

# Performance Highlights



Springvale Service for Children opened January 2010

# A City Planned for the Future

## Highlights

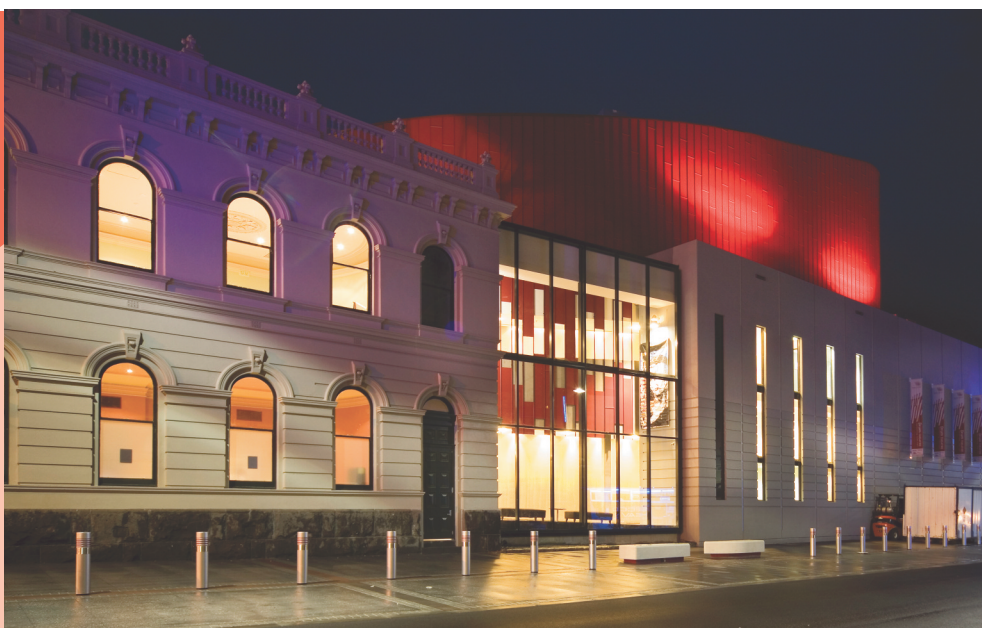
- Implementation of the Dandenong Market Redevelopment Stage 2 continued to improve ongoing management. A new database for market leases and licences has been prepared, separate from the Savills database. This will enable Council to monitor and compare the market budget against the monthly income and expenditure figures reported by Savills.
- Revitalising Central Dandenong Urban Masterplan has achieved numerous milestones including; the Lonsdale Street Project has begun with an anticipated completion date of December 2010; work on City Street and Station Plaza has begun with buildings demolished aligning City Street; and the George Street Bridge is expected to reach practical completion by July 2010.
- The Langers development 'number 8' project commenced and is on track for completion within a budget of \$3.42 million by December 2010.
- The Springvale Service for Children Integrated Children's Centre was completed and is now operational. This project was achieved within a \$4.55 million construction budget and meets community expectations.

## 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

- Completion of the Warner Reserve Multipurpose Facility.
- Commence construction of the Noble Park Swim Centre project.
- Provide ongoing support for the 'number 8' development in Springvale.
- Development of a Freight Transport Strategy.
- Prepare the Community Facility Action Plan.
- Adoption of the Strategic Five Year Action Plan for the Drum Theatre.
- Implement the New Parking Management Plan.
- Annual inspection of playgrounds undertaken to ensure compliance with current specifications.
- Implementation of the Best Start and Early Years Action Plans to improve integrated service delivery.



Drum Theatre



# A Thriving and Creative City



2010 Australia Day Celebrations at Dandenong Park

## Highlights

- The 'Showcasing Women in Business' breakfast series achieved four key events throughout this financial year. Workshops on Leadership and Communications; Different Roads to Success, A View of Success and the Business of Making a Difference were key topics of these events, and the opportunity was taken to present an overview of 'What's Happening in Greater Dandenong' which highlighted both social and economic issues. Secondary students were sponsored to attend these Showcasing Events to inspire young women to pursue their chosen pathway.
- Council provided a total of 20,345 passengers with specialised transport throughout the year.
- Investment in residential, commercial, and industrial properties on building approvals totalled \$646,936,081. This consisted of 400 commercial/industrial building permits being issued at a total of \$473,376,512 and 400 residential permits being issued at a total of \$173,559,569.
- The ongoing "Destination Dandenong" campaign is a key action in promoting Central Dandenong as an investment destination for commercial and residential developments. The Lonsdale Street development, George Street

Bridge, City Street and Station Plaza are the current projects Council is working on together with VicUrban.

## 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

- Implementation of the Economic Development Strategy.
- Implementation of Revitalising Central Dandenong strategies relating to shopfront improvement, parking, the Market precinct and Walker Street car park studies.
- Strengthening of volunteerism in the community.
- Improving accessible transport options for residents requiring specialised transport.
- Improving child care options for residents.
- Strengthening council's engagement with schools and educational institutions.

# A Healthy Community and Environment

## Highlights

- A total of 18,039 immunisation services were conducted throughout the year.
- Council introduced the “Dob in a Dumper” campaign which was designed and implemented to reduce rubbish dumping. The campaign was introduced into charity shops which were identified as hot spots, including sites in Menzies Avenue, Dandenong North and Springvale Road, Springvale. Both sites received “Dob in a Dumper” signage and increase surveillance by the Regulatory Services Department.
- Council removed 95.8% of reported graffiti from council property.
- Residential waste diversion from landfill totalled 50.49%.
- Services provided by the Home and Community Care Unit totalled 123,000 hours of service. This included 60,509 hours of home care; 41,761 hours of personal care; 12,711 hours of respite care and 8,319 hours of home maintenance.

## Challenges

Creating a healthy and connected community, and a clean, safe and friendly environment, where people take responsibility for each other and how their lifestyles affect the rest of the world.

## The Year Ahead

- Implementation of two year pilot CCTV monitoring in public places (North Dandenong) to enhance community perceptions of safety.
- Environmental sustainability initiatives to minimise residential waste sent to landfill, and minimise water usage on sports grounds.
- Implementation of the Asset Renewal Program to ensure the long term sustainability of the city’s infrastructure.
- Continue high response standards for removal of graffiti to ensure the good appearance of public places.
- Completion of major building works at Warner Reserve.
- Implementation of the Leafy Legacy Tree Strategy.
- Ongoing implementation of Council’s campaign to reduce rubbish dumping.
- Prepare and plan for the implementation of the new Local Laws, which will be introduced in July 2011.



Music in the Park at Burden Park



# A City of Respect

## Highlights

- Volunteers provide an invaluable service to the community, supporting a range of Council managed activities. Over the year 249 volunteers gave a significant contribution, culminating to an average 2095 hours per month.
- A range of community engagement activities and mental health projects have been developed with key stakeholders to ensure the Youth Strategy objectives and key priorities are addressed. These included the Cyber Bullying project, Skate and Arcade Anarchy event, activities in schools for Youth Week, Binge Drinking project for Mental Health Week; Grounded and Listen UP for Refugee Week and Summer Sensation.
- Family and Children's Services delivered a comprehensive Early Years Children's Week program in October 2009. A highlight of the week was the Children's Services Expo at the Springvale Town Hall.
- The number of visits in person or via the web to our library service totaled 1,092,044 visits. This increased by 7.5% compared to the last financial year.

## 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

- Delivery of home and community care services in line with growth in the elderly population.
- Implementation of the Diversity Plan.
- Develop and adopt an Indigenous Plan.
- Manage the implementation, collection of data and reporting of the new Essential Services Commission key performance indicators for local government.
- Develop a Lifelong Learning Strategy.
- Expand the Library Outreach Programs and Services to the community.



Volunteers providing an invaluable service to the community

# A Leading Council

## Highlights

- Council's halls and meeting rooms managed 2,546 external bookings at which 273,617 guests attended. Additionally, 5,370 internal bookings were managed at which 62,961 staff attended.
- Calls managed by Customer Service and the Call Centre totalled 123,475 for the year of which 86.61% were answered within 15 seconds.
- Council conducted thirteen (13) Citizenship Ceremonies throughout the year at which 1876 attendees received their certificate.
- The Information Technology Unit successfully implemented a number of integrated modules between the new Electronic Document and Records Management System (EDRMS-Objective), the Property and Rating System (Proclaim) and the Customer Request System (Merit), as well as the purchase of Information Technology infrastructure and additional licences for the projects.

## Challenges

Improving as a Council to be responsive to the community, which encourages democratic participation, involving people in decisions that affect them, strive for excellence in financial management and council services, and is always looking for better ways to do things.

## The Year Ahead

- Implementation of the Organisational Development Strategy to improve the professional capacity and culture of the Council.
- Official launch of the Greater Dandenong Community Plan.
- Launch and promote the Multicultural Communications Plan.
- Implementation of the Information Technology Strategy to improve operational efficiency and broaden on-line services to the community.
- Maintain high standards of customer service responsiveness.
- Implementation of the Vehicle Fleet Policy to minimise Council's carbon footprint.
- Implementation of a Continuous Improvement 'Breakthrough' Project.
- Increase the number of trainee positions across Council.
- Review the Long Term Financial Strategy.



Opening of newly constructed playground at Oakwood Park