

# Performance Highlights

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Creating a healthy, connected community and a clean, safe and friendly environment, where people take responsibility for each other and how they impact others

## A City Planned for the Future

### Highlights

- A total of \$16.60 million was expended on Asset Renewals in 2012–13 on roads, facilities, open space, plant, fleet and equipment and stormwater asset classes.
- Construction of the new Municipal Building Project reached major milestones within this financial year. The construction commenced before 31 October 2012, the substructure was completed prior to 31 March 2013 and the superstructure to level 5 was completed by 30 June 2013.
- Significant bicycle/shared path projects were completed this financial year on the Dandenong Bypass (Springvale Road to Perry Road), Hemmings Park (Weller Street to the Princes Hwy overpass), Produce Drive, Discovery Road and Colemans Road, Dandenong South.
- Received the Planning Institute of Australia Award for the Municipal Gateway Strategy.

### Challenges

Working together with the community to create services and facilities it needs for now and the future for an attractive city, with quality buildings and spaces, accessible travel and transport.

### The Year Ahead

- Complete construction of the new Municipal Building.
- Plan for population growth and demographic change.
- Effective planning and management of Council's infrastructure to ensure it is responsive to contemporary environmental conditions.
- Advocate for improved transport options within the city and regionally to improve access to our city.
- Plan for population growth and demographic change.



Council's new Municipal Building, located in the heart of Dandenong on the corner of Walker and Lonsdale Streets, commenced construction in 2012 and will be completed by March 2014. The site will feature new Council offices and Council Chamber, a new state-of-the-art regional library, an outdoor space complete with a giant TV screen, cafes and a range of community meeting rooms.

## A Thriving and Creative City



Social Media achieved significant milestones throughout this financial year with an increase in visits of 74 per cent to our Facebook page, an increase of 77 per cent followers on Twitter and a total of 3222 videos viewed on our YouTube channel.

### Highlights

- Residential, commercial and industrial building investments throughout 2012–13 measured by value of building permits included 1128 Residential Permits to the value of \$184,285,262 and 406 Commercial/Industrial to the value of \$261,962,140. The total value of permits for this financial year was \$446,247,402.
- Heritage Hill Museum and Historical Gardens had 5337 visitors, a 47 per cent increase from 2011–12.
- Online engagement via Social Media achieved a total increase of 74 per cent via Facebook, Twitter reached an increase of 77 per cent followers and a total of 3222 videos viewed on our YouTube channel.

### Challenges

Creating a place where people of all ages and backgrounds can reach their potential, gain the skills and education they need for success in life, and be part of a prosperous economy where trade, manufacturing and business activity flourishes.

### The Year Ahead

- Monitoring of building and developments throughout the year.
- Promote Greater Dandenong as a regional centre of business excellence and showcase the success of the sector.
- Increase investment within the municipality.
- Address current and future employment needs and support and influence improved supply and demand for labour market.
- Utilise new technologies for a stronger and more competitive business sector.
- Revitalise Springvale and Noble Park activity centres.

## A Healthy Community and Environment

### Highlights

- Installed and maintained the popular floral displays to brighten Dandenong Plaza and Lonsdale Street, Dandenong. Over 2000 plants, 2300 trees and 16,000 perennials were planted to further improve the look of streetscapes and parks.
- The City of Greater Dandenong won the Early Years Award from the Department of Early Education and Childhood Development based on services and agencies 'Reaching Out' to young children and their families attending DandyPALS (Play and Learn at School), Get Together and Dandenong South Primary School playgroups.
- Completion of major sport facility improvements including:
  - ▶ Successful application for capital grants from the State Government totalling \$578,000
  - ▶ Sport lights at Mills Reserve, Tatterson Park, Ross Reserve and Warner Reserve
  - ▶ Building improvements at Coomoora Reserve
  - ▶ Accessibility works at the Oasis and Springers Leisure Centres to facilitate use by people of all abilities.
- Home and Community Care services comprising of home care, personal care, respite and home maintenance services saw an average of 3408 residents accessing the service.
- Regulatory Services Unit conducted 2781 food premise inspections to ensure food safety in local cafés and restaurants is maintained.
- The number of children immunised throughout this financial year totalled 15,649.

### Challenges

Creating a healthy, connected community and a clean, safe and friendly environment, where people take responsibility for each other and how they impact others.

### The Year Ahead

- Respond to climate change by promoting sustainable options to achieve real change within the community.
- Delivery of Home and Community Care services to residents in line with growth in the elderly population.
- Ensure a safe environment for the community.
- Create a clean and attractive city we can all be proud of.
- Continue to provide immunisation services to the community.
- Improve the appearance of streets and open spaces through planting of trees and indigenous plants.
- Rapid response removal of reported graffiti from Council property to ensure the good appearance of public places.
- Implement environmental sustainability initiatives to minimise residential waste sent to landfill.



Council's beautifully installed planter boxes in Lonsdale Street, Dandenong are part of the revitalising central Dandenong projects. Over 2000 plants, 2300 trees and 16,000 perennials were planted this financial year to improve the look of streetscapes and parks around the municipality.

## A City of Respect

### Highlights

- Provision of a Council-wide volunteer program involving an average of 241 volunteers each month contributed a total 22,712 hours.
- More than a million people visited one of Greater Dandenong's two libraries or used our library web page.
- A total of 11,376 residents accessed the Library Outreach services and programs conducted at playgroups, schools, Maternal Child and Health Centres and the Home Library Services.
- Council's Maternal and Child Health Service conducted 1593 checks on 3.5 year old children throughout their centres.
- Engagement with young people, saw 15,331 contacts occur within participating youth events and programs.

### Challenges

Creating a community where people feel secure, supported, valued and cared for; where they can take part in community and civic life; and where people enjoy each other's differences.

### The Year Ahead

- Promote access and equity to all of council's services and across the city.
- Promote community celebration and showcase the cultural diversity of the city.
- Promote arts, culture and heritage across the city.
- Strengthen volunteerism within the community.
- Encourage and increase library visits through physical and virtual visits.
- Provide support to families and children through early intervention, prevention, education, information and counselling services.

Creating a community where people feel secure, supported, valued and cared for; where they can take part in community and civic life; and where people enjoy each other's differences.



Council's annual 'thank you' celebration during December honours the hundreds of volunteers who contributed 22,712 hours this financial year. Volunteers lend a hand across a range of services including meals on wheels, council ambassadors, homework tutors, tour guides and much more.

## A Leading Council

### Highlights

- In the 2013 Community Satisfaction Survey the City of Greater Dandenong scored 76 for customer service (five points higher than the statewide average of 71 and 4 points higher than the Outer Melbourne Metro group average of 72).
- Customer Service staff managed 127,214 telephone enquiries, with 85.66 per cent of calls attended to within 20 seconds.
- Council conducted 11 Citizenship Ceremonies where 1712 people received their certificates.
- Council's civic facilities were managed efficiently and effectively with 2395 external bookings taken and 235,013 guests attending functions.
- Council's Long Term Financial Strategy was updated for the period 2013–14 to 2017–18 to form the basis of the Budget for 2013–14.

### Challenges

To improve Council's responsiveness to the community; encourage democratic participation to involve people in decisions that affect them; continue to strive for excellence in financial management and council services; and constantly look for better ways to do things.

### 🗨 The Year Ahead

- Enhance the ways we communicate with our residents and stakeholders and increase Council's web presence
- Engage and consult our community to promote an open dialogue with Council and facilitate active input into Council's decision making processes.
- Transparency and accountability of Council's decision making and activities.
- Sound organisational management promoting best practice, continuous improvement and innovation.
- Council's Long Term Financial Strategy revised, updated and adopted by Council.



Council's Customer Service Officers managed 127,214 telephone enquiries, of which 85.66 per cent of calls were attended to within 20 seconds. The excellent service was further highlighted in the 2013 Community Satisfaction Survey where the City of Greater Dandenong scored 76 (five points higher than the statewide average of 71 and 4 points higher than the Outer Melbourne Metro group average of 72) for customer service.