

1999 - 2000 ACTIVITY SUMMARY

The 1999/2000 Activity Summary features the inclusion of Council's progress against its Service Quality Guarantees.

Service Quality Guarantees are standards of service delivery that Council has guaranteed to meet within specified time frames, and are contained within our Service Charters. Greater Dandenong has developed a separate Service Charter for each of the 75 Council services available, as well as a General Charter for all staff to comply with when dealing with our customers.

Each Service Charter features approximately six guarantees. Where there is no Service Quality Guarantee listed in the following chart, there is not one applicable to that particular activity.

Services Provided	Users of the Service	Usage Indicator	Actual Usage	Service Quality Guarantees
Arts				
Arts Directory	Residents, arts community and the community	Arts Directory developed and upgraded regularly	Arts Directory available on council website, on CD Rom. Hard copy available on request.	We will update and biannually publish the Greater Dandenong Arts Directory as a resource for local individual artists, arts groups, venues and arts related businesses. 100% Achieved
Short Story Competition	Open to entrants Australia wide	Number of entries	1,335 entries (9% less than in 1998-1999).	We will conduct the Greater Dandenong Short Story Competition annually on a national scale and offer a prize pool of \$7000 and multiple categories to enter. In conjunction with the competition we will hold a local 'Literary Fest' at venues around Greater Dandenong. 100% Achieved
Public art projects	Community	Installations completed	Palm Plaza amenities building façade improved	
Artalk newsletter	Arts community	Copies distributed	4,000 copies distributed (No change from 1998-1999)	We will produce a free quarterly arts newsletter outlining current arts events and opportunities for you to participate in. 100% Achieved

Services Provided	Users of the Service	Usage Indicator	Actual Usage	Service Quality Guarantees
Dandenong Community Arts Centre	Residents, arts community and the broader community	Visitors Courses offered	26,791 (7% increase from 1998-1999) 51 courses offered attended by 608 participants. (Not reported in 1998-1999)	We will offer a range of courses, workshops, lectures, and activities of relevance to the local community. A brochure of these activities will be available on request. 100% Achieved
Walker St Gallery	Residents, business and arts community	Number of visitors Number of exhibitions	4,370 (4% less than in 1998-1999) 11 exhibitions. (Not reported in 1998-1999)	We will ensure that a minimum of 10 exhibitions are held within Walker St Gallery annually. 100% Achieved
Building Services				
Building Applications	Builders, owner/builders, architects, draft-persons	Number of applications	918 (8% increase from 1998-1999)	If we require further information from you, we will notify you within 5 working days of receiving your Building Permit application. 100% Achieved
Building Permits	Builders, owner/builders, architects, draft-persons	Number of building permits issued	696 (10% increase from 1998-1999)	We will issue your Building Permit within 2 working days of receipt of all requested information. 100% Achieved
Private Building Permits	Private building surveyors	Number of permits received from private building surveyors	898 (14% less than in 1998-1999)	

Services Provided	Users of the Service	Usage Indicator	Actual Usage	Service Quality Guarantees
Building Regulation Complaints	Community	Number of complaints	147 (20% increase from 1998-1999)	We will respond to your written complaint within 5 working days of receiving it in our office. 88% Achieved
Property Information Requests (Land Information Certificates)	Solicitors, conveyancing companies	Number of requests	1,487 (7% increase from 1998-1999)	We will process and issue Land Information Certificates within 7 working days of receipt of the application. 100% Achieved
City Projects				
City Improvement Program (CIP)	Other authorities, sporting clubs, welfare groups, community members, councillors and staff	Number of applications	586 (44% increase from 1998-1999)	We will make application forms available at customer service centres and by direct mail to major sporting clubs, welfare groups and community groups. 100% Achieved We will advise the community on the start and finish date for making CIP applications via advertisements in the local newspapers and direct mailing to community groups, welfare groups and sports clubs. 100% Achieved We will acknowledge receipt of an application in writing within 10 working days of receipt. 100% Achieved We will advise all applicants of their application within 20 working days from the date Council approved the CIP projects and budget (normally in July each year) 100% Achieved

Services Provided	Users of the Service	Usage Indicator	Actual Usage	Service Quality Guarantees
City Improvement Program (CIP)	Other authorities, sporting clubs, welfare groups, community members, councillors and staff	Budget allocation to CIP	\$9.57 million (19% increase from 1998-1999)	
Geographic Information Services (GIS)	Council staff, consultants, community members, councillors, real estate agents	Number of requests	350 (56% increase from 1998-1999)	We will respond to your GIS enquiry immediately where possible, but not later than 2 working days. 100% Achieved
		Number of new maps created	29 (16% increase from 1998-1999)	We will prepare and print standard maps within 1 working day where possible but not later than 5 working days from the date of request. 100% Achieved We will prepare and print customised maps as per a date agreed with you. 100% Achieved
Community Safety				
Community Safety audits	Community, residents, schools and community organisations	Number of audits conducted	5 (25% increase from 1998-1999)	We will conduct community safety audits annually for business and community groups if requested. 100% Achieved
Community Safety presentations	Schools, community organisations, community groups, service clubs, business groups, local governments and national organisations	Number of presentations	20 (No change from 1998-1999)	We will conduct safety presentations and workshops in the community on request. A minimum of 2 weeks notice is required. 100% Achieved
Community safety advice	Community, businesses, community organisations, community groups, service clubs, schools, local, State and Federal governments	Number of requests for advice	440 requests (Not reported in 1998-1999)	

Services Provided	Users of the Service	Usage Indicator	Actual Usage	Service Quality Guarantees
Community Safety Program development	Community	Number of programs developed	3 new programs <ul style="list-style-type: none"> • Safe Party Kit • Secure Seniors • Safer Home & Street Audit Program (Increase from 2 new programs in 1998-1999)	
Community Safety documents published	Community, businesses, community organisations, service clubs, schools, local, State and Federal governments	Number published	5 documents published and distributed <ul style="list-style-type: none"> • Graffiti Prevention Booklet • 'Get it off' Graffiti Brochure • Safe Party Kit • Secure Seniors Checklist • Safe Shop Kit (No change from 1998-1999)	We will make copies of all of our Community Safety publications available at our three Customer Service Centres. 100% Achieved
Customer Service				
Operate Service Centres at Dandenong, Springvale and Parkmore	Community, visitors to the city and business	Number of visitors	146,889 (11% less than in 1998-1999)	We will answer 85% of all enquiries at the first point of contact. If we are unable to assist you we will direct you to the person or section best able to help you. 100% Achieved
Call Centre	Community, visitors to the city and business	Number of phone calls	179,546 (5% increase from 1998-1999)	We will answer 97% of telephone calls within 15 seconds. 100% Achieved
City Life				
Year 2000 Celebrations	Community	Projects funded	9 projects. (Not reported in 1998-1999)	

Services Provided	Users of the Service	Usage Indicator	Actual Usage	Service Quality Guarantees
Diversity				
Multilingual telephone line (Council Contact)	Community	Number of Council Contact users	2,649 calls (10% less than in 1998-1999)	
Economic Development Unit				
Support for existing businesses	Local businesses Public sector agencies Regional organisations Business organisations	Number of businesses interviewed by appointment Number of impromptu visits to businesses Number of In-office interviews with businesses Number of visits to Springvale traders Workshops and training programs conducted Referrals to other business services providers	300 (Not reported in 1998-1999) 3,177 (47% increase from 1998-1999) 244 (3% increase from 1998-1999) 2,797 (100% increase from 1998-1999) 19 (171% increase from 1998-1999) 710 (1% increase from 1998-1999)	
Business investment attracted and facilitated (new and existing businesses)	New businesses Investors, real estate agents, developers, Public sector agencies, Regional organisations, and Business organisations	Number of projects facilitated Value of projects facilitated New jobs created, or jobs retained through projects facilitated	26 (10% less than in 1998-1999) \$71.25million (No change from 1998-1999) 260 new job opportunities (60% less than in 1998-1999) 151 jobs retained (36% less than in 1998-1999)	We will offer project management assistance, including fast tracking of development approvals, for all new capital investment projects \$1m and over. 100% Achieved

Services Provided	Users of the Service	Usage Indicator	Actual Usage	Service Quality Guarantees
Information provided to the business community	Businesses, public and private sector organisations and media outlets	<i>GreaterDandy Trader</i> published. <i>Economic Development Review</i> published Promotional displays Media opportunities initiated	4 editions (No change from 1998-1999) 4 editions (No change from 1998-1999) 8 displays (No change from 1998-1999) 27 media briefings (6% increase from 1998-1999)	We will publish and distribute two publications, the <i>Economic Development Review</i> and <i>Greater Dandy Trader</i> , four times yearly. 100% Achieved
Business databases and directories produced	Businesses, public sector agencies and private sector organisations	Database entries maintained Entries confirmed	5,622 (Data base expanded by net of 3 entries) 5,028 (89% of entries confirmed)	At the time of purchase, our databases will contain current and comprehensive information and we will rectify or replace any faulty databases promptly and at no charge 100% Achieved
English Language and Literacy				
Advice and referral	People who wish to improve their English language and/or literacy proficiency	Number of assessment interviews	1,131 (14% increase from 1998-1999)	We will provide you with a referral to an appropriate English language/literacy service that meets your needs. 100% Achieved Where it is not possible to refer you to a service at the interview, we will let you know what progress we have made within 3 working days. 100% Achieved

Services Provided	Users of the Service	Usage Indicator	Actual Usage	Service Quality Guarantees
Open Learning Centres	People who wish to improve their English language and/or literacy proficiency using computer-assisted language learning	Number of hours	15,727 hours (22% increase from 1998-1999)	All clients referred to our Open Learning Centres will be offered the opportunity to attend up to a maximum of 6 hours per week. 100% Achieved
Environmental Health				
Food Sampling	Registered food businesses	Number of food samples taken	533 food samples were taken. (27% more than statutory requirement and 21% increase from 1998-1999)	We will submit a minimum of 400 food samples per annum for analysis. Breaches of food safety standards will be prosecuted 100% Achieved
Complaint investigation	General community	Number of complaints investigated	720 complaints received (47% less than in 1998-1999) 640 (89%) of complaints received responded to within 48 hours (5% improvement from 1998-1999)	We will commence investigation into all complaints within 48 hours of notification and keep you advised of the progress and outcome. 98% Achieved
Food/health inspections	Registered Food Act/Health Act premises	Number of inspections	3,568 inspections carried out (28% less than in 1998-1999, but still in excess of the statutory requirement of one inspection per registered premises annually)	We will inspect all food premises and food vehicles a minimum of once a year. 100% Achieved We will inspect all registered premises a minimum of once a year. 100% Achieved

Services Provided	Users of the Service	Usage Indicator	Actual Usage	Service Quality Guarantees
Immunisation	Adults and children	Number of immunisations and immunisation rate	12,649 vaccinations were administered (50% less than in 1998-1999) Immunisation rate - children under two years of age 76% (1998-1999 immunisation rate 84%)	Public immunisation: We will provide approximately 8 public immunisation sessions per month at a minimum of seven convenient sites across the entire municipality (including a minimum of 12 hours per annum of out of hours service). 100% Achieved School immunisation: We will provide immunisation against Measles, Mumps, Rubella, Diptheria, Tetanus, Polio and Hepatitis B at all 56 schools in the municipality. 100% Achieved
Headlice	School children	Number of children checked and infestation rate	13,151 children checked (36% increase from 1998-1999) 918 (7%) of children infected (1% increase in infection rate from 1998-1999)	
Human Services				
<i>Aged Services</i>				
Adult Day Activity and Support Service (ADASS)	Frail elderly and/or people with a disability	Number of clients offered a minimum of 4.5 hours per week	240 clients (9% increase from 1998-1999)	Each client will be offered one day a week, for a minimum of 4.5 hours at one of our centres. Saturday programs are also available by arrangement. 100% Achieved

Services Provided	Users of the Service	Usage Indicator	Actual Usage	Service Quality Guarantees
Community Aged Care Packages (CACP)	Older people with complex needs, or living at home instead of residential facilities	Number of approved packages	30 (No increase from 1998-1999)	We will negotiate an individual care package program with you, or your representative, that is suitable for your needs. 100% Achieved
<i>Children's Services</i>				
Children's services staff training	Trained early childhood workers	Number of training sessions offered	6 sessions (Not reported in 1998-1999)	The Children's Services team will offer all children's service staff within the City of Greater Dandenong a minimum of two training sessions per year. 100% Achieved
Preschool central enrolment service	Families with 4 year old children	Eligible 4 year old children offered a funded preschool year	All eligible 4 year old children offered a funded place	We will offer your child a place at a pre-school within the City of Greater Dandenong. While we will endeavour to place your child at the preschool of your choice, this may not always be possible. 100% Achieved
Promotion of Early Childhood Programs	All children's services users within the municipality	Number of promotion days	7 promotion days held (Not reported in 1998-1999)	
Integration of children with a disability	Families of children with a disability	Children with a disability offered access to children's services	All targets met as per State and Commonwealth government requirements	

Services Provided	Users of the Service	Usage Indicator	Actual Usage	Service Quality Guarantees
Early Steps				
Key age and development stage checks provided for children at 2 weeks, 8 weeks, 8 months and 18 months	Families residing in the City of Greater Dandenong with children aged 0 to 18 months of age	Percentage of eligible families who bring their children for key ages and stages checked	2 week checks -87% of eligible families (Not reported in 1998-1999) 8 week checks -84% of eligible families (Not reported in 1998-1999) 8 month checks-76% of eligible families (Not reported in 1998-1999) 18 month checks-49% of eligible families (Not reported in 1998-1999)	We will contact you within 10 working days of your child's birth. 100% Achieved We will offer a user-friendly service with a minimum of one home visit and 15 centre visits to assess the health and development of your child from birth until 6 years of age. 100% Achieved
Outreach Service offered to special needs families	Families who reside in the City of Greater Dandenong with children aged 0 to 6 years who have special needs	Number of home visits Percentage of families who reach mutually set goals	1,494 home visits (Not reported in 1998-1999) 72% of families (Not reported in 1998-1999)	Families with special needs will be offered a home visiting service for a maximum of 3 months. 100% Achieved
Advice and support provided to families with children 0 to 6 years of age.	Families residing in the City of Greater Dandenong	Number of consultations provided	24,465 consultations (19% less than in 1998-1999)	We will offer a user-friendly service with a minimum of one home visit and 15 centre visits to assess the health and development of your child from birth until 6 years of age. 100% Achieved
Assistance and support to mothers breastfeeding	Families residing in the City of Greater Dandenong with children aged 0-6 months of age	Number of mothers breastfeeding babies at 3 months and 6 months of age	49% breastfeeding at 3 months (Not reported in 1998-1999) 30% breastfeeding at 6 months (Not reported in 1998-1999)	

Services Provided	Users of the Service	Usage Indicator	Actual Usage	Service Quality Guarantees
Family Support & Counselling				
In-Home Family Support	Families with children aged 0 to 18 years	Number of families receiving in-home support	122 families receiving support (Not reported in 1998-1999)	We will acknowledge your request within three working days. 100% Achieved In discussion with you we will assess your needs and give you a choice of appropriate and available services, provided either by us or through referral to another agency. 100% Achieved
Family Counselling	Families with children aged 0 to 18 years	Number of families receiving counselling	132 families receiving counselling (Not reported in 1998-1999)	We will acknowledge your request within three working days. 100% Achieved In discussion with you we will assess your needs and give you a choice of appropriate and available services, provided either by us or through referral to another agency. 100% Achieved
Parent Support Group	Parents of children aged 0 to 18 years	Participation Rate	Average participation rate 8 members (No change from 1998-1999)	
Parenting Courses	Parents of children aged 0 to 12 years	Number of courses run each year	2 courses (No change from 1998-1999) Average 10 participants per course (No change from 1998-1999)	
General Counselling & Material Aid	Residents and users of service	Number of client contacts	347 client contacts (16% less than in 1998-1999)	

Services Provided	Users of the Service	Usage Indicator	Actual Usage	Service Quality Guarantees
Family Day Care				
Home-based childcare	Families with children aged 0 to 12 years	Number of child care hours used per annum	423,155 hrs per annum (41% increase from 1998-1999)	We will provide you with a referral for child care within 5 working days. 100% Achieved
Trained Care-providers	Families with children aged 0 to 12 years	Number of training opportunities (including First Aid) per annum	15 training opportunities - including First Aid (Not reported in 1998-1999)	We will provide regular training opportunities for Careproviders. All Careproviders will hold a recognised First Aid certificate. 100% Achieved
Monitor, resource & support quality of care	Families with children aged 0 to 12 years	Number of home visits per month	Every Careprovider visited at least once a month - 840 visits per annum (Not reported in 1998-1999)	We will ensure that your Careprovider does not look after more than 4 pre-schoolers at any one time. 100% Achieved We will visit your Careprovider at least once a month. Visits are carefully structured to monitor the quality of care and the well-being of your child within the care environment. 100% Achieved We will assess all Careprovider's homes annually to ensure they meet stringent health and safety standards. 100% Achieved We will be available to Careproviders 24 hours a day should a problem arise. 100% Achieved

Services Provided	Users of the Service	Usage Indicator	Actual Usage	Service Quality Guarantees
Aged Services - Food Services				
Provision of hot, chilled, frozen & diet meals.	Residents who are frail, elderly, and unable to prepare their own meals.	Number of meals delivered to all clients	82,273 meals (No change from 1998-1999)	Your meal will be delivered to your home between 11:00 am and 1:30 pm, Monday to Friday. Weekend and public holiday meals will be delivered prior to the day required. 100% Achieved Hot, chilled or frozen meals will arrive on the agreed days at the agreed location. 100% Achieved
Provision of meals to centre-based clients, Adult Day Care and Senior Citizens	Residents who attend Adult Day Care Centres and Senior Citizens Clubs	Number of meals	3,500 meals (Not reported in 1998-1999)	
Individual meal plan in consultation with clients	Residents who are frail, elderly, and unable to prepare their own meals.	Number of new clients	308 clients (Not reported in 1998-1999)	
Information to all new clients	Residents who are frail, elderly, and unable to prepare their own meals.	Number of new clients	308 clients (Not reported in 1998-1999)	We will supply every new client with a Starter Pack which includes a pamphlet with information on the service; heating instructions for meals; and a menu. 100% Achieved
Aged Services - H L Williams Court				
Residential Care	H L Williams' residents	Occupancy rate	98% (Not reported in 1998-1999)	We will provide all residents with a private room, shared ensuite and access to the gardens. 100% Achieved

Services Provided	Users of the Service	Usage Indicator	Actual Usage	Service Quality Guarantees
Meals Provided to residents in care	H L Williams' residents	Meals provided at convenient time	100% (Not reported in 1998-1999)	We will provide each resident with three meals a day between the following times: 8:15am – 8:45am 12:00pm – 12:30pm 5:00pm – 5:30pm 100% Achieved If a resident is unwell and unable to attend a meal time, but still wants a meal, they are welcome to notify staff who will arrange for a meal to be delivered to their room. 100% Achieved
Access to Health Practitioners	H L Williams' residents	Access to Health Practitioners of choice	100% (Not reported in 1998-1999)	We will ensure that each resident has access to a doctor of his or her choice when required. 100% Achieved
Housekeeping	H L Williams' residents	Number of rooms cleaned	100% (Not reported in 1998-1999)	We will clean all rooms and ensuites at least once a week and more often if required. 100% Achieved
Residents' Forum	Residents and their representatives	Number of forums	7 Forums held (Not reported in 1998-1999)	All residents and their representative will be encouraged to attend the Residents' Forum, which will be held a minimum of once every two months. Dates and times of the forums will be available at least 7 days in advance. 100% Achieved

Services Provided	Users of the Service	Usage Indicator	Actual Usage	Service Quality Guarantees
Aged Services - Home and Community Care				
Home Care – general cleaning tasks, mopping, vacuuming.	Residents who are frail, elderly or have a disability and need assistance to remain independent	Number of clients and service hours provided	1,321 individual clients (Not reported in 1998-1999) 54,510 hours of service provided (Not reported in 1998-1999)	At the time of assessment, a care plan will be developed with you, which will include preferred day and time of service delivery. 100% Achieved
Personal Care – assistance with showering, hygiene & shopping	Residents who are frail, elderly or have a disability (inc. children) and need assistance to remain independent	Number of clients and service hours provided	347 individual clients (Not reported in 1998-1999) 17,850 hours of service provided (Not reported in 1998-1999)	At the time of assessment, a care plan will be developed with you, which will include preferred day and time of service delivery. 100% Achieved
Respite Care – provides carer with the opportunity for social and leisure activities	Carers who need time out from caring for a resident who is elderly, or with a disability (inc. children).	Number of clients and service hours provided	186 individual clients (Not reported in 1998-1999) 7,223 hours of service provided (Not reported in 1998-1999)	At the time of assessment, a care plan will be developed with you, which will include preferred day and time of service delivery. 100% Achieved
Home maintenance – ensure safety of eligible resident through installation of safety aids & other minor maintenance tasks.	Residents who are frail, elderly or have a disability and need assistance to remain independent	Number of clients and service hours provided	972 individual clients (Not reported in 1998-1999) 1,431 hours of service provided (Not reported in 1998-1999)	
Youth Services - Muso Network				
FReeZA / Battle of the Bands Events	Young people 11 to 25 years interested in live music	Number of events delivered per year	8 FReeZA/ Battle of the Bands events (Not reported in 1998-1999)	We will provide ten live alcohol and drug free music events each year. 80% Achieved

Services Provided	Users of the Service	Usage Indicator	Actual Usage	Service Quality Guarantees
Jam nites	Young people between 11 to 25 years interested in live music	Number of events delivered per year	11 events delivered (Not reported in 1998-1999)	
Band rehearsals	Young people between 11 to 25 years interested in band practice	Number of band rehearsals days	Operating at the Venue on average 5 days per week (Not reported in 1998-1999)	
Muso Network Committee	Young people aged 11 to 25 years interested in the live music entertainment industry	Number of Committee meetings	24 meetings held (Not reported in 1998-1999)	
Youth Services - Family Liaison Worker				
Case Management	Young people aged 11 to 16 years involved with YAS Programs	Number of clients	6 young people and their families supported (Not reported in 1998-1999)	
Program delivery	Young people aged 11 to 16 years involved with YAS Programs	Number of programs delivered	3 programs in conjunction with YAS Workers (Not reported in 1998-1999)	
Family Services Directory	Young people and their families	Development of a resource directory	Resource directory developed (Not reported in 1998-1999)	
Youth Services - Youth Activities Services (YAS)				
YAS Programs	Young people between 11 to 16 years who are "at risk" of leaving school	Number of participants in programs, school visits and workshops	10,875 young people engaged (29% increase from 1998-1999)	We will provide at least two programs each term to secondary school aged young people. 100% achieved

Services Provided	Users of the Service	Usage Indicator	Actual Usage	Service Quality Guarantees
Youth Services - Holiday Program				
School Holiday Program	Young people between 11 to 16 years interested in recreational opportunities during School Holidays	Number of young people per day in holiday programs	Average of 13 young people per day (Not reported in 1998-1999)	
QM Magazine	Young people between 11 to 25 years who are interested in Print Media	Maintenance of a Youth Committee and distribution of quarterly magazines	3 editions (Not reported in 1998-1999)	
Youth Services - Danvale				
Danvale Program	To provide recreational programs for young people with disabilities	Number of participants at fortnightly programs for young people with disabilities	An average of 11 young people with disabilities have attended 22 program days provided. (Not reported in 1998-1999)	We will provide a recreational activity once a month for young people with disabilities. 100% Achieved
Youth Services - Youth Outreach Worker				
Youth Outreach Services	Young people aged 11 to 25 years who are at risk, disadvantaged or isolated	Number of clients services in the Springvale Outreach Service (SOS), on Ken's Bus, Home visits, youth centres, schools and other locations away from the office	Service delivered by SCAAB, Southern Health Care Network and other Outreach Service Providers in the municipality. Client figures not available. (13,131 client contacts reported in 1998-1999)	
Aged Services - Senior Citizens Support Program				
Seniors Activities Data base	Community and service providers	Database maintained	Copies distributed monthly (Not reported in 1998-1999)	We will update the seniors activities database every 3 months. Copies are available on request. 100% Achieved
Access to Senior Citizen Centres	Older persons	Attendances	Estimated 9,100 attendances (1% increase on 1998-1999)	

Services Provided	Users of the Service	Usage Indicator	Actual Usage	Service Quality Guarantees
Aged Services - Specialised Community Transport Services				
Older persons with limited transport opportunities	Older persons	Number of people transported	Average of 3,900 – 4,100 people transported per month (Not reported in 1998-1999)	All passengers and groups will be picked up by the agreed time, give or take 15 minutes, unless unforeseen circumstances arise. If the bus will be more than 30 minutes late WE WILL contact you where possible. If the bus becomes unavailable for any reason we will always ensure a replacement bus is provided. 100% Achieved
Accredited Community Transport Service	Community Groups	Achieve accreditation	Achieved (Not reported in 1998-1999)	All buses will be cleaned, refuelled, in a roadworthy condition and with seat belts fitted to all seats. 100% Achieved
Aged Services - Volunteer Program				
Recruitment	Volunteers for ADASS & Food Services	Number of new volunteers	60 new volunteers (Not reported in 1998-1999)	
Training	Volunteers	Number of training sessions offered per year	4 training sessions offered (Not reported in 1998-1999)	We will offer volunteers access to four training sessions throughout the year to improve their skills and experience. 100% Achieved
Recognition	Volunteers	Function/s to acknowledge and recognise volunteers	2 per year (Not reported in 1998-1999)	We will formally acknowledge and recognise the contribution of volunteers at special functions to be held at Christmas and during National Volunteer Week. 100% Achieved
Newsletter	Volunteers	4 newsletters per year	4 distributed (Not reported in 1998-1999)	

Services Provided	Users of the Service	Usage Indicator	Actual Usage	Service Quality Guarantees
Mediation	Volunteers/ADASS / Food Services	Number of requests	Average of 1 per month (Not reported in 1998-1999)	We will mediate between volunteers and staff as required. 100% Achieved
Heritage Hill				
Exhibitions	Residents/ Non-residents	2 exhibitions per year	4 exhibitions held (Not reported in 1998-1999) 1,523 visitors to exhibitions (2% less than in 1998-1999)	We provide a minimum of three new exhibitions per year. 100% Achieved
Tour guide provided for every tour	Primary, secondary and tertiary institutions community, service and special needs groups	Number of bookings	17 bookings (29% less than in 1998-1999)	We will offer a tour guide for every booked visit, (minimum 6 people). 100% Achieved
Educational kits provided for school visitation	Primary, secondary and tertiary institutions	Visitation figures	2 school groups (77% less than in 1998-1999)	We will provide all school groups with a tour guide and education kits. 100% Achieved
Volunteer induction	Residents/ non-residents	Community participation figures	4 volunteer induction sessions (No change from 1998-1999) 17 volunteers (32% less than in 1998-1999)	We will train volunteers who join the Heritage Hill team. 100% Achieved
Gardens hire	Residents/ non-residents	Venue hire	16 wedding photo bookings (11% less than in 1998-1999) 4 wedding ceremony bookings (50% less than in 1998-1999)	We will provide, with two weeks notice, a wedding attendant to ensure exclusivity of venue hire for every wedding ceremony and photographic session booked. 100% Achieved

Services Provided	Users of the Service	Usage Indicator	Actual Usage	Service Quality Guarantees
Access to the collection for research purposes	Residents/ non-residents including: project workers, primary, secondary and tertiary students	Number of requests	12 requests (54% less than in 1998-1999)	We will provide, within two days notice, access to collections including the oral and aural history tape archive, reference library, photograph collection and object collection. 100% Achieved
Information on oral/ local history	Residents/ non-residents	Number of requests	61 requests (60% less than in 1998-1999)	We will provide, within two days notice, access to collections including the oral and aural history tape archive, reference library, photograph collection and object collection. 100% Achieved
Calendar of events	Residents/ non-residents	Calendar produced	Calendar produced for July to December 2000 (Two calendars produced in 1998-1999)	We will provide, upon request, a copy of our current brochures, catalogues, posters or annual calendar of events. 100% Achieved
Heritage Planning				
Protect the Natural and Built Environment; Heritage Sites in the Planning Scheme	Residents; Individuals requesting Planning Permits, Contractors for Council-Owned Buildings	Municipal Heritage Study completed	Draft Heritage Study completed. 77 sites identified. Report submitted, June 2000 (Not reported in 1998-1999)	
Celebrate History and Heritage	Residents	Living Treasures project conducted	11 people honoured July 1999-June 2000 (No change from 1998-1999)	
	Residents, Aboriginal Community organisations; statutory authorities (Aboriginal site protection)	Aboriginal Heritage Study completed	Study commenced but not completed. (Not reported in 1998-1999)	

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Promote History and Heritage	Residents and non-residents	Media stories, including use of Council publications such as <i>2nd City News</i> ; major dailies and local papers Public talks	62 media stories (Not reported in 1998-1999) 11 public talks (Not reported in 1998-1999)	The Heritage Coordinator will provide quarterly updates on heritage projects and programs in Council's community newsletter, <i>2nd City News</i> . 100% Achieved
Productive relationship with the Community	Residents, historical societies, other organisations	Community meetings, services on steering committees for community initiatives, and heritage advice to the community	5 historical society meetings attended (Not reported in 1998-1999)	
Public Health Planning				
Springvale Drug Action Committee facilitation	Members of the Springvale Drug Action Committee	Number of meetings	11 meetings (Not reported in 1998-1999)	
Dandenong Drug Action Committee facilitation	Members of the Dandenong Drug Action Committee	Number of meetings	9 meetings (Not reported in 1998-1999)	
Property Management				
Dandenong Cemetery	Community	Number of burials	15 burials (16% less than in 1998-1999)	
Thomas and Walker Sts. Multideck Carparks	Community	Fees collected	\$156,187 (61% increase from 1998-1999)	
Property disposals and acquisitions	Council	Number of property sales	4 sales completed (61% less than in 1998-1999)	
Dandenong Market/ Oasis Aquatic Centre/ Dandenong Basketball Stadium/ Springers Leisure Centre	Community	Number of visitors	More than 2.5 million (Same estimate as in 1998-1999)	

Services Provided	Users of the Service	Usage Indicator	Actual Usage	Service Quality Guarantees
Library Services				
Libraries - Dandenong, Springvale and Mobile	Residents, students & non-residents	Total Loans	1,490,556 loans (4% increase from 1998-1999)	We will provide you with a listing of your loans when they are issued. 100% Achieved
Opening hours	Residents, students & non-residents	Hours open each week	67 hours per week at each static branch (11% increase from 1998-1999)	We will offer our full range of services when the library is open, but users should be aware that equipment or power failure may have an impact on services. 100% Achieved
Internet	Residents, students & non-residents	Bookings increased by 20%	70% increase from 1998-1999	
Parks and Horticulture				
Community Tree Planting Days	Residents, visitors, council-owned parks	Number of participants	557 participants over 19 days (174% increase from 1998-1999)	In conjunction with other organisations we will undertake at least ten community planting days per year. 100% Achieved
		Number of plants planted	7,700 plants (113% increase from 1998-1999)	
Street Tree Plantings		Number of trees planted	1,100 trees (10% increase from 1998-1999)	Street and park tree planting programs will be carried out between May and September of each year. 100% Achieved

Services Provided	Users of the Service	Usage Indicator	Actual Usage	Service Quality Guarantees
Planning and Physical Services				
<i>Environmental Planning</i>				
Customer Service / Provision of Information	Community and Council	Number of requests for advice provided	243 customer requests (Not reported in 1998-1999)	We will respond to all our customers needs within agreed or required timelines. 97% Achieved
Action Management System (AMS)	Community and Council	Number of AMS requests completed	13 requests (Not reported in 1998-1999)	We will respond to all our customers needs within agreed or required timelines. 100% Achieved
Referrals – Town Planning	Community and Council	Number of referrals completed	107 referrals (Not reported in 1998-1999)	
City Improvement Program (CIP)	Community and Council	Number of projects completed	3 projects (Not reported in 1998-1999)	
		Number of projects proposed	6 projects (Not reported in 1998-1999)	
<i>Flying Squad</i>				
Urgent flood mitigation	Community	Number of reported flooding incidents made safe	14 incidents (Not reported in 1998-1999)	Emergency public hazards will be inspected, 'made safe' or in some cases eliminated within one working day. 100% Achieved
Hazardous damaged signs	Community	Number of hazards repaired	53 repairs completed (Not reported in 1998-1999)	Emergency public hazards will be inspected, 'made safe' or in some cases eliminated within one working day. 100% Achieved
Urgent nature-strip reinstatements	Community	Number of urgent reinstatements	72 reinstatements completed (Not reported in 1998-1999)	

Services Provided	Users of the Service	Usage Indicator	Actual Usage	Service Quality Guarantees
Oil, Glass or Other Spill on Road made safe	Community	Number of spills made safe	137 spills made safe (Not reported in 1998-1999)	Emergency public hazards will be inspected, 'made safe' or in some cases eliminated within one working day. 100% Achieved
Overhanging branches removed	Community	Number of branches removed	87 branches removed (Not reported in 1998-1999)	We will inspect all arboricultural requests relating to Council trees within 10 working days. 100% Achieved
Urgent replacement of missing or damaged Pit Lid	Community	Number of pit lids replaced	221 pit lids replaced (Not reported in 1998-1999)	
Urgent tree or tree branch removal	Community	Number of trees and tree branches removed	1,087 trees or tree branches removed (Not reported in 1998-1999)	
Footpaths				
Damaged Crossings repaired	Community	Number of repairs completed	44 repairs completed (Not reported in 1998-1999)	We will respond to all requests for inspections of vehicular crossings within two working days. 100% Achieved
Damaged Kerb & Channel repaired	Community	Number of repairs completed	89 repairs completed (Not reported in 1998-1999)	We will inspect all footpath and kerb/channel requests lodged in writing or through Council's Action Management System within 10 working days. 100% Achieved
Footpath Reinstatements	Community	Number of repairs completed	381 repairs completed (Not reported in 1998-1999)	We will inspect all footpath and kerb/channel requests lodged in writing or through Council's Action Management System within 10 working days 100% Achieved

Services Provided	Users of the Service	Usage Indicator	Actual Usage	Service Quality Guarantees
Footpaths hazards made safe (falls tripping)	Community	Number of footpaths hazards made safe	413 reported hazards made safe (Not reported in 1998-1999)	Emergency and public hazards will be inspected 'made safe' or in some cases eliminated within 1 working day. 100% Achieved
New Footpath requests referred to CIP	Community	Number of requests completed	16 requests completed (Not reported in 1998-1999)	We will inspect all footpath and kerb/channel requests lodged in writing or through Council's Action Management System within 10 working days. 100% Achieved
Ramp/pram Crossings installed	Community	Number of crossings installed	23 crossings installed (Not reported in 1998-1999)	
Open Space Planning				
Reserves developed	Community	Number of projects completed	16 Open Space Projects completed (Not reported in 1998-1999)	
Bike Paths extended	Community	Length of Bike Path constructed	2 kilometres constructed (No increase from 1998-1999)	
Technical Advice	Community	Number of strategies developed and presented to Council Number of AMS requests completed	3 strategies adopted (Not reported in 1998-1999) 1,017 requests (No increase from 1998-1999)	We will respond to all our customer's needs within agreed or required timelines. 100% Achieved

Services Provided	Users of the Service	Usage Indicator	Actual Usage	Service Quality Guarantees
Street Tree Maintenance				
Service Authority Requests	Service authorities	Advice provided and actioned within specified timeframes	44 requests actioned (Not reported in 1998-1999)	
Tree Inspections	Community	Advice provided and actioned within 10 working days	1,519 inspections completed (Not reported in 1998-1999)	
Street trees or street tree branches removed	Community	Advice provided and actioned within 24hrs	395 requests completed (Not reported in 1998-1999)	Emergency and public hazards will be inspected 'made safe' or in some cases eliminated within 1 working day. 100% Achieved
Street trees inspected	Community	Advice provided and programmed	92 requests completed (Not reported in 1998-1999)	We will inspect all aboriginal requests relating to Council trees within 10 working days. 100% Achieved
Road improvements	Community	Number of improvement projects	41 improvement projects completed (5% increase from 1998-1999)	
Drains	Community	Number of drainage matters investigated	293 investigations completed (legal points of discharge, unit developments, flood levels, flooding) (30% increase from 1998-1999)	
Pedestrian Facilities	Community	Number of footpaths installed	15 new paths installed (150% increase from 1998-1999)	
		Number of new footpath requests investigated	27 requests completed (59% increase from 1998-1999)	

Services Provided	Users of the Service	Usage Indicator	Actual Usage	Service Quality Guarantees
Public Lighting	Community	Number of new lighting schemes and lights installed	14 new lighting schemes installed (Not reported in 1998-1999) 75 new individual lights installed (50% increase from 1998-1999)	
		Number of requests for street lighting investigated	97 requests investigated (94% increase from 1998-1999)	
Engineering Advice	Community, Service Authorities, developers and Council staff	Advice provided	826 community inquiries resolved (Not reported in 1998-1999) 95 service authority enquires processed (32% less than in 1998-1999) 11 subdivisions plans checked (8% less than in 1998-1999)	
Planning Referrals	Statutory planning business unit and developers	Number of referrals and enquiries	761 planning referrals (14% increase from 1998-1999)	
		Subdivision plans checked	153 subdivision plans checked (21% increase from 1998-1999)	
		Easement applications processed	85 easement applications processed (5% increase from 1998-1999)	

Services Provided	Users of the Service	Usage Indicator	Actual Usage	Service Quality Guarantees
Public Affairs				
Community newsletter - 2 nd City News	Residents Businesses	Newsletters distributed	6 distributed – 45,000 properties (25% less than in 1998-1999)	We will produce six 2 nd City News newsletters per year and make available to all households in the municipality. Newsletters will contain information on Council's policies, services and activities as well as community events and resources available to you. 100% Achieved
Council columns in local newspapers	General community	Newspaper columns published	27 published - 3 local papers (No increase from 1998-1999)	To keep you up-to-date with Council and community issues, we will publish 2 nd City News in Brief columns in the three local newspapers – Dandenong and District Journal, Oakleigh Springvale Dandenong Times and the Examiner. 100% Achieved
Media coverage	General community	Media releases distributed	354 to both daily and local media (2% less than in 1998-1999)	As part of our commitment to raise awareness and promote a positive image for Greater Dandenong, we will issue weekly information releases to the media, including local, metropolitan and ethnic press, as well as radio and television outlets as appropriate. 100% Achieved
Production of Annual Report	General community, businesses, other government depts.	Annual Report produced and distributed	Completed	We will produce Council's Annual Report by 30 September each year and make it available to the public upon request. The report details Council's performance for the previous financial year. 100% Achieved

Services Provided	Users of the Service	Usage Indicator	Actual Usage	Service Quality Guarantees
Internet site management	General community	Internet site developed & updated regularly	Completed	We will arrange for Council's Internet site to be updated monthly. 100% Achieved
Completion of new residents' kit	New residents	New residents' kit published	Completed	We will provide New Residents Kits upon request. 100% Achieved
Recreation				
Allocation of sporting reserves and pavilions	Sporting clubs- athletics, baseball, aussie rules, football, rugby, softball, soccer	Number of club applications processed Number of participants	84 applications (9% increase from 1998-1999) 8,466 participants (18% less than in 1998-1999)	We will advertise the availability, hiring conditions and process for the allocation of Council Sporting Grounds and pavilions for the coming season in June and November and allocate 100% of them in August and December, annually. 100% Achieved
Training provided to sporting clubs	Sporting clubs	Number of training sessions Number of participants	4 sessions (Not reported in 1998-1999) 88 participants (66% increase from 1998-1999)	We will hold four public information and training sessions on issues relating to the smooth operation of sporting, leisure or recreation clubs annually which will be promoted through the local press and by written invitation to all sport and recreation clubs in the city. 100% Achieved
Noble Park Heated Swim Centre	Schools, general public, swimming lessons, Dandenong Triathlon Club	Number of patrons	17,865 school children (3% less than in 1998-1999) 49,650 general patrons (4% less than in 1998-1999) Waterslide 248 operating hours	

Services Provided	Users of the Service	Usage Indicator	Actual Usage	Service Quality Guarantees
Residential Amenity				
Community Education	Community and primary schools	Number of information presentations delivered	16 presentations (11% less than in 1998-1999)	We will provide information sessions to local schools and community groups, regarding residential Amenity issues such as animal control, fire prevention and general law enforcement on request. 100% Achieved
Local Laws	Community	Number of customer requests	5,262 requests completed (3% less than in 1998-1999)	If your request involves a threat to a person's health we will commence investigation immediately. 100% Achieved We will respond to all requests immediately where possible but no longer than within 2 working days. 100% Achieved
		Number of compliance notices issued	882 notices issued (13% increase from 1998-1999)	
		Number of derelict vehicles impounded	104 vehicles impounded (160% increase from 1998-1999)	
		Number of permits issued	584 permits issued (20% increase from 1998-1999)	We will issue all approved permits within five working days of the application. 100% Achieved
		Number of offence warnings issued	373 warnings issued (64% less than in 1998-1999)	
		Number of infringements issued	73 infringements issued (10% increase from 1998-1999)	

Services Provided	Users of the Service	Usage Indicator	Actual Usage	Service Quality Guarantees
		Number of court proceedings issued	14 cases prosecuted (12% less than in 1998-1999)	
Animal Control	Community and businesses	Number of requests received	2,769 requests completed (11% increase from 1998-1999)	If your request involves a threat to a person's health we will commence investigation immediately. 100% Achieved We will respond to all requests immediately where possible but no longer than within 2 working days. 100% Achieved
		Number of dogs registered	8,753 dogs registered (20% less than in 1998-1999)	We will send a renewal registration form to every registered pet owner by 10 March of each year. We will also ensure that supplies of registration forms are kept at each of our customer service centres, local pet stores, animal shelters and local vets. 100% Achieved
		Number of cats registered	4,216 cats registered (28% less than in 1998-1999)	We will send a renewal registration form to every registered pet owner by 10 March of each year. We will also ensure that supplies of registration forms are kept at each of our customer service centres, local pet stores, animal shelters and local vets. 100% Achieved
		Number of dogs impounded	470 dogs impounded (136% increase from 1998-1999)	
		Number of cats impounded	238 cats impounded (133% increase from 1998-1999)	

Services Provided	Users of the Service	Usage Indicator	Actual Usage	Service Quality Guarantees
		Number of desexing vouchers issued	126 de-sexing vouchers issued (52% less than in 1998-1999)	
		Number of dogs declared dangerous	0 dogs declared dangerous (100% less than in 1998-1999)	
		Number of offence warnings issued	143 offence warnings issued (85% less than in 1998-1999)	
		Number of infringements issued	197 infringements issued (33% less than in 1998-1999)	
		Number of court proceedings initiated	56 cases prosecuted (61% increase from 1998-1999)	
Parking Control	Community, visitors and businesses	Value of fines issued	\$625,387 in fines issued (39% less than in 1998-1999)	
		Number of infringements issued	15,591 infringements issued (19% less than in 1998-1999)	We will ensure that every appeal against a parking infringement notice will be dealt with fairly and equitably. You will be notified within 6 working days of our decision. 100% Achieved
		Number of offence warnings issued	808 warnings issued (67% less than in 1998-1999)	

Services Provided	Users of the Service	Usage Indicator	Actual Usage	Service Quality Guarantees
		Number of requests received	1,342 requests (41% less than in 1998-1999)	If your request involves a threat to a person's health we will commence investigation immediately. 100% Achieved We will respond to all requests immediately where possible but no longer than within 2 working days. 100% Achieved
Fire Prevention	Community and businesses	Number of properties inspected	784 inspections (47% less than in 1998-1999)	
		Number of hazard notices issued	357 issued (37% less than in 1998-1999)	
		Number of clearance notices complied with	262 compliance (50% less than in 1998-1999)	
		Number of properties cleared by council	267 clearances (621% increase from 1998-1999)	
		Number of prosecutions	0 prosecutions (100% less than in 1998-1999)	
School Crossing Supervision	School-aged children	Number of patrols	1,207 patrols (16% increase from 1998-1999)	
		Number of supervised crossings	90 crossings (3% increase from 1998-1999)	
		Number of accidents at supervised crossings	0 accidents (No increase from 1998-1999)	

Services Provided	Users of the Service	Usage Indicator	Actual Usage	Service Quality Guarantees
Litter Control	Community and business sector	Number of customer requests	443 requests (69% increase from 1998-1999)	
		Number of infringements issued	23 infringements (15% increase from 1998-1999)	
		Number of warnings issued	24 warnings (40% less than in 1998-1999)	
		Number of prosecutions	3 cases prosecuted (No increase from 1998-1999)	
		Number of "Clean-Up" campaigns carried out	1 campaign completed (No increase from 1998-1999)	
Roads and Drains				
Complaints Investigated	Community	Action Management System (AMS) requests received	2,613 requests (37% less than in 1998-1999)	
Drainage Pits inspected and cleaned	Community	Number of pits cleaned	14,342 pits cleaned (33% less than in 1998-1999)	
Potholes repaired	Community	Square metres of bitumen laid	3,558 square metres laid (30% increase from 1998-1999)	We will complete all priority requests for sealed and unsealed roads within two working days. All other work will be completed as part of our regular cyclic program. 100% Achieved
Asphalt edge repairs	Community	Number of repairs	479 repairs (Not reported in 1998-1999)	
Road re-instatements	Community	Square metres repaired	458 square metres repaired (42% less than in 1998-1999)	We will complete all priority requests for sealed and unsealed roads within two working days. All other work will be completed as part of our regular cyclic program. 100% Achieved

Services Provided	Users of the Service	Usage Indicator	Actual Usage	Service Quality Guarantees
Footpath trip ramps installed	Community	Lineal metres installed	766 lineal metres (35% less than in 1998-1999)	
Statutory Planning Services				
Planning applications	Builders, architects, draftpersons, property owners and occupiers	Number of applications received Number of applications processed	803 applications (3% increase from 1998-1999) 688 applications (5% less than in 1998-1999)	We will acknowledge all applications within 2 working days of receipt. 100% Achieved We will request further information, direct advertising or provide other appropriate advice within five working days of receipt of application. 100% Achieved
Subdivision applications	Builders, architects, draftpersons, property owners	Number of applications received	150 applications (17% less than in 1998-1999)	We will acknowledge all applications within 2 working days of receipt. 100% Achieved We will request further information, direct advertising or provide other appropriate advice within five working days of receipt of application. 100% Achieved
Planning regulation complaints	Community	Number of complaints	296 complaints (108% increase from 1998-1999)	We will respond to complaints within five working days, however, most will receive a response within one working day. 100% Achieved

MAJOR CAPITAL WORKS

Civil

Services Provided	Users of the Service	Usage Indicator	Actual Usage	Service Quality Guarantees
Waste Services Domestic garbage collection	Residential households	Number of collections per week	42,404 collections (9% increase from 1998-1999)	We will provide every residential household with access to a green garbage bin and blue recycling bin. 100% Achieved We will offer a weekly garbage collection service to every residential household. 100% Achieved
Domestic recycling collection	Residential households	Number of collections per fortnight Tonnes of recycling collected per annum	38,386 collections (13% less than in 1998-1999) 10,953 tonnes collected (Not reported in 1998-1999)	We will provide every residential household with access to a green garbage bin and blue recycling bin. 100% Achieved We will offer a fortnightly recycling collection service to every residential household. 100% Achieved
Hard waste collection	Residential households	Tonnes of hard waste collected Tonnes of waste recycled	1,354 tonnes collected (Not reported in 1998-1999) 294 tonnes recycled (Not reported in 1998-1999)	We will offer an annual hard waste collection service to every residential household. 100% Achieved
Commercial Waste Collection	Commercial and industrial properties	Number of services per week	2,425 services per week (1,658 customers) (13% less than in 1998-1999)	
Waste Disposal	Residential and commercial services	Tonnes of waste collected per annum	31,228 tonnes collected (7% less than in 1998-1999)	

Project Location	Project Description	Cost
Thomas and Walker Streets, Dandenong	1.Multideck carpark upgrade, includes lighting (both sites) 2.The erection of swipe card operated boom gate facilities at the Walker Street carpark	\$50,000
Vivien Street, South of George Andrews Reserve	Upgrade and improve existing drainage to prevent flooding	\$65,000
Rutherglen Street, Noble Park	Upgrade drainage to Moodemere Street via Arena Square	\$60,000
Goodwood Drive	Upgrade drainage from No's 43/45 to Heatherton Road	\$50,000
Gatcum Court, Noble Park	Upgrade drainage in Court	\$50,000
Corrigan Road, Noble Park/Keysborough	Upgrade drainage from Kingsclere Avenue Stage 1 Design	\$60,000
Corrigan Road	Upgrade drainage from Heatherton Road to Lightwood Road	\$100,000
Dangerfield Drive	Upgrade drainage from Cleary Street to Springvale Road	\$180,000
Oakwood Park opp Joan Court	Install litter trap	\$130,000
Municipal wide	Drainage pit lid replacement program: Industrial area (Gatic lid)	\$65,000
Municipal wide - Works to are identified during the year	Upgrade existing drainage network	\$95,000
Springvale Shopping Centre, Springvale Road Springvale	Upgrade drainage within shopping centre Windsor, Royal to Westall Road sw corner of Springvale shopping centre	\$50,000
Municipal wide program	Footpath renewal program	\$290,000
Lonsdale St,(service road) Dandenong	Reconfigure service road east side, north of Clow St.	\$240,000
Abbotts Road, Taylors Road./Abbotts Road intersection	Service relocation and land acquisition	\$375,402
Palm Plaza, Dandenong	Replace 30 inground uplights under palm trees in stages	\$45,000
Westall Road	Heatherton Road to Centre Road (cost shared)	\$75,000
Balmoral Avenue LATM, Springvale	Continuation of works commenced in 1998	\$75,000
McFees Road/Carlton Rd Area LATM	Stage 1 implementation of traffic management devices	\$80,000
Smith Road Area LATM	Commence installation of traffic management devices Stage 1 Design Stage 2 Construction	\$80,000
Kingsclere Avenue LATM, Keysborough	Stage 3 LATM - install a no. of traffic management devices on roads or at intersections	\$75,000
Cheltenham Road east of Stanley Road, Keysborough	Installation of signalised pedestrian crossing	\$70,000
Lonsdale Street, Dandenong - east side between Clow Street and Foster Street	Remove and replace trees on the east side of Lonsdale Street	\$175,000
Municipal wide / Various : 32 locations (Staged) See description	Neighbourhood Shopping Centre Improvement Program Springvale South Shopping Centre Chandler Shopping Centre Heatherton Road Shops Noble Park east Railway Parade Shopping Centre Menzies Avenue Shopping Centre Ingrid Street Shopping Centre	\$105,000
Douglas Street South side, Noble Park - To complete stage 1- Douglas Street, Buckley to Leonard Avenue, Yr 00/01 Streetscape works - Douglas Street, Frank Street to Buckley Street and Douglas Street, Heatherton Road to Frank Street	To complete Stage (Lighting) - Streetscape works including paving, lighting, bins, seats, tree planting	\$200,000
Springvale Road - between Windsor Avenue and Queens Avenue	Streetscape improvements - Stage 2 - uncludes funding from "Pride of Place"	\$565,000

TOTAL \$3,405,402

Facilities

Municipal wide - pavilions at 13 locations	Upgrade Sports Pavilion kitchens to Health Department standards	\$145,000
Greg Dickson Pavilion, Dandenong Park Reserve, Pultney St, Dandenong	Building reinstatement work	\$55,000
Dandenong Oasis Mills Reserve – Corner Heatherton Road and Cleeland Street, Dandenong.	Building upgrade	\$72,500
Burden Park - Corner Heatherton Road and Olympic Ave, Springvale South	Upgrade and refurbish existing toilets in the Sports Pavilion	\$80,000
Municipal wide cycle maintenance Council buildings	Cyclical Building Maintenance Program	\$484,000
Various locations/municipal wide	Buildings upgrade for disabled access	\$215,000
Springvale and Dandenong computer rooms	CGD Disaster recovery plan for electronic data	\$50,000
Main City offices, plus selected remote offices	PC replacement program	\$180,000
Greater Dandenong Library service	4 year program for the purchase library materials	\$510,000
Springvale City Hall, Springvale Road Springvale	City Hall upgrade	\$50,000
Dandenong CBD	Replacement of parking meters	\$300,000

TOTAL \$2,141,500

Open Space, Environment

Greaves Reserve to Dandenong Creek	Design and construct cycle path. Greaves Reserve to Cheltenham Road approx 400m	\$70,000
Central area of Dandenong on Council-owned land. Site to be determined	Supply and install skate board ramp facility	\$85,000
Various sites municipal wide - Stage 1 1) George Andrews Reserve 2) Wachter Reserve 3) Turner Reserve 4) Barry Powell Reserve 5) Booth Reserve 6) Carroll Reserve	Stage 1 of a 5 year program, supply and install advanced trees at sporting facilities	\$45,000
Dandenong Creek Floodplain - Dandenong	Develop Dandenong Creek floodplain in conjunction with Melbourne Water as per the Dandenong Creek floodplain masterplan	\$200,000
Tirhatuan Park, Dandenong North	Review and implement masterplan additional landscaping works	\$90,000
Municipal wide	Avenue planting along Princes Highway and city gateways 1) Princes Hwy - total length 2) Dandenong Frankston Road - south of Greens Road 3) Springvale Road - south of Cheltenham Road	\$100,000
Edinburgh Reserve, Springvale North	Install new neighbourhood level playground equipment	\$60,000
Keysborough Reserve, Keysborough	Install new neighbourhood level playground equipment	\$60,000
Ross Reserve, Noble Park	Stage 1 reinstatement of athletics track. Stage 2 Installation of drinking fountain	\$200,000

TOTAL \$910,000

MAJOR CAPITAL WORKS

Road Pavement Management Program

Municipal wide	Pavement evaluation program	\$80,000
Eve Court - full length	Road pavement - reconstruction	\$58,000
Langhorne St, Stage 2 : Foster Street to Walker Street	Road pavement - reconstruction	\$200,000
Abbotts Road from Gaine Court to the Railway line	New Works - full road construction	\$356,000
Burden Street - Whitworth Avenue to Glendale Road	Road pavement - reconstruction	\$200,000
Thomas St - Stage 3 of Walker Street to Foster Street - Phillip Avenue - 100 m at each end	Road pavement - reconstruction	\$400,000
Phillip Avenue - 100 m at each end	Road pavement - reconstruction	\$92,000
Phillip Avenue - Remainder of street	Road pavement - reconstruction	\$92,000
Charles Avenue - Edinburgh Street to Smith Street	Road pavement - reconstruction	\$92,000
Charles Avenue - Smith Street to Phillip Street	Road pavement - reconstruction	\$87,000
Clarke Road, Springvale Road to Spring Road	Road pavement - reconstruction	\$460,000
Burden Street - Ericksen Street to Whitworth Avenue	Road pavement - reconstruction	\$161,000
Scott Street	Thomas Street to Lonsdale Street rehabilitation	\$46,500
Kingsclere Avenue, Keysborough	Road pavement - rehabilitate - in Stages as funding allows. 500m - 750m SE of Wahroonga	\$200,000
Hammond Road	Dalgety Street to Heart Street rehabilitation	\$72,500
Wallarano Drive	Buckley Street to Corrigan Road reseal complete length	\$46,000
Greenpatch Road and Holmestead Road, Bangholme	Road pavement - resurfacing	\$69,000

TOTAL \$2,712,000