

Performance Highlights



Performance Highlights

A Healthy, Active and Safe Community

HIGHLIGHTS

- ▶ Library visits across 2014–15 included 1,212,611 physical visits; 470,656 website visits; and 30,823 visitors participated in library programs.
- ▶ Food safety inspections totalled 3,221 during 2014–15.
- ▶ Home and Community Care services comprising of home care, personal care, respite and home maintenance services saw 3,814 residents accessing the service.
- ▶ Youth Services engaged with 24,100 young people through a large range of programs focussed on leadership and innovation; health and wellbeing; and advocacy.
- ▶ 86 events were held in Harmony Square to encourage community engagement.
- ▶ Council's Litter Prevention campaign won the Litter Prevention Award at the Keep Australia Beautiful Sustainable City Awards in 2015.

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Lily Litter and friends.

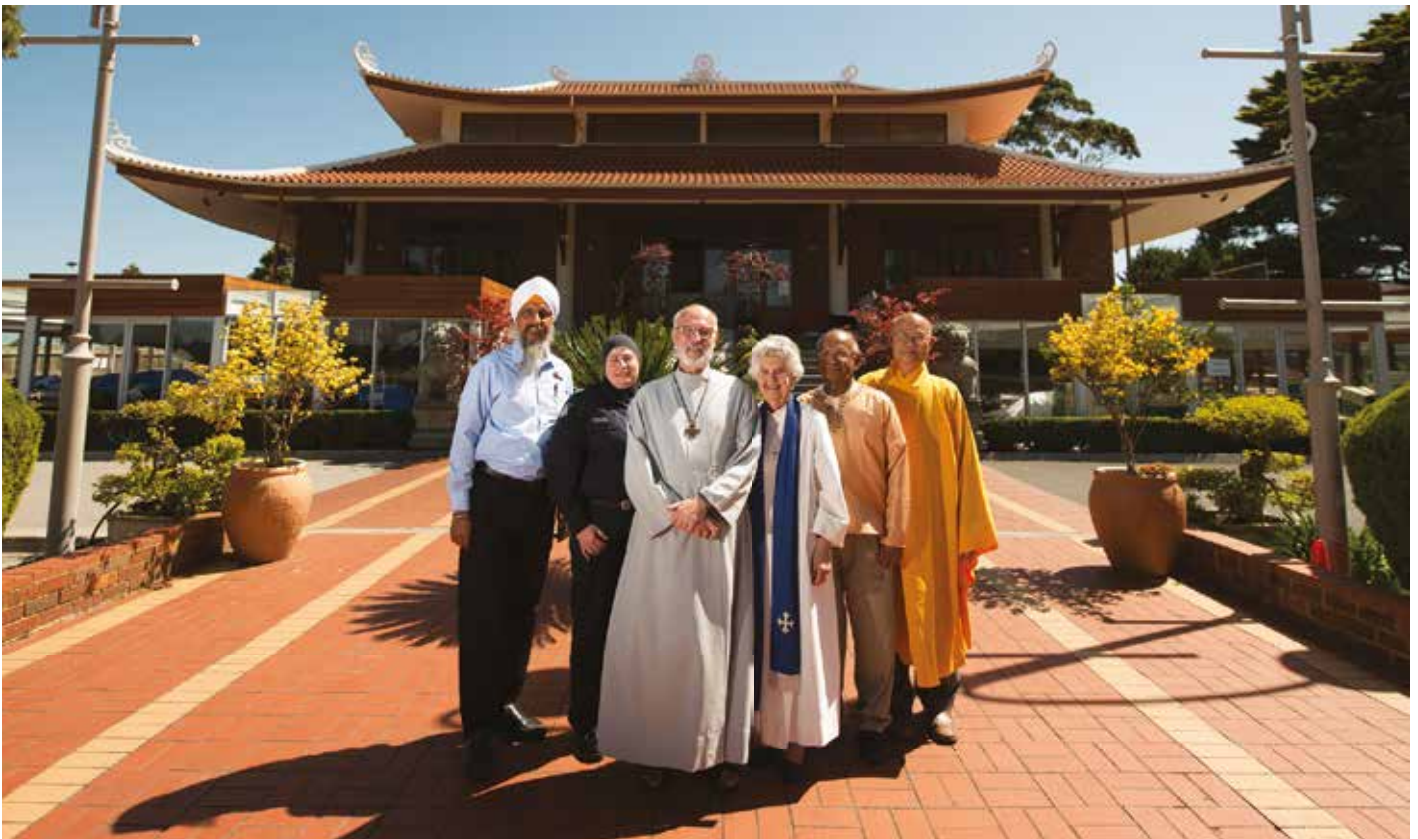
A City that Celebrates its Diversity with Pride

HIGHLIGHTS

- ▶ Council ran the following festivals during 2014–15, where community feedback was assessed as follows:
 - Snow Fest (80 per cent positive)
 - Little Day Out (93 per cent positive)
 - Australia Day (80 per cent positive)
 - Autumn Fest (76 per cent positive)
- ▶ Heritage Hill saw an increase of 12 per cent in attendance numbers from the 2013–14 figures.
- ▶ Multiple events were held as part of the Cultural Threads month-long celebration which encouraged community members to share stories, trade skills and interweave cultures.



Heritage Hill Artists' Residence Benga House.



The Interfaith Network is a group of diverse cultural and religious faiths, working in partnership with the City of Greater Dandenong to promote peace and harmony within the municipality.

Performance Highlights

An Environmentally Sustainable City

HIGHLIGHTS

- ▶ Council adopted the Green Wedge Management Plan in December 2014 which outlines the City of Greater Dandenong's strategy for the future of its section of the South East Green Wedge. The 20 year vision centres on the key themes of water, natural environment, land use, transport and access, and built form and heritage.
- ▶ During the year, to promote indigenous vegetation in our open spaces, 24,179 seedlings were planted.
- ▶ The 'Sustainability Festival' was held on Sunday 22 March at the Dandenong Market and incorporated the presentation of the inaugural Sustainability Awards to winners and finalists.
- ▶ Across the city in alignment with the Leafy Legacy tree planting scheme, 2,569 street trees were planted.
- ▶ The introduction of a trial recycling program at 12 local sports grounds also resulted in Council being nominated for a Keep Australia Beautiful Award in the Resource, Recovery and Waste Management Category.
- ▶ Funding was secured to commence the \$3 million energy-efficient light change over project across Greater Dandenong. The project is being undertaken as a joint project with the Australian Government to improve public safety and boost community confidence.
- ▶ Council completed the "Great Bin Swap" project to replace 138,000 bins across the city in an effort to reduce waste and boost recycling.

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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 \$298,540,508 and commercial/industrial permits to the value of \$303,644,426. The combined value of permits for this financial year was \$602,184,934.
- ▶ Council invested \$38.77 million in capital works in 2014–15. This included the Afghan Bazaar Streetscape Enhancement Project (stage 2) which won its category (Community Assets and Infrastructure \$1.5m and under) in the LGPro Awards for Excellence in Local Government.
- ▶ Protection of Council assets via a proactive graffiti removal program resulted in an 'on time' average of 99.09 per cent over the year (from a ten day response service standard).
- ▶ Stage 2 of the Burden Park playground was completed adding a flying fox, multi-purpose tyre swing, new toilet facility and improved paths to the family-friendly park.



Award winning Afghan Bazaar streetscape enhancements.



Burden Park, Springvale

Performance Highlights

A Thriving and Resilient Economy



Celebrating manufacturing – Dandenong on Wheels.

HIGHLIGHTS

- ▶ Ongoing Revitalisation Projects for Noble Park has seen Stage 2 of the Douglas Street streetscape project completed. The Ross Reserve Skate Park is expected to be completed early in the next financial year.
- ▶ 80 networking activities were hosted to provide networks for local industry, promote best practice and innovation. Nine events and 21 other South Eastern Business Network (SEBN) activities were conducted.
- ▶ The City of Greater Dandenong Regional Food Strategy, Greater Dandenong Tourism Strategy, and associated action plans were implemented with a number of events held including Pop Up Springvale, 17 Food and Cultural Precinct tours, and participation in The Age Good Food Month and Melbourne Food and Wine Festival.
- ▶ A celebration of manufacturing in the area, *Dandenong on Wheels*, was held in April in partnership with the Committee for Dandenong and the South East Melbourne Manufacturers Alliance.

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A Proactive Council that Listens and Leads

HIGHLIGHTS

- ▶ In the 2015 Community Satisfaction Survey the City of Greater Dandenong scored 76 for customer service (six points higher than the state-wide average of 70 and three points higher than the Melbourne Metro group average of 73).
- ▶ Online engagement through social media has continued to increase, with an increase in uptake on Greater Dandenong's official Facebook page of 138 per cent; official Twitter feed of 57 per cent; and 1492 followers gained on the official Instagram feed since it was established in July 2014.
- ▶ Customer Service staff managed 145,527 telephone enquiries – an increase of over 6 per cent on the previous year.
- ▶ Council's Long Term Financial Strategy was adopted by Council on 22 June 2015.

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Council uses social media platforms such as Instagram to connect with the community and keep them updated on news and events.