

OUR PERFORMANCE IN 1997/98

Range of Services Provided and their Usage

SERVICES PROVIDED	TYPICAL USERS	INDICATOR	USAGE
Building Control Services			
Building Applications	Builders, owner/builders, architects, draftpersons,	No. of applications received	625 received
Building Permits	Builders, owner/builders, architects, draftpersons,	No. of permits issued	479 issued
Building Inspections	Builders, owner/builders	No. of inspections conducted	232 inspections
Private Building Surveyor Building Permits	Private building surveyors (PBS)	No. of permits lodged	1058 PBS permits lodged
Siting/Easement Dispensation	Builders, owner/builders, architects, draftpersons,	No. of dispensations decided	139 decided
Plan Copies Searched	Builders, owner/builders, architects, draftpersons,	No. of plans searched	288 searched
Property Information Requests (sect. 32 Sale of Land Act)	Solicitors, conveyancing companies	No. of requests	2326 requests answered
Formal Building Regulation Complaints	General community	No. of complaints	182 complaints investigated
Emergency Response	Emergency services, general community	No. of callouts	8 callouts
Community Safety Information	General community	Community information documents produced	Pool Safety and Residential Smoke Alarm Brochures available from Customer Service Centres
City Projects			
Geographic Information Services	Council business units, consultants, residents, real estate agents	No. of GIS users No. of customer requests No. of new maps	35 staff 120 customer requests 15 new maps created
City Improvement Program	Other authorities, staff, residents	No. of projects Budget	118 applications evaluated \$6.7 million

SERVICES PROVIDED	TYPICAL USERS	INDICATOR	USAGE
Community Safety			
Community Safety Audit facilitation	Residents, schools, community organisations, community groups	Safety audits completed	6 audits
Community Safety Presentations	Schools, community organisations, community groups, service clubs, business groups	No. of presentations	25 presentations
Program Development	Greater Dandenong Community Safety Committee, older residents	No. of programs	Secure Seniors program developed and launched
Strategy Reviews	Greater Dandenong Community Safety Committee, general community, State and Federal governments	Reviews documented	2 strategies reviewed and documented
Community Safety Documents published	Greater Dandenong's residents, businesses, community organisations, community groups, service clubs, schools, local, State and Federal governments	No. of documents	5 major documents published and distributed
Greater Dandenong Community Safety Committee facilitation	Members of the Greater Dandenong Community Safety Committee	No. of meetings	12 meetings
Springvale Drug Action Committee facilitation	Members of the Springvale Drug Action Committee	No. of meetings	12 meetings
Customer Service			
3 Service Centres Dandenong Springvale Parkmore	General community, visitors to the City, businesses	No. of visitors	126,183
Phone Call Centre	General community, visitors to the City, businesses	No. of phone calls	143,360

SERVICES PROVIDED	TYPICAL USERS	INDICATOR	USAGE
Economic Development			
Assistance to existing Manufacturers	Local business community, public sector agencies, community business organisations	Detailed customer interactions	410
		Proactive visits	42
		Matchups (local firms new opportunities)	16
		New job opportunities/jobs retained	16/120
Assistance to retail businesses	Local business community, public sector agencies, community business organisations	Detailed customer interactions	32
		Proactive visits	180
		Provision of StreetLIFE reports	4
		Retail training programs	15
Retention of major business	Local business community, business organisations, employees	Examples of businesses and benefits:	
		General Motors Holden, value/no of jobs	\$30m/350 jobs
		Lanark Spas, value/no of jobs	\$2m/65 jobs
		Aust. Die Castings, value/no of jobs	\$1m/10 jobs
Business investment attracted and facilitated	Business community, public sector agencies, investors, developers and real estate agents	New projects committed/value	20/\$169.4m
		Projects fast-tracked	13
		New job opportunities/Jobs retained	299/666
		(Examples include Aust. Aluminium Finishing, Minister Carpet Site, Nitto-Denko, Villante Investments, Camec	
Business referrals	Business community, public sector agencies, private sector organisations, community business organisations	Referrals to other service providers	148

SERVICES PROVIDED	TYPICAL USERS	INDICATOR	USAGE
Promotion and marketing	Business community, public and private sector organisations	Editions of <i>Greater Dandy Trader/ED News</i> Promotional displays Media opportunities initiated Seminars/workshops	4/2 4 38 11
Import Replacement Expo	Business community, public and private sector organisations	No. of attendees Value of orders taken Value of further potential orders	1,000 \$2.6m \$8.2m
Clean-Up Springvale Campaign	General community, business community, local traders, local residents, shoppers	Provision of training for retailers	Target: 6 training programs. 15 actually conducted
Business databases and directories	Business community, public sector agencies, private sector organisations	No. of directories/databases sold Value of directories/databases sold	117/28 \$3,195/\$7,500

Environmental Health

Food sampling	Businesses	Number of food samples	546 food samples were taken, 118 or 21.6% of these samples failed to comply with the prescribed standard, which resulted in 4 prosecutions and 1,490 food items being seized
Complaint investigation	General community	Number of complaints responded to	1,150 were responded to within 48 hours of notification. Complaint investigation accounted for 1,457 man hours

SERVICES PROVIDED	TYPICAL USERS	INDICATOR	USAGE
Food/health premises inspections	Businesses	Number of inspections	4,707 inspections were carried out, 2,455 notices were issued of which 492 non-complying premises resulted in 9 prosecutions
Immunisation	Adults and children	Number of immunisations and immunisation rates	16,292 vaccines were administered with a current immunisation rate for children due at 18 months of 78 %
Headlice	School children	Number of children checked and infestation rate	9,763 children checked, with an average infestation rate of 6.5%
Diabetic sharps containers	Diabetics	Number of containers distributed	1,390 containers

Facility Management

Property and Enterprise Management:

General community

Dandenong Cemetery		Cemetery - No. of burials	26
Multideck carparks		Carparks - Fees collected	\$95,000 approx.
Municipal Saleyards		Saleyards - No. of cattle sold	127,184
Building maintenance: All Council owned buildings	Internal Council business units, community groups	No. of maintenance jobs completed % of jobs due to vandalism	Av. 150/month 17.96%
Halls and meeting rooms hire	General community	No. of hall bookings	1,404
Property Disposals and Acquisitions	Council	No. of property sales	7

SERVICES PROVIDED	TYPICAL USERS	INDICATOR	USAGE
Contract management: - Dandenong Produce Market - Oasis Aquatic Centre - Springers Leisure Centre	General community	No. of visitors	More than 2.5 million
Shared Cost Fencing	Residents	No. of fencing jobs completed	101
Graffiti Control Program	General community, shopkeepers and traders	No. of graffiti removal jobs	1,079
Capital Works Project Management	Council, community groups	No. of projects completed Value of projects completed	9 \$395,850
Human Services			
AUDA HOUSE Auda House Residential Care Unit	Disabled persons	6 people with disabilities living in the community	100% Occupancy
COMMUNITY BUS Community Bus service to residents and groups with a door-to-door service.	Frail elderly and/or people with a disability	No. of hours	Door-to-door service is approx. 7.5 hours per weekday.
Hire Buses	Community clubs and groups	% productivity	Hire buses are out 80% - 90% of the time all year round.
YOUTH SERVICES			
Youth Activities Services	Young people aged 11-16 yrs who are at risk of leaving school	Number of participants in programs, school visits and workshops	8,460 young people
Youth Outreach Services	Young people aged 11-25 yrs who are at risk, disadvantaged or isolated	No. of clients serviced in the Springvale Outreach Service, on Ken's Bus, home visits, youth centres, schools and other locations away from the office	13,131 young people and their families

SERVICES PROVIDED	TYPICAL USERS	INDICATOR	USAGE
Muso Network	Young people aged 11-25 yrs who are interested in the live entertainment industry	Participation rate in the committee of management, Jam , Nights "FREEZA" events and other special activities	5,844 young people per year
School Holiday Program	Young people aged 11-16 yrs who are interested in participating in recreational activities	Participation rate in the school holiday activities.	500 young people per year
Danvale	Young people aged 13-25 yrs with a disability who take part in recreational activities	Number of participants in the fortnightly program	15 young people per fortnight
Centre-Based Assistance	Young people aged 11-25 yrs and their families requiring information, support, assistance and referral	Number of young people and their families accessing the service	20,880 young people and their families
FAMILY SUPPORT & COUNSELLING			
In-Home Support	Families with children aged 0-18 yrs	Service hours provided	2,612 compared with Dept. Human Services (DHS) target of 1,687 hours
Family Counselling	As above	As above	743 compared with DHS target of 655 hours.
Parent Support Group	Parents of children aged 0-18 yrs	Participation rate	8 group members on average. Service hours included in above
Parenting courses	Parents of children aged 0-18 yrs	No. of courses Participation rate	2 courses per annum 10 participants on average
General counselling and Material Aid	Residents	Referral acceptance rate	415 client contacts

SERVICES PROVIDED	TYPICAL USERS	INDICATOR	USAGE
COMMUNITY AGED CARE PACKAGES Community Aged Care Packages	Older people with complex needs, often living at home instead of residential facilities	Approved packages	30
FAMILY DAY CARE Child care in the homes of registered Family Day Care providers	Children aged 0 - 12 years	No. of hours of service provided	300,000 hrs
H L WILLIAMS Aged Hostel	Frail elderly	No. of residents	50 (100% occupancy)
ADULT DAY ACTIVITY AND SUPPORT SERVICE (ADASS) A multicultural support service	Frail elderly, people with disabilities	No. of users	200
HOME AND COMMUNITY CARE	Frail elderly, people with disabilities	No. of users No. of delivery hours	1,100 70,000 hours
VOLUNTEER PROGRAM	Frail elderly, people with disabilities	No. of volunteers No. of users	150 1,266
MATERNAL AND CHILD HEALTH	Families with children aged 0-6 years	No. of consultations provided No of New Mothers groups conducted	35,029 47
CHILDRENS SERVICES Pre-school field officer	Families with children aged 4 with special needs, pre-school service staff	No. of children visited	70 (Nov. - June)
Children's Services Resource & Development	Families with children with special needs, staff in children's service centres	75% of staff time in direct service	100% achieved
Pre-school enrolment service	Pre-school aged children	No. of contacts	2,270 pre-school enrolments processed. 80 children placed from waiting list
FOOD SERVICES Meal On Wheels	Aged and disabled people	No. of clients No. of meals	1,066 82,500

SERVICES PROVIDED	TYPICAL USERS	INDICATOR	USAGE
Library, Art & Recreation			
Arts Directory	Residents and arts community	No of copies distributed	860
Short Story Competition	National general population	Total number of entries	1,361
Public Art Projects	Residents and arts community	Number of projects developed	2
Artalk Newsletter	Residents and arts community	Number of copies distributed	4,000
Dandenong Community Arts Centre	Residents and arts community	Total number of visitors	24,785
Walker St Gallery	Residents and arts community	Total number of visitors	3,672
ENGLISH LANGUAGE & LITERACY			
Advice and Referral service	People who wish to improve their English language and/or literacy proficiency	No of assessment interviews	824
Open Learning Centres	People who wish to improve their English language and/or literacy proficiency using Computer Assisted Language Learning (CALL)	No of people accessing Open Learning Centres	1,369
HERITAGE HILL			
Minimum of 4 new exhibitions	Residents, non-residents	Visitation figures	1,637 (increase of 13% on last financial year)
Tour guide provided for every booked tour	Primary, secondary and tertiary institutions, community, service and special needs groups	Visitation figures	32 booked tours
Educational kits provided for school visitation	Primary, secondary and tertiary institutions	Visitation figures	13 school groups
Four volunteer induction workshops	Residents, non-residents, students	Community participation figures	4 volunteer workshops 40 Friends of Heritage Hill 23 Volunteers

SERVICES PROVIDED	TYPICAL USERS	INDICATOR	USAGE
Picturesque gardens for hire.	Residents, non-residents	Venue hire figures	26 wedding photography sessions 6 wedding ceremonies
Access to the collections for research purposes	Residents, non-residents including: project workers primary, secondary and tertiary students	Number of requests for access to collections	25
Information of oral/local history	Residents, non-residents	Number of requests for information	150
Hire of travelling exhibitions	Museums, shopping centres, educational institutions	Number of exhibitions hired	2
Outreach activities to the community through a program published in the calendar of events	Residents, non-residents	Visitation figures	2 calendars p.a. 1,637 visitors
LIBRARIES			
Dandenong Library & Information Service	Residents, students, non-residents	Total loans	591,730 (5.41% decrease on previous year)
Springvale Library & Information Service	Residents, students, non-residents	Total loans	654,879 (6.88% decrease on previous year)
Greater Dandenong Mobile Library	Residents, students, non-residents	Total loans	69,095 (8.02% decrease on previous year)
RECREATION			
Noble Park Swim Centre	General public, schools, swimming squads, Dandenong Triathlon Club	Patronage	53,058 total people 18,970 school students
		Average no. of users per hour	26
Sporting grounds, reserves and pavilions	General public	No. of sporting clubs No. of facilities No. of participants	77 68 4,940 (summer) 5,451 (winter)

SERVICES PROVIDED	TYPICAL USERS	INDICATOR	USAGE
Planning and Physical Services			
OPEN SPACE PLANNING			
Reserves	General community	No. of plans developed	1 Playground Hierarchy completed 1 Landscape plan completed 1 Open Space study completed 3 development proposals completed
Bike Paths	General community	No. of plans developed	1 information map prepared 3 bike linkages completed 1 bike path section upgrade completed
Technical Advice	General community, staff, authorities, Council	No. of requests No. of reports to Council	793 requests handled 18 reports to Council
INFRASTRUCTURE PLANNING			
Roads	General community	No. of projects	25 roads treated 60 roads investigated
Drains	General community	Drains investigated	200 areas investigated (legal points of discharge, unit developments, flood levels, flooding)
Pedestrian facilities	General community	Routes investigated No. of new paths	20 routes investigated (missing sections, upgrade programs) 4 new paths installed
Public lighting	General community	Issues handled	75 matters handled (individual lights, lighting schemes)

SERVICES PROVIDED	TYPICAL USERS	INDICATOR	USAGE
Technical advice	Service Authorities, developers, Council staff	Advice provided	400 Town Planning application comments, 120 subdivision comments, 70 easement applications processed
Internal referrals	Council business units	No. of enquiries	110 Service Authorities enquiries 7 subdivision plans checked

Public Affairs

Community Information Program	Greater Dandenong residents, general community, staff	No. of <i>CommUnity</i> newsletters Distribution Production of <i>Community Directory</i> Production of budget brochure Production of <i>Council's Speakers</i> booklet Production of student information kit Production of <i>Greater Dandenong, Greater Opportunities</i> promotional brochure Voice-over of 2 corporate videos No. of <i>Council Connection</i> columns in three local papers Attendance by press at Council meetings and media briefings No. of press releases supplied to media Production of one hour program on community radio	11 published 48,000 per issue completed completed completed completed completed completed completed completed Fortnightly 2 press reps per meeting average of 24 per month Conducted bi-monthly
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SERVICES PROVIDED	TYPICAL USERS	INDICATOR	USAGE
Residential Amenity			
Community education	General community, primary schools	Information presentations delivered,	22
		community consultations	7
Local Laws	General community	Customer requests	3,252
		Compliance notices issued	494
		Derelict vehicles impounded	32
		Permits issued	486
		Offence warnings	2,464
		Infringements issued	409
		Court prosecutions	23
Animal control	General community	Customer requests	2,513
		Dog registrations	10,589
		Cat registrations	5,867
		Dogs impounded	459
		Cats impounded	161
		De-sexing vouchers issued	190
		Dogs declared as dangerous	11
		Offence warnings	752
		Infringements issued	285
		Court prosecutions	76
Parking control	Visitors to the CBD	Fees collected	\$460,562
		Infringements issued	17,321
		Offence warnings given	4,049
		Customer requests	1,124
Fire prevention	General community	Properties inspected for hazards	2,620
		Hazard clearance notices issued	717
		Clearance notices complied with	20
		Properties cleared by Council	73
		No. of prosecutions	3

SERVICES PROVIDED	TYPICAL USERS	INDICATOR	USAGE
School crossing supervision	School aged children	Visits by Residential Amenity Officers	717
		Supervised crossings	85
		Crossing supervisors	90
		Crossings receiving VicRoads subsidy	83
		Accidents at supervised crossings	nil
Litter Control	General community	Investigations	98
		Infringements issued	21
		Offence warnings given	77
Town Planning			
Town Planning	Builders/developers, consultants, solicitors, property owners/occupiers	Revenue collected	\$740,082
		Planning applications processed	707
		Subdivision certifications processed	134
		Complaints actioned	186
Urban Planning			
Preparation of new Greater Dandenong Planning Scheme	General community, developers, external authorities	Number of public submissions received	85 submissions received
		Attendance at public meetings	30 submitters to Panel hearing
Preparation of new "Green Wedge" planning policies	Council, local landowners, developers, other councils, State Government	Number of public submissions received	6 written submissions
		Attendance at public meetings	60 attendees at public meetings
Greater Dandenong Heritage Study	Council Department of Infrastructure, general community, developers	Heritage items preserved Inclusion in Planning Scheme schedule	400 properties listed 90 properties noted for further study

SERVICES PROVIDED	TYPICAL USERS	INDICATOR	USAGE
Urban Design Strategy	Council Administrative Appeals Tribunal, general community, developers	Participation level at focus groups discussions	70 attendees at focus group meetings 6 multicultural focus groups conducted
Dandenong Facade Improvement Programme	Private landowners	Success in winning State Government grants	Three projects undertaken with grants
Springvale retail precinct studies	Council, landowners, Administrative Appeals Tribunal, developers, general community	Participation in shopper/operator surveys	400 shoppers/owners interviewed
Urban designs prepared	Council, developers	No. of designs prepared	11 designs prepared
Technical advice and assistance	Council, landowners, developers, general community	No. of Planning Scheme Amendments processed No. of public meetings No. of Council reports	8 amendments finalised 4 public meetings held 26 Council reports
Waste Services			
Garbage collection	Residential households	No. of households	44,000 households
Recycling collection	Residential households	No. of households	44,000 households
Hard waste collection	Residential households	No. of households	44,000 households
Commercial waste collection	Commercial and industrial businesses	No. of commercial/industrial businesses using the service	1,600