandenong community and with staff during 2001-2002 has been to restructure the manner in which the council reports service activities and achievements. The results of this are reflected in this Annual Report.

The Performance Statement that forms part of the Annual Report provides a comprehensive overview of the level of achievement of Annual Plan targets for 2001-2002. The style of reporting adopted ensures that the Greater Dandenong community is able to assess progress made in achieving each of the targets set in the Annual Plan. This information is supplemented with a comprehensive overview of the services provided by the council in the Activity Summary section of the Annual Report. The Activity Summary has been expanded to provide a broad overview of the services provided and the level of achievement of service quality guarantees set as part of the council's Service Charter Program.

The third component of the Annual Report that has been improved for 2001-2002 is the Chief Executive Officer's Report. This report provides an overview of significant events that have occurred during the course of 2001-2002 and provides a context for both the Activity Summary and the Performance Statement.

These three components of the Annual Report will continue to be refined during 2002-2003. It is anticipated that by June 30, 2003 Greater Dandenong will be in a position to comprehensively report against the principles set in the Local Government (Best Value) Act 1999, as well as providing one of the most comprehensive overviews of the services provided by local government authorities in Victoria. Most importantly, this report will be backed up by a culture of service improvement that will ensure services provided by staff at Greater Dandenong meet customer needs and expectations.

It is acknowledged that this Best Value report does not meet the guidelines for Best Value annual reporting forwarded to councils by the Department of Infrastructure in August 2002. While council was aware of these guidelines in mid-July, preparation of the Activity Summary and Performance Statement that form part of this Annual Report were too far advanced to make revisions. This will be addressed in 2002-2003.

A list of the 36 business units identified to undertake service reviews as part of the Best Value program is shown in the table on page 23. This table is also the Greater Dandenong Best Value Service Review Timetable. The commencement date of service review activities for each business unit is shown in the table.

<b>Service</b>	<b>Commencement Date of Review</b>	<b>Status</b>
Media and Communications	3rd quarter 2000-2001	Underway
Council Business	3rd quarter 2000-2001	Underway
Call and Service Centres	3rd quarter 2000-2001	Underway
Building Services	3rd quarter 2000-2001	Underway
Service Standards (Contract Management, Tenders & Contracts and Standards Development)	3rd quarter 2000-2001	Underway
Information Management (Records and Information Technology)	3rd quarter 2000-2001	Underway
Capital and Maintenance (Building Maintenance, CIP Implementation, Graffiti Control, Hallkeeping and Halls & Meeting Rooms)	3rd quarter 2000-2001	Underway
Maternal and Child Health (Early Steps)	3rd quarter 2000-2001	Underway
Family Day Care	3rd quarter 2000-2001	Underway
Community Planning (Diversity, Social Planning, Heritage Planning and Community Development)	3rd quarter 2000-2001	Underway
Urban and Environmental Planning (Leisure & Open Space Planning, Urban Planning and Environmental Planning)	3rd quarter 2000-2001	Underway
Human Resources (Recruitment, Occupational Health & Safety, Risk Management and Payroll)	4th quarter 2000-2001	Underway
Residential Amenity	4th quarter 2000-2001	Underway
Statutory and Strategic Planning	4th quarter 2000-2001	Underway
Financial Services	4th quarter 2000-2001	Underway
Property Revenue Services	4th quarter 2000-2001	Underway
Asset Management Services - Planning (Footpath Maintenance, Flying Squad, Stores, Works Planning and Fleet Management)	4th quarter 2000-2001	Underway
Asset Management Services - Parks (Parks Services, Horticultural Services, Sportsground Services and Street Tree Maintenance)	4th quarter 2000-2001	Underway
Youth Services	4th quarter 2000-2001	Underway
Children's Services	4th quarter 2000-2001	Underway
Adult Day Activity and Support Service	4th quarter 2000-2001	Underway
Older Persons (Meals on Wheels, Volunteers and Senior Citizen Centres)	4th quarter 2000-2001	Underway
Community Bus	4th quarter 2000-2001	Underway
Family Support and Counselling	4th quarter 2000-2001	Underway
Library Services	4th quarter 2000-2001	Underway
Infrastructure Planning (City Improvement Program and Civil & Transport Planning)	4th quarter 2000-2001	Underway
Economic Development and South East Networks	4th quarter 2000-2001	Underway
Environmental Health	1st quarter 2001-2002	Underway
Property Management	1st quarter 2001-2002	Underway
Asset Management Services - Works (Cleansing and Roads & Drainage Maintenance)	1st quarter 2001-2002	Underway
H L Williams Hostel	1st quarter 2001-2002	Underway
Home Based Services (Community Aged Care Packages and Home Care)	1st quarter 2001-2002	Underway
Arts and Heritage Services (Walker Street Gallery, Heritage Hill and Cultural Development)	1st quarter 2001-2002	Underway
Waste Management Services	1st quarter 2001-2002	Underway
Corporate Planning	1st quarter 2001-2002	Underway
Drugs & Safety Policy	1st quarter 2001-2002	Underway

## CEO's Group

### ACTIVITY SUMMARY

The Chief Executive Officer's Group comprises the following business units:

- Call and Service Centres
- Corporate Planning
- Council Business
- Drugs and Community Safety Policy
- Human Resources
- Media and Communications





## Call and Service Centres

The Call and Service Centres are the first point of contact for City of Greater Dandenong customers. The unit's role is to make sure all requests for assistance and information are dealt with as efficiently and effectively as possible. Where necessary, interpreters and other communication aids are used to ensure all customers have equal access to the council's services.

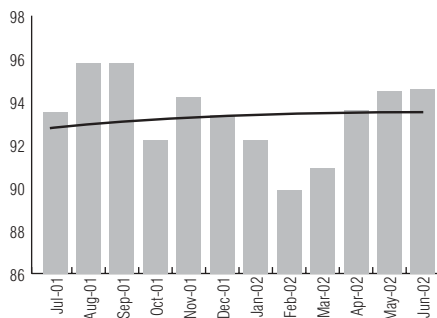
### ACTIVITY SUMMARY

Services Provided	Usage Indicator	Actual Usage (2001-2002)	Service Quality Guarantees
Operate Service Centres at Dandenong, Springvale and Parkmore	Number of visitors	164,610 visitors (13% increase from 2000-2001)	No Service Quality Guarantee.
	Number of enquiries resolved	196,647 enquiries (Not recorded in 2000-2001)	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>86% Achieved</b>
Call Centre	Number of phone calls	162,608 phone calls (11% decrease from 2000-2001)	We will answer 97% of telephone calls within 15 seconds. <b>93% Achieved</b>
	Number of call drop-outs	1,247 call drop-outs (Not recorded in 2000-2001)	

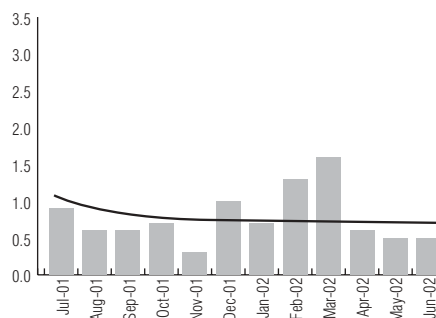
### ACHIEVEMENTS

- Opening hours extended to include Saturdays.
- 6 internal liaison committees established to improve service delivery.

**Percentage of Calls Answered in 15 Seconds**



**Percentage of Call Drop-Outs**



### Corporate Planning

Corporate Planning is an internal business unit that works in partnership with other business units to assist them to meet their corporate requirements and successfully achieve their objectives. The unit develops, implements, maintains and evaluates corporate systems. These include the Council/Annual Plan, Business Plans, Service Charters, Customer Research, Monthly Reporting, Best Value, Customer Service and the Annual Report.

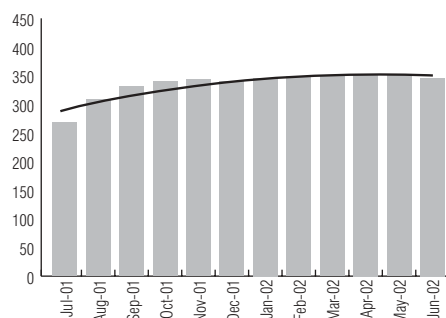
#### ACTIVITY SUMMARY

Services Provided	Usage Indicator	Actual Usage (2001-2002)	Service Quality Guarantees
Corporate Systems Support	Number of business unit leaders and 2IC's trained	Business planning and monthly reporting training attended by 245 participants (Not recorded in 2000-2001)	We will provide training to business unit leaders, their 2IC's and other identified staff, prior to the release of all newly developed or revised corporate systems. <b>100% Achieved</b>
Council/Annual Plan Available	Number of plans published and distributed	2,500 Council/Annual Plans published and distributed (Not recorded in 2000-2001)	We will produce a Council/Annual Plan by 30 June each year. <b>100% Achieved</b>
Service Charters Available	Number of Service Charters current	72 Service Charters reviewed and updated (Not recorded in 2000-2001)	We will audit all business unit Service Charters for currency once every two months and advise business unit leaders when updates are required. <b>100% Achieved</b>
	Number of Service Charter audits conducted	8 audits conducted (Not recorded in 2000-2001)	
Monthly Reports Published	Number of reports published	12 reports published (Not recorded in 2000-2001)	We will collate and publish a monthly report on the organisation's progress toward achieving its adopted annual plan outputs, measures and targets for the second Council meeting of each month. <b>100% Achieved</b>
Customer Surveys Published	Number of research activities undertaken	12 consultations undertaken and reports published (Not recorded in 2000-2001)	We will provide a written report of all customer research we undertake within one month of the survey closing date, for development of an Action Plan to address the findings. <b>100% Achieved</b>
Customer Research Panel Maintained	Number of panel members	346 members (30% increase from 2000-2001)	We will respond to all enquiries immediately where possible but certainly within two working days. <b>100% Achieved</b>
	Number of newsletters distributed	4 newsletters distributed (100% increase from 2000-2001)	

#### ACHIEVEMENTS

- 36 business units commenced a Service Review.
- Business Plan training and development for 2002-2003 completed.
- Council/Annual Plan published.
- 3 community surveys conducted, totalling 2,248 respondents.
- Development and implementation of Business Planning and Monthly Reporting software.
- Customer Research Panel membership expanded to 346 members.

Total Number of Customers Research Panel Members



## Council Business

Council Business is responsible for ensuring that the council's policy of maintaining open and accountable government is followed in all organisational activities. In addition, this unit assists the mayor and councillors with their duties as elected representatives of the community.

### ACTIVITY SUMMARY

Services Provided	Usage Indicator	Actual Usage (2001-2002)	Service Quality Guarantees
Ordinary & Special Meetings	Meeting dates advertised	4 special and 24 ordinary meetings of Council advertised and held (No change from 2000-2001)	We will advertise the dates of ordinary and special Council meetings in 2nd City News, 2nd City News In Brief, telephone on hold message and our website <a href="http://www.greaterdandenong.com">www.greaterdandenong.com</a> <b>100% Achieved</b>
Council Meeting Minutes	Minutes produced and made available to public	Minutes from 24 ordinary and 4 special Council meetings made available at our 3 customer service centers, website and by contacting the Council Business unit (No change from 2000-2001)	We will make minutes of these meetings available to the public within 5 days of the meeting. <b>100% Achieved</b>
Statutory Registers	Statutory registers available for inspection	Statutory registers available for inspection 8.30am-5pm Monday to Friday (excluding Public holidays) (No change from 2000-2001)	We will make all Statutory Registers relating to Governance available for inspection at our Springvale office. <b>100% Achieved</b>
Corporate Standards	Corporate standards monitored, reviewed and updated annually	Code of Conduct updated and distributed to all staff, policy and Code of Practice review in progress (Not recorded in 2000-2001)	We will monitor, review and update council's Corporate Standards including, Code of Conduct, Council Policies and Codes of Practice annually <b>Not Achieved</b>

### ACHIEVEMENTS

- 6 regional forums attended and actions reported.
- 27 grant submissions advised to Local Members of Parliament.
- 2 meetings held with Local Members of Parliament.
- 4 external Council meetings held.
- 2003 election project plan developed.
- Councillor information manual developed.

### Drugs and Community Safety Policy

The Drugs and Community Safety Policy unit's role is to develop, review, extend and influence drug and community safety policy and programs throughout the City of Greater Dandenong.

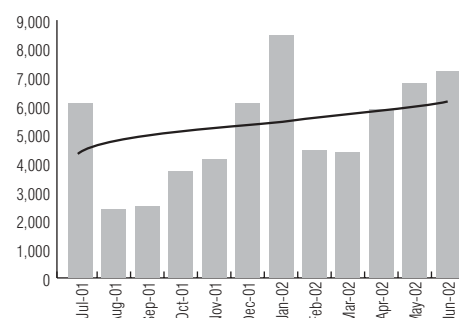
#### ACTIVITY SUMMARY

Services Provided	Usage Indicator	Actual Usage (2001-2002)	Service Quality Guarantees
Springvale Drug Action Community Forum Facilitation	Number of meetings	11 meetings (No change from 2000-2001)	No Service Quality Guarantee.
Dandenong Drug Action Committee Facilitation	Number of meetings	11 meetings (No change from 2000-2001)	No Service Quality Guarantee.
Noble Park/Keysborough Community Drug Action Forum Facilitation	Number of meetings	14 meetings (40% increase from 2000-2001)	No Service Quality Guarantee.
Municipal Drug Strategy	Media releases produced and distributed	18 media releases (Not recorded in 2000-2001)	No Service Quality Guarantee.
Municipal Drug Strategy Development	Number of programs developed	5 programs developed (Not recorded in 2000-2001)	No Service Quality Guarantee.
Community Safety Audits	Number of audits conducted	10 audits conducted (200% increase from 2000-2001)	We will conduct community safety audits annually for business and community groups if requested. <b>100% Achieved</b>
Community Safety	Number of safety presentations	25 presentations (67% increase from 2000-2001)	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 new programs developed	4 programs developed (33% increase from 2000-2001)	No Service Quality Guarantee.
Community Safety Documents Published	Number of documents published	4 documents published and distributed (16% decrease from 2000-2001)	We will make copies of all of our Community Safety publications available at our three Customer Service Centres <b>100% Achieved</b>

#### ACHIEVEMENTS

- DrugAction website launched ([greaterdandenong.com/drugs](http://greaterdandenong.com/drugs)).
- SafetyMatters website launched ([greaterdandenong.com/safety](http://greaterdandenong.com/safety)).
- 'Eyes on the Street' program evaluation completed.
- 'Self Audit' Community Safety Kit released and 96 Neighbourhood committee members trained.
- Home and Street Safety Kit evaluated, revised and reprinted.
- Submission to the Minister for Police and Emergency Services for additional police resources in Springvale and Dandenong.
- 3 Expert Forums held:
  - a) 'Harm Minimisation Revisited – A Local Response'
  - b) 'Drugs, a Bright Future'
  - c) 'A Family Focus'.
- Joint project with City of Melbourne for syringe disposal and retrieval, completed.
- 6 Municipal Drug Strategy initiatives developed.

#### Total Syringes Collected



## Human Resources

Human Resources is an internal business unit that provides all City of Greater Dandenong staff with a range of services and programs in relation to organisational development, industrial/employee relations, recruitment/termination, occupational health and safety, equal employment opportunities, risk management and payroll/reporting services.

### ACTIVITY SUMMARY

Services Provided	Usage Indicator	Actual Usage (2001-2002)	Service Quality Guarantees
Employment Requests	Number of employment requests	97 requests received (20% decrease from 2000-2001)	When possible, we will respond to enquiries on HR and payroll issues immediately. Should an enquiry require further investigation or consideration, we will keep you informed of the action being taken and our progress. <b>100% Achieved.</b>
Letters of Offer for New Appointments	Number of new appointments	188 new appointments (52% increase from 2000-2001)	No Service Quality Guarantee.
Learning and Development	Training organised to support corporate initiatives	13 corporate training programs conducted (Not recorded in 2000-2001)	No Service Quality Guarantee.
Training	Training and induction sessions held	827 participants (Not recorded in 2000-2001)	No Service Quality Guarantee.
		7 training and induction programs held (13% decrease from 2000-2001)	
WorkCover Claims	Number of new claims	44 claims processed (Not recorded in 2000-2001)	We will process WorkCover claims within 5 working days upon receipt of the completed form and medical certificates. <b>100% Achieved.</b>
Workplace Inspections	Number of inspections	32 inspections undertaken (Not recorded in 2000-2001)	We will respond to reported workplace safety hazards and incidents within one working day. <b>100% Achieved</b>
	Number of hazards reported	12 requests completed (59% decrease from 2000-2001)	
Investigate Accidents	Number of accidents investigated	22 claims investigated (Not recorded in 2000-2001)	
MERO & SES	Number of call-outs and after hours contacts	9 call-outs (50% increase from 2000-2001)	No Service Quality Guarantee.
Equal Employment Opportunity	Complaints investigated	1 complaint received and resolved (Not recorded in 2000-2001)	No Service Quality Guarantee.

### ACHIEVEMENTS

- Displan updated and submitted to State Emergency Service.
- 761 group certificates prepared and issued.
- 10 internal ergonomic and health and safety assessments conducted.
- Corporate induction programs held for 84 staff.

## Media and Communications

Media and Communications develops and delivers innovative marketing and public relations programs which assist the council to communicate with and listen to its residents.

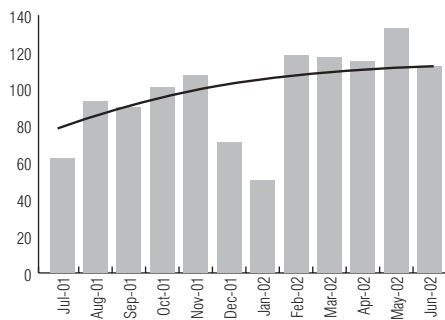
### ACTIVITY SUMMARY

Services Provided	Usage Indicator	Actual Usage (2001-2002)	Service Quality Guarantees
Community Newsletter '2nd City News'	Newsletters distributed	6 distributed - 45,000 properties (No change from 2000-2001)	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 in 3 local papers (No change from 2000-2001)	We will publish '2nd City News In Brief' advertisements in the three local newspapers fortnightly. <b>100% Achieved</b>
Media Coverage	Media releases distributed	328 distributed to both daily and local media (decrease of 6% from 2000-2001)	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>
		1,309 articles appeared in the local papers about the council, 588 of which were a direct result of Media & Communications (Not recorded in 2000-2001)	
Production of Annual Report	Annual Report produced and distributed	Completed (No change from 2000-2001)	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>
Printing	Number of Print Shop requests	3,873 print requests completed (Not recorded in 2000-2001)	We will complete all jobs according to the specifications requested by you on the request form. <b>100% Achieved</b>
Internet Site Management	Internet site developed & updated regularly	Completed (Not recorded in 2000-2001)	We will arrange for council's Internet site to be updated daily. <b>100% Achieved</b>
Completion of 'New Residents' Kit'	'New Residents' Kits' distributed to new home owners	340 kits were distributed (Not recorded in 2000-2001)	We will provide 'New Residents' Kits' to all new home owners within the city and others upon request. <b>100% Achieved</b>

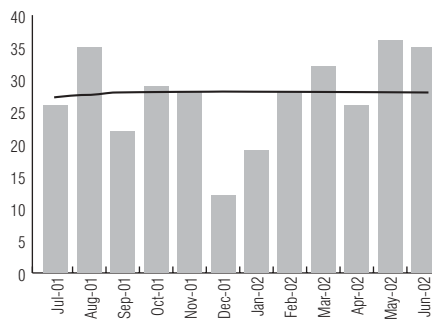
## ACHIEVEMENTS

- www.greaterdandenong.com updated and re-launched.
- 'DrugAction' site launched (greaterdandenong.com/drugs).
- 'SafetyMatters' site launched (greaterdandenong.com/safety).
- 34 "positive" mentions in daily print media.
- Retail, Hospitality, Industrial, Recreation, Arts, Culture and Community directories published on the council's website and updated.
- 9 new information postcards produced.
- Intranet site updated and re-launched.
- 'Local Hero's' program launched.

**Total Positive Media Coverage**



**Number of Press Releases Issued**



# City Development

## ACTIVITY SUMMARY



The City Development Group comprises the following departments and business units:

- Building Services
- Property Management
- Regulatory Services
  - Residential Amenity
  - Environmental Health
- Service Standards
- Strategic and Statutory Planning



## Building Services

Building Services maintain standards of amenity, habitation and safety in buildings. The unit provides services including building inspections, enforcement of safety standards, advice and consultation on building regulation issues and issuing of building permits. The unit also provides copies of approved buildings and past permit details, activity reports to the Building Commission and variations to regulatory siting requirements.

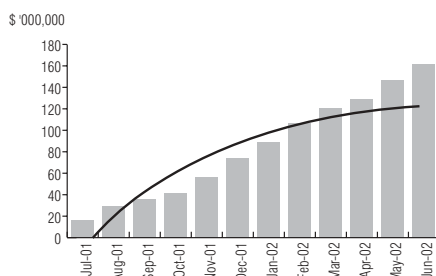
### ACTIVITY SUMMARY

Services Provided	Usage Indicator	Actual Usage (2001-2002)	Service Quality Guarantees
Building Applications	Number of building applications	314 applications (No change from 2000-2001)	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	288 building permits (22% increase from 2000-2001)	We will issue your Building Permit within 2 working days of receipt of all requested information. <b>100% Achieved</b>
	Number of permits received from private building surveyors	1,084 permits (9% increase from 2000-2001)	
Building Regulation Complaints	Number of complaints received	180 complaints (17% decrease from 2000-2001)	We will respond to your written complaint within 5 working days of receiving it in our office. <b>100% Achieved</b>
Building Plan Copies	Number of plan copies requested	288 copies made (39% increase from 2000-2001)	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	16 call-outs (23% increase from 2000-2001)	We will attend emergency call-outs within 2 hours of notification. <b>100% Achieved</b>

### ACHIEVEMENTS

- \$161.9 million in new investment in residential, commercial and industrial properties.
- All council buildings audited for compliance with essential service requirements (fire safety equipment and provisions).
- 205 notices and orders issued within 48 hours of knowing of a non-compliance.
- All building permits issued within 14 working days.
- All building inspections carried out within 1 working day of receipt of booking or as agreed.
- Pool safety kit developed and distributed.

### Investment in Residential, Commercial, Industrial Properties (as measured through building approvals)



# City Development

## ACTIVITY SUMMARY

### Property Management

Property Management maintains the council's property portfolio. The unit supervises sales, purchases and leases council properties, administers and monitors council property use, assesses the needs, current usage and new opportunities for council properties, and manages multideck carparks. Property Management also supervises the management of major leisure centres along with the Dandenong Cemetery on behalf of the Dandenong Public Cemetery Trust.

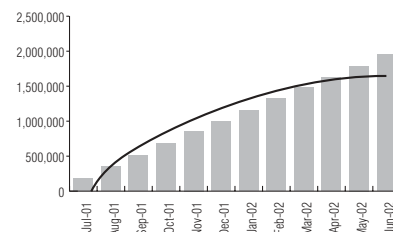
#### ACTIVITY SUMMARY

Services Provided	Usage Indicator	Actual Usage (2001-2002)	Service Quality Guarantees
Dandenong Cemetery	Number of burials	33 burials (32% increase from 2000-2001)	We will provide, on request, access to public information on council properties, major centres, multideck carparks and the Dandenong Cemetery. <b>100% Achieved</b>
Thomas and Walker Streets Multideck Carparks	Fees collected (does not include rents from offices within the carpark buildings)	\$173,901 collected (Not recorded in 2000-2001)	
Dandenong Market/Oasis Aquatic Centre/ Dandenong Basketball Stadium/Springers Leisure Centre	Number of visitors	1,953,442 (7% increase from 2000-2001)	We will provide, on request, access to public information on council properties, major centres, multideck carparks and the Dandenong Cemetery. <b>100% Achieved</b>
Noble Park Heated Swim Centre	Number of patrons	4,879 school patrons (45% decrease from 2000-2001) 25,884 general patrons (25% decrease from 2000-2001)	
	Water slide operating hours	30 hours (58% decrease from 2000-2001)	
Property Disposals and Acquisitions	Number of property sales	5 sales completed (No change from 2000-2001)	We will provide public notice and seek public comment on the sale and leasing of council properties. All legal requirements will be met and some will be exceeded. <b>100% Achieved</b>
	Number of property acquisitions	1 property acquired (Not recorded in 2000-2001)	

#### ACHIEVEMENTS

- \$51,165 revenue received from Oasis Leisure Centre.
- \$173,901 revenue received from multi-deck car parks.
- \$64,070 revenue received from Dandenong Basketball Stadium.
- \$10,361 revenue received from Springers Leisure Centre.
- \$1,737,448 revenue received from Dandenong Produce Market.
- Average occupancy rate for Walker Street carpark, 54.9%.
- Average occupancy rate for Thomas Street carpark, 73.2%.
- Aquatic facilities studied and reported to council.
- 1,953,442 visitors attended major leisure facilities.

#### Number of Visitors to Major Leisure Centres



## Regulatory Services

Regulatory Services improves the working, living and recreational environments of our community by using education and enforcement services, where appropriate, to respond to community needs. The services provided include: attending to concerns relating to animal and parking controls, unsightly/dangerous properties, fire hazards, graffiti, noise, advertising signs, burning off, school crossing safety and the issuing of permits for restricted activities.

The Regulatory Services Department comprises:

- Residential Amenity
- Environmental Health

### ACTIVITY SUMMARY

Services Provided	Usage Indicator	Actual Usage (2001-2002)	Service Quality Guarantees
Local Laws	Number of customer requests	9,661 requests attended (20% increase from 2000-2001)	We will respond to all requests immediately where possible but no longer than within 2 working days. <b>98% Achieved</b>
	Number of compliance notices issued	1,936 notices issued (14% decrease from 2000-2001)	No Service Quality Guarantee.
	Number of offence warnings issued	830 warnings issued (168% increase from 2000-2001)	
	Number of infringements issued	172 infringements issued (62% decrease from 2000-2001)	
	Number of court proceedings issued	11 cases prosecuted (21% decrease from 2000-2001)	
	Number of permits issued	275 permits issued (38% decrease from 2000-2001)	We will respond to all requests immediately where possible but no longer than within 2 working days. <b>98% Achieved</b>
Animal Control	Number of requests received	3,900 requests completed (39% increase from 2000-2001)	We will respond to all requests immediately where possible but no longer than within 2 working days. <b>100% Achieved</b>
	Number of dogs declared dangerous	No dogs declared dangerous (No change from 2000-2001)	If your request involved a threat to a person's health we will commence investigation immediately. <b>100% Achieved</b>
	Number of dogs impounded	508 dogs impounded (23% increase from 2000-2001)	
	Number of cats impounded	445 cats impounded (78% increase from 2000-2001)	No Service Quality Guarantee.
	Number of de-sexing vouchers issued	99 de-sexing vouchers issued (19% increase from 2000-2001)	
	Number of offence warnings issued	114 offence warnings issued (171% increase from 2000-2001)	
	Number of infringements issued	317 infringements issued (7% increase from 2000-2001)	
	Number of court proceedings initiated	25 cases prosecuted (26% decrease from 2000-2001)	
	Number of dogs registered	11,208 dogs registered (45% increase from 2000-2001)	We will send a renewal registration form to every registered pet owner by 10 March 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>

# City Development

## ACTIVITY SUMMARY

Services Provided	Usage Indicator	Actual Usage (2001-2002)	Service Quality Guarantees
	Number of cats registered	4,434 cats registered (23% increase from 2000-2001)	
Parking Control	Value of fines issued	\$1,376,528 in fines issued (33% increase from 2000-2001)	We will respond to all requests immediately where possible but no longer than within 2 working days. <b>100% Achieved</b>
	Number of infringements issued	24,748 infringements issued (35% increase from 2000-2001)	We will ensure that every appeal to a parking infringement notice will be dealt with fairly and equitably. You will be notified within 6 working days of our decision. <b>100% Achieved</b>
	Number of offence warnings issued	352 warnings issued (58% decrease from 2000-2001)	
	Number of requests for response received	3,590 requests (56% increase from 2000-2001)	
Fire Prevention	Number of properties inspected	384 inspections conducted (33% decrease from 2000-2001)	No Service Quality Guarantee.
	Number of hazard notices issued	330 notices issued (6% increase from 2000-2001)	
	Number of clearance notices complied with	295 compliance (7% increase from 2000-2001)	
	Number of properties cleared by council	35 clearances (30% increase from 2000-2001)	
	Number of prosecutions	No prosecutions (No change from 2000-2001)	
School Crossing Supervision	Number of patrols	1,488 patrols (45% increase from 2000-2001)	No Service Quality Guarantee.
	Number of supervised crossings	89 crossings (No change from 2000-2001)	
	Number of accidents at supervised crossings	No accidents (No change from 2000-2001)	
Litter Control	Number of customer requests	634 requests (47% increase from 2000-2001)	We will respond to requests immediately, where possible, but no longer than within 2 working days. <b>98% Achieved</b>
	Number of infringements issued	59 infringements (48% increase from 2000-2001)	
	Number of warnings issued	28 warnings (211% increase from 2000-2002)	
	Number of prosecutions	2 cases prosecuted (71% decrease from 2000-2001)	
	Number of "Clean-Up" campaigns carried out	No campaigns completed (100% decrease from 2000-2001)	

### ACHIEVEMENTS

- 'Barking Dogs' booklet developed and published.
- Overhanging Branches Inspections Plan developed and implemented.
- Fire Prevention Inspection Program developed.
- 59 new ticket machines installed and 61 parking meters replaced.

## Environmental Health

The City of Greater Dandenong's Environmental Health unit works toward increasing awareness of public health issues within the community, ensures high levels of childhood immunisation, enhances food standards, increases understanding of public health and food legislation and generates community responsibility for the improvement of public health.

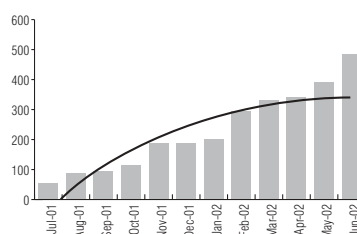
### ACTIVITY SUMMARY

Services Provided	Usage Indicator	Actual Usage (2001-2002)	Service Quality Guarantees
Food Sampling	Number of food samples taken	485 food samples taken (4% decrease from 2000-2001)	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	651 complaints received (26% decrease from 2000-2001)	We will commence investigation into all complaints within 48 hours of notification and keep you advised of the progress and outcome. <b>100% Achieved</b>
Food/Health Inspections	Number of inspections	3,725 inspections carried out (10% increase from 2000-2001)	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	8,247 vaccinations administered (7% decrease from 2000-2001)	We will provide approximately 7 public immunisation sessions per month at a minimum of 5 convenient sites across the entire municipality (including a minimum of 22 hours per annum of out of hours service). <b>100% Achieved</b>
		Immunisation rate – 93% for children under one year (No change from 2000-2001)	
Headlice Reduction	Number of children checked and infestation rate	3,600 children checked (56% decrease from 2000-2001)	No Service Quality Guarantee.
		446 children infected (37% decrease from 2000-2001)	

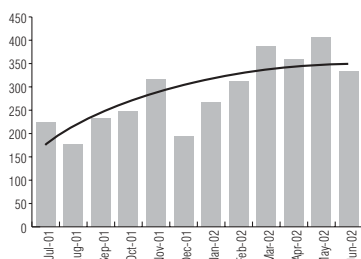
### ACHIEVEMENTS

- 3,725 food premises inspected.
- 485 food samples taken.
- 4 educational programs conducted:
  - a) Breast Cancer Awareness
  - b) Factory Health Checks
  - c) Caravan Parks
  - d) Food Temperature Control
- 257 premises visited to provide advice on tobacco retailing and smoke free dining.

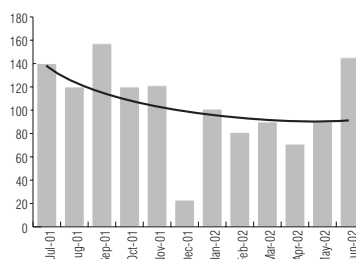
Number of Food Premises Inspected



Number of Food Samples Taken



Number of Retail Tobacco Outlets Surveyed



## Service Standards

Service Standards is an internal business unit that assists other business units within the council to deliver services that meet the quality and cost standards as required by their customers. Key areas of focus include training and advice in areas of asset management systems, setting standards, documenting specifications, process mapping and documentation control, tender and contract processes, contract management and national competition policy compliance.

### ACTIVITY SUMMARY

Services Provided	Usage Indicator	Actual Usage (2001-2002)	Service Quality Guarantees
Preparing and Processing Tenders and Award of Contracts	Number of tenders processed	77 tenders processed (Not recorded in 2000-2001)	We will publish by July 31 each year and continuously update annual programs for Contract Audits; Contract Initiation and Specification development and review. <b>100% Achieved</b>
Auditing Outcomes of External Contracts	Number of contract audits undertaken	57 audits undertaken (No change from 2000-2001)	
Specification Development and Review	Number of service specifications developed or reviewed	3 business unit specifications developed (Not recorded in 2000-2001)	
Training Sessions Conducted	Number of training sessions held	8 training sessions held (33% increase from 2000-2001)	We will develop, publish and deliver an annual program of training and awareness sessions relevant to the services we provide by the end of each calendar year. (eg – Tender & Contracts Procedure Manual, National Competition Policy, Contract Management Systems). <b>100% Achieved</b>
	Number of participants at training sessions	47 participants (18% increase from 2000-2001)	

### ACHIEVEMENTS

- National Competition Policy Report prepared and published.
- Strategic Asset Management Project (SAMP) plan for footpath maintenance developed and implemented.
- Fixed Asset Management Register developed.
- Contract Management schedules published on intranet.

## Strategic and Statutory Planning

Strategic and Statutory Planning processes all planning applications for the development, use and subdivision of land within the City of Greater Dandenong. The unit's services involve setting visions for future land development, making decisions on development applications or recommending decisions to Council, and ensuring compliance with permits and other relevant legislation.

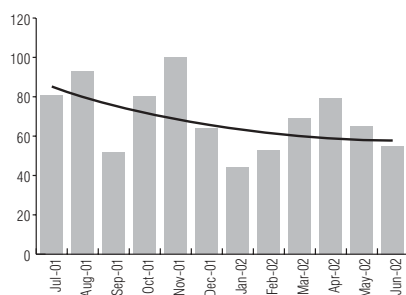
### ACTIVITY SUMMARY

Services Provided	Usage Indicator	Actual Usage (2001-2002)	Service Quality Guarantees
Planning Applications	Number of applications received	727 applications (24% increase from 2000-2001)	No Service Quality Guarantee.
	Number of applications processed	604 applications (19% increase from 2000-2001)	
Subdivision Applications	Number of applications received	185 applications (33% increase from 2000-2001)	No Service Quality Guarantee.
Planning Regulation Complaints	Number of complaints	350 complaints (15% increase from 2000-2001)	No Service Quality Guarantee.

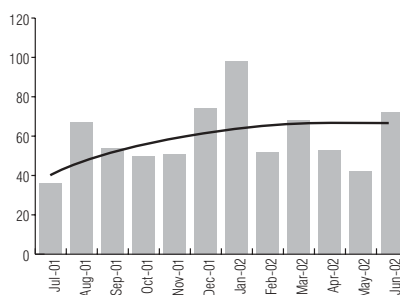
### ACHIEVEMENTS

- All planning applications assessed against 'Safe Design Guidelines – Private Facilities'.
- Municipal Strategic Statement and Local Policy Framework Review completed.
- Green Wedge Local Planning Policy gazetted (part of Amendment C5).
- Amendment C11 adopted by Council and forwarded to the Minister for planning for gazettal.

**Number of Planning Applications Received**



**Number of Planning Applications Completed**



# City Services

## ACTIVITY SUMMARY



The City Services Group comprises the following departments and business units:

- Asset Management Services
  - Asset Management Services – Planning
  - Asset Management Services – Parks
  - Asset Management Services – Works
- Capital, Improvement and Maintenance
- Financial Services
  - Financial Management and Accounting Services
  - Property Revenue
- Human Services
  - Adult Day Activity and Support Service
  - Children's Services
  - Community Bus
  - Family Day Care
  - Family Support and Counselling
  - HL Williams Court Hostel
  - Home Based Services
  - Maternal and Child Health
  - Older Persons
  - Youth Services
- Information Management Services
- Libraries, Arts and Heritage Services
  - Arts and Heritage Services
  - Library Services
- Waste Management



## Asset Management Services

Asset Management Services maintains the city's road, drainage and footpath network, recreational and sporting facilities and parks. This unit also provides a 24 hour/7 days a week emergency service and is responsible for all inspections related to vehicular crossings, road and nature strip openings and pre-building footpath inspections.

The Asset Management Services Department comprises:

- Asset Management Services – Planning
- Asset Management Services – Parks
- Asset Management Services – Works

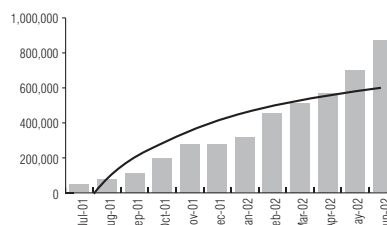
### ACTIVITY SUMMARY

Services Provided	Usage Indicator	Actual Usage (2001-2002)	Service Quality Guarantees	
Urgent Flood Mitigation	Number of reported flooding incidents made safe	40 incidents (57% decrease from 2000-2001)	We will "make safe" all emergency public hazards on council owned property within one working day. <b>100% Achieved</b>	
Emergency Hazards	Number of hazards repaired	78 repairs completed (1% increase from 2000-2001)		
Urgent Nature Strip Reinstatements	Number of urgent reinstatements	49 reinstatements completed (25% decrease from 2000-2001)		
Oil, Glass or Other Spill on Road Made Safe	Number of spills made safe	125 made safe spills (2% decrease from 2000-2001)		
Emergency Response to Remove Overhanging Branches	Number of branches removed	87 branches removed (4% increase from 2000-2001)		
Urgent Replacement of Missing or Damaged Pit Lid	Number of pit lids replaced	360 pit lids replaced (69% increase from 2000-2001)		
Urgent Tree or Tree Branch Removal	Number of trees and tree branches removed	987 branch removals (13% decrease from 2000-2001)		
Footpath Hazards Made Safe (falls, tripping)	Number of footpath hazards made safe	812 hazards made safe (74% increase from 2000-2001)		
Footpath Reinstatements	Number of repairs completed	936 repairs completed (37% increase of from 2000-2001)		No Service Quality Guarantee.
Damaged Kerb & Channel Repaired	Number of repairs completed	127 repairs completed (1% decrease from 2000-2001)		
Damaged Crossings Repaired	Number of repairs completed	46 road repairs completed (4% decrease from 2000-2001)		
Ramp/Pram Crossings Installed	Number of crossings installed	10 crossings installed (41% decrease from 2000 -2001)		

### ACHIEVEMENTS

- 45.2 tonnes of CO<sub>2</sub> saved due to purchase of 10 gas-powered vehicles.
- All Capital Improvement Program (CIP) works completed within budget.
- \$890,900 expended on footpath maintenance and renewal:
  - Footpath replacement of 4.61km
  - Kerb and channel replacement of 3.26km
  - Hazard elimination of 8.65km

**Total Dollars Spent on Annual Footpath Maintenance Program**



### Asset Management Services - Parks

The Parks unit maintains the city's parklands, sports grounds, playgrounds and streetscapes. Some of the services provided include playground and landscape maintenance, grass cutting, tree planting, litter removal, and repairs to fencing, seating, pathways and irrigation systems in passive parks.

#### ACTIVITY SUMMARY

Services Provided	Usage Indicator	Actual Usage (2001-2002)	Service Quality Guarantees
Service Authority Requests	Advice provided and actioned within specified timeframes	37 requests actioned (40% decrease from 2000-2001)	We will "make safe" all emergency public hazards on council owned property within one working day. Some requests will require actions by other public bodies such as Vic Roads, South East Water, United Energy etc before they are resolved. These requests will be passed onto the responsible authority within one working day. <b>100% Achieved</b>
Tree Inspections	Advice provided and actioned within 10 working days	1,789 inspections completed (1% decrease from 2000-2001)	We will inspect all arboricultural requests relating to council trees within 10 working days. <b>100% Achieved</b>
Street Trees or Street Tree Branches Removed	Advice provided and actioned within 24 hours	344 requests completed (14% increase from 2000-2001)	Emergency and public hazards will be inspected, "made safe" or in some cases eliminated within 1 working day. <b>96% Achieved</b>
Street Trees Inspected	Advice provided and programmed	2,387 requests completed (40% increase from 2000-2001)	We will inspect all arboricultural requests relating to council trees within 10 working days. <b>100% Achieved</b>
Reserves and Parks	Number of grass cutting requests received	100 requests received (2% increase from 2000-2001)	We will visit all passive parks every three weeks to ensure that the grass is maintained and identify, remove or report any situation of risk or threat to public safety. <b>100% Achieved</b>
Playgrounds	Number of playground inspection requests	17 requests completed (32% decrease from 2000-2001)	Playground equipment at Burden Park, Dandenong Park, Hemmings Park, Red Gum Park and the Noble Park Skate Ramp will be checked each working day; all other playgrounds will be checked at least once a month. This will ensure that they are all maintained in a safe and useable condition. <b>94% Achieved</b>
Sportsgrounds	Number of sportsground mowing and maintenance requests	11 requests completed (15% decrease from 2000-2001)	Where possible, we will respond to your request immediately or on the same day. No request will be outstanding for more than 5 days. <b>100% Achieved</b>
Removal of Litter and Rubbish	Number of litter and rubbish removal requests in playgrounds and reserves	3 requests completed (67% decrease from 2000-2001)	We will remove litter and rubbish from parks and reserves at each maintenance visit or as requested. <b>100% Achieved</b>

#### ACHIEVEMENTS

- Draft Street Tree Strategy developed including a 5 year Street Tree Replacement Program.
- 1016 advanced trees and 17,000 indigenous trees and plants planted.
- 12,380 hectares of grass mowed.
- 5 playgrounds upgraded and refurbished.

## Asset Management Services - Works

The Works unit manages the city's cleansing, road maintenance and drainage maintenance operations to achieve improved safety while maintaining and enhancing cleanliness and asset life.

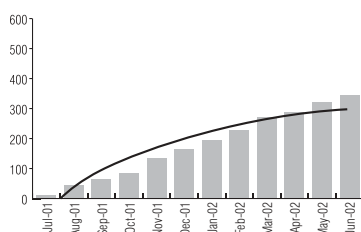
### ACTIVITY SUMMARY

Services Provided	Usage Indicator	Actual Usage (2001-2002)	Service Quality Guarantees
Drains Maintained	Number of drainage matters investigated	273 investigations (19% increase from 2000-2001)	We will attend to underground drainage complaints within 2 working days. Some may require additional work which will be completed as part of our prioritised maintenance program. <b>100% Achieved</b>
Drainage Pits Inspected and Cleaned	Number of pits cleaned	14,619 pits cleaned (No change from 2000-2001)	No Service Quality Guarantee.
Potholes Repaired	Square metres of bitumen laid	3,347 square metres laid (31% decrease from 2000-2001)	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>
Footpath Sweeping	Kilometres of footpath swept	1,768 kilometres swept (No change from 2000-2001)	We will sweep all footpaths in the main shopping areas of Springvale, Noble Park and Dandenong once a day. <b>100% Achieved</b>
Street Sweeping	Kilometres of kerb and channel swept	7,800 kilometres swept (No change from 2000-2001)	We will sweep all concreted or paved public laneways at least once every two months. <b>100% Achieved</b>

### ACHIEVEMENTS

- In excess of 72,000 street and reserve litter bin clearances carried out.
- In excess of 190,000 square metres of lane/walkways cleaned.
- Roads and Drains team responded to 2,217 customer requests.
- Cleansing team responded to 1,588 customer requests.

#### Total Number of AMS Requests for Pothole Repairs



# City Services

## ACTIVITY SUMMARY

### Capital Improvement & Maintenance

The Capital Improvement and Maintenance unit manages the council's Capital Improvement Program (CIP), the routine maintenance of council owned buildings and the hiring of council's halls and meeting rooms.

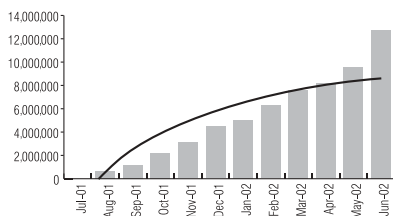
#### ACTIVITY SUMMARY

Services Provided	Usage Indicator	Actual Usage (2001-2002)	Service Quality Guarantees
Council Buildings Maintained	Number of maintenance requests actioned	1,894 building maintenance requests actioned (Not recorded in 2000-2001)	We will acknowledge by either telephone, fax or email, all building maintenance requests within two working days. <b>100% Achieved</b>
Graffiti Removal and Prevention	Number of sites cleaned of graffiti	3,024 sites cleaned (Not recorded in 2001-2002)	We will acknowledge all graffiti reports within three working days and indicate when the graffiti will be removed. <b>100% Achieved</b>
Capital Improvement	Capital expenditure and projects completed	\$12.8m expended (Not recorded in 2000-2001)	No Service Quality Guarantee.
		234 projects completed (Not recorded in 2000-2001)	

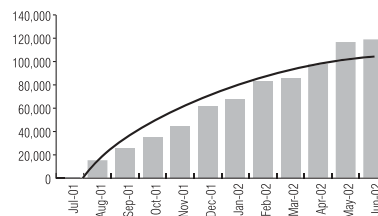
#### ACHIEVEMENTS

- 14 new lighting projects in commercial, residential and public open space areas completed.
- Kernot Crescent gross pollutant trap constructed.
- Three Local Area Traffic Management projects constructed at:
  - McFees Road
  - Kingsclere Avenue
  - Smith Road
- \$2,813,304 invested in local road improvements.
- \$162,094 invested in open space development.
- \$500,962 invested in leisure facilities.
- \$261,508 invested in the 2001-2002 Playground Strategy.
- \$91,751 invested in the extension and upgrade of the existing bike track.

**New Capital Investment by Council**



**Investment in Graffiti Removal and Prevention Program**



## Financial Services

Financial Services manages the council's financial and accounting services. The unit is responsible for the implementation and ongoing management of sound financial practices across all business units and developing and maintaining the financial accounting infrastructure.

The Financial Services department comprises:

- Financial Management and Accounting Services
- Property Revenue

### ACTIVITY SUMMARY

Services Provided	Usage Indicator	Actual Usage (2001-2002)	Service Quality Guarantees
Financial Reporting	Number of financial reports	12 reports submitted (Not recorded in 2000-2001)	We will produce a set of accurate and user friendly financial statements to meet timelines set by the council for monthly reporting to the Executive and Council. <b>100% Achieved</b>
Creditors Paid	Number of cheques paid (including EFT)	12,900 cheques paid (Not recorded in 2000-2001)	We will perform a cheque run on the 15th of each month and the last day of each month. <b>100% Achieved</b>
Invoice or Statements Issued	Number of invoices or statements sent to aged care services	88,100 invoices issued (Not recorded in 2000-2001)	We will send all aged care services invoices/statements within 10 working days from end-of-month and notify departments of debtors falling outside terms of credit. <b>100% Achieved</b>
	Number of invoices or statements sent to other debtors	10,550 invoices issued (Not recorded in 2000-2001)	We will send all other statements within 5 working days from end-of-month and notify departments of debtors falling outside terms of credit. <b>100% Achieved</b>
Financial Systems Training	Number of managers and budget officers trained	90 staff trained (Not recorded in 2000-2001)	We will provide training and financial advice to managers and budget officers to enable them to prepare and manage their budget. <b>100% Achieved</b>

### ACHIEVEMENTS

- 2002-2007 Financial Plan prepared and adopted by Council.
- 2002-2003 Financial Plan prepared and adopted by Council.
- Training in council's financial systems and budget preparation conducted across the organisation.

# City Services

## ACTIVITY SUMMARY

### Property Revenue

Property Revenue conducts valuations of all rateable property within the municipality. This unit also issues rate and valuation notices and collects all rates and charges on behalf of the council.

#### ACTIVITY SUMMARY

Services Provided	Usage Indicator	Actual Usage (2001-2002)	Service Quality Guarantees
Rate Notice Production	Rate notices produced and issued	52,273 rate notices issued (1% increase from 2000-2001)	We will issue all annual, instalment and supplementary rate notices not less than 21 days prior to the due date for payment. <b>98% Achieved</b>
Rate Notice Objections	Number of rate notice objections received	93 rate notice objections received (Not recorded in 2000-2001)	We will acknowledge receipt of all objections to valuations within 10 working days of receipt of the objection. <b>100% Achieved</b>
Production of Land Information Certificates	Land information certificates produced and issued	5,075 land information certificates issued (Not recorded in 2000-2001)	We will process and issue Land Information Certificates within 5 working days of receipt of the application (usually applied for by the purchasers solicitor). <b>100% Achieved</b>
Process Pensioner Rate Concession Applications	Rate concession applications processed	586 rate concession applications processed (Not recorded in 2000-2001)	We will process pensioner concession applications within 7 working days of receipt of application. <b>100% Achieved</b>

#### ACHIEVEMENTS

- Rates and valuation information brochures distributed to all households in the city.
- Valuation Management System currently meets Valuation Best Practice 2002 requirements.
- First council in Victoria to finish 2002 general revaluation.
- Record low percentage level of rates and charges outstanding at the end of the financial year.

## Human Services

The Human Services department provides quality family, children, youth and older persons services which are accessible and affordable. The department comprises:

- Adult Day Activity and Support Service
- Children's Services
- Community Bus
- Family Day Care
- Family Support and Counselling
- HL Williams Court Hostel
- Home Based Services
- Maternal and Child Health
- Older Persons
- Youth Services

## Adult Day Activity and Support Service

Adult Day Activity and Support Service (ADASS) offers centre-based, structured activities, personal care and on-going social and emotional support for adults with a disability, frail aged or people with dementia.

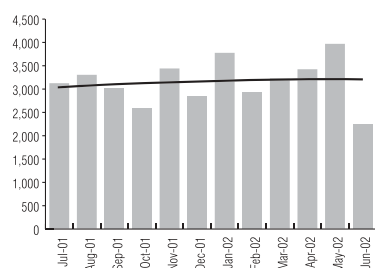
### ACTIVITY SUMMARY

Services Provided	Usage Indicator	Actual Usage (2001-2002)	Service Quality Guarantees
Adult Day Activity and Support Service (ADASS)	Number of clients offered a minimum of 4.5 hours per week	268 clients (24% increase from 2000-2001)	Each client will be offered one or more days a week, Monday to Saturday, for a minimum of 4.5 hours at one of our centres. <b>100% Achieved</b>
	Number of programs provided	13 programs provided (18% increase from 2000-2001)	No Service Quality Guarantee.
	Number of hours of direct service provided	37,921 hours (Not recorded in 2000-2001)	

### ACHIEVEMENTS

- Festive Friends Program, held over the Christmas/New Year period when most other facilities were closed, provided care for 217 clients.
- Waiting lists reduced through the expansion of the Vietnamese Group Program and the commencement of a Woodwork Program for men – 'The Men's Shed'.
- Significant building improvements completed at Cooina including; a major upgrade of the men's and women's bathroom facilities, renovation to the kitchen and replacement of the polished wooden floor.
- A number of special events throughout the year were conducted, including a Chinese New Year celebration lunch.

### Number of Hours of Service Provided by ADASS



### Children's Services

Children's Services provides specialised services to enhance the quality of pre-school and childcare services to children and families within the City of Greater Dandenong. They also offer support for children who attend their centres with disabilities, developmental delays, emotional difficulties and in addition, support for children from diverse or non-English speaking backgrounds.

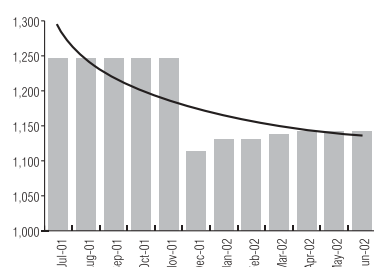
#### ACTIVITY SUMMARY

Services Provided	Usage Indicator	Actual Usage (2001-2002)	Service Quality Guarantees
Children's Services Staff Trained	Number of training sessions offered	10 sessions offered (25% increase from 2000-2001)	The Children's Services team will offer all children's services staff within the City of Greater Dandenong a minimum of four training sessions per year. <b>100% Achieved</b>
Pre-school Central Enrolment	Eligible 4 year old children offered a funded preschool year	All eligible children have been offered a place (No change from 2000-2001)	We will offer your child a place at a pre-school within the City of Greater Dandenong. While we will endeavour to place your child at the pre-school of your choice, this may not always be possible. <b>100% Achieved</b>
Promotion of Early Childhood Programs	Enrolment of children	1,143 children enrolled in pre-school for 2002 (Not recorded in 2000-2001)	No Service Quality Guarantee.
	Number of promotion days held	5 promotional days held (150% increase from 2000-2001)	
Integration of Children with a Disability	Children with a disability supported to access children's services	136 children supported to access state funded programs (Not recorded in 2000-2001)	No Service Quality Guarantee.
		173 children supported to access Commonwealth funded programs (Not recorded in 2000-2001)	

#### ACHIEVEMENTS

- \$323,652 in funding for children's services received, representing a 3% increase on budgeted grant income.
- 29 special needs subsidy applications approved, totalling \$296,871.
- \$11,000 received through the Stronger Families and Communities Strategy.
- \$11,781 received for an extension of the Chinese Parent Group.
- 842 children registered on the waiting list for pre-school places in 2003.
- \$120,000 received for Child Safety and Injury Prevention Program.

#### Number of Children Enrolled in Pre-schools





## Community Bus

The Community Bus unit provides specialised community transport services for members of Senior Citizens' Clubs or similar groups that have no other form of transport. The unit also offers their services for hire to community groups, clubs, schools and the council.

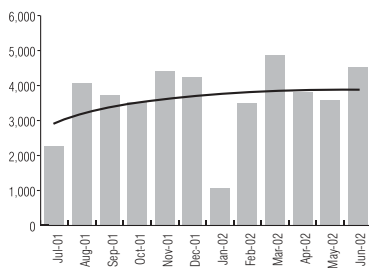
### ACTIVITY SUMMARY

Services Provided	Usage Indicator	Actual Usage (2001-2002)	Service Quality Guarantees
Community Transport	Number of people transported	43,516 people transported (Not recorded 2000-2001)	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>

### ACHIEVEMENTS

- Maintained Bus Operators Accreditation for the second year running.
- Upgrade of existing fleet by replacing two buses.
- Transported 43,516 people (1% above target).

### Number of Passengers Transported



# City Services

## ACTIVITY SUMMARY

### Family Day Care

Family Day Care provides quality child care in the homes of carefully selected and trained care providers. Qualified council staff monitor and support care providers to ensure that all children receive care in a safe, stimulating and caring environment.

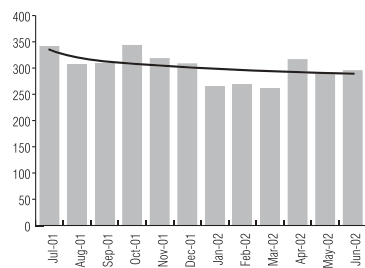
#### ACTIVITY SUMMARY

Services Provided	Usage Indicator	Actual Usage (2001-2002)	Service Quality Guarantees
Home-Based Child Care	Number of child care hours used per annum	531,040 hours per annum (No change from 2000-2001)	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	23 training sessions (28% increase from 2000-2001)	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	1,007 visits per annum (12% increase from 2000-2001)	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. <b>100% Achieved</b>  We will assess all care providers' homes annually to ensure they meet stringent health and safety standards. <b>100% Achieved</b>

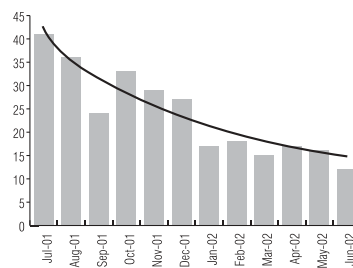
#### ACHIEVEMENTS

- 50% reduction in Family Day Care waiting list.
- 50 additional full-time family day care places.
- 346 children cared for each working day.

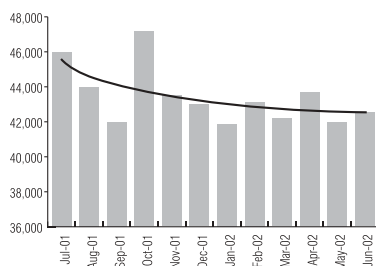
Number of Children Cared for in Family Day Care



Total Number of Children on Family Day Care Waiting List



Number of Hours of Child Care Provided



## Family Support and Counselling

Family Support and Counselling is available to assist families; with children aged 0-18 years, who are experiencing stress due to either a crisis in their lives or the demands of day-to-day living. Home visits by family support workers, group meetings, or individual, couple or family counselling by a professional counsellor are some of the services available to Greater Dandenong residents.

### ACTIVITY SUMMARY

Services Provided	Usage Indicator	Actual Usage (2001-2002)	Service Quality Guarantees
In-home Family Support	Number of families receiving family support including in-home, group and counselling services	222 families received support (Not recorded in 2000-2001)	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	129 families received counselling (18% decrease from 2000-2001)	
General Counselling & Material Aid	Number of families who received material aid	241 families (Not recorded in 2000-2001)	
Parenting Courses	Number of courses run each year	2 courses (No change from 2000-2001)	No Service Quality Guarantee.
		Average 8 participants per course (20% decrease from 2000-2001)	

### ACHIEVEMENTS

- 67 families received food hampers during December.
- 113 toys delivered to children during December.
- 2 parenting education courses conducted.

# City Services

## ACTIVITY SUMMARY

### HL Williams Court Hostel

HL Williams Court is a government accredited aged care facility offering a high standard of care to elderly people who can no longer be cared for in their own homes.

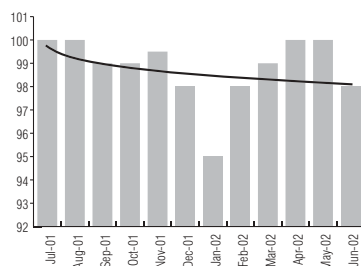
#### ACTIVITY SUMMARY

Services Provided	Usage Indicator	Actual Usage (2001-2002)	Service Quality Guarantees
Residential Care	Occupancy rate	99% (1% increase from 2000-2001)	We will provide all residents with a private room with shared ensuite and access to the gardens. <b>100% Achieved</b>
Meals Provided to Residents in Care	Meals provided at convenient times	100% (No change from 2000-2001)	We will provide each resident with three meals a day between the following times: 8.15 - 8.45am, 12 - 12.30pm, 5 - 5.30pm. <b>100% Achieved</b>
Access to Health Practitioners	Access to health practitioners of choice	100% (No change from 2000-2001)	We will ensure that each resident has access to a doctor of their choice when required. <b>100% Achieved</b>
Housekeeping	Minimum of 50 rooms cleaned	100% (No change from 2000-2001)	We will clean all rooms and ensuites at least once a week and more often if required. <b>100% Achieved</b>
Residents Forums	Number of forums held	12 forums (20% increase from 2000-2001)	All residents and their representatives 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>

#### ACHIEVEMENTS

- Average 99% occupancy rate.
- Aged Care Standards Agency visit demonstrated recognised continuous improvement, thereby delaying the need for a further visit to September 2002.
- 50% increase in volunteer numbers.
- Installation of fire sprinklers and security fencing to improve resident safety and security.

#### H. L. Williams Occupancy Rate



## Home Based Services

Home Based Services assists older people and those with a disability by providing a range of services to meet their care needs. These services may include: general home care, personal care, respite care, transportation and minor home maintenance.

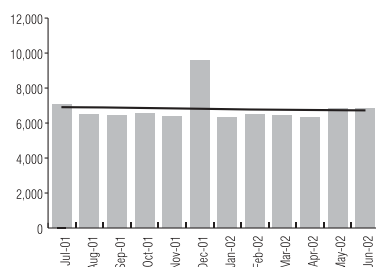
### ACTIVITY SUMMARY

Services Provided	Usage Indicator	Actual Usage (2001-2002)	Service Quality Guarantees
Home Care (general cleaning tasks, mopping, vacuuming)	Number of clients who received home care	1,638 individual clients (7% increase from 2000-2001)	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>
	Number of hours of service provided	50,378 hours of service (7% decrease from 2000-2001)	
Personal Care (assistance with showering, hygiene & shopping)	Number of clients who received personal care	536 individual clients (18% increase from 2000-2001)	
	Number of hours of service provided	23,744 hours of service (14% increase from 2000-2001)	
Respite Care	Number of clients who received respite care	176 individual clients (1% decrease from 2000-2001)	
	Number of hours of service provided	7,574 hours of service provided (3% increase from 2000-2001)	
Home Maintenance Assistance	Number of clients who received home maintenance assistance	805 individual clients (13% decrease from 2000-2001)	
Community Aged Care Packages (CACP)	Number of hours of service provided	2,187 hours of service provided (53% increase from 2000-2001)	We will negotiate an individual care package program with you, or your representative, that is suitable for your needs. <b>100% Achieved</b>
	Number of approved packages	45 packages (50% increase from 2000-2001)	

### ACHIEVEMENTS

- Successful submission for 50% increase in Community Aged Care Packages (CACP) funding.
- Successful submission for 12% increase in Home and Community Care funding.
- An average of 99.5% of available CACP's were accessed.

### Number of Home Care Hours Provided



# City Services

## ACTIVITY SUMMARY

### Maternal and Child Health

Maternal and Child Health, known as Early Steps, provides information and advice to all residents with children aged 0-6 years on a range of issues, including health and development of children, immunisation, family planning, parenting and nutrition.

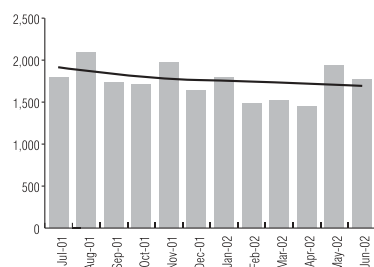
#### ACTIVITY SUMMARY

Services Provided	Usage Indicator	Actual Usage (2001-2002)	Service Quality Guarantees
Key Age and Development Stage Checks	Percentage of eligible families who bring their children for fortnightly checks	85% of eligible families (5% decrease from 2000-2001)	We will offer all families with children from birth until 6 years a minimum of one home visit and 15 centre visits. At these visits we will assess the health and development of your child. <b>100% Achieved</b>
	Percentage of eligible families who bring their children for 8 week checks	84% of eligible families (5% decrease from (2000-2001)	
	Percentage of eligible families who bring their children for 8 month checks	73% of eligible families (3% increase from 2000-2001)	
	Percentage of eligible families who bring their children for 18 month checks	60% of eligible families (No change from 2000-2001)	
Outreach Service	Number of home visits	1,568 home visits (4% increase from 2000-2001)	We will offer families with special needs a home visiting service for a maximum of 3 months. <b>100% Achieved</b>
Advice and Support	Number of consultations provided	20,931 consultations (16% decrease from 2000-2001)	We will offer all families with children from birth until 6 years a minimum of one home visit and 15 centre visits. At these visits we will assess the health and development of your child. <b>100% Achieved</b>
	Number of new parents contacted	1,689 new parents contacted (Not recorded in 2000-2001)	We will contact you within 10 working days of your child's birth. <b>100% Achieved</b>

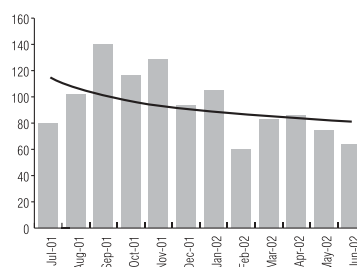
#### ACHIEVEMENTS

- 20,931 consultations were conducted.
- Dental health kits for African, Albanian, Chinese and Cambodian families distributed.
- 996 dental health checks conducted.

**Number of Consultations by Maternal and Child Health Nurses**



**Number of Dental Screen Checks Provided to 2yr+ Children**



## Older Persons

Older Persons links older residents to services and activities and promotes a positive approach to ageing and well-being. The unit primarily focuses on improving the quality of life for older people in the community through the senior citizens support program, volunteer programs and the provision of meals on wheels.

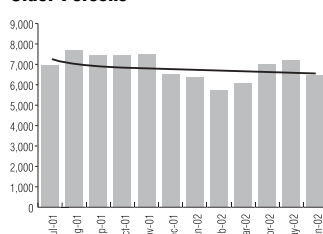
### ACTIVITY SUMMARY

Services Provided	Usage Indicator	Actual Usage (2001-2002)	Service Quality Guarantees
<b>Senior Citizens Support Program</b>			
Seniors Activities Recorded	Database maintained	Database updated quarterly (No change from 2000-2001)	We will update the seniors activities database every 3 months. Copies are available on request. <b>100% Achieved</b>
Access to Senior Citizen Centres	Attendance at senior citizens centres	Estimated 10,282 attendances (6% increase from 2000-2001)	No Service Quality Guarantee.
<b>Volunteer Program</b>			
Volunteer Recruitment	Number of new volunteers	46 new volunteers (29% decrease from 2000-2001)	No Service Quality Guarantee.
Volunteer Training	Number of training sessions offered per year	4 training sessions offered (No change from 2000-2001)	We will offer volunteers access to a minimum of four training sessions throughout the year to improve their skills and experience. <b>100% Achieved</b>
Volunteer Recognition	Function(s) to acknowledge and recognise volunteers	2 per year (No change from 2000-2001)	We will formally acknowledge and recognise the contribution of volunteers at special functions to be held at Christmas and during National Volunteers Day, National Volunteers Week, and the Seniors Festival. <b>100% Achieved</b>
Volunteer Newsletter	Number of newsletters produced	4 newsletters distributed (No change from 2000-2001)	We will publish and distribute a quarterly newsletter for all volunteers. <b>100% Achieved</b>
Volunteer Mediation	Number of requests for mediation	Average of 1 request per month (No change from 2000-2001)	We will mediate between volunteers and staff as required. <b>100% Achieved</b>
<b>Meals on Wheels</b>			
Provision of Hot, Chilled, Frozen & Diet Meals	Number of meals delivered to all clients	82,401 meals delivered (2% increase from 2000-2001)	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 prepared	9,102 meals prepared (27% increase from 2000-2001)	Hot, chilled or frozen meals will arrive on the agreed days at the agreed location. <b>100% Achieved</b>
Service Information to New Clients	Number of new clients who received information	387 new clients (12% increase from 2000-2001)	We will supply every new client with a menu which includes information on our service and heating instructions for our meals. <b>100% Achieved</b>

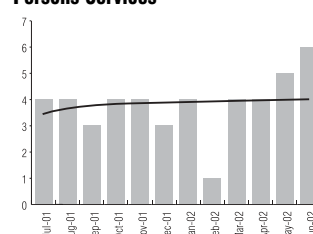
### ACHIEVEMENTS

- Sub regional Health and Safety Expo held.
- Successful submissions for resource increases:
  - \$160,000 for Community Aged Care Packages
  - \$178,248 for Home and Community Care
  - \$31,400 HACC minor capital funding
- Number of volunteers increased to 146 (8% increase).

**Number of Meals Delivered to Older Persons**



**Number of New Volunteers for Older Persons Services**



# City Services

## ACTIVITY SUMMARY

### Youth Services

Youth Services aims to improve the quality of life for our youth through consultation and the provision of information and services which help them to make informed choices about their future.

#### ACTIVITY SUMMARY

Services Provided	Usage Indicator	Actual Usage (2001-2002)	Service Quality Guarantees
FreeZA/Battle of the Bands Events	Number of events	10 events held (No change from 2000-2001)	We will provide twelve live alcohol and drug free music events each year. <b>100% Achieved</b>
Jam Nites	Number of events	11 events held (No change from 2000-2001)	
Band Rehearsals	Number of band rehearsal days	"The Venue" operated on average 5 days per week (No change from 2000-2001)	
Muso Network Committee	Number of committee meetings	22 meetings held (15% decrease from 2000-2001)	No Service Quality Guarantee.
Youth Activities Services (YAS)	Number of programs, school visits and workshops	107 activities and events (29% increase from 2000-2001)	We will provide at least four programs each term to secondary school aged young people. <b>100% Achieved</b>
	Number of participants in programs, school visits and workshops	8,274 participants (11% decrease from 2000-2001)	
School Holiday Program	Number of young people per day in holiday programs	Average of 15 young people per day (15% increase from 2000-2001)	
QM Magazine	Maintenance of a Youth Committee and distribution of quarterly magazine	2 editions produced (No change from 2000-2001)	No Service Quality Guarantee.

#### ACHIEVEMENTS

- Won the National Australia Bank Community Link Volunteer Awards for the Spray Can Project.
- Muso Network 10 year celebration lunch.
- Coordinated a number of Cultural and Linguistically Diverse specific programs, including: 'Culture is Cool Youth Services Program', 'Peer Leadership Program' and other linked programs with other local councils.



## Information Management Services

Information Management Services (IMS) is an internal business unit that supports and assists council staff with a range of technical and consulting services. IMS comprises information management which is responsible for managing correspondence and maintaining records on behalf of the council; and Technology Services, which provides and maintains a data and telephone network, computer system platforms, information systems and software applications.

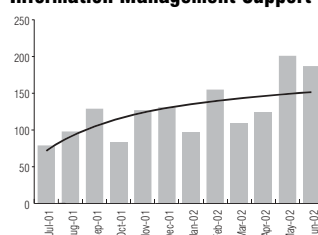
### ACTIVITY SUMMARY

Services Provided	Usage Indicator	Actual Usage (2001-2002)	Service Quality Guarantees
Geographic Information Services (GIS)	Number of requests	349 requests (13% decrease from 2000-2001)	We will respond to your GIS enquiry immediately where possible, but not longer than 2 working days. <b>100% Achieved</b>
	Number of GIS users	120 users (85% increase from 2000-2001)	
	Number of new maps created	20 new maps developed (100% increase from 2000-2001)	We will prepare and print standard maps within 1 working day where possible, but no longer than 5 working days from the date requested. All customised maps will be negotiated with you and you will be kept informed of progress. <b>100% Achieved</b>
Information Technology Services	Network availability	633 network accounts accessible (Not recorded in 2000-2001)	We will provide access to the network services and user data during business hours, a minimum of 98% measured over a month. <b>99% Achieved</b>
	Number of help desk calls logged	2,935 calls logged (8% increase from 2000-2001)	We will respond to your call within four business hours. <b>98% Achieved</b>
	Number of help desk calls resolved	2,849 calls resolved (5% increase from 2000-2001)	
	Average number of help desk calls outstanding per month	96 calls outstanding (55% increase from 2000-2001)	
Records Services	Numbers of records enquiries	30 enquiries (Not recorded in 2000-2001)	All enquiries will be responded to on the same day <b>95% Achieved</b>
	Average quantity of correspondence received per day	80 (Not recorded in 2000-2001)	All correspondence received at Springvale office will be delivered within one working day. <b>99% Achieved</b>
	Average quantity of mail delivered per day	200 (Not recorded in 2000-2001)	Following pick up, all internal mail redirections will be delivered in the next trolley or courier service. <b>100% Achieved</b>
	Cost of postage	\$190,948 for postage (Not recorded in 2000-2001)	All outwards mail received by 3.30pm will go out that day. <b>100% Achieved</b>

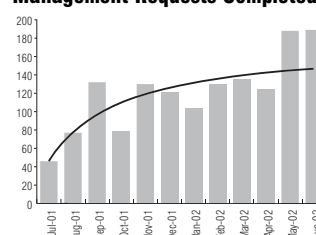
### ACHIEVEMENTS

- Windows 2000 roll-out completed.
- Introduction of new Help Desk software and a traineeship program for Information Management Help Desk.

**Number of Requests for Information Management Support**



**Number of Information Management Requests Completed**



### Libraries, Arts and Heritage

Libraries, Arts and Heritage Services oversees the operation of the City of Greater Dandenong's Community Arts Centre, Walker St Gallery, Heritage Hill and public libraries.

The Libraries, Arts and Heritage department comprises:

- Arts and Heritage Services
- Library Services

#### ACTIVITY SUMMARY

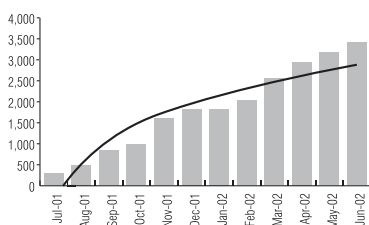
Services Provided	Usage Indicator	Actual Usage (2001-2002)	Service Quality Guarantees
<b>Cultural Development</b>			
Arts Directory	Arts directory developed and updated	263 entries updated (Not recorded in 2000-2001)	We will update the online Arts Directory within 5 working days of receiving advice. <b>100% Achieved</b>
Short Story Competition (National Writing Awards)	Number of entries	1,769 entries received (24% increase from 2000-2001)	No Service Quality Guarantee.
Moondani (formerly Artalk Newsletter)	Newsletter distributed	7,600 copies distributed (81% increase on 2000-2001)	We will produce a free quarterly newsletter and annual events calendar and have these available in the council's Service Centres, Libraries and on the website. Copies will also be distributed to members on our mailing list. <b>100% Achieved</b>
<b>Walker Street Gallery</b>			
Dandenong Community Arts Centre	Number of visitors	26,467 visitors (13% increase from 2000-2001)	We will offer a range of courses, workshops, lectures, exhibitions and activities of relevance to the local community. A brochure of these activities will be available on request. <b>100% Achieved</b>
	Workshops sessions offered	50 workshops held (178% increase from 2000-2001)	
	Attendance at workshops	215 participants (115% increase from 2000-2001)	
Walker Street Gallery	Number of visitors	5,786 visitors (10% increase from 2000-2001)	No Service Quality Guarantee.
	Number of exhibitions	11 exhibitions (8% decrease from 2000-2001)	We will ensure that a minimum of 10 exhibitions are held within Walker St Gallery annually. <b>100% Achieved</b>
<b>Heritage Hill</b>			
Heritage Hill Exhibitions	Number of exhibitions	6 exhibitions held (No change from 2000-2001)	We will provide a minimum of three new exhibitions per year. <b>100% Achieved</b>
Heritage Hill Tours	Number of bookings	18 bookings (200% increase from 2000-2001)	We will offer a tour guide for every booked visit, (minimum 10 people). <b>100% Achieved</b>
Educational Kits	Number of school groups	4 school groups (161 students) (No change from 2000-2001)	We will provide all primary school groups with a tour guide and education resources. <b>100% Achieved</b>
Volunteer Induction	Number of induction sessions	11 volunteers recruited and trained (1000% increase from 2000-2001)	We will train all volunteers within one month of joining the Heritage Hill team. <b>100% Achieved</b>

Services Provided	Usage Indicator	Actual Usage (2001-2002)	Service Quality Guarantees
<b>Heritage Hill Cont.</b>			
Gardens Hire	Number of garden hire bookings for wedding photos	8 wedding photo bookings (14% increase from 2000-2001)	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>
	Number of garden hire bookings for wedding ceremonies	8 bookings (33% increase from 2000-2001)	
	Number of garden hire bookings for other functions	8 functions (167% increase on 2000-2001)	
Heritage Hill Collection	Number of requests for collection access	11 requests (87% decrease from 2000-2001)	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 Services	Number of requests for oral/local history information	32 requests (16% decrease from 2000-2001)	<b>100% Achieved</b>
Outreach Activities	Number of community events held	24 events held (26% increase from 2000-2001)	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 of events produced and distributed	5,000 calendars produced and distributed (No change from 2000-2001)	No Service Quality Guarantee.

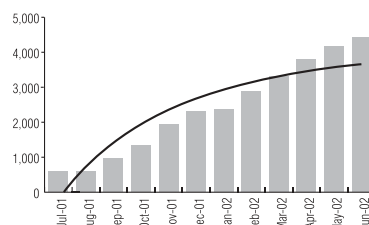
### ACHIEVEMENTS

- Volunteers contributed 4,441 hours of service delivery to the council's Libraries, Walker Street Gallery and Heritage Hill services.
- 83,408 visitors to Heritage Hill.
- 32,249 visitors to the Dandenong Community Arts Centre.

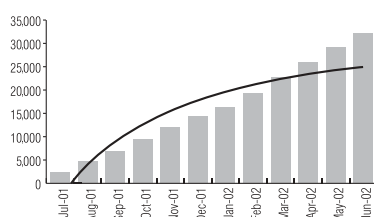
**Number of Heritage Hill Visitors**



**Number of Hours Contributed by Volunteers**



**Number of Visitors to Council's Arts Facilities**



# City Services

## ACTIVITY SUMMARY

### Library Services

The City of Greater Dandenong Libraries provide the community with free access to a wide range of resources for information, education, recreation and leisure.

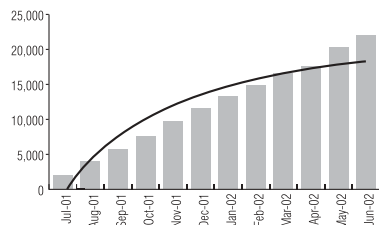
#### ACTIVITY SUMMARY

Services Provided	Usage Indicator	Actual Usage (2001-2002)	Service Quality Guarantees
Libraries - Dandenong, Springvale and Mobile	Total library loans	1,319,733 loans (9% decrease from 2000-2001)	We will provide you with a listing of your loans when they are issued. <b>100% Achieved</b>
Opening Hours	Number of hours open each week	72 hours per week at each static branch (3% decrease from 2000-2001)	We will offer our full range of services while 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	74,495 hours available (Not recorded in 2000-2001)	We will operate a booking system for high demand resources such as meeting rooms, computer facilities (email, internet and word processing), reference CD-ROMs and the genealogy microfiche collection. <b>100% Achieved</b>
Advice and Referral	Number of assessment interviews	1,502 assessment interviews (4% increase from 2000-2001)	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	22,028 hours (11% increase from 2000-2001)	We will offer all clients the opportunity to attend the OLC for up to a maximum of six hours per week. <b>100% Achieved</b>

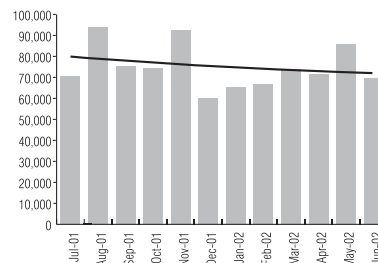
#### ACHIEVEMENTS

- 22,028 hours of Computer Assisted Learning was utilised (19% above target).
- Volunteers contributed 376 hours of service delivery to Home Library Services.
- Internet self-serve booking system trialled in Dandenong Library.

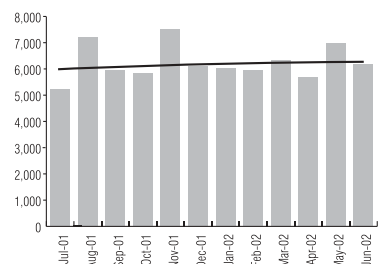
#### Hours of Use of Computer Assisted Learning for ELLA Clients



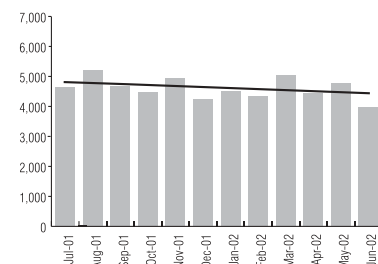
#### Number of Library Visitors



#### Number of Available Library Internet Hours



#### Number of Utilised Library Internet Hours



## Waste Management Services

Waste Management Services supplies a waste collection service for City of Greater Dandenong residents and ratepayers.

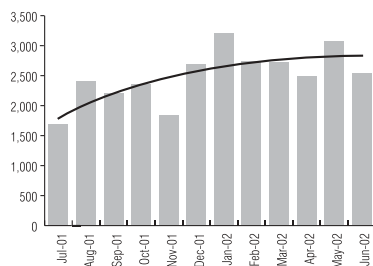
### ACTIVITY SUMMARY

Services Provided	Usage Indicator	Actual Usage (2001-2002)	Service Quality Guarantees
Domestic Garbage Collection	Number of collections per week	45,489 collections (2% increase from 2000-2001)	We will offer a weekly garbage collection service to every residential household. <b>100% Achieved</b>
	Tonnes of domestic waste collected per annum	32,056 tonnes collected (4% increase from 2000-2001)	
Domestic Recycling Collection	Number of collections per fortnight	45,306 collections (1% increase from 2000-2001)	We will offer a fortnightly recycling collection service to every residential household. <b>100% Achieved</b>
	Tonnes of recycling collected per annum	8,446 tonnes collected (5% increase from 2000-2001)	
Hard Waste Collection	Tonnes of hard waste collected	1,379 tonnes collected (23% decrease from 2000-2001)	We will offer an annual hard waste collection service to every residential household. <b>100% Achieved</b>
	Tonnes of hard waste recycled	223 tonnes recycled (26% decrease from 2000-2001)	
	Tonnes of metals collected	223 tonnes collected (26% decrease from 2000-2001)	
Green Waste Collection	Number of green waste customers	1,499 customers (43% increase from 2000-2001)	We will offer an optional four-weekly garden waste collection service to every residential household. <b>100% Achieved</b>

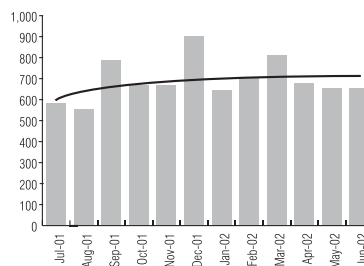
### ACHIEVEMENTS

- 10 year waste strategy 'Thinking Globally, Acting Locally' published.
- 8,446 tonnes recycling per week, representing 3.61 kilograms per household (5% increase).
- 1,494 green waste customers registered.
- Litter taskforce recommendations actioned.

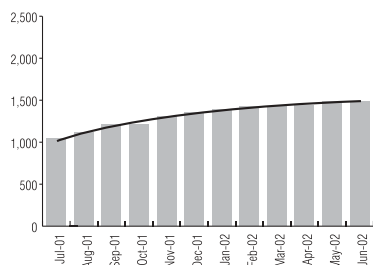
**Tonnes of Domestic Waste Disposed of at Landfill**



**Tonnes of Domestic Recyclables Collected**



**Total Number of Registered Green Waste Customers**



# Community Support

ACTIVITY SUMMARY

The Community Support Group comprises the following business units:

- Community and Social Planning
- Economic Development and South East Networks
- Infrastructure Planning
- Urban and Environmental Planning



## Community and Social Planning

Community and Social Planning works with the community to improve opportunities to engage in the life of the city. To achieve this the unit researches, develops and implements strategic directions and policies for the council in the areas of diversity, community development, heritage, health and social planning.

### ACTIVITY SUMMARY

Services Provided	Usage Indicator	Actual Usage (2001-2002)	Service Quality Guarantees
<b>Diversity</b>			
Multilingual Telephone Line (Council Contact)	Number of Council Contact users	3,029 received calls (8% increase from 2000-2001)	No Service Quality Guarantee.
Aboriginal Issues Promoted	Number of events held	5 events coordinated (No change from 2000-2001)	No Service Quality Guarantee.
<b>History and Heritage</b>			
History and Heritage Celebrated	Number of heritage events and projects	10 events and projects coordinated (43% increase from 2000-2001)	No Service Quality Guarantee.
City Character Protected	Number of on-site consultations with individual property owners	7 consultations conducted (Not recorded in 2000-2001)	Should field view of a heritage site or historic document be required, the Heritage Coordinator will arrange for this to occur at a mutually convenient time. <b>100% Achieved</b>
<b>Community Development</b>			
Strong Community Partnerships Developed and Maintained	Number of visits to cluster organisations	10 visits conducted (No change from 2001-2002)	We will visit each community centre, community house and neighbourhood house within the cluster at least once per year. <b>100% Achieved</b>
	Number of visits to community organisations	60 visits conducted (No change from 2000-2001)	We will maintain a regular schedule of visits to other community groups and organisations. <b>100% Achieved</b>
Training and Skills Development	Number of training sessions	12 training sessions delivered (20% increase from 2000-2001)	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 provide analysis of the results. <b>100% Achieved</b>

# Community Support

## Community and Social Planning Cont.

### ACTIVITY SUMMARY

Services Provided	Usage Indicator	Actual Usage (2001-2002)	Service Quality Guarantees
<b>Community Grants</b>			
Community Grants Program	Number of applications received	330 applications received (No change from 2000-2001)	We will ensure that the dates when applications are open are advertised in 2nd City News, 2nd City News In Brief and through direct mail out to grant applicants from previous year. <b>100% Achieved</b>
	Number of successful applications	209 applications funded (No change from 2000-2001)	
Occasional Grants Program	Number of applications received	176 applications received (1% increase from 2000-2001)	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	148 applications received (No change from 2000-2001)	
<b>Social Planning</b>			
Consultations and Research about Social Conditions & Trends	Number of reports about social conditions released to the council and community	10 publications (Not recorded in 2000-2001)	No Service Quality Guarantee.
	Number of forums, workshops conducted	7 forums conducted (Not recorded in 2000-2001)	

### ACHIEVEMENTS

- Diversity Action Plan implemented.
- Diversity Awareness Training Stage 1 and 2 completed.
- Compliance with building design legislation for the disabled.
- Aboriginal Heritage Study completed.
- Dandenong Town Hall Conservation Plan completed and approved by Heritage Victoria.
- Public Heritage Fund grant of \$306,000 received for Dandenong Town Hall restoration.
- Living Treasures of Greater Dandenong national award winning Federation Project; exhibitions, publications, civic functions and 24 oral histories delivered.
- Review of Community Grants Program completed and approved.
- Municipal Public Health Plan reviewed and commenced.
- Walking School Bus Program funded and implementation commenced.
- Gaming and Gambling Strategy reviewed, with 23 out of 29 actions for 2001-2002 completed.
- 'Proud to Participate': successful community building initiative funded and implemented in partnership with the State Government.
- Formation of the Ethnic Communities Council of the South East (ECCOSE).
- Comprehensive audit of Neighbourhood Houses and Community Centres completed.



## Economic Development and South East Networks

Economic Development and South East Networks support the development of sustainable businesses and long-term job opportunities for the Greater Dandenong community. This unit provides access to quality information, advice and referral services to identify and capitalise on new opportunities and overcome barriers to growth.

### ACTIVITY SUMMARY

Services Provided	Usage Indicator	Actual Usage (2001-2002)	Service Quality Guarantees
Support for Existing Businesses	Number of businesses interviewed by appointment	375 interviews (13% increase from 2000-2001)	No Service Quality Guarantee.
	Number of in-office interviews with businesses	138 interviews (49% decrease from 2000-2001)	
	Workshops and training programs conducted	4 programs conducted (20% decrease from 2000-2001)	
	Referrals to other business service providers	792 referrals (17% increase from 2000-2001)	
Business Investment Attracted and Facilitated	Number of projects facilitated	20 projects (17% decrease from 2001-2002)	We will provide project management assistance on request, including advocating fast-tracking of Development Approvals, for all new capital investment projects \$1M and over. <b>100% Achieved</b>
	Value of projects facilitated	\$82.8 million (41% decrease from 2000-2001)	
	New jobs created, or jobs retained through projects facilitated	603 new job opportunities (47% decrease from 2000-2001) 261 jobs retained (32% increase from 2000-2001)	
Information Provided to the Business Community	Number of retail and industrial newsletters published	8 editions (No change from 2000-2001)	We will publish and distribute a business newsletter and a retail newsletter four times yearly. <b>100% Achieved</b>
	Promotional displays	10 displays (233% increase from 2000-2002)	No Service Quality Guarantee.
	Media opportunities initiated	24 media opportunities (140% increase from 2000-2001)	

# Community Support

## ACTIVITY SUMMARY

### Economic Development and South East Networks Cont.

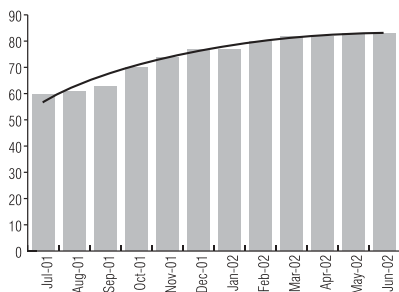
#### ACTIVITY SUMMARY

Services Provided	Usage Indicator	Actual Usage (2001-2002)	Service Quality Guarantees
<b>South East Networks</b>			
Support for Members	Network meetings facilitated	11 meetings facilitated (Not recorded in 2000-2001)	We will offer members of each group the opportunity to attend a minimum of eight and up to ten monthly meetings per year. <b>100% Achieved</b>
Business Skills Improved	Common interest workgroups conducted	3 workshops conducted (Not recorded in 2000-2001)	We will offer participation in a minimum of two common interest groups annually. <b>100% Achieved</b>
Information to Members Provided	Members' newsletter published	2 newsletters published (Not recorded in 2000-2001)	We will publish articles in the quarterly editions of Greater Dandenong Business News, as well as distribute a regular newsletter to all members. <b>50% Achieved</b>
	Schedule of meetings published	150 newsletters distributed (Not recorded in 2000-2001)	We will provide members, in January of each year, with a schedule of meetings for the coming 12 months. <b>100% Achieved</b>

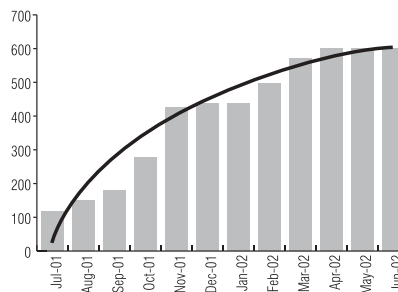
#### ACHIEVEMENTS

- 'Safe Shop' program extended to 83 retailers.
- Business Retention and Expansion Project (BREP) report developed and published.
- 2001 South-East Network Annual Report prepared.
- 603 new job opportunities created as a result of council action.
- 2 marketing and retailing training programs were offered to retailers in Dandenong CBD, Noble Park and Springvale.
- Strategy to attract new business to the city developed and published - 'Ready to do Business'.

**Total 'Safe Shop' Retailers**



**Jobs Created Due to Council Action**



## Infrastructure Planning

The City of Greater Dandenong is served by an extensive civil and transport infrastructure network. The Infrastructure Planning unit manages, through timely planning and advocacy, the development of the city's infrastructure assets.

### ACTIVITY SUMMARY

Services Provided	Usage Indicator	Actual Usage (2001-2002)	Service Quality Guarantees
City Improvement Program (CIP)	Number of new applications received	396 applications received (36% increase from 2000-2001)	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>
	Number of projects funded	227 projects funded (Not recorded in 2000-2001)	We will advise the community on the start and finish date for making CIP applications via advertisements in the local newspapers and direct mailing to community groups, welfare groups and sports clubs. <b>100% Achieved</b>
	Budget allocation	\$12.8m allocated (14% increase from 2000-2001)	No Service Quality Guarantee.
Community Consultations	Number of community consultations conducted	15 consultations undertaken (Not recorded in 2000-2001)	We will actively seek and consider community feedback on projects that result in significant change. <b>100% Achieved</b>
Advice to Councillors and Ratepayers on Major Issues	Number of council reports prepared	23 reports (Not recorded in 2000-2001)	We will provide expert advice to councillors, ratepayers, developers, and all other customers on major issues, within agreed timelines. <b>100% Achieved</b>
Acknowledge or Respond to Enquiries	Number of customer requests received and responded to	592 requests completed (Not recorded in 2000-2001)	We will acknowledge/respond to your verbal enquiry immediately where possible. No enquiry will remain outstanding for more than two working days. <b>100% Achieved</b>

### ACHIEVEMENTS

- 25 year forward Infrastructure Maintenance Program draft report prepared.
- 5 year Municipal Drainage Strategy reviewed and published.
- \$1.12 million in funding for "Black Spot" locations received from Vic Roads.
- Submission to Vic Roads requesting \$2.32 billion for freeway, highway, main road and public transport developments.
- 3 Local Area Traffic Management designs completed:
  - Wareham Street, Springvale
  - McFees Road, North Dandenong
  - Smith Road, Springvale
- Year one actions of the Public Transport Plan 2000-2020 completed.
- 10 new bus shelters installed.
- Report requesting improvements of taxi ranks at Dandenong, Noble Park and Springvale rail stations completed.

# Community Support

## ACTIVITY SUMMARY

### Urban and Environmental Planning

The Urban and Environmental Planning team is dedicated to improving the quality of people's lifestyles and creating distinctive settings for all to enjoy. The unit specialises in urban design, cultural planning, environmental management and leisure and open space planning.

#### ACTIVITY SUMMARY

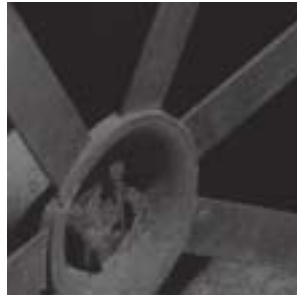
Services Provided	Usage Indicator	Actual Usage (2001-2002)	Service Quality Guarantees
<b>Recreation</b>			
Allocation of Sporting Venues	Number of club applications processed	93 applications (4% increase from 2000-2001)	We will advertise the availability, hiring conditions and process for the allocation 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>
Training Provided to Sporting Clubs	Number of training sessions held	4 sessions conducted (33% decrease from 2000-2001)	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>
<b>Leisure and Open Space Planning</b>			
Reserves Developed	Number of reserve projects completed	39 projects completed (7% decrease from 2000-2001)	No Service Quality Guarantee.
Bicycle Paths Extended	Length of bicycle paths constructed	6 kilometres constructed (40% decrease from 2001-2002)	
<b>Urban Planning</b>			
Improvements to Shopping Centres	Shopping centre project plans prepared and implemented	6 projects designed and works commenced (Not recorded in 2000-2001)	No Service Quality Guarantee.
Powerline Relocation Projects	Number of successful applications for funding to the Powerline Relocation Committee	2 applications submitted and approved (Not recorded in 2000-2001)	

Services Provided	Usage Indicator	Actual Usage (2001-2002)	Service Quality Guarantees
<b>Environmental Planning</b>			
Applications Assessed for Compliance with Council's Environmental Management System (EMS)	Number of town planning applications assessed	60 applications assessed (Not recorded in 2000-2001)	No Service Quality Guarantee.
	Number of tenders assessed	48 tenders assessed (Not recorded in 2000-2001)	
<b>Cultural Planning</b>			
Public Art Projects	Number of public art projects completed	3 projects commenced (Not recorded in 2000-2001)	No Service Quality Guarantee.

### ACHIEVEMENTS

- Draft Leisure Strategy completed.
- Tatterson Park Development Plan completed.
- Draft Bicycle Strategy completed.
- Two funding applications to the Powerline Relocation Committee submitted and funded.
- 'Cities for Climate Protection' Milestone 4 awarded.
- State of Environmental Report 2001 developed and approved.
- Greater Dandenong Environmental Forum held.
- Staff training in council's Environmental Management System conducted.
- Draft Public Art Strategy completed.
- Three public art projects commenced:
  - VicHealth – 'The Table of Knowledge'
  - Springvale Road Underpass Refurbishment
  - Tom Bills Sculpture

# 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.

# Whistleblowers Act

## Co-ordinator of the Whistleblowers Protection Act

Warwick Heine - Chief Executive Officer

## Protected Disclosure Officer

Sue Harris - Manager Human Resources

Comprehensive written procedures have been established and implemented for whistleblower matters and are fully documented on the council's internet and intranet sites. A printed copy can also be obtained on request from the council's service centres and libraries.

Number & types of disclosures made to public bodies	0	
Number of disclosures referred to the Ombudsman for determination as to whether they were public interest disclosures	1*	*Determined not to be a public interest disclosure
Number & types of disclosed matters referred to the public body by the Ombudsman for investigation	0	
Number & types of disclosed matters referred by the public body to the Ombudsman for investigation	0	
Number & types of investigations taken over from the public body by the Ombudsman	0	
Number of requests made by a whistleblower to the Ombudsman to take over an investigation by the public body	0	
Number & types of disclosed matters that the public body has declined to investigate	0	
Number & types of disclosed matters that were substantiated upon investigation, and the action taken on completion of the investigation	0	
Recommendations	0	

# Equal Employment Opportunity

During 2001-2002, the City of Greater Dandenong continued to implement equal employment opportunity (EEO) principles and practices in a number of areas. These include:

## **Training**

- 25 Customer Service staff participated in Disability Awareness training.
- Specialist training was provided to a number of Business Units for the Interpreter-VITS and TTY/national relay service for the hearing impaired.
- Diversity training was incorporated into the Staff Induction Program and 30 new staff undertook this training.
- 40 staff participated in Interfaith Tours.

## **Communication**

- EEO/Diversity Survey was included as part of the Best Value online learning program.
- EEO Policy reviewed and issued.
- Human Resources was provided with options for training EEO Contact Officers.
- A proposal to the Staff Consultative Committee was provided for the development of EEO Contact Officers.

## **Complaints & Grievances**

- One complaint was received during 2001-2002. Following internal investigation this was resolved satisfactorily without the need to refer it to an external agency.

## **Research**

- All employees were surveyed on their attitudes to a number of work/life balance initiatives including dependent care responsibilities, working hours, flexible work options and leave arrangements.
- Several initiatives identified in the survey were implemented to help staff balance their work and family commitments. The Study Assistance Policy and Work from Home Guidelines were revised as a result.
- More staff were made aware of training opportunities as a result of better communication practices using WebStar.

## **Priorities for 2002/2003**

- Develop an online EEO and Sexual Harassment education package for staff.
- Conduct research into employee awareness and benefits of Human Resources policies.
- Implement the remaining initiatives identified in the staff survey action plan to assist employees to balance their work and family responsibilities.



# 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 2001-2002, as set out below:

## **Competition Code**

The council has maintained a Trade Practices Compliance Program during 2001-2002 to raise awareness of conduct that is prohibited as anti-competitive under the 'Trade Practices Act 1974' and to promote behaviour that comply with the code.

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

## **Competitive Neutrality (CN)**

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

No complaints were received in 2001-2002 regarding the council's application of CN.

## **Legislative Review**

Greater Dandenong's Local Laws were extensively reviewed in 1998-1999. Since then, new laws or amendments to existing laws have been reviewed before introduction 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.

In 2001-2002, the council introduced no new Local Laws or amendments.



# Local Laws

## **No. 1 Meeting Procedure**

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

## **No. 2 Environmental**

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

## **No. 3 Road Management and Protection of Physical Assets**

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 17	Spray on Roads
Division 18	General Provisions

## **No. 4 Municipal Property**

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

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 15 applications under the Freedom of Information Act during the 2001-2002 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**  
**Dandenong VIC 3175**

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.

# Community Grants and 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. The program is underpinned by the 2001-2006 Corporate Plan which expresses the priorities that council has identified after extensive consultation with the Greater Dandenong community.

Applications are made for a financial year and are assessed by staff, community agency representatives, community members and councillors. Below is a list of all successful grant recipients of the 2001-2002 Community Grants and Donations Program. The bracket numbers relate to the different applications made by the same organisation.

In 2001-2002 the City of Greater Dandenong gave \$1,574,023 worth of community grants and donations.

<b>Application</b>	<b>Total Received</b>
Afghan Australian Association of Victoria	\$2,500
Afghan Australian Welfare Association (1)	\$3,585
Al Montazar Association	\$1,000
Alcoholics Anonymous	\$2,524
Alcoholics Anonymous (1)	\$2,574
Alcoholics Anonymous (2)	\$2,524
Alcoholics Anonymous (3)	\$2,574
Alcoholics Anonymous Dandenong Sunday Morning Meeting	\$2,574
Argentinian Social Circle	\$2,784
Armenian Relief Society Nayiri Chapter	\$500
Arthritis Water Exercise Program	\$600
Australia Ceylon Fellowship	\$2,770
Australia Sri Lanka Welfare Guild	\$2,907
Australian Albanian Community Association	\$3,038
Australian Arab Multicultural Association	\$500
Australian Plants Society Heathland Group	\$570
Australian Turkish Association	\$1,360
Bilbungra Kindergarten Centre	\$1,000
Bosnian and Hercegovinian Elderly Citizens Club	\$3,000
Bosnian Choir "Behar"	\$1,150
Bunurong Sporting Association (3)	\$2,000
Burden Park Bowling Club	\$4,500
Cambodian Association of Victoria (2)	\$2,000
Cambodian Association of Victoria (4)	\$2,178
Cambodian Association of Victoria (5)	\$25,000
Cambodian Association of Victoria Youth Group (1)	\$2,000
Cambodian Association of Victoria Youth Group (2)	\$1,851
Cambodian Elderly Citizens Associations of Victoria	\$500
Cambodian Womens Group	\$500

<b>Application</b>	<b>Total Received</b>
Care & Communication Concern Welfare Services / Hand Brake Turn Dandenong	\$25,700
Carwatha College - Community Centre	\$7,000
Casey Cardinia Community Legal Service	\$1,000
Ceylonese Welfare Organisation	\$1,400
Chandler Community Centre	\$8,000
Chinese Xinjiang Association of Australia	\$1,000
City of Greater Dandenong Occasional Grants Program	\$55,000
City of Greater Dandenong Band	\$4,000
City of Greater Dandenong Refugee and Special Humanitarian Fund	\$10,000
Combined Pensioners' Association-Noble Park Branch	\$2,440
Combined Probus Club of Sandown	\$850
Coomoora Community Centre	\$5,000
Coomoora Primary School	\$1,000
Country Womens Association of Victoria	\$8,417
Country Womens Association of Victoria - Springvale Branch	\$1,560
Croatian Senior Citizens Group	\$500
Dandenong & District Benevolent Society	\$19,936
Dandenong & District Toy Library	\$7,470
Dandenong & Endeavour Hills Club de los Abuelos: Italo-Spanish	\$14,975
Dandenong 6th Scout Group	\$650
Dandenong Agricultural and Pastoral Society	\$18,000
Dandenong and District Aborigines Co-operative (2)	\$3,000
Dandenong Basketball Association (2)	\$5,600
Dandenong Boxing Club	\$14,000
Dandenong Bridge Club	\$1,000
Dandenong Cemetery Trust	\$12,000
Dandenong Central Rotary Club	\$10,000
Dandenong Central Senior Citizens	\$15,360
Dandenong Chess Club	\$4,160
Dandenong Choral Society	\$2,320
Dandenong Community Advisory Bureau (3)	\$95,602
Dandenong Day Nursery (2)	\$500
Dandenong District Historical Society	\$11,376
Dandenong Dutch Senior Club	\$3,900
Dandenong Eisteddfod of Dance	\$12,900
Dandenong Festival of Music and Art for Youth (1)	\$33,100

# Community Grants and Donations Program

<b>Application</b>	<b>Total Received</b>
Dandenong Festival of Music and Art for Youth (2)	\$7,000
Dandenong Festival of Music and Art for Youth (3)	\$10,000
Dandenong High School (1)	\$3,000
Dandenong Housewives Club	\$1,098
Dandenong Neighbourhood House (1)	\$14,000
Dandenong Neighbourhood House (2)	\$25,436
Dandenong North Youth Club	\$500
Dandenong Performers Club	\$1,000
Dandenong Red Cross Unit	\$1,238
Dandenong Retail Traders' Association	\$2,000
Dandenong Retail Traders' Association (2)	\$3,000
Dandenong RSL Sub-Branch	\$1,500
Dandenong Schools Arts Extravaganza	\$2,000
Dandenong Softball Association	\$1,000
Dandenong Unity Social Club	\$2,520
Dandenong Valley Guides	\$5,000
Do Care - Southern Region	\$460
Eastern Regions Mental Health Association	\$2,700
Elderly Italian Friendship Club	\$7,680
Foodbank Victoria - South East	\$16,500
Francoise Babet Leukaemia Foundation	\$3,368
Gaelic Athletic Association, Gaelic Park	\$4,000
Greater Dandenong Australia Day Committee (1)	\$24,000
Greater Dandenong Chamber of Business & Industry (1)	\$6,000
Greater Dandenong Chamber of Business & Industry (2)	\$6,000
Greater Dandenong Community Health Service (1)	\$46,000
Greater Dandenong Community Health Service (2)	\$18,300
Greater Dandenong Community Health Service (3)	\$6,500
Greater Dandenong Community Health Service (5)	\$35,070
Greater Dandenong District Scout Association	\$5,000
Greek Community Springvale and Districts	\$3,840
Greek Orthodox Community of Dandenong Elderly	\$5,760
Harrisfield Kindergarten	\$1,000
Hungarian Senior Citizens Club of Greater Dandenong	\$7,379
Islamic Association of Australia	\$2,500
Jan Wilson Community Centre (1)	\$2,000
Jan Wilson Community Centre (2)	\$19,500

<b>Application</b>	<b>Total Received</b>
Keysborough Freedom Club Co-op	\$480
Keysborough Learning Centre Open Door (1)	\$8,000
Keysborough Learning Centre Open Door (2)	\$582
Keysborough Learning Centre Open Door (4)	\$25,500
Keysborough Senior Citizens Club (1)	\$5,760
Keysborough Senior Citizens Club (2)	\$5,760
Keysborough Turkish Islamic & Cultural Centre (1)	\$1,337
Keysborough Turkish Islamic & Cultural Centre (2)	\$3,000
Keysborough Turkish Islamic & Cultural Centre (3)	\$1,000
Khmer Angkor Dance Group	\$500
Khmer Community of Victoria (2)	\$3,000
Latin American Association of Community Development & Welfare Services (1)	\$2,364
Latin American Association of Community Development (2)	\$630
Latin American Association of Community Development (3)	\$1,405
Latin American Association of Community Development (4)	\$1,264
Lemnian Community Elderly Citizens Club	\$500
Life Activities Club Dandenong	\$4,536
Lions Club of Dandenong	\$6,480
Lions Club of Dandenong (Luncheon)	\$1,000
Lions Club of Noble Park - Keysborough (1)	\$5,000
Lions Club of Noble Park - Keysborough (2)	\$1,640
Local Churches Urban Mission (Cornerstone)	\$4,000
Malayalee Association of Victoria	\$500
Maltese Seniors S.E.S. (Branch of St Paul's S.E.S.)	\$2,327
Market St Occasional Child Care Centre	\$1,000
Mauritian Golden Age Club	\$3,840
Mills Reserve Hockey Group	\$12,150
Multicultural PrimeTimers	\$5,784
Muslim Womens Swimming Group	\$1,600
Napoli Family Club	\$19,302
Noble Park Chamber of Commerce & Industry (1)	\$6,200
Noble Park Chamber of Commerce & Industry (2)	\$2,136
Noble Park Chamber of Commerce & Industry (3)	\$1,250
Noble Park Community Centre	\$17,500
Noble Park Country Womens Association	\$1,000
Noble Park Italian Elderly Citizens Club	\$9,006
Noble Park Legacy Widows Club	\$1,560

# Community Grants and Donations Program

<b>Application</b>	<b>Total Received</b>
Noble Park North Multicultural Elderly Citizens Club	\$4,576
Noble Park Occasional Childcare	\$480
Noble Park Public Hall Trust	\$10,000
Noble Park Senior Citizens Centre	\$9,600
Noble Park Special Developmental School	\$1,396
North Dandenong Senior Citizens Club	\$23,700
Novi Zivot (New Life)	\$1,500
Old Josephinians' Club of Australia	\$578
Op Shop - Eastern Regions Mental Health Association	\$661
Oromo Womens Group of Melbourne	\$717
Polish Senior Citizens Club	\$3,220
Rotary Club of Dandenong	\$19,075
Rotary Club of Noble Park	\$10,000
Sandown Park Kindergarten	\$1,700
Senior Citizens of the Greek Community of Springvale	\$500
Serbian Australian Pensioner Group	\$500
Serbian Welfare Association of Victoria (1)	\$2,000
Serbian Welfare Association of Victoria (2)	\$1,500
Society of St. Vincent de Paul	\$12,500
South East Badminton Association	\$800
South East Palliative Care	\$20,000
South East Yugoslav Pensioner Group Dandenong-Springvale	\$960
South Eastern Region Migrant Resource Centre	\$2,500
South Eastern Region Migrant Resource Centre (1)	\$7,000
South Eastern Region Polio Support Group	\$545
Southern Cross Victoria Aged Care Cardinal Knox Village	\$1,000
Southern Cross Victoria Aged Care Springvale Community Support Group	\$1,000
Southern Rainbows Royal Childrens Hospital Auxilliary	\$495
Springers Indoor Bias Bowls Club	\$950
Springside Kindergarten	\$2,600
Springvale Alevi Cultural Centre	\$3,194
Springvale Arthritis Self Help Group	\$3,790
Springvale Asian Business Association	\$11,000
Springvale Benevolent Society	\$13,045
Springvale Bicentennial Youth Music Association	\$11,750
Springvale Church of Christ	\$2,000



<b>Application</b>	<b>Total Received</b>
Springvale Combined Pensioners & Superannuants Association of Victoria	\$6,340
Springvale Community Aid and Advice Bureau (1)	\$147,340
Springvale Community Centre	\$20,460
Springvale District Schools Organisation	\$3,000
Springvale Ethnic Chinese Elderly Association	\$1,000
Springvale Festival of Dance	\$750
Springvale Indo-Chinese Mutual Assistance Association	\$3,142
Springvale Italian Senior Citizens Club	\$1,400
Springvale Monash Legal Service (1)	\$11,000
Springvale Neighbourhood House (1)	\$45,000
Springvale Neighbourhood House (2)	\$44,263
Springvale North Drop-In Centre	\$11,740
Springvale Senior Citizen's Social Club	\$4,520
Springvale South Primary School	\$1,008
Springvale Toy Library (2)	\$10,610
Springvale Traders Association & Communities	\$2,000
Springvalley Preschool	\$1,000
St John Ambulance Australia Greater Dandenong Combined Division (1)	\$1,500
St John Kronstadt Russian Welfare Society (1)	\$700
St Marys Cricket Club	\$2,000
Tamils Rehabilitation Organisation (Aust)	\$1,417
The Spanish Speaking Friendship Club of Springvale - Third Age Group	\$3,840
The Vietnamese Buddhist Congregation of South Eastern Melbourne	\$1,000
Trewint Day Therapy Centre	\$7,680
Uighur Association of Australia	\$500
United Filipino Elderly Group	\$1,200
United Slavic Womens Group Springvale	\$960
Victorian Foundation for Survivors of Torture	\$2,000
Victorian Tamil Cultural Association	\$1,700
Wallarano Primary School Council	\$15,600
We Care Community Services	\$4,000
Wellsprings For Women	\$25,000
Whitworth Avenue Pre-School	\$1,000
Willow Lodge Social Club (1)	\$1,000
Youth Assist - The Visy Cares Centre	\$35,000

# Major Capital Works

## Major Civil Projects

Location	Project Description	Expenditure
Balmoral Avenue, Springvale	Installation of traffic management devices	\$36,318
Browns Road, Noble Park North	Drainage upgrade	\$188,740
Chapel Road, Keysborough	Extend shared path to Hutton Road	\$53,994
Douglas Street, Noble Park	Streetscape - retail centre beautification	\$209,524
Greaves Reserve, Dandenong	Construct bicycle path	\$77,092
Greaves Reserve, Dandenong	Various improvements as per Masterplan	\$97,832
Halton and Gladstone Roads	Signalise intersection	\$33,281
Heatherton Road, Noble Park - between Corrigan Road and Lightwood Road	Drainage upgrade	\$47,876
Heatherton Road, Noble Park - between Mile Creek and Noble Park RSL	Upgrade and improve outfall drainage	\$231,370
Island Road, Keysborough	Road pavement reconstruction	\$138,992
Kingsclere Avenue, Keysborough	Install a number of traffic management devices	\$105,298
Kingsclere Avenue, Keysborough	Road pavement reconstruction	\$399,956
McFees Road and Carlton Road, Dandenong North	Install traffic management devices	\$120,982
McMahens Road, Bangholme	Road pavement reconstruction	\$145,912
Michael Court, Springvale	Road pavement reconstruction	\$72,056
Morris Court, Springvale	Road pavement reconstruction	\$77,439
Municipal Wide	Bus shelters - various locations (10 shelters)	\$81,063
Municipal Wide	Footpath Renewal Program	\$472,047
Municipal Wide	Install litter traps	\$130,991
Municipal Wide	Landscaping of council carparks in retail area centres	\$63,453
Municipal Wide	Neighbourhood Shopping Centre Improvement Program	\$199,442
Municipal Wide	Pavement Evaluation Program	\$31,725
Municipal Wide	Pavement Linemarking Upgrade Program	\$92,187
Municipal Wide	Playground / reserve lighting - 6 locations	\$53,840
Municipal Wide	Upgrade existing drainage network	\$123,025
Municipal Wide	Video and photo check to determine the condition of the existing drainage network	\$23,932
Police Road, Springvale North	Footpath construction	\$52,973
Princes Highway Service Road, Dandenong - Claredale Road to Plunkett Road	Road pavement reconstruction	\$22,533
Princes Highway Service Road, Dandenong - South Gippsland Highway to Cooper Court	Road pavement reconstruction	\$28,218
Putt Grove and Bilbungra Drive, Keysborough	Install roundabout and traffic management devices	\$45,143
Robinson Street, Dandenong	Landscape treatment	\$42,460
Rutherglen Street to Moodemere Street via Arena Square, Springvale	Upgrade drainage	\$208,432
Smith Road, Springvale North	Install traffic management devices	\$44,021
Springvale and Noble Park	Powerline relocation within retail center	\$296,223
Springvale Road, Springvale	Streetscape	\$485,268
Springvale Road, Springvale - Underpass	Mural artwork, lighting, drainage, handrails	\$212,040
Springvale Road, Springvale - between Queens Avenue and St James Street	Lighting upgrade	\$184,713
Stanley Road, Keysborough	Construct entrance at Keysborough Reserve	\$36,110
Thomas Street, Dandenong	Road pavement reconstruction	\$652,031
	Total Major Civil Expenditure	\$5,618,532
	<b>Total Civil Expenditure</b>	<b>\$8,926,503</b>

## Major Facilities Projects

Location	Project Description	Expenditure
Dandenong Basketball Stadium	Replace backboard structures	\$46,348
Dandenong Market	Market Forward Plan Study	\$152,250
Dandenong Oasis	Operational and safety improvements	\$179,754
HL Williams Court Hostel	Install residential fire sprinkler system	\$200,956
HL Williams Court Hostel	Replacement of existing carpet tiles in Wing A	\$15,178
Municipal Wide	Cyclical building maintenance	\$342,860
Municipal Wide	Master key system upgrade	\$70,322
Municipal Wide	Buildings upgrade for disabled access	\$271,671
Municipal Wide	Upgrade sports pavillion kitchens to Health Department standards	\$126,430
Municipal Wide	Public Toilet Upgrade Program	\$102,041
Springvale and Dandenong Libraries	4 year program for the purchase of library materials	\$640,093
Springvale Town Hall	Curtain replacement	\$89,122
Yarraman Centre, Noble Park	Install solar panels	\$21,714
	Total Major Facilities Expenditure	\$2,258,739
	<b>Total Facilities Expenditure</b>	<b>\$3,526,559</b>

## Major Open Space Projects

Location	Project Description	Expenditure
Dandenong Floodplains	Floodplain development as per masterplan	\$48,410
Dunblane Road, Noble Park	Water supply at Parkfield Reserve	\$41,384
George Andrews Reserve, Dandenong South	Landscaping	\$44,248
Henderson Road Reserve, Keysborough	Install new local playground equipment	\$34,630
Hemmings Park, Dandenong	Supply and install skate board ramp	\$300,451
Municipal Wide	Advanced tree planting at sporting reserves	\$34,883
Municipal Wide	Fence Replacement Upgrade Program at various sporting reserves	\$28,603
Municipal Wide	Tree planting on main roads	\$61,291
Municipal Wide	Tree Planting Program at various passive reserves	\$68,678
Municipal Wide	Tree Planting Program at various sporting grounds	\$97,428
Norman Luth Reserve, Springvale	Install new neighbourhood level playground equipment	\$58,000
Pioneer Park, Dandenong - corner of King and Stuart Streets	Landscaping	\$42,319
Robert Booth Reserve, Dandenong	Install sub-surface drainage	\$75,804
Thornton Reserve, Dandenong North	Install new local playground equipment	\$30,857
Victoria Avenue Reserve, Springvale	Install new local playground equipment	\$34,630
Wachter Reserve Oval No. 2	Design and construct watering system	\$28,749
Warner Reserve, Springvale	Install district grade playground equipment	\$102,405
	Total Major Open Space Expenditure	\$1,132,770
	<b>Total Open Space Expenditure</b>	<b>\$1,347,469</b>

# Management Comment on the Financial Report

## OVERVIEW

The City of Greater Dandenong achieved an operating surplus of \$12.9M, (\$10.8M. in 2001-2002) against a budgeted forecast of \$12.2M before depreciation (\$16.9M) and write-off of assets (\$6.7M). This result does not include the sale of the former Dandenong Saleyards. This sale was budgeted to occur in 2001-2002 but was deferred to enable Council to consider a revised and more beneficial plan for the sale of this land.

The council undertook two significant tasks in relation to its assets during the year, revaluing its land and buildings and auditing its infrastructure assets.

The audit of infrastructure assets resulted in:

- a revision of the depreciation policy for roads and playgrounds
- addition of new assets
- depreciation of \$16.93M (\$14.16M in 2002-2001)
- write-off of assets previously recorded as council assets that did not belong to the council in the amount of \$6.7M

The revaluation of land and buildings resulted in:

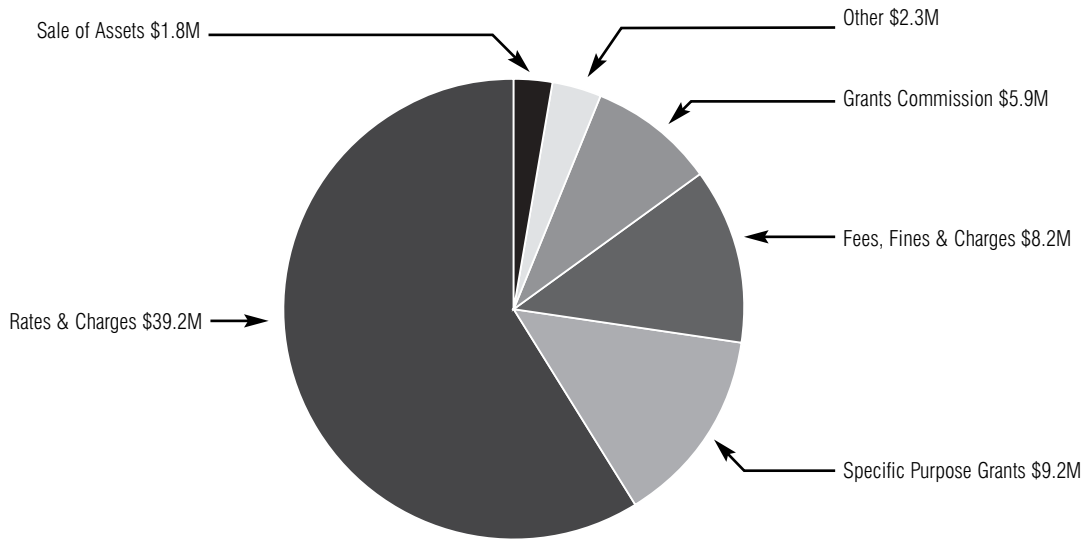
- increase in value of roads by \$30M
- increase in value of land by \$37M
- increase in value of footpaths by \$24M

The overall increase in the value of council's assets was \$98.9M as at 30 June, 2002. The increase in depreciation and the impact of asset write-offs resulted in a deficit for the year of \$10.7M. The combination of asset revaluation, increased depreciation and asset write offs produced an increased in the council's equity for the year of \$88.1M giving a total equity as at 30 June, 2002 of \$683M.

## REVENUE

The council's revenue for 2001-2002 was \$66.6M (\$61.7M in 2000-2001) including rate and charges revenue (\$39.2M), government grants (\$15.1M) and fees and charges (\$8.2M).

**Revenues**



**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 \$5.9M, which included a road funding grant of \$0.78M for local roads. The balance of grants revenue of \$9.2M 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 the council from other sources of revenue.

**Fees, Charges and Fines** - Revenue from these sources was \$8.2M for the year (\$7.7M in 2000-2001). The major sources of revenue are:

• Hire of council facilities	\$2.5M
• Local law and other enforcement	\$1.5M
• Statutory and other fees (Community services, building permits, animal registrations etc.)	\$4.2M

**Other Income (\$2.3M)** - This item of income includes a variety of contributions and recoveries, including contributions for public open space.

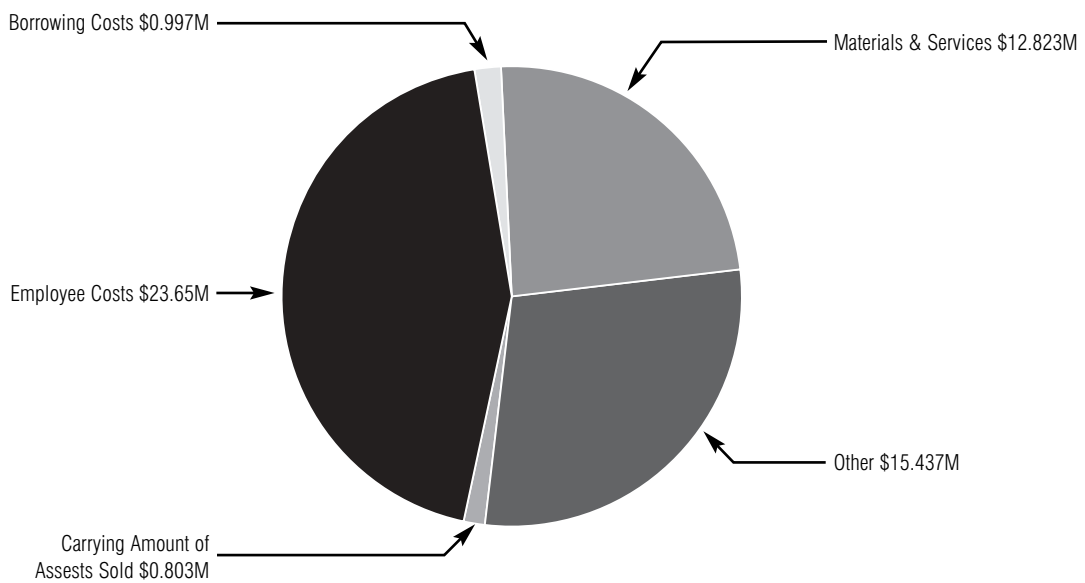
# Management Comment on the Financial Report

## RECURRENT EXPENDITURE

Total recurrent expenditure for 2001-2002 excluding depreciation and asset write-offs was \$53.7M (\$51.0M in 2000-2001).

The major items of expenditure are depicted in the graph:

### Recurrent Expenditure



**Employee Costs (\$23.7M)** – 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.

**Materials & Services (\$12.8M)** – Included in this category are the following major external costs relating to:

• Waste collection and disposal	\$3.5M
• Parks services	\$0.5M
• Home and community care	\$1.9M
• Street lighting	\$0.9M
• Building and fleet maintenance	\$1.5M

**Other Expenses (\$15.4M)** – Other expenses comprise a large spread of expenditure including professional fees (\$4.5M), grants and sponsorships to various community bodies (\$3.0M), utilities such as telephone, electricity and gas (\$1.6M), information management (\$0.9M), administration costs (\$3.0M) and risk management (\$0.8M).

**Depreciation (\$16.9M)** – The depreciation expense increased by \$2.8M compared to 2000-2001 following the audit and revaluation of the council's assets.

## CASH FLOW

The council's prudent cash flow management strategies have enabled it to meet its loan repayment obligations and make substantial investments in the council's infrastructure assets. The council's operations generated a cash surplus of \$14.5M, with a further \$1.8M being realised from sale of assets. The council repaid \$3.1M of its loans and invested \$18.9M in infrastructure and other assets.

## COUNCIL'S FINANCIAL POSITION

The council's financial position improved by \$88M during the year, brought about by the revaluation of assets. The net worth of the council at 30 June 2002 was \$683M (\$595M in 2001), made up of the following assets and liabilities:

### Assets (what the council owns) comprise:

	\$M	%
Roads	213	30.1
Drainage	84	11.8
Bridges	8	1.1
Land	225	31.8
Buildings	97	13.7
Footpaths & bike paths	53	7.4
Plant/furniture, playground equipment	17	2.4
Capital works in progress	2	0.3
Cash and investments	2	0.3
Receivables & other	7	1.1
	<b>708</b>	<b>100.0</b>

### Liabilities (what the council owes) comprise:

	\$M	%
Long term borrowing	8	32.0
Bank overdraft	3	12.0
Creditors	8	32.0
Employee entitlements	6	24.0
	<b>25</b>	<b>100.0</b>

The difference between the assets and liabilities of \$683M 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 2002

### Financial Report for the year ended 30 June 2002

Statement of Financial Performance.....	89
Statement of Financial Position.....	90
Statement of Changes in Equity.....	91
Statement of Cash Flows.....	92

### Notes to and forming part of the financial report

1. Significant Accounting Policies.....	93
2. Functions and Activities.....	97
3. Revenues.....	99
4. Expenses.....	101
5. Current Assets.....	103
6. Non-Current Assets.....	104
7. Current Liabilities.....	110
8. Reserves.....	112
9. Financing Facilities.....	113
10. Interest Bearing Liabilities.....	113
11. Commitments and Contingencies.....	113
12. Financial Instruments.....	114
13. Superannuation.....	116
14. Contingent Liabilities.....	116
15. Related Party Transactions.....	117
16. Disclosures Required by The Local Government Act 1989.....	118
17. Notes to the Statement of Cash Flows.....	119
18. Financial Ratios.....	120

<b>Certification of the Financial Report.....</b>	<b>121</b>
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## Statement of Financial Performance as at 30 June 2002

	Note	2002 \$'000	2001 \$'000
<b>REVENUES</b>			
Revenue from Ordinary Activities			
Rates	3.1	39,188	36,788
Government grants	3.2	15,113	13,958
Fees, charges and fines	3.4	8,197	7,679
Contributions		42	317
Interest		535	704
Proceeds from sale of assets	3.5	1,839	1,085
Other	3.6	1,694	1,191
<b>TOTAL REVENUES</b>		<b>66,608</b>	<b>61,722</b>
<b>EXPENSES</b>			
Expenses from Ordinary Activities			
Employee costs	4.1	23,650	21,620
Materials and services	4.2	12,823	13,186
Depreciation	4.3	16,937	14,161
Other	4.4	15,437	13,781
Carrying amount of assets sold	3.5	803	1,276
Write-off of assets (significant item)	4.6	6,719	-
		76,369	64,024
Borrowing costs	4.5	997	1,106
<b>TOTAL EXPENSES</b>		<b>77,366</b>	<b>65,130</b>
<b>DEFICIT FOR THE YEAR</b>		<b>(10,758)</b>	<b>(3,408)</b>
<b>MOVEMENTS IN EQUITY</b>			
Net increase in asset revaluation reserve	1.2(d), 8.4	98,907	-
<b>TOTAL CHANGES IN EQUITY FOR THE YEAR</b>		<b>88,149</b>	<b>(3,408)</b>

The accompanying notes form part of this financial report

# Financial Report Year Ended 30 June 2002

## Statement of Financial Position as at 30 June 2002

	Note	2002 \$'000	2001 \$'000
<b>ASSETS</b>			
<b>Current Assets</b>			
Cash assets	5.1	2,029	5,179
Receivables	5.2	6,743	7,024
Property held for resale	5.3	9,896	6,697
Other	5.4	104	166
<b>Total Current Assets</b>		<b>18,772</b>	<b>19,066</b>
<b>Non-Current Assets</b>			
Property, infrastructure, plant and equipment	1.2, 6	689,395	599,025
<b>Total Non-Current Assets</b>		<b>689,395</b>	<b>599,025</b>
<b>TOTAL ASSETS</b>		<b>708,167</b>	<b>618,091</b>
<b>LIABILITIES</b>			
<b>Current Liabilities</b>			
Payables	7.1	7,802	5,537
Employee entitlements	7.2	2,572	2,236
Trust monies	7.4	473	559
Interest-bearing liabilities	10	5,199	4,035
<b>Total Current Liabilities</b>		<b>16,046</b>	<b>12,367</b>
<b>Non-Current Liabilities</b>			
Employee entitlements	7.3	2,608	2,528
Interest-bearing liabilities	10	6,622	8,454
<b>Total Non-Current Liabilities</b>		<b>9,230</b>	<b>10,982</b>
<b>TOTAL LIABILITIES</b>		<b>25,276</b>	<b>23,349</b>
<b>NET ASSETS</b>		<b>682,891</b>	<b>594,742</b>
<b>EQUITY</b>			
Accumulated surplus		375,835	386,593
Reserves	1.2(d), 8	307,056	208,149
<b>TOTAL EQUITY</b>		<b>682,891</b>	<b>594,742</b>

The accompanying notes form part of this financial report

## Statement of Changes in Equity for the Year Ended 30 June 2002

	Notes	Total		Accumulated Surplus		Reserves	
		2002 \$'000	2001 \$'000	2002 \$'000	2001 \$'000	2002 \$'000	2001 \$'000
<b>Balance at the beginning 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>
Deficit for year		(10,758)	(3,408)	(10,758)	(3,408)	-	-
Revaluation increment/ (decrement) of assets	8.4	98,907	-	-	-	98,907	-
Transfer from reserves	8.3	-	-	-	1,627	-	(1,627)
<b>Balance at the end of the year</b>		<b>682,891</b>	<b>594,742</b>	<b>375,835</b>	<b>386,593</b>	<b>307,056</b>	<b>208,149</b>

The accompanying notes form part of this financial report

# Financial Report Year Ended 30 June 2002

## Statement of Cash Flows for the Year Ended 30 June 2002

	Note	2002 \$'000	2001 \$'000
<b>CASH INFLOWS / (OUTFLOWS) FROM OPERATING ACTIVITIES</b>			
Receipts from ratepayers		39,157	36,794
Fees, charges, fines & other (including GST)		10,916	8,817
Recurrent grants (including GST)	3.2	16,624	15,354
Interest		535	704
Payments to suppliers and employees (including GST)		(51,685)	(48,819)
Borrowing costs		(997)	(1,106)
<b>NET CASH PROVIDED BY OPERATING ACTIVITIES</b>	<b>17.1</b>	<b>14,550</b>	<b>11,744</b>
<b>CASH INFLOWS / (OUTFLOWS) FROM INVESTING ACTIVITIES</b>			
Payments for property and other non-current assets		(18,921)	(11,193)
Proceeds from sale of property, plant and equipment		1,839	1,085
<b>NET CASH (USED IN) INVESTING ACTIVITIES</b>		<b>(17,082)</b>	<b>(10,108)</b>
<b>CASH INFLOWS / (OUTFLOWS) FROM FINANCING ACTIVITIES</b>			
Repayment of secured loans	10	(3,011)	(2,825)
Trust monies and deposits (returned)	1.5, 7.4	(86)	(24)
<b>NET CASH (USED IN) FINANCING ACTIVITIES</b>		<b>(3,097)</b>	<b>(2,849)</b>
<b>Net Increase / (Decrease) In Cash Held</b>		<b>(5,629)</b>	<b>(1,213)</b>
<b>TOTAL CASH AT BEGINNING OF THE YEAR</b>	<b>5.1</b>	<b>5,179</b>	<b>6,392</b>
<b>TOTAL CASH AT END OF THE YEAR</b>	<b>5.1, 10, 17.2</b>	<b>(450)</b>	<b>5,179</b>
<b>RESTRICTIONS ON CASH ASSETS</b>	<b>5.1</b>	<b>2,029</b>	<b>1,940</b>

The accompanying notes form part of this financial report

# Notes to and Forming Part of the Financial Report Year Ended 30 June 2002

## 1 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.

The financial report is prepared on an accrual and going concern basis under the historical cost convention, except for certain assets, which are measured at fair value. Fair value represents 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.

Unless otherwise stated, all accounting policies are consistent with those of the prior year. Where appropriate, comparative figures have been amended to accord with current presentation and disclosure made of those amendments.

### 1.2 Recognition and Measurement of Assets

The council has adopted the following policy in relation to the acquisition of non-current assets and depreciation rates in relation to those assets.

#### a) Acquisition

Assets are initially recorded using the purchase method, being the fair value of the assets provided as consideration at the date of acquisition. Costs incidental to their acquisition, such as architects' fees and engineering design fees that are incurred in preparing the asset for use are also capitalised.

#### b) Thresholds for Asset Recognition

The following classes of assets have been recognised with threshold limits as shown below.

<b>Class of Assets</b>	<b>\$</b>
<b>Land and Buildings</b>	
Land	N/A
Land improvements	1,000
Buildings	N/A
Plant and equipment	1,000
Minor plant, furniture & equipment	500
<b>Infrastructure Assets (non-realisable)</b>	
Roads	20,000
Kerb and channel	5,000
Footpaths	
Expansion & upgrade	1,000
Renewals	N/A
Bridges	5,000
Drains	5,000
<b>Infrastructure assets (realisable)</b>	
Recreational equipment	5,000
Street furniture	10,000

- c) All non-current assets are depreciated over their useful lives to the 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 the council's experience. The estimated useful lives reflect a program of normal maintenance and are reviewed continually as part of the council's asset management program.

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.

# Notes to and Forming Part of the Financial Report Year Ended 30 June 2002

<b>Asset Category</b>	<b>Note</b>	<b>Years</b>
<b>Land</b>		
Carparks		100
Land, parks, reserves, ovals		Infinite
Land improvements		10
<b>Buildings</b>	1.2(e)	50-75
<b>Plant and equipment</b>		5
<b>Minor plant, furniture &amp; equipment</b>		
Artworks		100
Furniture & equipment		6 - 7
IT devices		5
Parking meters		10
Street signs/traffic control		20
Library catalogue		5
Library equipment		10
Library plant		5
Footpaths/bikepaths	1.2(e)	50
<b>Roads</b>	1.2(e)	
Seal		12 - 20
Sub structure		100
Kerb and channel		80
<b>Bridges</b>	1.2(e)	20 - 100
<b>Drains</b>		100
<b>Recreational equipment (playgrounds)</b>		10
<b>Street furniture</b>		10

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

All non-current assets other than plant, equipment and realisable infrastructure 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 are carried out by the council at rolling four yearly intervals to ensure that each asset category is represented at fair value at the reporting date. Formal revaluations are carried out every four years to confirm these assessments. The council's internal experts or independent valuers carry out these valuations. Where the carrying value materially differs from the fair value, that class of asset is revalued.

Where assets have separate identifiable components that have distinct useful lives, a depreciation rate appropriate to such components are determined.

Where assets are revalued, the revaluation increment is credited to the asset revaluation reserve, except where such increment reverses a previous valuation decrement of the same class of asset. In that event, the increment is credited to the statement of financial performance.

A valuation decrement is recognised as an expense in the statement of financial performance, except where such a decrement is a reversal of a previous increment of the same class of asset. In such cases, the decrement is charged against the asset revaluation reserve.

Unless otherwise stated, the carrying value of property, and non realisable infrastructure assets materially approximate their fair value.

e) Change in Accounting Policy

Under the revised accounting standard AASB 1041, the council has chosen to adopt the carrying values of plant, minor plant and realisable infrastructure assets as their deemed cost at 1 July 2001. These assets were carried on a revaluation basis in prior years. This change in accounting policy has had no impact on the council's financial performance or financial position in the current or prior year.

**Footpath assets** - are now capitalised based on a threshold limit of \$1,000. This change has had no material impact on the valuation of footpaths undertaken in 2002.

**Road seal, kerb and channel** - roads were previously depreciated as a composite asset having a useful life of 100 years. As from 2002, the council has recognised different useful lives for different types of seal and kerb and channel. The seal component of the road is now depreciated between 12 and 20 years, depending on the type of surface.

The kerb and channel is now depreciated over 80 years. This change in accounting policy has resulted in an annual depreciation increase of around \$2.5M for these assets.

**Buildings** - all buildings were previously depreciated over a useful life of 50 years. It has been recognised that some buildings will have useful lives of up to 75 years. They have been depreciated accordingly from 2002. This change has had no material impact on the annual depreciation amount.

**Bridges** - All bridges were previously depreciated over a useful life of 100 years. As from 2002, council has recognised different useful lives based on their type of construction. There was no material impact on depreciation from this change.

f) Realisable Infrastructure Assets

Infrastructure assets comprising street furniture and recreational 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 (Note 18).

g) Land Under Roads

The council has elected not to recognise land under roads as an asset in accordance with AAS27A.

### 1.3 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.

### 1.4 Recognition of Revenues

a) Rates

Rates and service charges are recognised as revenue at the declaration of the rate, levy or service charge, at commencement of the rating year. The council uses Capital Improved Value (CIV) as the basis of valuation of all properties for rating purposes. A rate in the dollar for different types of properties is applied to the CIV to arrive at the rates charge (Note 3.1).

The council does not provide for doubtful debts on rates as unpaid rates represent a charge against the rateable property and will be recovered when the property is next sold.

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 (Note 3.2 & 3.3).

c) Fees, Charges and Fines

Fees and charges are recognised as revenue upon such fees and charges being raised for services provided or payment received. Fines are recognised as revenue upon issuance of infringement notices.

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.

### 1.5 Trust Funds

Amounts received as tender deposits, bonds, retention monies and hostel entrance fees controlled by the council are recognised as 'trusts' until they are refunded or forfeited (Note 7.4).

# Notes to and Forming Part of the Financial Report Year Ended 30 June 2002

## 1.6 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) **Leave Entitlements**  
**Annual Leave** - entitlements are determined at current rates of pay, inclusive of leave loading and associated oncosts, and is based on annual leave accrued and not taken at balance date.  
**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 (Note 7.2 & 7.3).  
**Sick Leave** - 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.
- c) **Superannuation** - the superannuation expense for the financial year is the amount of the statutory contribution the council makes to the superannuation plans, that provide benefits to its employees. Additionally, the council may be required to contribute towards any unfunded amounts of defined benefits superannuation schemes in respect of former employees of council. Details of those arrangements are set out in Note 13.

## 1.7 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 (Note 7.1 & 12).

## 1.8 Leases

**Operating Leases** - payments are expensed in the year in which the payment is made as they reflect the pattern of benefits derived by the council.

## 1.9 Property Held for Resale

Properties held for resale are valued at fair value.

## 1.10 Recognition of Receivables

Receivables are recognised for amounts owed to the 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 (Note 5.2 & 12).

## 1.11 Cash Assets

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

## 1.12 Rounding

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

## 1.13 Maintenance and Repairs

Maintenance, repair costs and minor renewals are recognised as expenses. Where the repair relates to the replacement of a component of an asset and the cost exceeds the recognised threshold and results in an extension of the life of the asset, that cost is capitalised to that asset.

## 1.14 Inventory

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

## 1.15 Interest Bearing Liabilities

Interest bearing liabilities represent overdrafts and loans taken out by council. The carrying amounts of these liabilities represent the amounts payable in future years (Note 10 & 12).

Interest accrued on these liabilities is treated as borrowing costs (Notes 10 & 12).

## 1.16 Budget Information

The amounts shown in the financial report as budget information are based on the budget approved by Council for the 2001-2002 budget year.

## 1.17 Borrowing Costs

Borrowing costs are recognised as an expense in the period in which they are incurred.



**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 2002				EXPENSES 2002		SURPLUS/ (DEFICIT)
	\$000 General	\$000 Grants	\$000 Total	% of Total	\$000	% of Total	\$000
Community Services	1,478	7,056	8,534	13%	13,076	17%	(4,542)
Health & Environment	6,740	508	7,248	11%	10,455	14%	(3,207)
Leisure	581	1,129	1,710	3%	6,963	9%	(5,253)
Transport	3,542	217	3,759	6%	4,628	6%	(869)
Management & Economic Development*	39,154	6,203	45,357	67%	42,244	54%	3,113
<b>Total Revenues &amp; Expenses</b>	<b>51,495</b>	<b>15,113</b>	<b>66,608</b>	<b>100%</b>	<b>77,366</b>	<b>100%</b>	<b>(10,758)</b>

	REVENUE ATTRIBUTED 2001				EXPENSES 2001		SURPLUS/ (DEFICIT)
	\$000 General	\$000 Grants	\$000 Total	% of Total	\$000	% of Total	\$000
Community Services	1,427	6,019	7,446	12%	11,541	18%	(4,095)
Health & Environment	6,497	467	6,964	11%	10,609	16%	(3,645)
Leisure	317	964	1,281	2%	6,350	10%	(5,069)
Transport	2,067	1,211	3,278	5%	4,499	7%	(1,221)
Management & Economic Development*	37,456	5,297	42,753	70%	32,131	49%	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>

\* The council's rate revenue is fully allocated to this segment

Distribution of assets to function cannot be reliably attributed and hence not disclosed.

# Notes to and Forming Part of the Financial Report Year Ended 30 June 2002

## 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 libraries</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>

	<b>2002 \$'000</b>	<b>2001 \$'000</b>
<b>3 REVENUES</b>		
<b>3.1 Rates</b>		
General rates (Note)		
Residential	18,320	16,863
Commercial	5,737	5,354
Industrial	9,914	9,187
Supplementary rates and adjustments	195	330
Residential garbage	4,940	4,689
Commercial garbage (Note)	82	365
	<b>39,188</b>	<b>36,788</b>

Note: The valuation base used to calculate general rates for 2001-2002 was \$8.288 billion (\$8.137 billion in 2000-2001). Commercial garbage collection was devolved by council to private contractors with effect from 1 October 2001.

<b>3.2 Recurrent Grants (Note)</b>		
Financial assistance grant – general purpose	5,173	4,912
Financial assistance grant – untied road funding	778	868
Community services	6,800	6,019
Health & environment	829	467
Leisure	832	964
Transport	217	343
Management & economic development	484	385
<b>Total Grants Received</b>	<b>15,113</b>	<b>13,958</b>

Note: Council did not receive any non-recurrent grants during the year.

<b>3.3 Unexpended Grants</b>		
Grants recognised as revenue for the year to be expended for specific purposes that had not been expended at balance date were:		
Community services	173	137
Health & environment	78	-
Leisure	17	306
Transport	-	314
Management & economic development	19	93
<b>Total Unexpended Grants</b>	<b>287</b>	<b>850</b>

Note: All unexpended grants of prior year were expended in 2002.

# Notes to and Forming Part of the Financial Report Year Ended 30 June 2002

	<b>2002 \$'000</b>	<b>2001 \$'000</b>
<b>3.4 Fees, Charges and Fines</b>		
Building and town planning	752	653
Aged care services	1,235	1,215
Civil and transport planning	105	96
Parking fees and fines	2,177	1,941
Regulatory services fees and fines	793	649
Land information	89	80
Recreation and leisure	280	174
Hire of facilities	2,559	2,594
Other fees and charges	207	277
<b>Total Fees, Charges and Fines</b>	<b>8,197</b>	<b>7,679</b>
<b>3.5 Profit / (Loss) on Sale of Assets</b>		
Proceeds from sale of assets	1,839	1,085
Less: Carrying amount of assets sold	(803)	(1,276)
	<b>1,036</b>	<b>(191)</b>
<b>3.6 Other Revenue</b>		
<b>Recoveries</b>		
Residential amenity	213	138
State revenue office	219	-
Other	228	253
	<b>660</b>	<b>391</b>
National competition policy	163	158
Retainer	31	29
Other	840	613
<b>Total Other Revenue</b>	<b>1,694</b>	<b>1,191</b>

	<b>2002</b>	<b>2001</b>
	<b>\$'000</b>	<b>\$'000</b>
<b>4 EXPENSES</b>		
<b>4.1 Employee Costs</b>		
Salaries & wages	21,541	18,714
Superannuation	1,718	1,752
WorkCover	391	1,154
	<b>23,650</b>	<b>21,620</b>
<b>4.2 Materials and Services</b>		
Maintenance and repairs	2,051	2,206
Contract payments		
Garbage collection	4,121	4,211
Home and community care	1,892	2,556
Other contract payments	2,470	2,604
Other materials and services	2,289	1,609
	<b>12,823</b>	<b>13,186</b>
<b>4.3 Depreciation</b>		
Plant & equipment	1,659	1,629
Minor plant, furniture and equipment	2,323	2,271
Land improvement	138	-
Carparks	5	4
Buildings	3,906	3,945
Bikepaths/footpaths	1,127	1,101
Bridges	122	90
Roads	5,010	2,915
Drains	1,207	1,329
Street furniture	639	549
Playground equipment	801	328
	<b>16,937</b>	<b>14,161</b>

# Notes to and Forming Part of the Financial Report Year Ended 30 June 2002

	<b>2002 \$'000</b>	<b>2001 \$'000</b>
<b>4.4 Other Expenses</b>		
Bad and doubtful debts	543	-
Professional fees	4,063	3,470
Grants	1,588	1,648
Utilities	1,054	1,205
Sponsorships	1,499	1,263
Legal	392	552
Motor vehicles	531	516
Insurance	877	706
Audit costs	52	51
Operating lease rental	243	158
Printing and publications	560	473
Administration costs	2,555	2,463
Costs associated with sale of assets	412	-
Other	1,068	1,276
	<b>15,437</b>	<b>13,781</b>
<b>4.5 Borrowing Costs</b>		
Interest on loans	609	801
Other interest	388	305
	<b>997</b>	<b>1,106</b>
<b>4.6. Write-off of Assets (Note)</b>		
Drainage	5,073	-
Buildings	497	-
Work in Progress	625	-
Roads, kerb and channel	524	-
	<b>6,719</b>	<b>-</b>

Note: During the current reporting year, council carried out an audit of its non-current assets and identified a number of assets that were either duplicated in the prior years' asset valuations or not owned by council. These duplicated and non-council owned assets were removed from the asset register at their carrying values and expensed.

	<b>2002</b>	<b>2001</b>
	<b>\$'000</b>	<b>\$'000</b>
<b>5 CURRENT ASSETS</b>		
<b>5.1 Cash Assets</b>		
Cash at bank	-	3,239
Bank deposits on call (Note)	2,029	1,940
	<b>2,029</b>	<b>5,179</b>
<p>Note: 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 2002.</p>		
<b>5.2 Receivables</b>		
Rates debtors (Note 1.4(a))	1,575	1,508
Parking infringement debtors	2,095	2,388
General debtors (Note)	4,201	4,454
Less: Provision for doubtful debts:		
- Parking infringements	(903)	(1,214)
- General debtors	(225)	(112)
	<b>6,743</b>	<b>7,024</b>
<p>Note: During the amalgamation of councils, staff were transferred between councils resulting in superannuation obligations being transferred with them. These transfers resulted in a superannuation debt from the City of Kingston council to the Greater Dandenong council. This debt gave rise to protracted negotiations between the two councils on the precise quantum of the debt. The City of Kingston has offered \$2.071M including interest payable. This amount is included in the general debtors.</p>		
<b>5.3 Property Held for Resale</b>		
Property at fair value	<b>9,896</b>	<b>6,697</b>
<b>5.4 Other</b>		
Prepayments	17	18
Inventory	87	148
	<b>104</b>	<b>166</b>

# Notes to and Forming Part of the Financial Report Year Ended 30 June 2002

	<b>2002</b>	<b>2001</b>
	<b>\$'000</b>	<b>\$'000</b>
<b>6 NON-CURRENT ASSETS</b>		
<b>Plant and Equipment</b>		
At valuation – 1 January 2000	-	5,866
At deemed cost – 1 July 2001	2,825	-
At cost	1,386	2,475
Less: accumulated depreciation	(1,659)	(5,199)
	<b>2,552</b>	<b>3,142</b>
<b>Minor Plant, Furniture &amp; Equipment</b>		
At valuation – 1 January 2000	-	13,357
At deemed cost – 1 July 2001	5,008	-
At cost	1,393	2,769
Less: accumulated depreciation	(2,323)	(10,684)
	<b>4,078</b>	<b>5,442</b>
<b>Land and Buildings (Note)</b>		
<b>Carparks</b>		
At independent valuation – 1 January 2000	-	402
At independent valuation – 1 January 2002	488	-
At cost	288	125
Less: accumulated depreciation	(81)	(76)
	<b>695</b>	<b>451</b>
<b>Land</b>		
At independent valuation – 1 January 2000	-	174,638
At independent valuation – 1 January 2002	207,916	-
At cost	4,150	1,031
	<b>212,066</b>	<b>175,669</b>
<b>Land Improvements</b>		
At deemed cost – 1 July 2001 (transferred from land)	937	-
At cost	1,460	-
Less: accumulated depreciation	(138)	-
	<b>2,259</b>	<b>-</b>



	<b>2002 \$'000</b>	<b>2001 \$'000</b>
<b>Buildings</b>		
At independent valuation – 1 January 2000	-	196,448
At independent valuation – 1 January 2002	189,797	-
At cost	-	1,970
Less: accumulated depreciation	(92,243)	(95,851)
	<b>97,554</b>	<b>102,567</b>
Note: 'At valuation' estimates for land and buildings were determined by ProVal (Vic) Pty Ltd Certified Valuers as at January 1, 2000 and January 1 2002. 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
At council valuation – 30 April 2002 (Note(i))	2,367	-
At cost	-	109
Less: accumulated depreciation	(447)	(542)
	<b>1,920</b>	<b>1,850</b>
<b>Footpaths</b>		
At council valuation – 1 January 2000	-	52,226
At council valuation – 30 April 2002 (Note(ii))	55,463	-
At cost	229	835
Less: accumulated depreciation	(5,004)	(26,779)
	<b>50,688</b>	<b>26,282</b>
<b>Bridges</b>		
At council valuation – 1 January 2000	-	8,998
At council valuation – 30 June 2002 (Note(ii))	9,091	-
At cost	-	58
Less: accumulated depreciation	(1,361)	(1,238)
	<b>7,730</b>	<b>7,818</b>

# Notes to and Forming Part of the Financial Report Year Ended 30 June 2002

	<b>2002 \$'000</b>	<b>2001 \$'000</b>
<b>Roads</b>		
<b>Sub-Structure</b>		
At council valuation – 30 June 2002	198,397	-
Less: accumulated depreciation	(57,508)	-
	<b>140,889</b>	-
<b>Seal</b>		
At council valuation – 30 June 2002	49,193	-
Less: accumulated depreciation	(18,697)	-
	<b>30,496</b>	-
<b>Kerb &amp; Channel</b>		
At council valuation – 30 June 2002	52,589	-
Less: accumulated depreciation	(10,722)	-
	<b>41,867</b>	-
<b>Roads Total</b>		
At council valuation – 1 January 2000	-	289,593
At council valuation – 30 June 2002	300,179	-
At cost	-	3,874
Less: accumulated depreciation	(86,927)	(109,100)
	<b>213,252</b>	<b>184,367</b>
<b>Drains</b>		
At council valuation – 1 January 2000 (Note (iii))	119,836	132,396
At cost	1,948	885
Less: accumulated depreciation	(37,377)	(48,969)
	<b>84,407</b>	<b>84,312</b>

**Note(i): Bikepaths/Footpaths**

Council carried out a full valuation of its bikepaths and footpaths as at 30 April 2002. This valuation was based on the written down replacement value, taking into account age and condition of each bikepath and footpath. The valuation was carried out by council's Asset Management Coordinator.

**Note(ii): Bridges**

'At valuation' estimates for bridges were determined as at 30 June 2002 by council's Civil and Transport Planning unit. The valuations were done on the basis of written down replacement value.

**Note(iii): Drains**

Certain drainage assets identified as not being owned by council were written off during the year.

	<b>2002</b>	<b>2001</b>
	<b>\$'000</b>	<b>\$'000</b>
<b>Realisable Infrastructure Assets</b>		
<b>Street Furniture</b>		
At council valuation – 1 January 2000	-	5,747
At deemed cost – 1 July 2001	3,819	-
At cost	104	1,343
Less: accumulated depreciation	(639)	(3,295)
	<b>3,284</b>	<b>3,795</b>
<b>Playground Improvements and Equipment</b>		
At council valuation – 1 January 2000	-	3,215
At deemed cost – 1 July 2001 (Note)	6,538	-
At cost	765	237
Less: accumulated depreciation	(801)	(2,188)
	<b>6,502</b>	<b>1,264</b>
Note: The valuation 2001 includes transfers relating to assets previously included in other asset categories which have now been correctly classified as part of the audit of assets referred to in note 4.6.		
<b>Works in Progress</b>		
At cost	2,407	2,066
	<b>2,407</b>	<b>2,066</b>
<b>Total Non-Current Assets</b>		
At valuation	885,137	884,949
At deemed cost	19,127	-
At cost	14,131	17,997
Less: accumulated depreciation	(229,000)	(303,921)
<b>TOTAL NON-CURRENT ASSETS</b>	<b>689,395</b>	<b>599,025</b>

# Notes to and Forming Part of the Financial Report Year Ended 30 June 2002

## 6.1 NON-CURRENT ASSETS – (Movement in written down value)

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 &amp; Equipment</b>	<b>Minor Plant, Furniture &amp; Equipment</b>	<b>Carparks</b>	<b>Land</b>	<b>Buildings</b>
	<b>2002 \$'000</b>	<b>2002 \$'000</b>	<b>2002 \$'000</b>	<b>2002 \$'000</b>	<b>2002 \$'000</b>
Balance at beginning of financial year	3,142	5,442	451	175,669	102,567
Additions at cost	1,386	1,393	163	4,150	2,243
Assets written off	-	-	-	-	(497)
Transfer to current assets at carrying amount	-	-	-	(3,199)	-
Less: Disposals at carrying amount	(317)	(30)	-	(404)	(52)
Less: Depreciation expense for the year	(1,659)	(2,323)	(5)	-	(3,906)
Add: Net asset changes due to revaluation	-	-	-	36,856	2,859
Add: Changes due to transfers	-	(404)	86	(1,006)	(5,660)
<b>Balance at end of financial year</b>	<b>2,552</b>	<b>4,078</b>	<b>695</b>	<b>212,066</b>	<b>97,554</b>

	<b>Bikepaths</b>	<b>Footpaths</b>	<b>Bridges</b>	<b>Land Improvements</b>	<b>Drains</b>
	<b>2002 \$'000</b>	<b>2002 \$'000</b>	<b>2002 \$'000</b>	<b>2002 \$'000</b>	<b>2002 \$'000</b>
Balance at beginning of financial year	1,850	26,282	7,818	-	84,312
Additions at cost	78	1,869	30	1,460	1,063
Assets written off	-	-	-	-	(5,073)
Less: Disposals at carrying amount	-	-	-	-	-
Less: Depreciation expense for the year	(57)	(1,070)	(122)	(138)	(1,207)
Add: Net asset changes due to revaluation	49	23,607	-	-	5,312
Add: Changes due to transfers	-	-	4	937	-
<b>Balance at end of financial year</b>	<b>1,920</b>	<b>50,688</b>	<b>7,730</b>	<b>2,259</b>	<b>84,407</b>

	<b>Roads Sub-Structure</b>	<b>Roads Seal</b>	<b>Roads Kerb &amp; Channel</b>	<b>Roads Total</b>
	<b>2002 \$'000</b>	<b>2002 \$'000</b>	<b>2002 \$'000</b>	<b>2002 \$'000</b>
Balance at beginning of financial year	120,866	30,236	33,265	184,367
Additions at cost	3,564	-	-	3,564
Assets written off	-	-	(524)	(524)
Less: Depreciation expense for the year	(1,906)	(2,425)	(679)	(5,010)
Add: Net asset changes due to revaluation	18,248	2,433	9,542	30,223
Add: Changes due to transfers	117	252	263	632
<b>Balance at end of financial year</b>	<b>140,889</b>	<b>30,496</b>	<b>41,867</b>	<b>213,252</b>

	<b>Street Furniture</b>	<b>Playgrounds</b>	<b>Work in Progress</b>	<b>Summary of Non-Current Asset Movements</b>
	<b>2002 \$'000</b>	<b>2002 \$'000</b>	<b>2002 \$'000</b>	<b>2002 \$'000</b>
Balance at beginning of financial year	3,795	1,264	2,066	599,025
Net change in assets transferred to capital	-	-	853	853
Additions at cost	104	765	-	18,268
Assets written off	-	-	(625)	(6,719)
Transfer to current assets	-	-	-	(3,199)
Less: Disposals at carrying amount	-	-	-	(803)
Less: Depreciation expense for the year	(639)	(801)	-	(16,937)
Add: Net asset changes due to revaluation	-	-	-	98,907
Add: Changes due to transfers	24	5,274	113	-
<b>Balance at end of financial year</b>	<b>3,284</b>	<b>6,502</b>	<b>2,407</b>	<b>689,395</b>

# Notes to and Forming Part of the Financial Report Year Ended 30 June 2002

	<b>2002</b>	<b>2001</b>
	<b>\$'000</b>	<b>\$'000</b>
<b>7 CURRENT LIABILITIES</b>		
<b>7.1 Payables</b>		
Trade creditors	5,876	3,878
Other creditors	844	1,328
Accrued expenses	1,082	331
	<b>7,802</b>	<b>5,537</b>
<b>7.2 Employee Entitlements</b>		
<b>Current</b>		
Annual leave	2,297	2,032
Long service leave	275	204
	<b>2,572</b>	<b>2,236</b>
<b>7.3 Employee Entitlements</b>		
<b>Non-Current</b>		
Long service leave liability	2,608	2,528
	<b>2,608</b>	<b>2,528</b>
<b>7.4 Trust Monies</b>		
Hostel entrance fees	138	263
Jenny Slade scholarship	11	11
Crossing & other deposits	324	285
	<b>473</b>	<b>559</b>

	2002 \$'000	2001 \$'000
<b>8 RESERVES</b>		
<b>8.1 Restricted General Reserves</b>		
Central car parking	726	726
	<b>726</b>	<b>726</b>
<b>8.2 Non-Restricted General Reserves</b>		
Self insurance	59	59
Meals on wheels	56	56
	<b>115</b>	<b>115</b>
<b>Total General Reserves</b>	<b>841</b>	<b>841</b>
<b>8.3 Movements (from) General Reserves</b>		
Public resort and recreation land	-	(589)
Botanical garden	-	(54)
Land development	-	(191)
Central car parking	-	(139)
Plant replacement	-	(654)
	-	<b>(1,627)</b>
<b>8.4 Asset Revaluation Reserve</b>		
Plant and machinery	2,239	2,239
Minor plant, furniture and equipment	2,065	2,065
Land	42,084	5,227
Buildings	27,244	24,384
Non-realizable infrastructure assets:		
- Bike paths	1,041	992
- Footpaths	41,898	18,292
- Bridges	367	367
- Roads	144,961	114,738
- Drains	44,170	38,858
Realisable Infrastructure Assets:		
- Street furniture	91	91
- Recreational equipment	55	55
	<b>306,215</b>	<b>207,308</b>
<b>TOTAL RESERVES</b>	<b>307,056</b>	<b>208,149</b>

# Notes to and Forming Part of the Financial Report Year Ended 30 June 2002

	Notes	2002 \$'000	2001 \$'000
<b>9</b>	<b>FINANCING FACILITIES</b>		
	Bank overdraft	2,500	2,500
	Used facility	(2,479)	-
	<b>Unused Facility</b>	<b>21</b>	<b>2,500</b>
<b>10</b>	<b>INTEREST BEARING LIABILITIES</b>		
	<b>Current</b>		
	Bank overdraft	2,479	-
	Loans – secured	12 1,832	3,011
	Defined benefit superannuation liability	13 888	1,024
		<b>5,199</b>	<b>4,035</b>
	<b>Non-current</b>		
	Loans – secured	12 6,622	8,454
	<b>Total</b>	<b>11,821</b>	<b>12,489</b>
<b>11</b>	<b>COMMITMENTS AND CONTINGENCIES</b>		
<b>11.1</b>	<b>Operating Lease Commitments (Note)</b>		
	Not later than one year	765	122
	Later than 1 year but less than 5 years	2,423	383
	Over 5 years	-	-
		<b>3,188</b>	<b>505</b>
	Note: The lease payments are in respect of the revolving operating lease facility for its computer equipment from the Commonwealth Bank of Australia (CBA).		
	The lease agreement became operative from 1 April 2002.		
<b>11.2</b>	<b>Capital Commitments</b>		
	Not later than one year	1,574	1,255
	Later than 1 year but less than 5 years	-	-
	Over 5 years	-	-
		<b>1,574</b>	<b>1,255</b>
<b>11.3</b>	<b>Works and Services Contracts</b>		
	Not later than one year	9,238	12,488
	Later than 1 year but less than 5 years	4,679	9,672
	Over 5 years	16	-
		<b>13,933</b>	<b>22,160</b>



## 12 FINANCIAL INSTRUMENTS

### 12.1 Accounting policy, terms and conditions

Recognised Financial Instruments	Note	Accounting Policy	Terms and Conditions
<b>Financial Assets</b>			
Cash on Call	5.1	Valued at face value. Interest is recognised as it accrues.	On call deposits returned floating interest rates of between 2.91% and 6.77% (2000-2001 4.69% and 6.25%). The rate at balance date was 5.46% (2000-2001 4.76%).
Bank Deposits on Call	5.1	Valued at cost. Interest is recognised as it accrues.	Withdrawals are on 24 hours notice. Bank deposits returned between 4.57% and 6.02% net of fees (2000-2001 5.17% and 6.59%).
Rates Debtors	5.2	Rates are a charge attached to the rateable land and therefore no provision for doubtful debts is made. Interest charged is at rates determined by regulation.	Rates are payable by four instalments during the year or by lump sum in February. Arrears, including Deferred Rates, attract interest. The interest rate was 11.5% at balance date for general rates (2000-2001 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 the 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		The loan with the Commonwealth Bank was obtained to refinance borrowings. Balance as at June 30, 2002 was \$1,333,950 (\$3,875,185 as at June 30, 2001).	The loan is for five years and principal & interest are repayable every six months. The loan is secured by a mortgage over the council's general rates. The interest rate is fixed at 6.61%.
Interest-bearing Liabilities		The loan with the Commonwealth Bank was obtained to repay the amount owing to the Local Authorities Superannuation Board (LASB) in respect of superannuation liability \$5,500,000. The balance of the loan as at June 30, 2002 was \$4,167,978 (June 30, 2001 - \$4,637,784).	The loan is for ten years and principal & interest are repayable every three months. The loan is secured by a mortgage over the council's general rates. The interest rate is fixed at 5.8%.
Interest-bearing Liabilities		The loan with the Commonwealth Bank was obtained 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.	This loan is secured by a mortgage over the 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 Year Ended 30 June 2002

## 12.2 Interest Rate Risk

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

	Floating Interest Rate		Fixed Interest Rate Maturing In:						Non-interest bearing		Total Carrying Amount as per the Statement of Financial Position		Range of Effective Interest Rates	
			1 year or less		Over 1 to 5 years		More than 5 years							
	2002 \$'000	2001 \$'000	2002 \$'000	2001 \$'000	2002 \$'000	2001 \$'000	2002 \$'000	2001 \$'000	2002 \$'000	2001 \$'000	2002 \$'000	2001 \$'000	2002 %	2001 %
<b>Financial Assets</b>														
Rates debtors	1,575	1,508									1,575	1,508	12.3	12.3
General debtors									5,168	5,516	5,168	5,516		
Cash on call		3,239										3,239	2.91 to 6.77	5.59
Bank deposits	2,029	1,940									2,029	1,940	4.57 to 6.02	5.99
<b>Total Financial Assets</b>	<b>3,604</b>	<b>6,687</b>							<b>5,168</b>	<b>5,516</b>	<b>8,772</b>	<b>12,203</b>		<b>5.79</b>
<b>Financial Liabilities</b>														
Payables									7,802	5,537	7,802	5,537		
Interest-bearing liabilities (Note 10)			5,199	4,035	5,255	6,461	1,367	1,993			11,821	12,489	5.8/7.58	6.08
<b>Total Financial Liabilities</b>			<b>5,199</b>	<b>4,035</b>	<b>5,255</b>	<b>6,461</b>	<b>1,367</b>	<b>1,993</b>	<b>7,802</b>	<b>5,537</b>	<b>19,623</b>	<b>18,026</b>		<b>6.08</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 \$7.6M (\$10.5M in 2000-2001) as at balance date.

## 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**

The 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 2001-2002). 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 2001-2002 the council's superannuation contributions relating to LASPLAN members was \$1,014,253 (\$854,097 in 2000-2001).

**Defined Benefits Members**

The 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 2000-2001).

During 2001-2002 the council's superannuation contributions relating to that year's defined benefits members' service was \$742,087 (\$898,025 in 2000-2001).

In addition, the 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 \$54,471 representing retrenchment increments and interest incurred by the council has been brought to account in 2001-2002 (\$80,927 in 2000-2001).

During 2001-2002 the council paid \$170,647 including tax to the fund to reduce its past service superannuation liability (nil in 2000-2001).

The council's past service liability to the fund as at 30 June 2002, including retrenchment increments, accrued interest and tax, is \$888,086 (\$1,023,883 at June 30 2001).

The council has an ongoing obligation to share in the future experience of the fund. Favourable or unfavourable 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 the 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**

The 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 \$1.55 million (\$1.62 million as at June 30 2001). The 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**

The council is involved in a number of Legal Actions. Council's exposure in these claims may be up to \$254K.

**Future Legal Claims**

The 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 Year Ended 30 June 2002

## 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>	Paul Donovan (Mayor) 19 March 2002
	Youhorn Chea (Mayor) 27 March 2001 to 18 March 2002
	Angela Long
	Roz Blades
	John Kelly
	Dale Wilson
	Yvonne Herring
	Maria Sampey
	Geraldine Gonsalvez
	Kevin Walsh
	Naim Melhem

**Chief Executive Officer:** Warwick Heine

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

Income Range	2002 No.	2001 No.
\$10,000 - \$19,999	10	10
\$20,000 - \$29,999	-	-
\$30,000 - \$39,999	-	1
\$40,000 - \$49,999	1	-
\$180,000 - \$189,999	-	-
\$200,000 - \$209,999	1	1
<b>Total</b>	<b>12</b>	<b>12</b>

Total remuneration for the reporting year, for Responsible Persons included above, amounted to: **\$394K** **\$371K**

No retirement benefits were made by the council to a responsible person during the reporting year (nil in 2001).

No loans were made, guaranteed or secured by the council to a responsible person during the reporting year (nil in 2001).

No transactions were entered into by the council with responsible persons, other than remuneration and reimbursement of expenses during the reporting year (nil in 2001).

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.

### Senior Officers' Remuneration

The number of senior officers, other than responsible persons, occupying a management role within council, whose total remuneration exceeded \$80,000 during the financial year, are shown below in their relevant income bands:

Income Range	2002 No.	2001 No.
\$80,000 - \$89,999	9	6
\$90,000 - \$99,999	7	5
\$100,000 - \$109,999	5	3
\$110,000 - \$119,999	1	2
\$120,000 - \$129,999	2	2
\$130,000 - \$139,999	1	1
<b>Total</b>	<b>25</b>	<b>19</b>

Total remuneration for the financial year of senior officers included above amounted to: **\$2.550M** **\$1.924M**

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

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

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

	Note	Actual 2002 \$'000	Budget 2002 \$'000
<b>Revenues</b>			
Rates		39,188	39,136
Government grants		15,113	14,190
Fees, charges and fines		8,197	7,791
Contributions		42	65
Interest from investments		535	219
Asset sales	i	1,839	4,000
Other		1,694	1,363
<b>Total Revenues</b>		<b>66,608</b>	<b>66,764</b>
<b>Expenses</b>			
Employee costs – including on costs		23,650	23,328
Contract payments, materials and services		12,823	13,986
Depreciation	ii	16,937	14,000
Carrying amount of assets sold		803	-
Interest		997	1,146
Grants and sponsorships		3,087	2,838
Other		12,350	10,262
Write-off of assets	iii	6,719	-
<b>Total Expenses</b>		<b>77,366</b>	<b>65,560</b>
<b>Operating Surplus (Deficit)</b>		<b>(10,758)</b>	<b>1,204</b>

# Notes to and Forming Part of the Financial Report Year Ended 30 June 2002

## 16.2 Budget and Actual Statement of Cash Flows

<b>Cash Inflows</b>	<b>Note</b>	<b>Actual 2002 \$'000</b>	<b>Budget 2002 \$'000</b>
Receipts from ratepayers		39,120	38,869
Grants income	iv	15,113	14,190
Finance income		535	219
Fees & charges		8,046	7,791
Asset sales	i	1,839	9,003
Other		1,692	1,426
<b>Total Inflows</b>		<b>66,345</b>	<b>71,498</b>
<b>Cash Outflows</b>			
Salaries and related costs		23,369	23,328
Payments to suppliers		22,503	24,564
Grants and sponsorships		3,087	2,838
Borrowing costs		997	987
Trust monies returned		86	-
<b>Total Outflows</b>		<b>50,042</b>	<b>51,717</b>
<b>Net Inflow before Capital and Loan Repayments</b>		<b>16,303</b>	<b>19,781</b>
<b>Capital Expenditure</b>	v	<b>18,921</b>	<b>17,061</b>
<b>Loan Repayments</b>		<b>3,011</b>	<b>3,011</b>
<b>Net (Outflow) after Capital and Loan Repayments</b>		<b>(5,629)</b>	<b>(291)</b>

### Notes to comparison of Budgeted and Actual Results

The major variations between budget and actual results for the year are explained below. The figures do not include GST.

#### (i) Asset Sales

Asset Sales budget for 2002 included a profit of \$3M from the proposed sale of the former Dandenong saleyards. This proposed sale was deferred to be carried out over the next five years under a development scheme for the property.

The cash proceeds budgeted from the sale was \$8M. Council generated better than budget proceeds from the sale of other assets.

#### (ii) Depreciation

Depreciation charge for the year increased with the transfer of playground equipment out of buildings (to be depreciated over a shorter useful life), and change in depreciation rates for road seal and kerb and channel, which are also depreciated over shorter useful lives. (see note 1.2 (e))

#### (iii) Asset Write-off (Note 4.6)

The duplicated and non council owned assets written off were not envisaged at the time of budget preparation and hence not budgeted.

#### (iv) Grants Income

Grants income exceeded budget with better than expected grants being received across many council programs. They included \$640K for human services programs, \$106K for parks, \$107K for drug strategy, \$104K for arts and library services, and \$134K from the Grants Commission. The grant for roads to recovery fell short of budget and will be made up in future years.

#### (v) Capital Expenditure

Council's capital expenditure exceeded budget due to the unbudgeted acquisition of a property towards council's future strategic development.

**17 NOTES TO THE STATEMENT OF CASH FLOWS****17.1 Reconciliation of operating result with net cash from operations**

	Note	2002 \$'000	2001 \$'000
<b>Deficit for Year</b>		<b>(10,758)</b>	<b>(3,408)</b>
<b>Add/(Less)</b>			
Depreciation	4.3	16,937	14,160
Write-off of assets		6,719	-
(Increase)/decrease in other current assets	5.4	62	80
(Profit)/loss on sale of assets	3.5	(1,036)	191
Borrowing costs	4.5	997	1,106
(Increase)/decrease in receivables	5.2	2,822	1,032
(Decrease)/increase in payables	7.1	(1,227)	(1,977)
(Decrease)/increase in employee entitlements	7.2, 8	34	560
<b>Net Cash provided by Operating Activities</b>		<b>14,550</b>	<b>11,744</b>

**17.2 Reconciliation of Cash**

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

	Note	2002 \$'000	2001 \$'000
Current asset – cash and deposits	5.1	2,029	5,179
Current liability – bank overdraft	10	(2,479)	
<b>Cash at balance date as per statement of cash flows</b>		<b>(450)</b>	<b>5,179</b>

# Notes to and Forming Part of the Financial Report Year Ended 30 June 2002

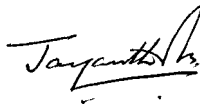
## 18 FINANCIAL RATIOS

	2001/2002	2000/2001	1999/2000
<b>Debt Servicing Ratio</b>	1.50%	1.49%	1.97%
To identify the capacity of council to service outstanding debt. Includes interest on loan borrowings and bank overdraft as a percentage of council's total revenue.			
<b>Debt Commitment Ratio</b>	10.23%	10.18%	11.28%
To identify council's debt redemption strategy. Loan interest and loan redemption payments as a percentage of rate revenue.			
<b>Revenue Ratio</b>	58.83%	59.60%	58.01%
To identify council's dependence on non-rate income. Rate revenue as a percentage of total revenue.			
<b>Debt Exposure Ratio</b>	28.02:1	26.48:1	25.92:1
To identify council's exposure to debt. This is the ratio of total debt to total realisable assets. Realisable assets are those which can be readily sold and are not subject to any restriction on sale or use. Total debt includes all liabilities except those that are covered by restricted assets. Non realisable assets are listed on page 104			
<b>Working Capital Ratio</b>	1.17:1	1.54:1	1.94:1
To assess council's ability to meet current commitments. Current assets available to meet each dollar of current liabilities.			
<b>Value of Land in the Municipality</b>			
The value of land within the municipality at balance date for rating purposes			\$10,042,670,370
Date of valuation			1 January 2002
Date on which the valuation will first apply			1 July 2002
Date of next valuation			1 January 2004
Date on which next valuation will be applicable			1 July 2004



# Certification of the 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: 20 September 2002  
Location: Springvale

In our opinion the accompanying financial report presents fairly the financial transactions of the City of Greater Dandenong for the year ended 30 June 2002 and the financial position of the council as at that date.

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

On 2 September 2002, the Council authorised Cr. Paul Donovan and Cr. Youhorn Chea and the Chief Executive Officer to sign this financial report in its final form on behalf of Council.



Cr. Paul Donovan, Mayor  
Dated: 20 September 2002



Cr. Youhorn Chea  
Dated: 20 September 2002



Warwick Heine  
Chief Executive Officer  
Dated: 20 September 2002  
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 2002, 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 the Councillors as required by the *Audit Act 1994*.


The audit has been conducted in accordance with Australian Auditing Standards to provide reasonable assurance as to whether the financial report is free of material misstatement. The audit procedures included an examination, on a test basis, of evidence supporting the amounts and other disclosures in the financial report, and the evaluation of accounting policies and significant accounting estimates. These procedures have been undertaken to form an opinion as to whether, in all material respects, the financial report is presented fairly in accordance with Accounting Standards and other mandatory professional reporting requirements in Australia and the financial reporting requirements of the *Local Government Act 1989*, so as to present a view which is consistent with my understanding of Council's financial position, financial performance 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 in accordance with applicable Accounting Standards and other mandatory professional reporting requirements in Australia and the financial reporting requirements of the *Local Government Act 1989*, the financial position of Greater Dandenong City Council as at 30 June 2002, its financial performance and cash flows for the year then ended.

MELBOURNE  
23/09/2002



J.W. CAMERON  
Auditor-General

# Introduction to the Performance Statement

The Victorian Government is of the view that it is reasonable to expect all councils to collect and publish performance information. The Government amended the Local Government Act 1989 (section 153) 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:

**Assessments** – or rate notices.

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

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

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

**Customer Satisfaction Ratings** – indexed mean of 350 respondents answers in a survey, conducted by the independent strategic research consultants Newton Wayman Chong and Associates Research, asking them to rate the 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.

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

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

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

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

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

**Recurrent Surplus/Deficit** – recurrent revenue less recurrent expenditure.

# Progress Against Community Satisfaction Targets 2001-2002

<b>Output</b>	<b>Measure</b>	<b>Actual 2000-2001</b>	<b>Target 2001-2002</b>	<b>Actual 2001-2002</b>	<b>Variance</b>
Community Satisfaction	Performance of Council	68	70	68	-3%
	Performance in Key Service Areas	66	68	66	-3%
	Local Roads and Footpaths	61	63	62	-2%
	Health and Human Services	70	72	72	0%
	Recreational Facilities	72	74	72	-3%
	Appearance of Public Areas	66	68	65	-4%
	Traffic Management and Parking Facilities	61	63	62	-2%
	Waste Management	75	77	75	-3%
	Enforcement of By-Laws	65	67	66	-1%
	Economic Development	57	59	59	0%
	Town Planning Policy and Approvals	64	66	66	0%
	Customer Contact	76	78	77	-1%
	Advocacy & Community Representation on Key Local issues	68	70	68	-3%
	Community Engagement	N/A	N/A	66	N/A

# Progress Against Financial Targets 2001-2002

Outputs	Note	Measures	Actual: 2000/2001	Actual: 2001/2002	Target 2001/2002	Difference
Rates Management		Total rates and charges declared (\$000's)	\$36,788	\$39,188	\$38,906	\$282
		Rates and charges (per assessment)	\$704	\$741	\$744	(\$3)
		Rates and charges (per capita)	\$277	\$297	\$295	\$2
		Rates and charges (% of CIV)	0.4552%	0.47%	0.48%	(0.1%)
		Average residential assessment	\$482	\$511	\$510	\$1
Dependence on Rates and Grants		Rates and charges (% of total recurrent revenue)	59.60%	58.83%	58.27%	0.56%
		Financial assistance grants (per capita)	\$43.59	\$45.15	\$44.12	\$1.03
Achieve Financial Plans	1	% achievement of budgeted operating surplus/deficit (actual against original budget)	(34%)	(894%)	100%	(994%)
		% achievement of capital expenditure program	85%	91%	100%	(9%)
Financial Health		Operating surplus/(deficit) (% of total recurrent revenue)	(5.5%)	(16.2%)	1.8%	(18%)
	2	% change in net assets from previous year	(0.6%)	14.8%	0.2%	14.6%
		Debt servicing costs as % of rates and charges revenue	10.2%	2.5%	1.8%	0.7%
		Working capital ratio (current assets/current liabilities)	1.54	1.17	1.91	(0.74)
		Average liability per assessment	\$436	\$469	\$361	\$108
		Operating result assessment	(\$65)	(\$203)	\$23	(\$226)
Capital Expenditure		Ratio of capital expenditure to total depreciation	0.79	1.08	1.04	0.04
	4	Average capital expenditure per assessment	\$215	\$345	\$277	\$68
Renewal Gap	3	Ratio of current spending on renewal to the long term AAAC		0.96 : 1		
Renewal & Maintenance Gap	3	Ratio of current spending on renewal plus maintenance to the long term AAAC		0.97 : 1		
Debt Management		Rates, fees and charges outstanding (at 30 June 2000)	4.10%	4.02%	3.60%	0.42%
Operating Costs	5	% change in net operating expenditure (from 30 June 2000)	(7.19%)	55.69%	12.17%	43.52%
	5	Operating expenditure per assessment	\$951	\$1,464	\$986	\$478
	5	Operating expenditure per capita	\$377	\$587	\$391	\$196

## NOTES

### Comments on significant variances

- The target operating surplus for the year was not achieved due to:
  - Write-off of non-council owned assets (\$6.7M)
  - Non-realisation of profit from sale of Dandenong sale yards (\$3.0M) as the sale has been deferred
- Percentage increase in net assets has resulted from the revaluation of council's assets.
- This indicator is being reported on for the first time as required by the Department of Infrastructure.
- Council invested \$4.1M in 2001-2002 in a new property that was not included in the target.
- Target 2001-2002 and actual 2000-2001 do not include depreciation. Actual 2001-2002 includes depreciation (\$16.9M) and asset write off of \$6.7M.

# A Safe City

## PROGRESS AGAINST ONE YEAR TARGETS 2001-2002

### Output: Community Safety Improved

2001-2006 Measure/Target: Community perception of safety in public places and homes as measured through annual State Government Crime Prevention Survey improved from 63% in 1999-2000 to 68% in 2005-2006			
2001-2002 MEASURE	2001-2002 TARGET		
Five year Community Safety Strategy maintained as a five year program and published	By 31 March 2002	Target not achieved	
Community Safety Achievements Report for 2000-2001 prepared and published	By 31 December 2001	Target not achieved	
Participate in and publish the results of annual State Government survey of community perceptions of safety	By 31 March 2002	Target not achieved	
Fear of Crime and Crime Statistics Annual Report published	By 30 September 2001	Target not achieved	
Municipal Drug Strategy 2001-2002 to 2002-2003 projects implemented and outcomes published	Community information and awareness, by 30 June 2002	Target achieved	
	Expert forums, by 30 June 2002	Target achieved	
	Local leaders program, by 30 June 2002	Target not achieved	
	Syringe disposal and retrieval project, by 30 June 2002	Target achieved	
	Ethno specific project, by 30 June 2002	Target not achieved	
	Community drug issues response service, by 30 June 2002	Target not achieved	
	Community drug issues response projects, by 30 June 2002	Target achieved	
	Young people's involvement project, by 30 June 2002	Target not achieved	
	Achievement report published, by 30 June 2002	Target not achieved	
	Advocacy for drug related services, by 30 June 2002	Target achieved	
Municipal Drug Strategy reviewed and extended to cover period 2001-2002 to 2003-2004	Local service profiling map, by 30 June 2002	Target not achieved	
	Research study about drug use, by 30 June 2002	Target not achieved	
	Submission for local policing practice options, by 30 June 2002	Target not achieved	
	By 30 June 2002	Target not achieved	
	Annual report for Springvale, Dandenong and Noble Park Local Drug Action Committees published	By 31 March 2002	Target not achieved
	'Secure Seniors' program implemented	By 31 December 2001	Target achieved
	'Secure Seniors' program evaluated and reported	By 30 June 2002	Target achieved

2001-2002 MEASURE	2001-2002 TARGET	
'Eyes on the Street' program with selected Neighbourhood Watch Committees implemented and first report published	By 31 December 2001	<b>Target not achieved</b>
'Eyes on the Street' program evaluated and reported	By 30 June 2002	<b>Target achieved</b>
'Safe Shop' program in Noble Park, Dandenong and Springvale extended from 60 retailers	To 80 retailers by 30 June 2002	<b>Target achieved</b>
'Self-Audit' Community Safety Kit released and community members trained	Minimum of 50 members trained by 31 December 2001	<b>Target not achieved</b>
'Self-Audit' Community Safety Kit evaluated and reported	By 30 June 2002	<b>Target achieved</b>
Submission for additional Police resources to allow "two up" foot patrols to be operated in Springvale and Dandenong CBD 7 days per week between 10am and 10pm, prepared and submitted to the Minister for Police and Emergency Services	By 31 March 2002	<b>Target not achieved</b>
'Safe Design Guidelines - Private Facilities' reviewed, updated and published	By 31 December 2001	<b>Target not achieved</b>
'Safe Design Guidelines - Council Facilities' reviewed and updated	By 31 December 2001	<b>Target not achieved</b>
All planning applications assessed against 'Safe Design Guidelines - Private Facilities'	By 31 December 2001	<b>Target achieved</b>
All City Improvement Projects assessed against 'Safe Design Guidelines - Council Facilities'	By 31 December 2001	<b>Target achieved</b>
Street lighting in commercial, residential and public open space areas upgraded	\$400,000 invested by 30 June 2002	<b>Target not achieved</b>

### Output: Food Safety Standards Improved

**2001-2006 Measure/Target:** Community perception of food safety standards as measured through annual State Government survey (enforcement of by-laws) improved from 65% in June 2001 to 69% by 2005-2006

2001-2002 MEASURE	2001-2002 TARGET	
Food sampling and food premises inspection rates increased	410 food samples to be submitted by 30 June 2002	<b>Target achieved</b>
	2550 inspections by 30 June 2002	<b>Target achieved</b>

### Output: Emergency Management Capability

**2001-2006 Measure/Target:** Emergency management plan (Displan) current

2001-2002 MEASURE	2001-2002 TARGET	
Displan maintained and submitted for audit	By 31 March 2002	<b>Target not achieved</b>

# Well Planned Growth

PROGRESS AGAINST ONE YEAR TARGETS 2001-2002

## Output: Planned Growth

**2001-2006 Measure/Target:** Greater Dandenong Planning Scheme, including the Municipal Strategic Statement (MSS) and Local Planning Policy Framework remain current

2001-2002 MEASURE	2001-2002 TARGET	
MSS and Local Planning Policy Framework reviewed to reflect changing community needs	By 31 December 2001	Target not achieved
Non-urban Land Conservation Plan (Green Wedge Local Policy) Amendment C5 implemented	By 31 December 2001	Target achieved
Lyndhurst Strategic Review, arising from Amendment C5, developed and exhibited	By 30 June 2002	Target not achieved
Development plans consistent with Amendment C2 approved within three months of lodgement	By 30 June 2002	Target achieved
Turn-around times for delegated planning approvals reduced	To 50 days by 31 July 2001	Target not achieved
	To 30 days by 31 December 2001	Target not achieved
	To 25 days by 30 June 2002	Target not achieved

## Output: Housing Options Extended

**2001-2006 Measure/Target:** Policy to encourage diversity of housing stock developed and maintained

2001-2002 MEASURE	2001-2002 TARGET	
Draft housing policy prepared and community consultation completed	By 30 June 2002	Target not achieved

## Output: Environment Improved

**2001-2006 Measure/Target:** Air pollution, water quality, atmosphere particle counts, energy usage and water reduction levels set and reported

2001-2002 MEASURE	2001-2002 TARGET	
'Cities for Climate Protection' targets for 2001-2002 met	By 31 December 2001	Target achieved
'State of the Environment Report' completed and published	By 30 June 2002	Target not achieved
Litter trap at Kernot St (Yarraman Creek) installed	\$150,000 invested by 30 June 2002	Target achieved



**2001-2006 Measure/Target:** All new development to achieve a five star energy rating and include 50% of building materials to be sourced from sustainable resources by 2004

2001-2002 MEASURE	2001-2002 TARGET	
Policy developed that identifies opportunities to achieve a five star energy rating on all new development and community consultation undertaken	By 30 June 2002	<b>Target not achieved</b>
Policy developed that identifies opportunities for 50% of building materials for new development to be sourced from sustainable resources and community consultation undertaken	By 30 June 2002	<b>Target not achieved</b>

**2001-2006 Measure/Target:** Energy efficiency of existing developed properties improved to achieve a three star energy rating

2001-2002 MEASURE	2001-2002 TARGET	
Energy efficiency community education and awareness program developed and implemented	By 30 June 2002	<b>Target achieved</b>

**2001-2006 Measure/Target:** All council buildings to be upgraded to achieve 'Cities for Climate Control Program' reduction targets of greenhouse gases:

- 500 tonnes reduction for buildings
- 80 tonnes reduction for fleet
- 724 tonnes reduction for street lighting

2001-2002 MEASURE	2001-2002 TARGET	
Greenhouse emissions of council buildings reduced	100 tonnes of CO <sub>2</sub> by 30 June 2002	<b>Target achieved</b>
Greenhouse emissions of council fleet reduced	10 tonnes of CO <sub>2</sub> by 30 June 2002	<b>Target achieved</b>
Greenhouse emissions of street lighting reduced	70 tonnes of CO <sub>2</sub> by 30 June 2002	<b>Target achieved</b>
Policy developed to source up to 50% sustainable materials for maintenance, repair and upgrade of council buildings	By 30 June 2002	<b>Target achieved</b>

**2001-2006 Measure/Target:** City of Greater Dandenong Environmental Management System (EMS) targets achieved

2001-2002 MEASURE	2001-2002 TARGET	
Environmental Management System (EMS) maintained as a five year program; implemented, reviewed and published	By 30 June 2002	<b>Target not achieved</b>

# Well Planned Growth

PROGRESS AGAINST ONE YEAR TARGETS 2001-2002

<b>2001-2006 Measure/Target:</b> Waste to landfill reduced		
<b>2001-2002 MEASURE</b>	<b>2001-2002 TARGET</b>	
Ten year Waste Management Strategy reviewed and published	By 31 March 2002	<b>Target achieved</b>
Domestic waste to landfill reduced by 2% from 13.31 kilograms per household per week	To 13.05 kilograms by 30 June 2002	<b>Target not achieved</b>
Domestic recycling to be increased by 10% from 2.68 kilograms per household per week	To 2.95 kilograms by 30 June 2002	<b>Target not achieved</b>
Registered green waste customers increased from 1,020	To 2,250 by 30 June 2002	<b>Target not achieved</b>
<b>Output: Streetscapes Improved</b>		
<b>2001-2006 Measure/Target:</b> Five year streetscape improvement plan actioned		
<b>2001-2002 MEASURE</b>	<b>2001-2002 TARGET</b>	
Year two streetscape projects implemented	\$1.81 million invested by 30 June 2002	<b>Target not achieved</b>
<b>2001-2006 Measure/Target:</b> Street trees replaced to improve safety and reduce risk of damage to footpaths and drains		
<b>2001-2002 MEASURE</b>	<b>2001-2002 TARGET</b>	
Five year street tree replacement program developed	By 30 June 2002	<b>Target achieved</b>
<b>2001-2006 Measure/Target:</b> Use of overhead cables minimised		
<b>2001-2002 MEASURE</b>	<b>2001-2002 TARGET</b>	
Opportunities to achieve aerial bundling and/or under grounding of cables identified and funding applications submitted	By 30 June 2002	<b>Target achieved</b>

**Output: Footpaths Improved**

**2001-2006 Measure/Target:** Five year City Improvement Program (CIP) footpath renewal and upgrade program achieved

2001-2002 MEASURE	2001-2002 TARGET	
Annual footpath maintenance and renewal program completed	\$870,000 spent by 30 June 2002 to achieve 1) Footpath Replacement - 9.1km 2) Kerb and channel replacement - 3.4km 3) Hazard elimination - 16.4km	<b>Target achieved</b>

**Output: Appearance of Public Areas Improved**

**2001-2006 Measure/Target:** Community perception of the appearance of public areas as measured through annual State Government survey improved from 66% in June 2001 to 69% in 2005-2006

2001-2002 MEASURE	2001-2002 TARGET	
Litter taskforce recommendations actioned	By 30 June 2002	<b>Target not achieved</b>

**Output: Economic Growth**

**2001-2006 Measure/Target:** Investment in the city increased

2001-2002 MEASURE	2001-2002 TARGET	
New investment in residential, commercial and industrial properties as measured by building approvals increased	\$100 million invested by 30 June 2002	<b>Target achieved</b>
Business Retention and Expansion Survey reported, published, action plan developed and actions reported	By 30 June 2002	<b>Target achieved</b>
Model of the city's economy completed and published	By 31 March 2002	<b>Target not achieved</b>
New job opportunities created as a result of council action	300 job opportunities by 30 June 2002	<b>Target achieved</b>
South-East Network annual report prepared and published	By 31 March 2002	<b>Target not achieved</b>

# Well Planned Growth

PROGRESS AGAINST ONE YEAR TARGETS 2001-2002

## Output: City Infrastructure Improved

**2001-2006 Measure/Target:** Existing infrastructure maintained

2001-2002 MEASURE	2001-2002 TARGET	
Twenty-five year forward infrastructure maintenance program maintained and reported	By 31 March 2002	<b>Target not achieved</b>
Five year forward City Improvement Program (CIP) reviewed and published	By 31 December 2001	<b>Target not achieved</b>
Five year Municipal Drainage Strategy reviewed and published	By 31 December 2001	<b>Target not achieved</b>

**2001-2006 Measure/Target:** Advocate for investment in infrastructure by Commonwealth and State Governments

2001-2002 MEASURE	2001-2002 TARGET	
New investment in infrastructure by Commonwealth and State Governments	\$20 million invested by 30 June 2002	<b>Target not achieved</b>

**2001-2006 Measure/Target:** Five year City Improvement Program (CIP) implemented

2001-2002 MEASURE	2001-2002 TARGET	
New capital investment by council	\$12.5 million invested by 30 June 2002	<b>Target achieved</b>
Final cost of CIP projects improved against the estimate	95% accuracy	<b>Target not achieved</b>

**2001-2006 Measure/Target:** Five year Municipal Drainage Strategy implemented

2001-2002 MEASURE	2001-2002 TARGET	
Municipal Drainage Strategy action plan for 2001-2002 achieved	\$1.5 million invested by 30 June 2002	<b>Target achieved</b>

**Output: Revenue from Commercial Assets Increased****2001-2006 Measure/Target:** 2.5% revenue increase from the council's commercial assets annually

2001-2002 MEASURE	2001-2002 TARGET	
Revenue targets for each council commercial asset achieved	\$60,344 from Oasis Leisure Centre by 30 June 2002	<b>Target not achieved</b>
	\$119,092 from multi-deck car parks by 30 June 2002	<b>Target achieved</b>
	\$61,500 from Dandenong Basketball Stadium by 30 June 2002	<b>Target achieved</b>
	\$5,000 from Springers Leisure Centre by 30 June 2002	<b>Target achieved</b>

**2001-2006 Measure/Target:** Dandenong Produce Market five year strategy implemented

2001-2002 MEASURE	2001-2002 TARGET	
Dandenong Produce Market targets for 2001-2002 achieved	By 30 June 2002	<b>Target achieved</b>

**Output: City Character Protected****2001-2006 Measure/Target:** Appropriate development controls maintained

2001-2002 MEASURE	2001-2002 TARGET	
Planning Scheme Amendment proposing a heritage overlay exhibited within two months of adoption of Stage 2 Heritage Study	By 31 March 2002	<b>Target not achieved</b>
Urban character policy action plan prepared and community consultation completed	By 30 June 2002	<b>Target not achieved</b>
Place management capability developed and implemented for Dandenong CBD, Springvale retail precinct and Noble Park shopping centre	By 30 June 2002	<b>Target not achieved</b>

# Providing Better Service

PROGRESS AGAINST ONE YEAR TARGETS 2001-2002

## Outcome: Good Governance

**2001-2006 Measure/Target:** Community satisfaction with council's advocacy and community representation of local issues as measured through annual State Government survey improved from 68% in June 2001 to 72% by 2005-2006

2001-2002 MEASURE	2001-2002 TARGET	
Meetings programmed and held with Local Members of Parliament	3 meetings by 30 June 2002	Target not achieved
Local Members of Parliament advised of all grant submissions and other requests for assistance to Government by Council	Within 14 days of submission	Target not achieved
Local Members of Parliament receive copies of council publications and media releases, excluding general brochures	Within 7 days of production	Target achieved
Advice provided to Council on legislative proposals and new policies proposed and/or adopted by Commonwealth and State Governments relevant to the city	Within 20 days of receiving advice and listing of legislation/policy	Target achieved
All Council ordinary meetings advertised	14 days prior	Target achieved
All special Council meetings advertised	2 days prior	Target achieved
Council meetings held outside of Chamber	4 by 30 June 2002	Target achieved
"Major" policy initiatives subject to community consultation identified and published monthly (Council to determine "major" initiatives)	No "major" policy decision adopted without community consultation	Target not achieved
"Major" Council decisions communicated by separate media release and/or published in '2nd City News' or '2nd City News In Brief'	Published within 14 working days of Council decision	Target not achieved
Community leadership program conducted	1 by 30 June 2002	Target not achieved
Project plan for March 2003 elections developed	By 30 June 2002	Target achieved
Disability Discrimination Act requirements as established in the Diversity Action Plan 2001-2002 implemented	By 30 June 2002	Target not achieved
Report of 2000-2001 National Competition Policy compliance prepared and published in the Annual Report	By 30 September 2001	Target not achieved
Register of all council publications available via the council website, at service centres and library outlets	Register current at 30 June 2002	Target achieved
The following enhancements to council services available on the Council website: - Interactive forms - Minutes and agendas - Position vacancies - Audio streaming	By 30 June 2002	Target not achieved
Council website expanded to incorporate agreed sub-sites	Drug Information and Awareness by 30 September 2001	Target not achieved
	Food Safety Information by 31 March 2002	Target not achieved
	Interactive Business Directory by 31 March 2002	Target not achieved
	Best Value by 31 December 2001	Target not achieved
	Community Safety Information by 31 March 2002	Target not achieved

**2001-2006 Measure/Target:** Corporate Plan current

<b>2001-2002 MEASURE</b>	<b>2001-2002 TARGET</b>	
Corporate Plan for period 2002-2007 prepared and adopted	By 30 June 2002	<b>Target achieved</b>
2000-2005 Corporate Plan targets met and progress reported	By 31 July 2001	<b>Target not achieved</b>

**2001-2006 Measure/Target:** Annual Plan current

<b>2001-2002 MEASURE</b>	<b>2001-2002 TARGET</b>	
Annual Plan for 2002-2003 prepared and adopted	By 30 June 2002	<b>Target achieved</b>
2002-2003 Annual Plan submitted to the Minister for Local Government	By 30 June 2002	<b>Target achieved</b>
Progress against Annual Plan targets reported to the community monthly	Second Council meeting of each month	<b>Target achieved</b>
2000-2001 Annual Report adopted by Council and submitted to the Minister for Local Government	By 30 September 2001	<b>Target not achieved</b>

**2001-2006 Measure/Target:** Five year Financial Plan current

<b>2001-2002 MEASURE</b>	<b>2001-2002 TARGET</b>	
Financial Plan for period 2002-2007 prepared and adopted	By 30 June 2002	<b>Target achieved</b>

**2001-2006 Measure/Target:** Annual Budget adopted and achieved

<b>2001-2002 MEASURE</b>	<b>2001-2002 TARGET</b>	
Budget for period 2002-2003 adopted	By 30 June 2002	<b>Target achieved</b>
City Improvement Program (CIP) for period 2002-2003 adopted by Council	By 30 June 2002	<b>Target achieved</b>
Operating surplus (before depreciation) for 2001-2002 achieved	\$11.8 million by 30 June 2002	<b>Target not achieved</b>
Monthly financial reports submitted to Council	Second Council meeting of each month	<b>Target achieved</b>
Debtors reduced	1% by 30 June 2002	<b>Target not achieved</b>
Rate and valuation information provided	1 brochure on rate payment options and valuations by 31 July 2001	<b>Target not achieved</b>

# Providing Better Service

PROGRESS AGAINST ONE YEAR TARGETS 2001-2002

## Output: Services Improved

**2001-2006 Measure/Target:** Best Value achieved

2001-2002 MEASURE	2001-2002 TARGET	
Best Value report for period 2000–2001 published	By 30 September 2001	<b>Target not achieved</b>
Best Value Service Review Plan reviewed and published	By 30 September 2001	<b>Target not achieved</b>
2001-2002 Best Value Service Reviews commenced	By 30 September 2001	<b>Target achieved</b>
Best Value improvement plans developed and progress reported on opportunities actioned	Second Council meeting of each month	<b>Target achieved</b>
Customer requests from Action Management System (AMS) completed within agreed standard	100%	<b>Target not achieved</b>
AMS customers contacted if requested	100%	<b>Target achieved</b>
Complaints acknowledged within published service quality guarantee	100% within 10 working days	<b>Not applicable</b>
Complaints resolved within published service quality guarantee	100% within 15 working days	<b>Not applicable</b>
Calls at the Call Centre answered within published service quality guarantee	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>
Correspondence responded to within published service quality guarantee	100% within 10 working days	<b>Target not achieved</b>

**2001-2006 Measure/Target:** Community satisfaction with the overall performance of Council as measured through annual State Government survey improved from 68% in June 2001 to 72% in 2005-2006

2001-2002 MEASURE	2001-2002 TARGET	
Council achievements published on the council website, in '2nd City News' and transmitted to the local newspapers	By 30 June 2002	<b>Target not achieved</b>
Service Charter service quality guarantees reviewed and published as part of Best Value Service Review	By 30 June 2002	<b>Target achieved</b>
Service quality guarantee failures reported	Second Council meeting of each month	<b>Target achieved</b>



# Safe Movement of People and Goods

## Output: Road Safety Improved

**2001-2006 Measure/Target:** Community perception of traffic safety and parking provision as measured through annual State Government survey improved from 61% in June 2001 to 65% by 2005-2006

2001-2002 MEASURE	2001-2002 TARGET	
Funding applications to improve all eligible main road "blackspot" locations prepared and submitted to Vic Roads	By 30 November 2001	<b>Target achieved</b>
Submission requesting a minimum of \$5 million in main road network improvements prepared and submitted to Vic Roads	By 31 December 2001	<b>Target achieved</b>
Local area traffic management consultations completed	2 by 30 June 2002	<b>Target achieved</b>
Local area traffic management plans designed	2 by 30 June 2002	<b>Target achieved</b>
Local area traffic management plans delivered	2 by 30 June 2002	<b>Target achieved</b>
Funding application to improve all eligible local road "blackspot" locations prepared and submitted to Vic Roads	By 30 November 2001	<b>Target achieved</b>
40km/h speed limit adjacent to schools advocated	By 30 June 2002	<b>Target achieved</b>
Strategy to increase parking spaces in Noble Park shopping centre and Springvale retail precinct implemented	By 30 June 2002	<b>Target not achieved</b>
Installation of programmable parking meters in Dandenong CBD completed	By 31 March 2002	<b>Target achieved</b>
Multi-deck car parks in Dandenong CBD will achieve 97% of capacity utilisation or better	By 30 June 2002	<b>Target not achieved</b>
Local roads improvement funded in City Improvement Program (CIP)	\$3.66 million spent by 30 June 2002	<b>Target not achieved</b>

## Output: Public Transport Improved

**2001-2006 Measure/Target:** Public Transport Plan 2000-2020 maintained

2001-2002 MEASURE	2001-2002 TARGET	
Year one actions of the Public Transport Plan 2000-2020 completed	By 30 June 2002	<b>Target achieved</b>
New bus shelters provided	10 by 30 June 2002	<b>Target achieved</b>
Audit of rail stations and taxi ranks completed and submitted to the Department of Infrastructure requesting improvements	By 30 June 2002	<b>Target not achieved</b>

# A Vibrant Community

PROGRESS AGAINST ONE YEAR TARGETS 2001-2002

## Output: Leisure Opportunities Increased

**2001-2006 Measure/Target:** Strategy to increase leisure participation developed and implemented

2001-2002 MEASURE	2001-2002 TARGET	
Leisure Strategy completed to include - Commercial leisure centres - Existing recreation facilities - New recreational facilities for non-traditional activities	By 30 June 2002	<b>Target not achieved</b>
Tattersson Park development plan completed	By 31 December 2001	<b>Target not achieved</b>
Usage study of recreation-related buildings completed	By 31 December 2001	<b>Target not achieved</b>
Bicycle Strategy reviewed and new action plan developed	By 30 June 2002	<b>Target not achieved</b>
Playground Strategy reviewed and extended	By 30 June 2002	<b>Target not achieved</b>
Aquatic study completed	By 30 September 2001	<b>Target not achieved</b>
Aquatic facilities action plan developed	By 31 December 2001	<b>Target not achieved</b>
Dandenong Basketball Development Plan recommendations for year one works implemented	By 30 June 2002	<b>Target not achieved</b>

**2001-2006 Measure/Target:** Investment in open space and leisure facilities increased

2001-2002 MEASURE	2001-2002 TARGET	
Open Space developments for 2001-2002 completed	\$409,000 invested by 30 June 2002	<b>Target not achieved</b>

**2001-2006 Measure/Target:** Investment in open space and leisure facilities increased

2001-2002 MEASURE	2001-2002 TARGET	
Investment in leisure facilities, including non-traditional activities, for 2001-2002 completed	\$460,000 by 30 June 2002	<b>Target achieved</b>
2001-2002 Playground Strategy actions achieved	\$241,000 invested by 30 June 2002	<b>Target achieved</b>
Existing bicycle path network extended and upgraded	\$147,000 invested by 30 June 2002	<b>Target not achieved</b>

**2001-2006 Measure/Target:** Participation in council's art facilities increased from estimated 27,000 in 2000-2001 to 30,600 in 2003-2004

**2001-2002 MEASURE**

**2001-2002 TARGET**

Participation in council's art facilities increased	28,400 by 30 June 2002	<b>Target achieved</b>
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**Output: Library Services Improved**

**2001-2006 Measure/Target:** Use of library services increased from 6.7 visits per head of population in 2000-2001 to 8.1 visits in 2003-2004

**2001-2002 MEASURE**

**2001-2002 TARGET**

Library material collection expanded to 1.3 items per head of population	By 30 June 2002	<b>Target not achieved</b>
Average monthly library internet usage increased from 5,500 hours per month	Average 6,000 hours per month by 30 June 2002	<b>Target not achieved</b>

**Output: Community On-line**

**2001-2006 Measure/Target:** 75% of residents and business properties with internet capability by 2005

**2001-2002 MEASURE**

**2001-2002 TARGET**

Strategy to provide residents and businesses with internet capability prepared	By 30 June 2002	<b>Target not achieved</b>
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# A Vibrant Community

PROGRESS AGAINST ONE YEAR TARGETS 2001-2002

## Output: Principal Retail Precincts Enhanced

**2001-2006 Measure/Target:** Retail expenditure in the city increased by 5% above Victorian average as measured through ABS annual report by 30 June 2005

### 2001-2002 MEASURE

### 2001-2002 TARGET

Marketing and retailing skills training provided to the retail trader associations in Dandenong CBD, Springvale and Noble Park

2 training programs in each location by 30 June 2002

**Target achieved**

## Output: Public Art Installed

**2001-2006 Measure/Target:** Public areas improved

### 2001-2002 MEASURE

### 2001-2002 TARGET

New piece of street art installed

1 by 30 June 2002

**Target achieved**

# Serving the Needs of Families, Youth & Older Persons

## Output: Services to Older Persons, Youth, Families and Children Improved

**2001-2006 Measure/Target:** Information on services to the community available

### 2001-2002 MEASURE

### 2001-2002 TARGET

All services delivered within the city by council, Government or non-government agencies compiled, maintained and available on the internet By 30 June 2002 **Target achieved**

**2001-2006 Measure/Target:** Commonwealth and State Government resources for services to older persons increased

### 2001-2002 MEASURE

### 2001-2002 TARGET

Submission for 3% increase in resources for older persons' services prepared for 2002-2003 and submitted to Commonwealth and State Governments and ongoing progress evaluated and reported Submitted by 31 December 2001 **Target achieved**

**2001-2006 Measure/Target:** Council provided services to older persons fully utilised

### 2001-2002 MEASURE

### 2001-2002 TARGET

Waiting lists managed for the following services:  
 - Home Care  
 - Meals on Wheels  
 - Adult Day Activity Support Service (ADASS)  
 - H.L. Williams

Waiting lists and attendance rates for Home Care reported monthly **Target achieved**

Waiting lists and attendance rates for Meals on Wheels reported monthly **Target achieved**

Waiting lists and attendance rates for ADASS reported monthly **Target achieved**

Waiting lists and attendance rates for H.L. Williams reported monthly **Target achieved**

# Serving the Needs of Families, Youth & Older Persons

PROGRESS AGAINST ONE YEAR TARGETS 2001-2002

## 2001-2006 Measure/Target: Services to youth increased

2001-2002 MEASURE	2001-2002 TARGET	
Submission for 3% increase in resources for youth services prepared for 2002-2003 and submitted to Commonwealth and State Governments and ongoing progress evaluated and reported	Submitted by 31 December 2001	<b>Target achieved</b>
Waiting lists managed for youth services	Waiting lists and attendance rates reported monthly	<b>Target achieved</b>

## 2001-2006 Measure/Target: Resources for children's services from Commonwealth and State Governments increased

2001-2002 MEASURE	2001-2002 TARGET	
Submission for 3% increase in resources for children's services prepared for 2002-2003 and submitted to Commonwealth and State Governments and ongoing progress evaluated and reported	Submitted by 31 December 2001	<b>Target achieved</b>

## 2001-2006 Measure/Target: Children's services fully utilised

2001-2002 MEASURE	2001-2002 TARGET	
Waiting lists managed for the following services: - Family Day Care - Pre School enrolment - Maternal and Child Health	Waiting lists and attendance rates for Family Day Care reported monthly	<b>Target achieved</b>
	Waiting lists and attendance rates for Pre School enrolment reported monthly	<b>Target achieved</b>
	Waiting lists and attendance rates for Maternal and Child Health reported monthly	<b>Target achieved</b>

**Output: Housing for Older Persons Increased****2001-2006 Measure/Target:** Older persons' housing options improved

<b>2001-2002 MEASURE</b>	<b>2001-2002 TARGET</b>	
Proposal to develop Buckley Street land for older persons' housing finalised and opportunities to use other council owned land identified	By 30 June 2002	<b>Target not achieved</b>
Submissions to the Commonwealth and State Governments on the need for accommodation for older persons prepared and submitted	By 30 June 2002	<b>Target not achieved</b>

**Output: Public Health Improved****2001-2006 Measure/Target:** Public Health Plan targets met

<b>2001-2002 MEASURE</b>	<b>2001-2002 TARGET</b>	
Public Health Plan reviewed and extended	By 30 June 2002	<b>Target achieved</b>
Public Health Plan 2001-2002 actions achieved	By 30 June 2002	<b>Target not achieved</b>

**Output: Impact of Gaming Reduced****2001-2006 Measure/Target:** Gaming Strategy implemented

<b>2001-2002 MEASURE</b>	<b>2001-2002 TARGET</b>	
Gaming Strategy actions for 2001-2002 achieved	By 31 December 2001	<b>Target not achieved</b>
Gaming and Gambling Reference Group meetings reported	Within 30 days of the meeting held	<b>Target achieved</b>
Gaming Strategy reviewed	By 30 June 2002	<b>Target achieved</b>

# Regional Leadership

PROGRESS AGAINST ONE YEAR TARGETS 2001-2002

## Output: Greater Dandenong Recognised as Melbourne's 2nd City

**2001-2006 Measure/Target:** Metropolitan media exposure achieved

2001-2002 MEASURE	2001-2002 TARGET	
Promotional stories and special features published in the Melbourne metropolitan media	10 by 30 June 2002	<b>Target achieved</b>

**2001-2006 Measure/Target:** Community recognition

2001-2002 MEASURE	2001-2002 TARGET	
Recognition by our community as measured through council's annual community feedback	Recognition acknowledged by 30% of the community surveyed by 30 June 2002	<b>Target not achieved</b>
Recognition as Melbourne's 2nd City progress report submitted to Council	By 30 June 2002	<b>Target not achieved</b>

## Output: Regional Roads Improved

**2001-2006 Measure/Target:** Scoresby Integrated Transport Corridor and Dingley By-Pass completed

2001-2002 MEASURE	2001-2002 TARGET	
Progress of Dingley By-Pass construction reported	By 31 December 2001 and 30 June 2002	<b>Target achieved</b>
Activities of Eastern Ring Road Steering Committee reported (Scoresby Integrated Transport Corridor)	Report following each meeting	<b>Target achieved</b>

## Output: Regional Networking with Councils

**2001-2006 Measure/Target:** Working relationship with neighbouring municipalities maintained

2001-2002 MEASURE	2001-2002 TARGET	
Participation in regional forums maintained and actions reported	By 30 June 2002	<b>Target achieved</b>



## Output: Regional Centre Enhanced

**2001-2006 Measure/Target:** Retail, Hospitality, Industrial, Recreation, Arts, Culture and Community directories maintained

### 2001-2002 MEASURE

### 2001-2002 TARGET

Retail, Hospitality, Industrial, Recreation, Arts, Culture and Community directories published on the council's website and updated

Directory updates completed within 2 working days of receipt **Target achieved**

**2001-2006 Measure/Target:** Commercial occupancy rates in Dandenong CBD improved

### 2001-2002 MEASURE

### 2001-2002 TARGET

Occupancy rates determined and strategy to improve the rates developed

By 30 June 2002 **Target achieved**

**2001-2006 Measure/Target:** Redevelopment of ageing retail, office and industrial premises undertaken

### 2001-2002 MEASURE

### 2001-2002 TARGET

Strategy to encourage redevelopment of ageing retail, office and industrial premises developed

By 30 June 2002 **Target not achieved**

**2001-2006 Measure/Target:** New business attracted to the city

### 2001-2002 MEASURE

### 2001-2002 TARGET

Strategy to attract new business to the city developed

By 30 June 2002 **Target achieved**

Proposal for consolidation of Council administrative centres completed

By 31 December 2001 **Target not achieved**

# Certification of the Performance Statement

## 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: 20 September 2002  
Location: Springvale

## Statement of Councillors on Performance Statement

Being a Councillor authorised by Council to sign the accompanying Performance Statement of the City of Greater Dandenong in respect of the 2001-2002 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. Paul Donovan, Mayor  
Dated: 20 September 2002



Cr. Youhorn Chea  
Dated: 20 September 2002  
Location: Springvale



AUDITOR GENERAL  
VICTORIA

**AUDITOR-GENERAL'S REPORT  
ON PERFORMANCE STATEMENT**

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

**Audit Scope**

The accompanying performance statement of Greater Dandenong City Council in respect of the 30 June 2002 financial year has been audited. The Councillors are responsible for the preparation and presentation of the statement and the information it contains. An independent audit of the statement has been carried out in order to express an opinion on the statement to the responsible Ministers and the Councillors as required by the *Local Government Act 1989*.

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

The audit has been conducted in accordance with Australian Auditing Standards to provide reasonable assurance as to whether the performance statement is free of material misstatement. The audit procedures included an examination, on a test basis, of evidence supporting the amounts and other disclosures in the statement. These procedures, which did not extend to an assessment of the relevance or 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 has been expressed in this report has been formed on the above basis.

**Audit Opinion**

In my opinion, the performance statement of Greater Dandenong City Council in respect of the 30 June 2002 financial year is presented fairly in accordance with the *Local Government Act 1989*.

MELBOURNE  
23/09/2002



J.W. CAMERON  
Auditor-General



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All other languages **9679 9869**  
 Shqip Malti МАКЕДОНСКИ  
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