

# Performance Highlights



An artist's impression of Council's new Municipal Building. The new building, located in the heart of Dandenong on the corner of Walker and Lonsdale streets, will contribute to the revitalisation of Central Dandenong by attracting new services.



# A City Planned for the Future

## Highlights

- The 2011–2012 Asset Renewal Program had an allocated budget of \$18.24 million, of which 100 per cent was spent.
- The conditions precedent has been met for the new Municipal Building Project. The Contract of Sale is completed, the land transferred to Council, and the Town Planning permit obtained. Government Grant funding of \$7.25 million announced towards community aspects of the project such as the library and Great Southern Square.
- The Noble Park Aquatic Centre ‘water for all’ was opened on 11 February 2012, with more than 5,000 people attending the first community open day. The centre is managed by Belgravia Leisure on behalf of Council and a contract has been in place since October 2011. Belgravia Leisure produces a monthly report with details on attendance, swim school figures, marketing promotions, initiatives and a monthly financial report.
- Greater Dandenong's Bicycle Network Plan was upgraded in February 2012 in line with new VicRoads PBR's (Bicycle Priority Routes). A new shared user path along Heatherton Road connecting the City of Greater Dandenong to the City of Casey was completed.

## 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

- Commence construction of the new Municipal Building.
- Substructure of the new Municipal Building completed by 31 March 2013.
- Superstructure to Level three of the new Municipal Building completed by 30 June 2013.
- Community Infrastructure Plans for Central Dandenong and Springvale consultancy project completed by March 2013.

The new state-of-the-art Noble Park Aquatic Centre (NPAC) ‘water for all’ was opened in February 2012. The centre boasts a 50m outdoor heated pool, refurbished waterslide, water splash playground, indoor pool and multi-purpose community rooms.







# A Thriving and Creative City

## Highlights

- Residential, commercial and industrial building investments throughout 2011–2012 measured by value of building permits included 1,156 Residential Permits equalling \$181,586,169 and 516 Commercial/Industrial Permits equalling \$226,021,464. The total value of permits for this financial year was \$407,607,633.
- A series of key business networking groups met throughout the year including, Manufacturing Leadership; South East Quality Network; OHS; Export/Globalisation; Manufacturing Excellence; Women in Business; and Successful Solutions.
- The number of residential dwellings approved in the Declared Project Area under the Revitalising Central Dandenong Residential Attraction Strategy totalled 360 this financial year.

Springvale IKEA opened its doors on 8 September 2011. It is IKEA's biggest Australian store covering 3,600 square meters with 1600 car parks and employing 350 people. The Springvale store also provides free child care and a playground while you shop.

## 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.
- Increase residential development in central Dandenong.
- Address current and future employment needs and support and influence improved supply and demand for labour market.
- Engaging residents through social media platforms (Facebook, Twitter, YouTube) to increase community engagement and awareness of Council services and activities.
- Increase overall public attendance at Heritage Hill Museum and Historic Gardens.



# A Healthy Community and Environment

## Highlights

- The CCTV Pilot Project in Menzies Avenue, Dandenong North, concluded on 16 June 2012. The project will continue and be managed by Council's Regulatory Services team. Final evaluation of the Pilot Project was undertaken in early June 2012. Compared with similar surveys conducted in 2008 and 2011, the results revealed an improvement in residents' perceptions of safety in the precinct.
- 20,617 passengers accessed Council's specialised transport.
- Home and Community Care services comprising of home care, personal care, respite and home maintenance services were provided to 13,104 residents.
- Council planted 2,328 street trees within the municipality.
- Household diversion rate of waste from landfill totalled 49.92 per cent throughout 2011–2012.
- Regulatory Services conducted 2,856 food premise inspections.
- The number of children immunised throughout 2011–2012 totalled 15,198.

## 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

- Delivery of Home and Community Care services to residents in line with growth in the elderly population.
- CCTV monitoring in public places to enhance community perceptions of safety.
- Monitoring compliance of food businesses operating in the municipality.
- Providing immunisation services to the community.
- Improving 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.
- Environmental sustainability initiatives to minimise residential waste sent to landfill.
- Maintenance and upkeep of 635km of local roads within the municipality.



A fleet of six specialist community transport service buses regularly hit the streets of Greater Dandenong to help older people requiring transport assistance.



# A City of Respect

## Highlights

- An annual average of 218 volunteers each month contributed a total 17,934.5 hours.
- More than a million people visited one of Greater Dandenong's two libraries or used our library web page.
- A total of 7,254 residents used the Library Outreach Program.
- Council's Family Support and Counselling team provided family support to 259 families.
- 353 Greater Dandenong families received Enhanced Maternal and Child Health Services.

## Challenges

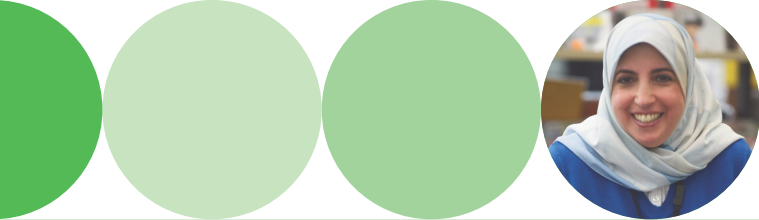
Creating a community where people feel secure, supported, valued and cared for; where they can take part in community and civic life; and where people enjoy each other's differences.

## The Year Ahead

- Strengthening volunteerism within the community.
- Efficient management of Meals on Wheels provided to our elderly residents.
- Encourage and increase library visits through physical and virtual visits.
- Expand the Library Outreach Program and services to the community.
- Provide support to families and children through early intervention, prevention, education, information and counselling services.
- Increase participation rates for 3.5 year old visits to the Maternal and Child Health Services.

Council holds an annual event during December to thank and celebrate the many volunteers who have contributed to our community over the 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

- Council conducted nine Citizenship Ceremonies where 1,187 people received their certificates, an increase of 65 candidates from the previous year.
- Council’s civic facilities were managed efficiently and effectively with 2,581 external bookings taken and 216,121 guests attending functions.
- Council’s 2012–2013 Budget was adopted by Council on 25 June 2012.
- Customer Service staff managed 125,223 telephone enquiries, with 82.69 per cent of calls attended to within 15 seconds.

## Challenges

Improving 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

- Maintain high standards of customer service responsiveness at Council’s call centre and service centres.
- Council’s Long Term Financial Strategy updated, revised and adopted by Council.
- Conduct regular Citizenship Ceremonies.
- Monitor actions and initiatives contained in the Organisational Development Strategy to improve the professional capacity and culture of the Council.
- Develop Information Technology Infrastructure Plans for the transition to the new Municipal Building.
- Maintain high standards of communications via Council’s website and The City magazine.



Each year Council’s Customer Service Officers handle around 200,000 public queries on a wide range of topics including rubbish, rates, animals, kindergarten enrolment, planning issues and more. Residents may telephone Council or visit one of our three face-to-face locations at Springvale, Dandenong and Parkmore.