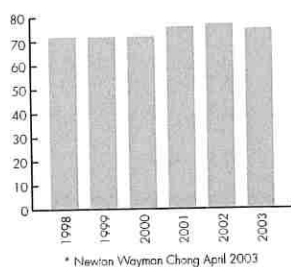


Performance at a Glance

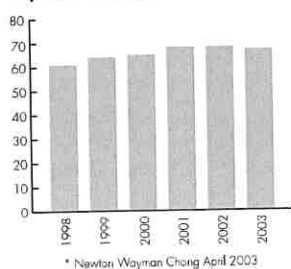
People Focused Customer Service

We will provide services that reflect your needs and preferences.

Community Satisfaction Rating for Customer Contact (%)



Community Satisfaction for Advocacy and Community Representation (%)



Highlights

- 23,654 requests were received with 91% completed within our agreed standard.
- 159,833 calls were received at the call centre, 95% of which were answered within 15 seconds.
- 5,663 items of correspondence received requiring action by council staff within 10 working days, 92% responded to within that timeframe.
- 161 new volunteers registered and trained comprising 28 Adult Day Care, 26 HL Williams Court, 3 Secure Seniors, 4 Child Safety, 99 Meals on Wheels and 1 Proud to Participate.
- 1,863 clients received 87,068 hours of HACC services compared to a target of 84,772 for the year, up 3%. Hours of care provided:
 - 49,235 Home Care hours (target 47,646, up 3%)
 - 26,615 Personal Care hours (target 26,083, up 2%)
 - 9,524 Respite Care hours (target 9,438, up 1%)
 - 1,694 Property Maintenance hours (target 1,605, up 6%)
- 82,704 Meals on Wheels delivered compared to a target of 81,996, up 1%.
- 1,870 new parents were contacted within 10 days of their baby's birth, up 10%. 21,487 consultations with new parents completed, up 2.5%.
- 12,050 immunisations administered, up 46%.
- 560 food samples taken including 175 with other authorities.
- 3,606 inspections undertaken of food premises and food vehicles, an average of 300 per month.
- 875,351 visits to libraries (Springvale, Dandenong and the mobile unit).
- 1,246,287 items borrowed from the libraries.
- 26,095 new items added to the libraries (2,175 items per month).
- 75,052 hours accessed at the libraries.

Challenges and Disappointments

The continuing high demand for services for older persons is reflected in council's 2002-2003 results. Managing waiting lists for these services, particularly for essential home maintenance tasks was disheartening to staff who would like to be able to meet all service demands.

The implementation of a new customer relationship management system mid-way through 2002-2003 highlighted the need for council to continuously review published service standards and for these to be reviewed against the resources available.

Considerable resources were committed to preparing submissions to Commonwealth and State Government for additional funds in human services areas with limited success. Resources for services to older persons, children and youth remain under stress.

Future Directions

A comprehensive review of service standards is required across the organisation in 2003-2004 to ensure service quality guarantees continue to be met.

Advocacy for increased resources from Commonwealth and State Government for services to older persons, families, children and youth are essential in 2003-2004. More thought for analysis and background material is required to support applications.

Planning for a Better Future

We will ensure your city is one in which planned growth and diversified employment growth provide an attractive, efficient, productive and healthy environment with a high quality of life.

Highlights

- Planning Scheme Amendment proposing a heritage overlay adopted and approved.
- Municipal Strategic Statement (MSS) and Local Planning Policy Frameworks reviewed and agreed to by the Minister for Planning.
- Lyndhurst Precinct Strategic Review; including rural and agricultural land use, completed and action to amend Planning Scheme initiated.
- Building permits for investment in residential, commercial and industrial properties issued with an estimated value of \$289 million (average \$24 million per month), up 80%.
- Taking into account plant, equipment and other costs associated with this level of investment, close to \$1 billion has been invested in the industrial sector over the last two years.
- It is estimated that between 1,000 and 1,200 new jobs were created in the city as a direct result of new investment in the past year.
- Average turn around time for delegated planning approvals reduced to 39 days (47 days in 2001-2002).
- One international, two national and one state/regional promotions undertaken to attract new business. Editorial in 2003 edition of internationally distributed 'Trade Route Australia,' June 2003 edition of 'Australian Institute of Company Directors', and May edition of 'Municipal Engineering in Australia'.
- Usage of the Thomas Street multi-deck carpark at 75.6%, up 3%. Usage of the Walker Street carpark at 66.5%, up 11%.

Challenges and Disappointments

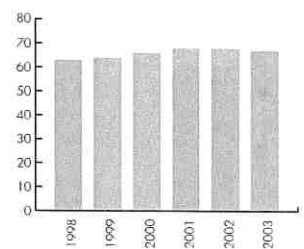
Turn around times for planning permits reduced to 39 days in 2002-2003, an improvement on the previous year but still outside the target of 20 days. The continuing high level of applications and shortage of professional planners led to the failure to achieve the targets set for the year.

Future Directions

Resources in the Statutory Planning area have been increased and this should result in a reduction in turn around times for delegated permits in 2003-2004. It is also proposed to introduce a 'FastTrack' option for large industrial and commercial developments.

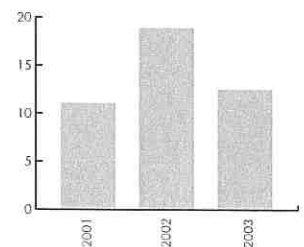
There has been little progress in council's efforts to raise the priority of other regional road projects during 2002-2003 due to the focus of the Mitcham-Frankston Freeway. Construction of the Dingley Bypass, the Dandenong South Bypass and upgrade of the Princes Highway/Springvale Road intersection remain a high priority for council and are projects we will continue to advocate for in 2003-2004.

Community Satisfaction Rating for Overall Performance of Council (%)



* Newton Wayman Chong April 2003

Community Satisfaction Rating for Economic Development (%)



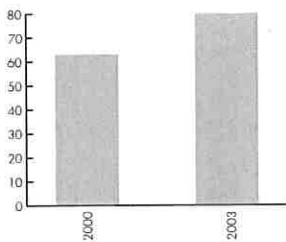
* Newton Wayman Chong April 2003

Performance at a Glance

A Safe City for You

We will create a city in which you can feel safe in all aspects of your life.

**Community Perception of Safety in
Public Places & Homes (%)**



* State Government Crime Prevention Survey

Highlights

- Community perceptions of crime and safety improved for the first time in four years. The level of concern with personal safety in homes, in public places and with the use of public transport decreased.
- Greater Dandenong residents reported feeling safer in 2002-2003 than previous years reflecting the council's efforts over nearly a ten year period.
- Positive actions taken by Victoria Police helped to disperse local drug "hot spots".
- Implementation of the Municipal Drug Strategy continued, supported by funding from the Victorian Government's Department of Human Services.
- Continued support for the three community based DrugAction Forums.
- A review of best practice in relation to the retrieval of discarded syringes and other drug paraphernalia.
- 15 community discussion groups held on drugs and drug related harm.
- 16 proposals from youth organisations and schools as part of the Young People's Involvement Project funded, resulting in a performance attended by more than 600 young people.
- 178 members of the community trained in the correct use of the *Home and Street Safety Kit*.
- Foot and bicycle patrols provided by Victoria Police on a regular basis throughout the year as resources allowed.
- 90 registered 'Safe Shop' participants.
- Essential services inspection program completed for compliance with the Building Act.
- \$433,000 received from the Victorian Government "black spot" allocation and \$292,000 received from the Commonwealth Government "black spot" allocation for local roads.
- 12 new bus shelters installed.
- Audit of rail stations and taxi ranks completed and report presented to the public transport reference group, Department of Infrastructure and Private Rail Operator.
- \$725,000 in "black spot" funding was received from both the Commonwealth and Victorian Governments to improve intersections and sections of roads where there have been high numbers of vehicle accidents.

Challenges and Disappointments

Community concern with safety in public places and when using public transport remains high. Stronger partnerships are required between the council, the Victorian Government and transport operators in order to improve the situation.

Future Directions

Compliance auditing of public buildings and entertainment venues will continue as a priority in 2003-2004. Stronger partnerships to be developed with public transport operators (bus and rail) in order to improve public safety.

Working Together to Improve Your Environment

We will act locally to improve air quality, reduce litter, waste and energy consumption to enhance your living environment.

Highlights

- Four environment educational forums held.
- The electricity contract for council buildings converted to 100% "green" power resulting in savings of 670 tones of carbon dioxide.
- 1,117 advanced trees planted in reserves and roadside areas across the city.
- 8,555 indigenous seedlings planted in reserves and at a secondary college.
- All street lights supplied by "green" energy resulting in greenhouse emission savings of 3,700 tones of carbon dioxide.
- Litter trap installed at Corrigan Road (Mile Creek) at the outfall of the main drain and Flinders Street.
- Drought resistant grass varieties used on some reserves.
- Average domestic waste deposited to landfill reduced to 13.18 kilograms per household per week.
- Average domestic recyclables collected increased to 4.09 kilograms per household per week.
- Contamination of domestic recyclables reduced to under 25% per month.

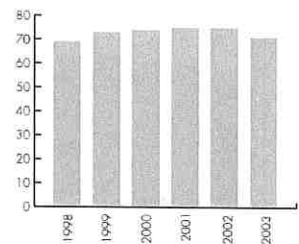
Challenges and Disappointments

The development of measurement systems with regard to the use of water, energy and consumables remains a challenge for the council. The development of systems to measure usage will enable opportunities for savings to be identified and implemented.

Future Directions

The strong commitment the council has shown to improving the environment will continue in 2003-2004 as systems developed in 2002-2003 are implemented. Reducing the consumption of water and energy will be a priority, in addition to the introduction of a universal green waste collection service.

Community Perception of Waste Management (%)



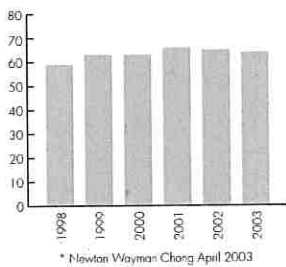
* Newton Wayman Chong April 2003

Performance at a Glance

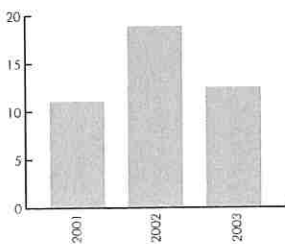
Managing Your City's Assets

We will manage your city's assets to ensure they are useable, accessible and safe.

Community Satisfaction Rating for Appearance of Public Places (%)



\$M Spent on City Improvement Program



Highlights

- \$14.34 million spent on capital works.
- Graffiti removal activities and achievements published in *2nd City News*, *2nd City News in Brief* and www.greaterdandenong.com
- 2,774 sites cleared of graffiti at a cost of \$136,228. A significant part of this work undertaken by volunteers.
- 'The Table of Knowledge' public art project, part funded by Vic Health, completed and installed. Tirhatuan Park public art project commenced but to be completed in 2003-2004.
- 768 street trees planted.
- \$933,209 spent on 11.56kms of footpath replacement (2% above target), 2.13kms of kerb and channel replacement (18% below target) and 1.14kms of trip hazards eliminated through grinding or other maintenance treatments (24% below target).
- Local area traffic management construction completed in McFees Road area and Wareham Street area.
- 88 local road improvement projects with a total value of \$3.595 million completed.
- Essential maintenance and capital upgrade works completed at Oasis Leisure Centre.
- The Victorian Government confirmed that 40kmph speed limits will be introduced in streets adjacent to schools in 2003-2004.

Challenges and Disappointments

Improved management of the city's assets remains a high priority for the council. Significant resources were committed during 2002-2003 to developing improved asset management practices, including an upgrade of all asset databases. Council also participated in the STEP program developed by the Municipal Association of Victoria (MAV) as a means of developing an action plan for its asset management strategy. Ensuring adequate resources for both the development and ongoing implementation of improved asset management services will be a challenge for the council in 2003-2004.

Future Directions

Attention in 2003-2004 will be further focused on the development of improved asset management practices, including the development of systems consistent with the proposed road management bill requirement due to come into effect from 1 July 2004.