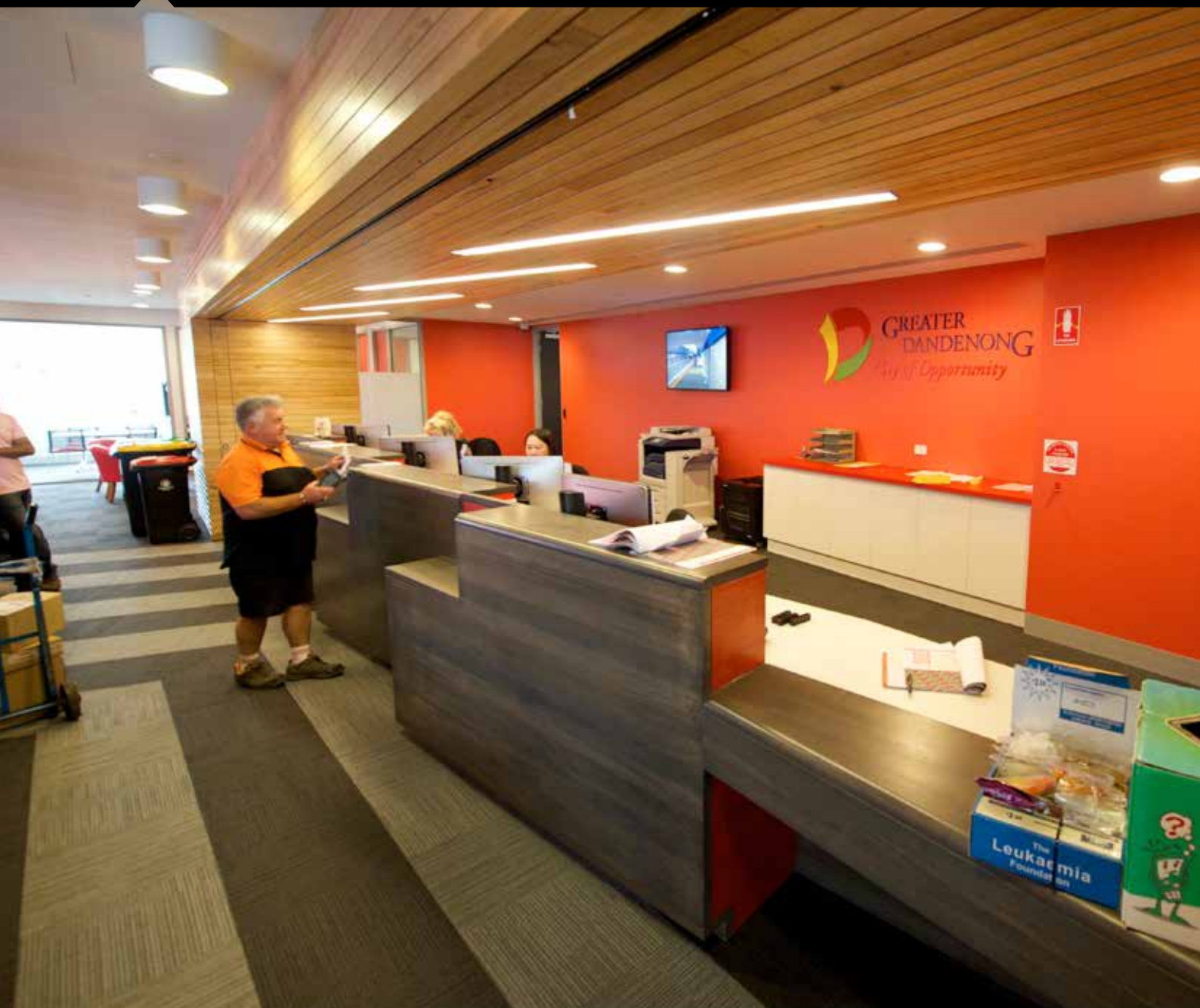


Performance Highlights



Customer Service staff managed 137,450 telephone enquiries – an increase of over 10,000 on the previous year, with 81.14 per cent of calls answered within 20 seconds.

Performance Highlights

A Healthy, Active and Safe Community

HIGHLIGHTS

- ▶ Library visits across 2013-14 included 901,642 physical visits; 275,967 website visits; and 27,135 library visiting programs were provided.
- ▶ Food safety inspections totalled 3,348 during 2013-14.
- ▶ Home and Community Care services comprising of home care, personal care, respite and home maintenance services saw an average of 3,306 residents per quarter accessing the service.
- ▶ The Community Wellbeing Plan was endorsed by Council in April 2014. A Health and Wellbeing Advisory Committee will guide the implementation.
- ▶ 63 Health champions trained and implemented health and wellbeing activities and promoted messages in the community.
- ▶ Implementation of the “No Drinking in Springvale” project completed. Council was successful in obtaining \$250,000 from the Public Safety Infrastructure Fund for safety infrastructure works in the Menzies Avenue precinct in Dandenong North.



Together we are creating better service with our communities.



63 Health champions trained and implementing health and wellbeing activities and promoting messages in the community.

diversity



A City that Celebrates its Diversity with Pride

HIGHLIGHTS

- ▶ Council ran the following festivals during 2013-14, where community feedback was assessed as follows:
 - Snow Fest (86 per cent positive)
 - Little Day Out (97 per cent positive)
 - Australia Day (98 per cent positive)
 - Autumn Fest (89 per cent positive)
- ▶ Heritage Hill saw an increase of 10.53 per cent in attendance numbers from the 2012-13 figures.
- ▶ To help promote inclusion and participation in the community, CGD hosted a Mental Health Expo (500 people attended) and the SICMAA Disability Expo 2014 (600 people attended).



Nearly two-thirds (64 per cent) of the residents of Greater Dandenong speak languages other than English – the largest proportion in Victoria, and twice the metropolitan level.

Performance Highlights



Greater Dandenong councillors and local MPs officially open the new Dandenong Civic Centre, library and giant screen.

An Environmentally Sustainable City

HIGHLIGHTS

- ▶ Stage 7 – Green Wedge Management Plan consultation on the draft completed and consultation results were posted on the CGD website. Council will be considering the Final Management Plan in August/September 2014.
- ▶ During the year, to promote indigenous vegetation in our open spaces 20,890 seedlings were planted. Also 1,141 seedlings were given away at The Dandenong Show and to a number of schools as part of educational programs.
- ▶ The 'Sustainability Festival' was held on Sunday 30 March at the Dandenong Market. The festival was a huge success with 3,000 attending the event.
- ▶ Across the city in alignment with the Leafy Legacy tree planting scheme 1,364 street trees were planted.

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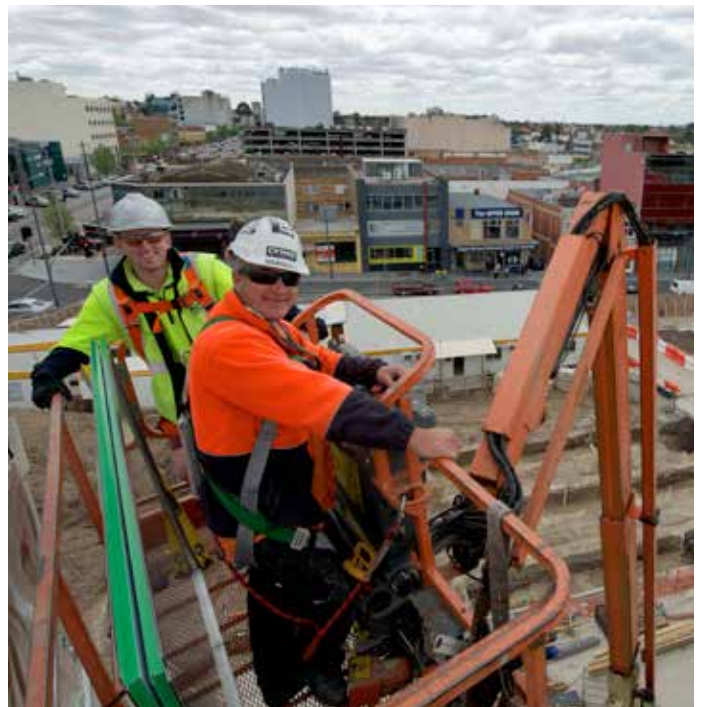


In addition to the Municipal Building Project, implementation of programmed capital works projects (completed and in construction) was valued at \$32,355,649.

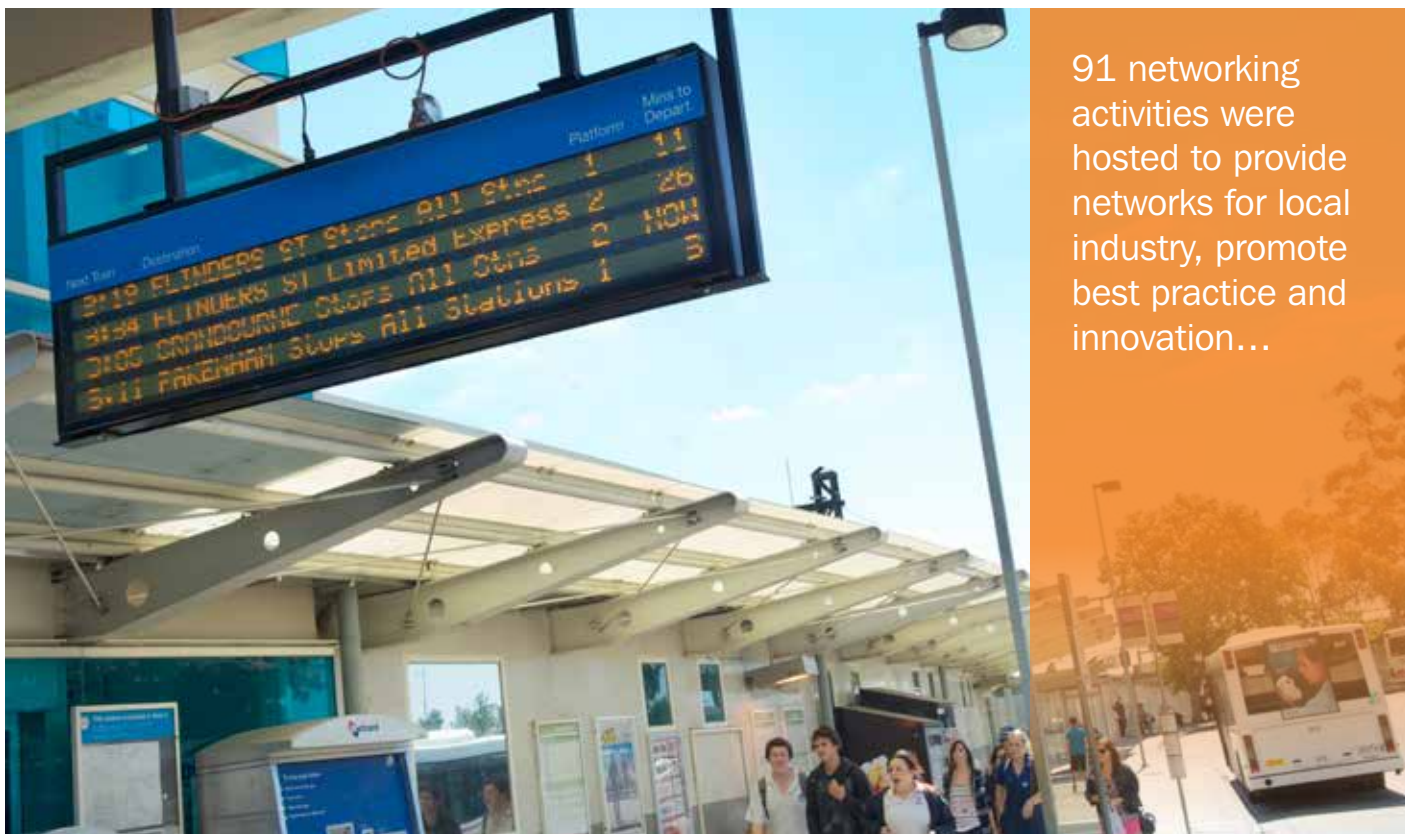
A City Planned for the Future

HIGHLIGHTS

- ▶ Residential, commercial and industrial building investments throughout 2013-14 measured by value of building permits included 1,195 residential permits to the value of \$224,089,656 and 358 commercial/industrial permits to the value of \$379,502,787. The combined value of permits for this financial year was \$603,592,443.
- ▶ Implementation of programmed capital works projects (completed and in construction) was valued at \$32,355,649. This was in addition to the Municipal Building Project.
- ▶ Protection of Council assets via a proactive graffiti removal program resulted 'in time' average 98.67 per cent over the year (from a ten day response service standard).
- ▶ Implementation of the reviewed Residential Zones into the Greater Dandenong Planning Scheme.



Performance Highlights



91 networking activities were hosted to provide networks for local industry, promote best practice and innovation...

As part of the Ongoing Revitalisation Projects for Springvale, the Springvale level crossing removal delivered a new station opening on 22 April.

A Thriving and Resilient Economy

HIGHLIGHTS

- ▶ The new \$65 million Dandenong Municipal Building Project opened on 17 March and an official launch was hosted in the new Civic Square on 12 April. The city's Big Screen has been a major feature of both specific events (Film Festival, World Cup Live, Nocturnal) and also as an atmospheric backdrop, with (live news, music, curated programs of animation, youth and advocacy content; Tweet and SMS interaction) to everyday activities as residents go about their business within this precinct.
- ▶ As part of the Ongoing Revitalisation Projects for Springvale, the Springvale level crossing removal delivered a new station opening on 22 April and all major works completed by 30 June 2014. A consultant was appointed to undertake Stage 1 of the Springvale Structure Plan review.

- ▶ Ongoing Revitalisation Projects for Nobel Park has seen Stage 1 of the Douglas Street streetscape project commenced. Concept design for the Ross Reserve Master Plan Youth Precinct and Urban Plaza (including skate park) were completed and funds are secured from the 2014-15 budget for construction.
- ▶ 91 networking activities were hosted to provide networks for local industry, promote best practice and innovation and three South Eastern Business Network (SEBN) activities were conducted.
- ▶ Completed and launched the \$1.1 million Afghan Bazaar Stage 1 Streetscape Improvement project for Thomas Street Dandenong in April 2014.
- ▶ The City of Greater Dandenong Regional Food Strategy, and Greater Dandenong Tourism Strategy, and associated action plans were developed with significant community stakeholder input.

A vibrant parade is taking place in a city square. In the foreground, two dancers in white and black zebra-striped outfits with long black boots and headpieces are performing. Behind them, a group of drummers in yellow shirts and white pants are playing various drums, including snare and bass drums. The parade is decorated with numerous colorful balloons in shades of yellow, red, and green. Several blue signs are held up by the participants, with text including "SANKAT MOCHAN", "COOK ISLANDS ROYAL POLYNESIAN DANCE TEAM", and "AUSTRALIAN BURMA SOCIETY". The background is filled with a large crowd of people watching the event, and the square is lined with trees and modern streetlights. The top of the image features a decorative red and white checkered pattern.

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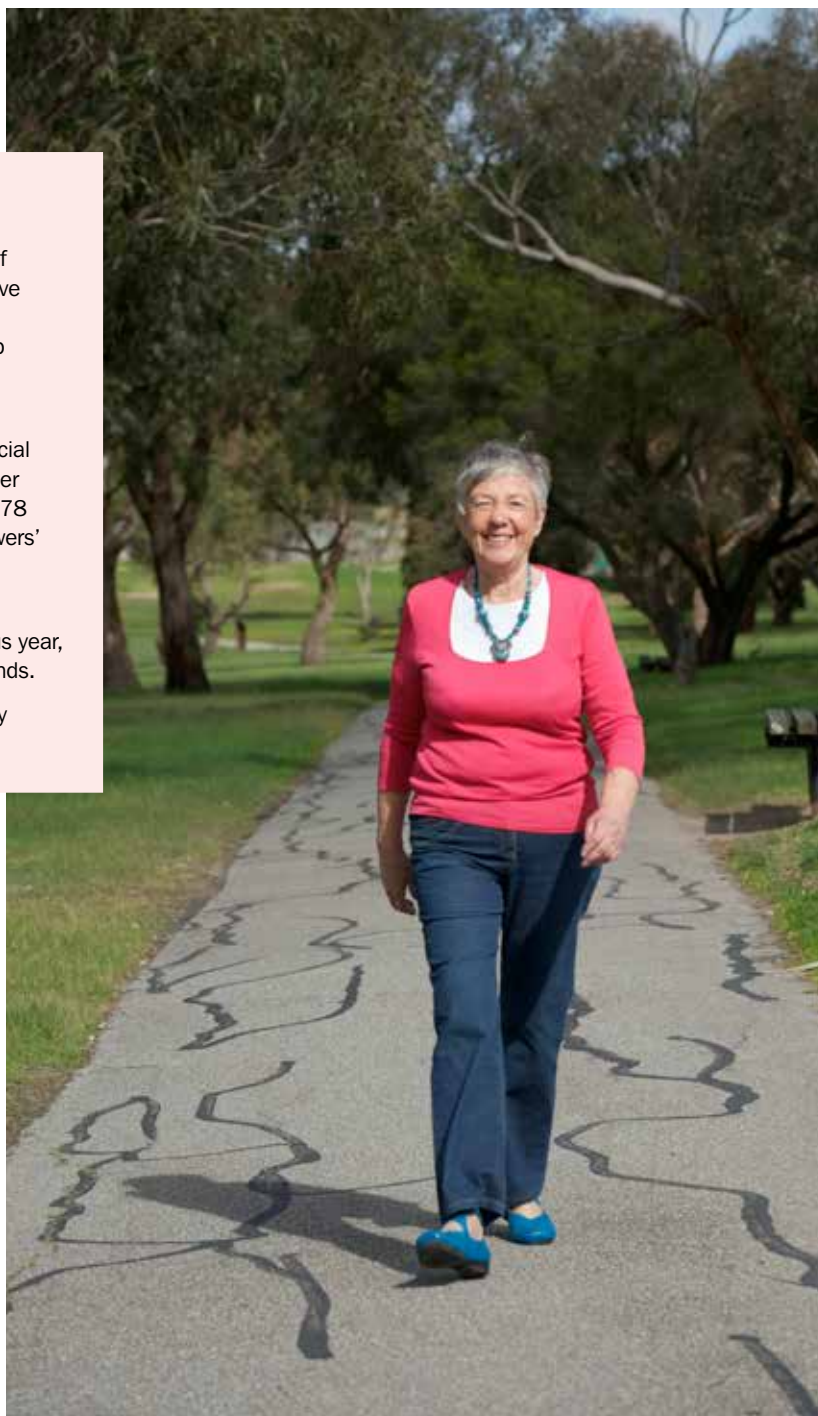
Performance Highlights

A Proactive Council that Listens and Leads

HIGHLIGHTS

- ▶ In the 2014 Community Satisfaction Survey the City of Greater Dandenong scored 77 for customer service (five points higher than the statewide average of 72 and 4 points higher than the Outer Melbourne Metro group average of 73).
- ▶ Online engagement through Social Media increased considerably, with an increase in uptake on CGD's official Facebook page of 134 per cent; an increase of 150 per cent across all Council Facebook pages; a total of 5,078 new Facebook 'likes' for the year; and 241 new 'followers' on Twitter.
- ▶ Customer Service staff managed 137,450 telephone enquiries – an increase of over 10,000 on the previous year, with 81.14 per cent of calls answered within 20 seconds.
- ▶ Council's Long Term Financial Strategy was adopted by Council on 23 June 2014.

In the 2014 Community Satisfaction Survey the City of Greater Dandenong scored 77 for customer service (five points higher than the statewide average of 72 and 4 points higher than the Outer Melbourne Metro group average of 73).



A Walking Business Challenge completed in collaboration with the Community Wellbeing Department and seven local businesses, with 41 teams and 320 participants. Funding of \$10,000 received from Vic Health for 'Walk to School' initiative.