

02

Performance  
Highlights



# Performance Highlights

---

*Council adopted the Sustainability Strategy 2015–30 after extensive community consultation and aims to be one of the most sustainable cities in Australia by 2030.*

---

## A Healthy, Active and Safe Community

### HIGHLIGHTS

- ◆ Library visits across 2015–16 included 1,242,738 physical visits; 429,366 website visits; and 26,441 visitors participated in library programs.
- ◆ Food safety inspections totalled 2,305 during 2015–16.
- ◆ Home and Community Care services comprising of home care, personal care, respite and home maintenance services saw 2,635 residents accessing the service.
- ◆ Youth Services engaged with young people through a large range of programs focussed on social cohesion, education and employment, mental health and leadership.
- ◆ Council's new Walking Strategy was endorsed which aims to increase the number of people walking by activating places, spaces and people.
- ◆ 9,640 children were vaccinated in 2015–16.
- ◆ The redevelopment of the Alan Carter Pavilion was completed providing a modern building with multi-purpose and sports specific spaces.
- ◆ Council's Community Safety Plan was endorsed which aims to improve community perceptions of safety and reduce the risk of crime and anti-social behaviour.

## A City that Celebrates its Diversity with Pride

### HIGHLIGHTS

- ◆ Heritage Hill attendance increased by 9.8 per cent in 2015–16.
- ◆ Council's new Arts and Cultural Heritage Strategy was endorsed which will support and guide future Council decisions in relation to arts and cultural heritage programs and facilities and capital investments.
- ◆ A new Diversity, Access and Equity Policy was endorsed which aims to enable the community to participate in Council programs, services and facilities and contribute to decisions which affect their lives.

## An Environmentally Sustainable City

### HIGHLIGHTS

- ◆ Council adopted the Sustainability Strategy 2015–30 after extensive community consultation and aims to be one of the most sustainable cities in Australia by 2030.
- ◆ During the year, to promote indigenous vegetation in our open spaces, 20,344 seedlings were planted.
- ◆ Across the city in alignment with the Leafy Legacy tree planting scheme, 1,784 street trees were planted.
- ◆ 46 school visits and 21 workshops were conducted as part of the Waste Education Plan.
- ◆ Playgrounds at Thomas Street Noble Park, Shelton Crescent Noble Park North and Dawn Avenue Dandenong South were upgraded.

## A City Planned for the Future

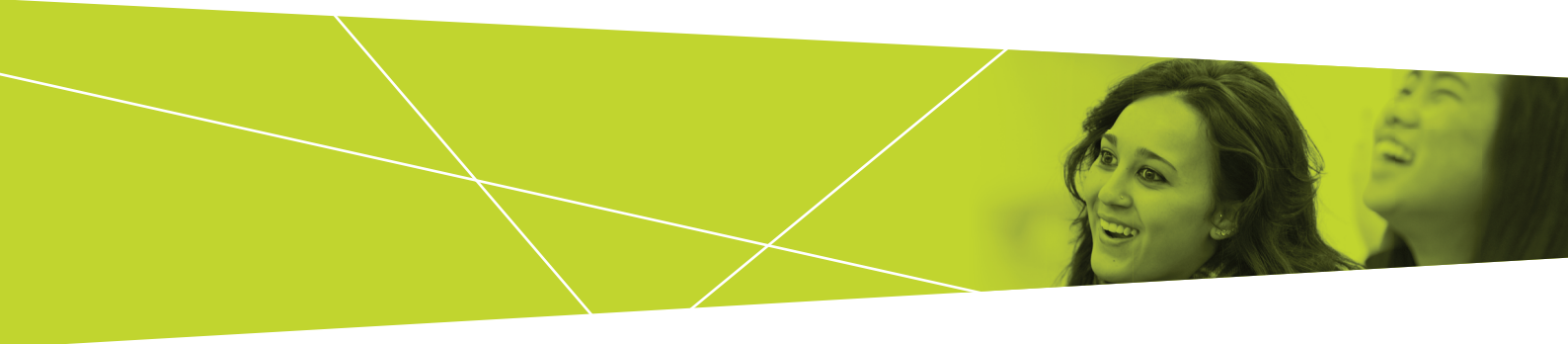
### HIGHLIGHTS

- ◆ Residential, commercial and industrial building investments, measured by value of building permits included residential permits to the value of \$334,768,673 and commercial/ industrial permits to the value of \$308,427,167. The combined value of all permits for this financial year was \$644,117,730.
- ◆ Council invested \$36.44 million in capital works in 2015–16.
- ◆ Protection of Council assets via a proactive graffiti removal program resulted in an 'on time' average of 95.36 per cent over the year.
- ◆ Three new Early Years Learning Facilities were completed and are operational.
- ◆ A new bus route for the area known as Keysborough South was announced by Public Transport Victoria to commence in the latter part of 2016.

## A Thriving and Resilient Economy

### HIGHLIGHTS

- ◆ Springvale Laneway concept design has been finalised.
- ◆ 78 South East Business Network (SEBN) activities were conducted including the Smart Manufacturing 16 event and symposia.
- ◆ The Greater Dandenong Tourism Strategy commenced implementation.
- ◆ 75 activation events were held in Harmony Square including Sunset Cinema, Remembrance Day, Harmony Day – Cultural Diversity Week, and Halloween.
- ◆ 10 social enterprise workshops were held.




---

*Council's Community Safety Plan was endorsed which aims to improve community perceptions of safety and reduce the risk of crime and anti-social behaviour.*

---

## A Proactive Council that Listens and Leads

### HIGHLIGHTS

- ◆ In the 2016 Community Satisfaction Survey the City of Greater Dandenong scored 76 for customer service (seven points higher than the state-wide average of 69 and three points higher than the Melbourne Metro group average of 73).
- ◆ Council uses social media platforms such as Instagram to connect with the community and keep them updated on news and events.
- ◆ Online engagement through social media has continued to increase, with an increase in uptake on Greater Dandenong's official Facebook page of 71 per cent; official Twitter feed of 29.1 per cent; and 27.4 per cent in followers gained on the official Instagram feed.

- ◆ Customer Service staff managed 131,686 telephone enquiries.
- ◆ Council's Long Term Financial Strategy was adopted by Council on 27 June 2016.
- ◆ The new Digital Strategy and Action Plan was adopted by Council which focusses on access, empowerment, engagement, services and leadership in digital technologies.