

Performance Highlights



Lonsdale Street, Dandenong redevelopment saw the installation of significantly improved lighting for the street's length. High efficiency lights are now lighting the carriageways, service lanes and footpaths.

A City Planned for the Future

Highlights

- Construction of the Noble Park "More than just a pool" Swim Centre Project commenced on 25 October 2010. Achievements throughout the year include the completion of 50 meter pool concrete shell; the main administration building has been erected; the warm water program pool has commenced construction and the kiosk and change rooms demolished.
- Greater Dandenong in partnership with Savills successfully completed the construction of the Dandenong Market Redevelopment. It was officially opened on Saturday 4 June 2011 by the Mayor, Councillor Roz Blades. A range of multicultural entertainment, performances and cooking demonstrations were held. Coupled with this was the completed new branding, signage, and an official opening plaque.
- The Springvale Service for Children was completed and is now operational. Community Development Minister Lily D'Ambrosio joined Councillor Jim Memeti and guests to officially launch the centre. The \$7.7 million integrated early years project includes a kindergarten, childcare facilities, toy library, maternal and child health and community-based services for children and families. Council contributed \$7.2 million towards the project and an additional \$500,000 was funded by the Victorian State Government.

- Completion of the 'number 8' multi-level car park in Balmoral Avenue, Springvale. The car park was operational throughout the year and has 538 car spaces over 7 levels. The development included four new buildings and a town square.
- Revitalising Central Dandenong Urban Masterplan has achieved numerous milestones including; the completion of the Lonsdale Street Upgrade Project, the planting of 220 Pin Oak trees along Lonsdale Street and the completion of the George Street Bridge in Dandenong, named Stockmans Bridge.

Challenges

Working together with the community to create the 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

- Commencing project development of the new Municipal Building.
- Noble Park "More than just a pool" Swim Centre completed and operational.
- Implementation of the Asset Renewal Program to ensure the long term sustainability of the city's infrastructure.



\$20 million transformation of Lonsdale Street, Dandenong has been completed.

A Thriving and Creative City

Highlights

- The Drum Theatre celebrated its fifth theatre season in 2011, which saw 59,436 people attend performances and events. This amounts to a 25% increase (11,976 guests) on the previous year.
- Council provided a total of 20,414 passengers with specialised transport throughout the year. This door-to-door service provides an invaluable opportunity to people who otherwise may not be able to leave their homes.
- Investment in residential, commercial, and industrial properties on building approvals totalled \$695,633,861. This consisted of 442 commercial/industrial building permits being issued at a total of \$502,847,845 and 1,291 residential permits being issued at a total of \$192,786,016.

The Specialised Community Bus provides door-to-door service to people who otherwise may not have the opportunity to leave their homes. Council provided a total of 20,414 passengers with specialised transport throughout the year.

Challenges

Creating a place where people of all ages and backgrounds can reach their potential, gain the skills and education they need for success in life, and be part of a prosperous economy where trade, manufacturing and business activity flourishes.

The Year Ahead

- Monitoring of building and developments throughout the year.
- \$300 million invested in residential, commercial, and industrial properties within the City.
- Increase residential development in Central Dandenong.
- Implementation of the Economic Development Strategy.
- Implementation of Cultural Strategy and Cultural Diversity Strategy.
- Implementation of an Indigenous Development Program.
- Strengthening council's engagement with schools and educational institutions.



A Healthy Community and Environment

Highlights

- The number of hours of services for Home and Community Care totalled 134,164 hours comprising of home care; personal care; respite and home maintenance services.
- The Warner Reserve Community Facility project was completed in June 2011 within budget. It was officially opened by the Mayor, Cr. Roz Blades on Saturday 18 June 2011 and was attended by invited guests and local residents.
- The Health and Wellbeing Plan (MPHP) was endorsed by Council on 13 September 2010. It was publicly launched in November 2010. A staged Action Plan has been developed as part of the adopted document. Monitoring will occur yearly with the first review scheduled to be finalised in October 2011.
- Council conducted 319 audits on commercial and industrial buildings to ensure Essential Services Compliance was adhered to.
- A total of 14,452 immunisation services were conducted throughout the year.
- Council received 758 requests for removal of graffiti from council property.
- Residential waste diversion from landfill totalled 52.42%.

The Year Ahead

- Delivery of Home and Community Care services to residents in line with growth in the elderly population.
- Implementation of two year pilot CCTV monitoring in public places (North Dandenong) to enhance community perceptions of safety.
- Monitoring compliance of Food Businesses operating in the municipality.
- Providing immunisation services to the community.
- Planting 1,500 new street trees to improve the appearance of City streets
- Rapid response removal of reported graffiti from Council property to ensure the good appearance of public places.
- Environmental sustainability initiatives to minimise residential waste sent to landfill
- Minimise water usage on sports grounds.
- Development of the Leisure Strategy and Soccer Plan.
- Continued environmental and waste education programs for schools and the community.
- Ongoing implementation of Council's campaign to reduce rubbish dumping.

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.



\$2.4 million was spent on the redevelopment of Warner Reserve Community Facility. The state-of-the-art facility is a cleverly designed multi-use building for the community.

A City of Respect

Highlights

- Volunteers provide an invaluable service to the community, through a range of Council managed activities. Over the year volunteers gave a significant contribution, totalling 20,544 funded hours for the year.
- A range of support programs and services have been developed by Youth Services; including: free individual counselling for young people; family counselling; young male offenders program; young mums group; girls unlimited - an 8 week program; and Heads Up, a program for young people who have a parent with a mental illness.
- The number of visits in person or via the web to our library service totaled 1,020,281 visits.

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.

City of Greater Dandenong celebrated National Youth Week from 1 to 10 April 2011. The week celebrated the achievements of young people aged 12 to 25, aimed at providing opportunities for young people to share ideas, showcase talents, have their voices heard on issues of concern and celebrate young people's contribution to the community.

The Year Ahead

- Strengthening of volunteerism in the community.
- Encourage and increase library visits through physical and virtual visits.
- Support provided to families and children through early intervention, prevention, education, information and counselling services.
- Develop and implement the Libraries 2020 Strategy.
- Expand the Library Outreach Programs and Services to the community.



Volunteers providing social interaction and friendship by delivering food services to our residents who find it difficult to get out of the house.

A Leading Council

Highlights

- Council managed 2,961 external bookings at which 264,380 guests attended functions within our halls or meeting rooms. Additionally, 5,741 internal bookings were managed at which 62,544 staff attended.
- Calls managed by Customer Service and the Call Centre totalled 125,265 for the year.
- Council conducted nine (9) Citizenship Ceremonies throughout the year at which 1,252 attendees received their certificate.
- Risk Management Strategy reviewed by the Risk Management Steering Committee and adopted.
- Recruitment Policy review finalised and changes adopted by Staff Consultative Committee.

Challenges

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

The Year Ahead

- Installation and implementation of the Legislative Compliance Software.
- Conduct Citizenship Ceremonies and record the number of residents gaining citizenship.
- Adopt the Long Term Financial Strategy.
- Manage the implementation, collection of data and reporting on the New Essential Services Commission Service Indicators for local government.
- Maintain high standards of customer service responsiveness at Service Centres and Call Centres.
- Maintain records of the number of external hall bookings and the number of guests.
- Progress the implementation of actions and initiatives contained in the Organisational Development Strategy to improve the professional capacity and culture of the Council.
- Develop a Communications Strategy.

Hundreds of people commemorated Australia Day by becoming Australian citizens at the City's annual Australia Day celebrations. In addition to the Citizenship ceremony, a number of events were held, including presentation of the 2011 Australia Day Awards, flag raising ceremony, free sausage sizzle, children's activities and various entertainment.

