

1998/99 ACTIVITY SUMMARY

SERVICES PROVIDED	TYPICAL USERS	INDICATOR	USAGE
Arts			
Arts Directory	Residents, arts community, general community	No. of copies distributed	Biennial publication, reprint due in Year 2000
Short Story competition	National audience, general community, residents, people from Non-English speaking backgrounds	Total number of entries	1,464 – a 7.5% increase on previous year
Public art projects	Residents, business, community	No. of projects developed	Falkiner Reserve – Bike Path Sculpture, Facade Improvement in Thomas Street, Dandenong – Beijing Gardens Chinese Restaurant
Artalk newsletter	Arts community	No. of copies distributed	4,000 newsletters
Dandenong Community Arts Centre	Residents and arts community	Total number of visitors	25,000 visitors to the centre
Walker St Gallery	Residents, business and arts community	Total number of visitors	4,562 visitors to the Gallery
Building Services			
Building applications	Builders, owner/builders, architects, draftpersons	No. applications received	847 – up from 625 the previous year
Building permits	Builders, owner/builders, architects, draftpersons	No. of building permits issued	635 – up from 479 the previous year
Private building permits received	Private building surveyors	Private building permits received	1,048 – down from 1,058 the previous year
Formal building regulation complaints	General community	No. of complaints	123 – down from 182 the previous year
Property information requests (sect. 32 Sale of Land Act)	Solicitors, conveyancing companies	No. of requests processed	1,385 – down from 2,326 the previous year

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City Projects			
City Improvement Program	Other authorities, staff, residents	No. of projects	225 new applications evaluated – up from 118 the previous year
		Budget	\$8.01 million – up from \$6.7 million the previous year
Geographic Information Services	Council staff, consultants, residents, real estate agents	No. of GIS users No. of customer requests	35 staff 225 requests – up from 120 the previous year
		No. of new maps	24 new maps – up from 15 the previous year
Community Safety			
Community safety audits	Residents, schools, community organisations	Safety audits completed	4 audits – down from 6 the previous year
Community safety presentations	Schools, community organisations, community groups, service clubs, business groups	No. of presentations	20 presentations – down from 25 the previous year
Program development	Greater Dandenong community	No. of programs	Safe Shop campaign and Retailers Kit developed and launched
Strategy reviews	Greater Dandenong Community Safety Committee, general community, State and Federal governments	Review documented	3 strategies reviewed and 2 documented
Community safety documents published	Greater Dandenong residents, businesses, community organisations, community groups, service clubs, schools, local, State and Federal governments	No. of documents	5 major documents published and distributed
Greater Dandenong Community Safety Committee facilitation	Members of the Greater Dandenong Community Safety Committee	No. of meetings	12 meetings
Springvale Drug Action Committee facilitation	Members of the Springvale Drug Action Committee	No. of meetings	12 meetings

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Dandenong Drug Action Committee facilitation	Members of the Dandenong Drug Action Committee	No. of meetings	6 meetings
Customer Service			
3 Service Centres Dandenong, Springvale Parkmore	General community, visitors to the city, business	No. of visitors	164,615 – up from 126,183 the previous year
Telephone Call Centre	General community, visitors to the city, business	No. of phone calls	170,163 – up from 143,360 the previous year
Economic Development			
Preparation of Economic Development Strategy	Business community, public sector agencies, investors, developers and real estate agents, community business organisations	Strategy completed September 1998	5,000 printed
Assistance to existing manufacturers	Local business community, public sector agencies, community business organisations	In-office interviews	203
		Proactive/ reactive visits	54/73
Assistance to retail businesses	Local business community, public sector agencies, community business organisations	In-office interviews	34
		Proactive/ reactive visits	262/132
		Impromptu visits	2,513
		Springvale business liaison visits	1,393
		Retail training programs	7 – down from 15 the previous year
Business investment attracted and facilitated (new & existing businesses)	Business community, public sector agencies, investors, developers and real estate agents	Projects committed – fast-tracked/\$ value	29/\$71.405m – down from \$169.4m the previous year.
		New job opportunities/jobs retained	650/242 – compared to 299/666 the previous year
Referrals to business services providers (manufacturing and retail)	Business community, public sector agencies, private sector organisations, community business organisations	Referrals from interviews and visits	377
		Referrals from telephone enquiries	325

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Promotion and marketing	Business community, public and private sector organisations	Editions of <i>Greater Dandy Trader/ED Review</i>	4/3
		Displays	8 – up from 4 the previous year
		Media opportunities initiated	33 – down from 38 the previous year
Business databases and directories	Business community, public sector agencies, private sector organisations	Entries updated	5,619
		Update visits	853
		No. of directories/databases sold	140/35 – up from 117/28 the previous year
		Value of directories/databases sold	\$4,238.95/\$8,657 – up from \$3,195/\$7,500 the previous year
Professional development of staff	EDU staff	Training programs undertaken	45
Emergency Management			
Displan	General community and business community	Displan initiated	Recovery aspect of Displan initiated in response to state-wide gas crisis
English Language and Literacy			
Advice and referral	People who wish to improve their English language and/or literacy proficiency	No. of assessment interviews	966 conducted
Open Learning Centres	People who wish to improve their English language and/or literacy proficiency using computer-assisted language learning	No. of people accessing Open Learning Centres	550 people
		No. of computer hours used	12,868 hours
Environmental Health			
Food sampling	Food businesses	No. of food samples taken	441 food samples were taken. Of these, 84 or 19% (compared to 21.6% the previous year) failed to comply with the prescribed standard, which resulted in 4 prosecutions and 2,589 food items being seized

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Complaint investigation	General community	No. of complaints investigated	1,357 complaints were responded to within 48 hours (compared to 1,150 the previous year). Complaint investigation accounted for 1,138 man-hours (compared to 1,457 the previous year)
Food/health inspections	Food businesses	No. of inspections	5,102 inspections were carried out (compared to 4,707 the previous year), 3,162 notices were issued of which 317 non complying premises resulted in 8 prosecutions
Immunisation	Adults and children	No. of immunisations and immunisation rates	25,339 vaccinations were administered (compared to 16,292 the previous year) with a current immunisation rate for children under two years of age of 84%
Headlice	School children	No. of children checked and infestation rate	9,661 children were checked, with 677 or 6% found to have headlice (compared to 6.5% the previous year)

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Facility Management			
Property and Enterprise Management			
Dandenong Cemetery	General community	No. of burials	18 – down from 26 the previous year
Multideck carparks	General community	Fees collected	\$96,695 – up from \$95,000 the previous year
Municipal Saleyards (Note: the Saleyards relocated to Shire of Cardinia on 31/12/98)		No. of cattle sold	54,268 (6 months)
Building Maintenance			
All Council-owned buildings	Internal Council business units, community groups	No. of maintenance jobs completed	2,221
		No. of jobs due to vandalism	1,720
Halls and meeting rooms hire	General community	No. of hall bookings	1,486 – up from 1,404 the previous year
Property disposals and acquisitions	Council	No. of property sales	13 – up from 7 the previous year
Contract Management			
◆ Dandenong Produce Market ◆ Oasis Aquatic Centre ◆ Springers Leisure Centre	General community	No. of visitors	More than 2.5 million
Shared-cost fencing	Residents	No. of fencing jobs completed	80 – down from 101 the previous year
Graffiti Control Program	General community, shopkeepers, traders	No. of graffiti removal jobs	949 – down from 1,079 the previous year
Capital Works Project Management	Council, community groups	No. of projects completed	13 – up from 9 the previous year
		Value of projects completed	\$511,000 – up from \$395,850 the previous year

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Food Services			
Meal on Wheels	Aged and disabled people	No. of clients	1,066
		No. of meals	82,500 (same as previous year)
Heritage Hill			
Minimum of 4 change-over/new exhibitions p.a.	Residents/non-residents	Visitation figures	1,558 - down from 1,637 the previous year
Tour guide provided for every tour	Primary, secondary and tertiary institutions community, service and special needs groups	No. of bookings	24 booked tours – down from 32 the previous year
Educational kits provided for school visitation	Primary, secondary and tertiary institutions	Visitation figures	9 school groups – down from 13 the previous year
Volunteer induction workshops	Residents/non-residents, students	Community participation figures	4 volunteer workshops p.a. 40 Friends of Heritage Hill 25 Volunteers (2 more than previous year)
Picturesque gardens for hire. Wedding attendant to ensure exclusivity of hire of grounds	Residents/non-residents	Venue hire figures	18 – wedding photography (down from 26 the previous year) 8 – wedding ceremonies (up from 6 the previous year)
Access to the collections for research purposes	Residents/non-residents including: Project workers primary, secondary and tertiary students	No. of requests for access to collections p.a.	26 – up from 25 the previous year
Information on oral/local history	Residents/non-residents	No. of requests for information p.a.	155 – up from 150 the previous year
Outreach activities to the community through a program published in the calendar of events	Residents/non-residents	Visitation figures	2 calendars p.a. 4 volunteer induction days 1,558 visitors

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Human Services			
Auda House			
Auda House Residential Care Unit	Disabled persons	No. of people with disabilities living in the unit	100% occupancy
Adult Day Activity and Support Services (ADASS)	Frail elderly, people with disabilities	No. of users	220
Volunteer Program	Frail elderly, people with disabilities	No. of volunteers No. of users	180 1,500
Senior Citizens Centres	Older people, people with disabilities	No. of users	9,000
Community Bus			
Community Bus service to residents and groups with a door-to-door service	Frail elderly and/or people with a disability	No. of hours	Door-to-door service is approx. 7.5 hours per weekday.
Hire buses	Community clubs and groups	% productivity	Hire buses are out 80% - 90% of the time all year round.
Youth Services			
Youth activities services	Young people aged 11-16 yrs who are at risk of leaving school	No. of participants in programs, school visits and workshops	8,460 young people
Youth outreach services	Young people aged 11-25 yrs who are at risk, disadvantaged or isolated	No. of clients serviced in the Springvale Outreach Service, on Ken's Bus, home visits, youth centres, schools and other locations away from the office	13,131 young people and their families
Muso Network	Young people aged 11-25 yrs who are interested in the live entertainment industry	Participation rate in the committee of management, Jam Nights, "FREEZA" events and other special activities	5,844 young people per year
School Holiday Program	Young people aged 11-16 yrs interested in recreational activities	Participation rate in the school holiday activities	500 young people per year

SERVICES PROVIDED	TYPICAL USERS	INDICATOR	USAGE
Danvale	Young people aged 13-25 yrs with a disability who take part in recreational activities	No. of participants in the fortnightly program	15 young people per fortnight
Centre-based assistance	Young people aged 11-25 yrs and their families requiring information, support, assistance and referral	No. of young people and their families accessing the service	20,880 young people and their families
Family Support & Counselling			
In-home support	Families with children aged 0-18 years	Service hours provided	1,952 compared with Dept. Human Services target of 1,687 hours
Family counselling	Families with children aged 0-18 years	Service hours provided	806 compared with DHS target of 655 hours
Parent Support Group	Parents of children aged 0-18 years	Participation rate	8 group members on average. Service hours included in above
Parenting courses	Parents of children aged 0-18 years	No. of courses	2 courses per annum on average
		Participation rate	10 participants on average
General counselling and material aid	Residents	Ability to accept referrals	415 client contacts
Community Aged Care Packages			
Community Aged Care Packages	Older people with complex needs, or living at home instead of residential facilities	Approved packages	30
Maternal and Child Health			
	Families with children aged 0-6 years	No. of consultations provided	30,389
		No. of new mothers' groups conducted	39

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Family Day Care			
Child care in the homes of registered Family Day Care providers	Children aged 0-12 years	No. of hours of service provided	300,000 hrs
<i>New Program:</i> Social Connections			
Increase social options for young people with disabilities	People with a disability over the age of 16 years living with a carer	No. of units	2,758 per year
Libraries			
Dandenong Library & Information Service	Residents, students, non-residents	Total loans	644,431 (8.9% decrease on previous year)
Springvale Library & Information Service	Residents, students, non-residents	Total loans	719,680 (9.89% increase on previous year)
Greater Dandenong Mobile Library	Residents, students, non-residents	Total loans	64,806 (6.2% decrease on previous year)
Parks and Horticulture			
Community tree planting days	Residents, council-owned parks	No. of participants	203 participants over 13 days
		No. of plants	3,600 plants planted
Street tree plantings		No. of trees planted	1,000 trees planted throughout the City
Planning and Physical Services			
Open Space Planning			
Reserves	General community	No. of projects developed	2 areas of open space reclaimed for park land 1 open space strategy completed 2 landscape plans implemented 1 art project completed 20 playgrounds upgraded

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Bike paths	General community	Bike paths	Network of paths extended by 2 kilometres
Technical advice	General community, staff, authorities, Councillors	No. of requests	1,017 requests handled – up from 793 the previous year
		No. of reports to Council	17 reports to Council – down from 18 the previous year
Civil and Transport Planning			
Roads	General community	No. of projects	39 roads treated – up from 25 the previous year 65 roads investigated – up from 60 the previous year
Drains	General community	Drains investigated	225 areas investigated (legal points of discharge, unit developments, flood levels, flooding) – compared to 200 the previous year
Pedestrian facilities	General community	Route investigated	17 routes investigated (missing sections, upgrade programs)
		No. of new paths	6 new paths installed – compared to 4 the previous year
Public lighting	General community	Issues handled	50 matters handled (individual lights, lighting schemes) – down from 75 the previous year

SERVICES PROVIDED	TYPICAL USERS	INDICATOR	USAGE
Technical advice	Service authorities, developers, Council staff	Advice provided	665 town planning application comments, 126 subdivision comments, 81 easement applications processed
Internal referrals	Council business units	No. of enquiries	144 service authority enquiries – up from 110 the previous year 12 subdivision plans checked – up from 7 the previous year
Public Affairs			
Community newsletter (<i>2nd City News</i>)	Residents, businesses	Newsletters distributed	8 distributed to 45,000 premises
Council columns in local newspapers (<i>2nd City News in Brief</i>)	General community	Newspaper columns published	27 in 3 local papers
Media coverage	General community	Media releases distributed	363 to both daily and local media
Community radio shows	General community	Radio time slots presented	10 on radio station Southern FM 88.3
Completion of budget brochure	Residents, ratepayers	Budget brochure published	Completed
Completion of New Residents Kit	New residents	New Residents Kit published	Completed
Recreation			
Allocation of sporting reserves and pavilions	Sporting clubs - athletics, baseball, aussie rules football, cricket, rugby, softball and soccer	No. of clubs No. of participants for year	77 10,286 – down from 10,391 the previous year

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Training sessions	Active Australia	Attendances	8 people
	Financial	Attendances	37 people
Noble Park Heated Swim Centre	Schools, general public, swimming lessons, Dandenong Triathlon Club	Patronage	School attendance 18,500, public attendance 51,677
Residential Amenity			
Community education	General community and primary schools	Information presentations delivered	18 presentations on Residential Amenity issues were delivered to various schools and community groups
Local Laws	General community	Customer requests	5,454 requests responded to within 48 hours – up from 3,252 the previous year
		Compliance notices issued	782 notices issued – up from 494 the previous year
		Derelict vehicles impounded	40 vehicles impounded – up from 32 the previous year
		Permits issued	486 permits issued - same as previous year
		Offence warnings	1,059 warnings issued – down from 2,464 the previous year
		Infringements issued	66 infringements issued – down from 409 the previous year
		Court proceedings	16 cases prosecuted – down from 23 the previous year

SERVICES PROVIDED	TYPICAL USERS	INDICATOR	USAGE
Animal control	General community and business sector	Customer requests	2,479 customer requests responded to within 48 hours
		Dog registrations	10,989 dogs registered – up from 10,589 the previous year
		Cats registered	5,868 cats registered – up from 5,867 the previous year
		Dogs impounded	199 dogs impounded – down from 459 the previous year
		Cats impounded	102 cats impounded – down from 161 the previous year
		De-sexing vouchers issued	340 vouchers issued – up from 190 the previous year
		Dogs declared dangerous	2 dogs declared dangerous – down from 11 the previous year
		Offence warnings	976 warnings issued – up from 752 the previous year
		Infringements issued	295 infringements issued – up from 285 the previous year
Court proceedings	36 cases prosecuted – down from 76 the previous year		

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Parking control	General community, visitors and the business sector	Fines issued	\$1,027,415 issued
		Infringements issued	19,159 issued – up from 17,321 the previous year
		Offence warnings	2,414 warnings – down from 4,049 the previous year
		Customer requests	2,343 customer requests responded to within 48 hours – up from 1,124 the previous year
Fire prevention	General community and business sector	Properties inspected	1,475 properties inspected
		Hazard notices issued	565 – down from 717 the previous year
		Clearance notices complied with	528 – up from 20 the previous year
		Properties cleared by Council	37 properties cleared by Council – down from 73 the previous year
		Number of prosecutions	7 cases prosecuted – up from 3 the previous year
School crossing supervision	School-aged children	Patrols by Residential Amenity Officers	1,037 crossings patrolled
		Supervised crossings	87 crossings supervised – up from 85 the previous year
		Accidents at supervised crossings	Nil

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Litter control	General community and business sector	Customer requests	262 requests responded to within 48 hours
		No. of infringements issued	20 – down from 21 the previous year
		No. of warnings issued	40 warnings – down from 77 the previous year
		No. of prosecutions	3 cases were prosecuted
No. of “Clean-up” Campaigns carried out	One 3-month campaign completed		
Roads and Drains			
Complaints investigated	General community	Action Management System (AMS) requests received	4,131
Drainage pits inspected	General community	No. of Pits	21,411
Potholes repaired	General community	Metres square laid	2,739 m.
Asphalt edge repairs	General community	Lineal meters	5.4 m.
Dig down road repairs	General community	Metres square done	788 m.
Foot path asphalt trip ramps	General community	Lineal metres	1,176 m.
Statutory Planning Services			
Planning applications	Builders, architects, draftpersons, property owners and occupiers	No. of applications received	783
		No. of applications processed	724
Subdivision applications	Builders, architects, draftpersons, property owners	No. of applications received	180
Formal Planning regulation complaints	General community	No. of complaints	142

SERVICES PROVIDED	TYPICAL USERS	INDICATOR	USAGE
Urban Planning / Urban Design			
Finalisation of new Greater Dandenong Planning Scheme	Council business units, especially Town Planning, Building, Finance and Economic Development, developers, general community	Finalised within deadline	Achieved
Greater Dandenong Heritage Study – Part 2	Town Planning, Building and Finance business units, developers, general community	No. of sites assessed for heritage protection	78 under interim Council protection until completion of Stage 2 Heritage Study
		Formal inclusion of sites in the Planning Scheme	Upon completion of Stage 2 Heritage Study – June 2000
Preparation of planning policies for the non-urban area	Council business units, especially Town Planning and Building, developers, general community	Formal inclusion of policies in the Planning Scheme	Achieved
Urban Design Strategy	Council business units, especially Town Planning, Building, City Projects and Civil Planning, developers	Formal inclusion of strategy in the Planning Scheme	Achieved
Springvale retail area Design Strategy	Town Planning, Building, City Projects and Civil Planning business units, developers	No. of participants at community forums	Approx. 30
		Public submissions received	50 received
Technical advice and assistance	Most Council business units, outside authorities, developers and general community	Planning Scheme amendments processed	Daily by one or more of the users
Urban Designs prepared	Town Planning, Building, City Projects and Civil Planning business units, outside authorities, developers and general community	No. of designs prepared	8 designs prepared
		No. of designs implemented	Frequent reference to the designs by all users

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Waste Services			
Domestic garbage collection	Residential households	No. of bins "lifted" per week	Approx. 38,900 (ie. 88% presentation rate)
Domestic recycling collection	Residential households	No. of households	44,350
Hard waste collection	Residential households	No. of households	44,350
Commercial waste collection	Commercial / industrial properties	No. of services / week	Approx. 2,800
Tipping	Residential and commercial waste	Tonnes per annum	33,543