



Performance
at a Glance

Vibrant Healthy Supported Community

Highlights

- Volunteers provide an invaluable service to the community, supporting a range of Council managed activities. Over the year 252 volunteers gave a significant 27,346 hours of their time.
- A total 1,008,435 people (physically and virtual) visited the Springvale and Dandenong Libraries.
- 3,152 residents were serviced by Home and Community Care.
- Construction commenced on the Springvale Service for Children Centre. The Board of Management for the service was established and the Director for the integrated service appointed. The integrated model of service will include childcare, kindergarten, toy library and Maternal and Child Health and will open in 2010.
- 14,028 immunisations administered to children.
- Council's Maternal and Child Health Service consulted with 23,532 families. 250 parenting groups were held.

Challenges

Caring for our ageing community will require a focus on leisure and accommodation needs of people in retirement, concerns for the isolation that often affect older individuals and finding the right mix of professionals and volunteers to support them.

The Year Ahead

- Complete construction of the Springvale Service for Children, an integrated children's services centre to deliver quality and relevant children and family services.
- Delivery of the Asset Renewal Program for 2009-2010 to ensure the long term sustainability of the city's infrastructure.
- Complete major building works at Springvale Reserve, Warner Reserve and Mills Reserve.
- Adoption and implementation of Council's Community Consultation and Engagement policy.
- Development of a Multicultural Communications Plan.
- Develop Libraries 2020 Strategy to enhance the library service.



Environmentally Active City

Highlights

- Council diverted 48.78% of residential waste from landfill.
- Implemented the Environmental Improvement Strategy annual action plan through the establishment of an inter-directorate management committee ESG (Environmental Sustainability Reference Group). Several themed workshops were conducted to define goals, targets and indicators.
- Brochures for environmentally sensitive design guidelines for residential and non-residential developments completed.
- Council reduced the water usage on sports fields. Total used throughout the year was 109,232 kilolitres (109.2 Megalitres).

Challenges

Creating a sustainable balance between the need for economic growth and protection of the environment needs to be achieved by challenging ourselves, residents and industry to actively find ways to reduce reliance on finite natural resources, create infrastructure that supports clean energy, determine efficient ways to use land and implement changes to reduce pollution, waste and litter.

The Year Ahead

- Environmental sustainability initiatives to minimise residential waste sent to landfill, and minimise water usage on sports grounds.
- Energy saving measures implemented at Council facilities.
- Review and implementation of Litter Action Plan.
- Campaign designed and implemented to reduce rubbish dumping.



Well Planned Liveable City

Highlights

- The Open Space Strategy was adopted. Action plan and costings will now be developed.
- Council adopted the City of Greater Dandenong 2008 Bicycle/Shared Path Network Plan, a guide to future facilities planning and design for cyclists and where appropriate, pedestrians. Consultation was made with Bicycle Victoria and VicRoads to advocate for increased connections in Greater Dandenong, in particular, Council is involved in the Principal Bicycle Network Review.
- Mons Parade Pedestrian Underpass was revitalised with a dynamic coloured mural and new fencing panels. The project was funded by the Department of Transport, Connex and Greater Dandenong Council. The artwork was inspired by workshops held with the local Secondary College students and the local environment.
- Council investigated and developed a closed circuit television (CCTV) trial for Greater Dandenong. It was endorsed by Council and will be implemented from July 2009.

Challenges

The community's need for infrastructure and buildings that have capacity to handle current and future demands requires all levels of government working together to plan and design assets that allow for future growth, develop assets with whole of life costing considered and maintain assets to a safe and presentable standard.

The Year Ahead

- Implementation of trial CCTV monitoring in public places (North Dandenong) to enhance community perceptions of safety.
- Completion of major developments, including the Dandenong Market redevelopment and providing ongoing support for the private Langers development in Springvale.
- Continued support for implementation of the Revitalising Central Dandenong Urban Masterplan.
- Improvement of community and open space facilities, including completion of the Tatterson Park Master Plan and the Warner Reserve Multipurpose Facility.
- A plan prepared and approved for new Libraries and redevelopment of the Council Offices.
- Review the 2008-2011 City Improvement Program and adopt and publish the 2010-2011 program.

Prosperous Dynamic City

Highlights

- Investment in residential, commercial, and industrial properties by building approvals reached \$366,588,323.
- The Census of Land and Employment project collected occupancy and employment data from 1143 businesses in central Dandenong and Noble Park retail and commercial precincts. The project also collected similar data from over 2900 businesses from a number of industrial precincts. The system established from the project will now continue to collect data on a biennial basis for the major commercial and retail activity centres.
- Greater Dandenong's sponsorship of the South East Architectural and Design Excellence Awards was acknowledged by South East Development (Melbourne) ACC as their most successful awards event held to date, with more than 120 attendees at the evening held at McClelland Sculpture Park. More than 100 entries were received across 10 categories, with Connect East receiving the Chairman's Award for their EastLink project. Arco Restaurant in Dandenong was awarded a commendation for 'outstanding sustainable landscape' and Vessels of Light in Dandenong won the 'outstanding social impact' award.
- Conduct a review of Local Laws policy, guidelines and codes of practice as these affect local business.

Challenges

Encourage manufacturing, trades and service industries to re-invent their organisations with new business models that will assist them to address emerging skills shortages and remain relevant and grow in increasingly competitive and challenging global markets.

The Year Ahead

- Implementation of the Economic Development Strategy.
- Improving accessible transport options for residents requiring specialised transport.
- Youth traineeship offered through Youth Services.
- Develop a strategic five year plan for The Drum Theatre.
- Improve management and operational skills of local business by providing relevant knowledge and tools.
- Create a better match of the available labour pool with the current and future employment needs.

Regional Capital of the South-East

Highlights

- A total of 249 dwellings were approved in the Declared Project Area.
- Work continued on the Strategic Marketing & Media Plan. Joint communications protocols for City of Greater Dandenong (CGD) and VicUrban were approved by the CGD/VicUrban Executive Management group. A number of initiatives were undertaken to promote Dandenong. Production of a Grid Map publication for central Dandenong was completed and widely distributed; a Revitalising Central Dandenong update was included in each edition of The City; a number of meetings were held with VicUrban staff to prepare joint communications and promotions for central Dandenong; joint media releases were prepared between council and VicUrban; and planning meetings resulted in the expansion of Dandenong's cultural tours.
- Coxy's Big Break producers visited the city again, this time focusing on Dandenong's Afghan Bazaar precinct, which screened in April along with the Little India feature again.
- A joint advertisement with VicUrban was prepared for Victoria's Official Visitors Guide to further promote the area and the cultural tours. The group is also now working on commissioning research to determine perceptions of Dandenong.

Challenges

Creating positive images and perceptions about Greater Dandenong and inspiring confidence in everyone about how great our city is, will require a marketing focus aimed at minimising potentially damaging press and maximising constructive media coverage. This work will take place in close cooperation with VicUrban staff.

The Year Ahead

- Implementation of Revitalising Central Dandenong strategies relating to commercial revitalisation and residential attraction.
- Reinforcing Council's pivotal role in the partnership to ensure key projects are advanced.
- Strengthen and maximise local manufacturing capacity.



Recognised Leading Organisation

Highlights

- Council was elected in November 2008. The Mayor and Councillors were sworn in at the Annual General Meeting in December 2008.
- The Budget 2009-2010 was adopted by Council on 29 June 2009.
- The Council Plan 2009-2013 was adopted by Council on 29 June 2009 and sent to the Minister by the 30 June 2009 deadline.
- Development of the Community Vision and Plan is underway and due for completion by December 2009.

Challenges

Prioritising the needs and growing demands of our community against the limited resources available will require us to re-design our services to ensure they remain relevant in meeting the changing needs of the community.

The Year Ahead

- Implementation of the newly adopted Organisational Development Strategy to improve the professional capacity and culture of the Council.
- Completion and publishing of the Greater Dandenong Community Plan.
- Maintaining high standards of customer service responsiveness.
- Implementation of the Electronic Document and Records Management System.
- Review the Long Term Financial Strategy.

