

# PERFORMANCE HIGHLIGHTS



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## A healthy, active and safe community

### Highlights

- ▶ In 2016–17 the Dandenong and Springvale libraries continued to attract large numbers of visitors including 1,220,836 physical visits; 367,587 website visits; and 26,355 visitors participating in library programs.
- ▶ The environmental health team conducted a total of 1,929 food safety inspections.
- ▶ 3,821 residents accessed home and community care services comprising of home care, personal care, respite and home maintenance services.
- ▶ 36,779 meals were provided to residents through Food Services.
- ▶ 2,804 children received vaccinations across 132 immunisation sessions.
- ▶ Family Services engaged with 300 families and 761 children, providing 7,483 contact hours of support.
- ▶ 17,000 Maternal and Child health appointments were conducted.
- ▶ 217 volunteers provided 16,993 hours of support during the year.
- ▶ Work commenced on the Springvale Library and Community Hub and the designs for the new facility will be completed in 2017–18.
- ▶ A draft Positive Ageing Strategy was placed on public exhibition for community comment with the final version expected to be endorsed in 2017–18.

## A city that celebrates its diversity with pride

### Highlights

- ▶ Drum Theatre saw a 24 per cent increase in the number of performances with a total of 170 for 2016–17.
- ▶ 4,632 people visited Heritage Hill with 11 heritage exhibitions being shown and 11 local schools participating in activities.
- ▶ 34 community engagement activations were held in Harmony Square including activities for Reconciliation and National Youth Weeks, competitions and project launches.
- ▶ Council's event program achieved a satisfaction rating of 90.2 per cent.

44,975 square metres of graffiti was removed

367,587 library website visits

Over 30 community and school planting days

- ▶ A Greater Dandenong Multicultural Advisory Committee was established to increase inclusion.
- ▶ Neighbourhood playgrounds at Lois Twohig and Harold Box Reserves were completed and two new dog off-leash areas were developed for Tatterson Park and Springvale Reserve.

## An environmentally sustainable city

### Highlights

- ▶ 2,100 street trees and 18,155 Indigenous seedlings were planted in 2016–17.
- ▶ Environmental education activities included over 30 community and school planting days and more than 90 other activities with residents and community members.
- ▶ The new Sustainable Greater Dandenong website was launched providing a platform for the Annual Sustainability Report which tracks Council's progress against key sustainability initiatives identified in the 2016–30 Sustainability Strategy.
- ▶ Council hosted a number of waste education events including two De-clutter Your Home community workshops, two Pop-up Drive Thru recycle days and one Homecycle collection.

# 36,779

Meals were provided to residents through Food Services

# 18

Food and cultural tours were conducted

# 90.2%

Event program satisfaction rating

## A city planned for the future

### Highlights

- ▶ Place narratives documenting the unique history and character of each activity centre were developed.
- ▶ \$650,000 in capital funding was received from the State Government for Yarraman Oaks Primary new Early Years facility in Noble Park.
- ▶ Design concepts for a community hub in Keysborough South were completed prior to a State Government decision on a suitable location.
- ▶ Council invested \$44.76 million in capital works in 2016–17.
- ▶ 44,975 square metres of graffiti was removed over the 12 month period.
- ▶ The Allan Street bridge project was completed and opened in May 2017.
- ▶ Residential, commercial and industrial building investments, measured by the value of building permits, included residential permits to the value of \$210,912,189 and commercial/industrial permits to the value of \$443,148,115. The combined value of all permits for this financial year was \$654,060,304.

## A thriving and resilient economy

### Highlights

- ▶ Council was awarded the Australian Institute of Landscape Architects award for the Afghan Precinct Project.
- ▶ The Masonic Hall site in Dandenong was secured for a proposed Art Gallery.
- ▶ The Springvale Road Boulevard Project concept design was completed.
- ▶ Council continued to collaborate with and participate in the Level Crossing Removal Project.
- ▶ 18 food and cultural tours were conducted.
- ▶ Drum Theatre attendance increased by 19.48 per cent.
- ▶ 95 business networking activities were conducted through SEBN.

## A proactive Council that listens and leads

### Highlights

- ▶ In the 2017 Community Satisfaction Survey the City of Greater Dandenong scored 72 for customer service, three points higher than the state wide average of 69.
- ▶ Online engagement through social media continued to rise, with an increase in followers on Council's Facebook page of 2,098; Twitter followers 533; and Instagram followers 385.
- ▶ Council conducted a review of its Community Plan, Imagine 2030 and developed its new four year Council Plan 2017–21.
- ▶ Many community consultation activities occurred throughout the year including online forums for the Council and Community Wellbeing Plans and Youth programs and events.