

## CEO's Group

### ACTIVITY SUMMARY

The Chief Executive Officer's Group comprises the following business units:

- Call and Service Centres
- Corporate Planning
- Council Business
- Drugs and Community Safety Policy
- Human Resources
- Media and Communications



## Call and Service Centres

The Call and Service Centres are the first point of contact for City of Greater Dandenong customers. The unit's role is to make sure all requests for assistance and information are dealt with as efficiently and effectively as possible. Where necessary, interpreters and other communication aids are used to ensure all customers have equal access to the council's services.

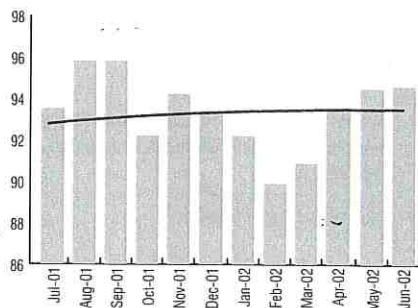
### ACTIVITY SUMMARY

Services Provided	Usage Indicator	Actual Usage (2001-2002)	Service Quality Guarantees
Operate Service Centres at Dandenong, Springvale and Parkmore	Number of visitors	164,610 visitors (13% increase from 2000-2001)	No Service Quality Guarantee.
	Number of enquiries resolved	196,647 enquiries (Not recorded in 2000-2001)	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. <b>86% Achieved</b>
Call Centre	Number of phone calls	162,608 phone calls (11% decrease from 2000-2001)	We will answer 97% of telephone calls within 15 seconds. <b>93% Achieved</b>
	Number of call drop-outs	1,247 call drop-outs (Not recorded in 2000-2001)	

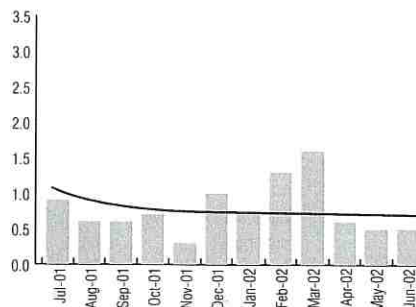
### ACHIEVEMENTS

- Opening hours extended to include Saturdays.
- 6 internal liaison committees established to improve service delivery.

Percentage of Calls Answered in 15 Seconds



Percentage of Call Drop-Outs



## Corporate Planning

Corporate Planning is an internal business unit that works in partnership with other business units to assist them to meet their corporate requirements and successfully achieve their objectives. The unit develops, implements, maintains and evaluates corporate systems. These include the Council/Annual Plan, Business Plans, Service Charters, Customer Research, Monthly Reporting, Best Value, Customer Service and the Annual Report.

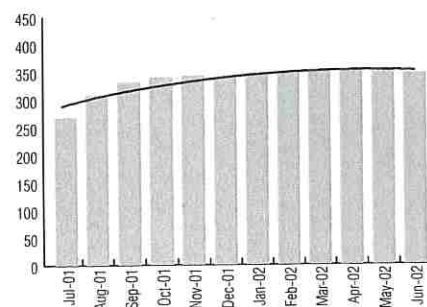
### ACTIVITY SUMMARY

Services Provided	Usage Indicator	Actual Usage (2001-2002)	Service Quality Guarantees
Corporate Systems Support	Number of business unit leaders and 2IC's trained	Business planning and monthly reporting training attended by 245 participants (Not recorded in 2000-2001)	We will provide training to business unit leaders, their 2IC's and other identified staff, prior to the release of all newly developed or revised corporate systems. <b>100% Achieved</b>
Council/Annual Plan Available	Number of plans published and distributed	2,500 Council/Annual Plans published and distributed (Not recorded in 2000-2001)	We will produce a Council/Annual Plan by 30 June each year. <b>100% Achieved</b>
Service Charters Available	Number of Service Charters current	72 Service Charters reviewed and updated (Not recorded in 2000-2001)	We will audit all business unit Service Charters for currency once every two months and advise business unit leaders when updates are required. <b>100% Achieved</b>
	Number of Service Charter audits conducted	8 audits conducted (Not recorded in 2000-2001)	
Monthly Reports Published	Number of reports published	12 reports published (Not recorded in 2000-2001)	We will collate and publish a monthly report on the organisation's progress toward achieving its adopted annual plan outputs, measures and targets for the second Council meeting of each month. <b>100% Achieved</b>
Customer Surveys Published	Number of research activities undertaken	12 consultations undertaken and reports published (Not recorded in 2000-2001)	We will provide a written report of all customer research we undertake within one month of the survey closing date, for development of an Action Plan to address the findings. <b>100% Achieved</b>
Customer Research Panel Maintained	Number of panel members	346 members (30% increase from 2000-2001)	We will respond to all enquiries immediately where possible but certainly within two working days. <b>100% Achieved</b>
	Number of newsletters distributed	4 newsletters distributed (100% increase from 2000-2001)	

### ACHIEVEMENTS

- 36 business units commenced a Service Review.
- Business Plan training and development for 2002-2003 completed.
- Council/Annual Plan published.
- 3 community surveys conducted, totalling 2,248 respondents.
- Development and implementation of Business Planning and Monthly Reporting software.
- Customer Research Panel membership expanded to 346 members.

Total Number of Customers Research Panel Members





## Council Business

Council Business is responsible for ensuring that the council's policy of maintaining open and accountable government is followed in all organisational activities. In addition, this unit assists the mayor and councillors with their duties as elected representatives of the community.

### ACTIVITY SUMMARY

Services Provided	Usage Indicator	Actual Usage (2001-2002)	Service Quality Guarantees
Ordinary & Special Meetings	Meeting dates advertised	4 special and 24 ordinary meetings of Council advertised and held (No change from 2000-2001)	We will advertise the dates of ordinary and special Council meetings in 2nd City News, 2nd City News In Brief, telephone on hold message and our website <a href="http://www.greaterdandenong.com">www.greaterdandenong.com</a> <b>100% Achieved</b>
Council Meeting Minutes	Minutes produced and made available to public	Minutes from 24 ordinary and 4 special Council meetings made available at our 3 customer service centers, website and by contacting the Council Business unit (No change from 2000-2001)	We will make minutes of these meetings available to the public within 5 days of the meeting. <b>100% Achieved</b>
Statutory Registers	Statutory registers available for inspection	Statutory registers available for inspection 8.30am-5pm Monday to Friday (excluding Public holidays) (No change from 2000-2001)	We will make all Statutory Registers relating to Governance available for inspection at our Springvale office. <b>100% Achieved</b>
Corporate Standards	Corporate standards monitored, reviewed and updated annually	Code of Conduct updated and distributed to all staff, policy and Code of Practice review in progress (Not recorded in 2000-2001)	We will monitor, review and update council's Corporate Standards including, Code of Conduct, Council Policies and Codes of Practice annually <b>Not Achieved</b>

### ACHIEVEMENTS

- 6 regional forums attended and actions reported.
- 27 grant submissions advised to Local Members of Parliament.
- 2 meetings held with Local Members of Parliament.
- 4 external Council meetings held.
- 2003 election project plan developed.
- Councillor information manual developed.

## Drugs and Community Safety Policy

The Drugs and Community Safety Policy unit's role is to develop, review, extend and influence drug and community safety policy and programs throughout the City of Greater Dandenong.

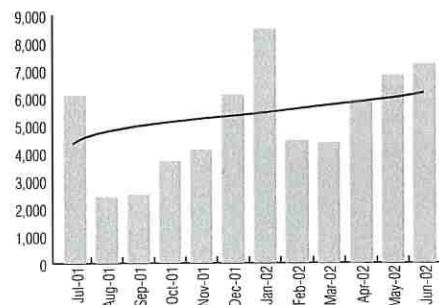
### ACTIVITY SUMMARY

Services Provided	Usage Indicator	Actual Usage (2001-2002)	Service Quality Guarantees
Springvale Drug Action Community Forum Facilitation	Number of meetings	11 meetings (No change from 2000-2001)	No Service Quality Guarantee.
Dandenong Drug Action Committee Facilitation	Number of meetings	11 meetings (No change from 2000-2001)	No Service Quality Guarantee.
Noble Park/Keysborough Community Drug Action Forum Facilitation	Number of meetings	14 meetings (40% increase from 2000-2001)	No Service Quality Guarantee.
Municipal Drug Strategy	Media releases produced and distributed	18 media releases (Not recorded in 2000-2001)	No Service Quality Guarantee.
Municipal Drug Strategy Development	Number of programs developed	5 programs developed (Not recorded in 2000-2001)	No Service Quality Guarantee.
Community Safety Audits	Number of audits conducted	10 audits conducted (200% increase from 2000-2001)	We will conduct community safety audits annually for business and community groups if requested. <b>100% Achieved</b>
Community Safety	Number of safety presentations	25 presentations (67% increase from 2000-2001)	We will conduct safety presentations and workshops in the community on request. A minimum of 2 weeks notice is required. <b>100% Achieved</b>
Community Safety Program Development	Number of new programs developed	4 programs developed (33% increase from 2000-2001)	No Service Quality Guarantee.
Community Safety Documents Published	Number of documents published	4 documents published and distributed (16% decrease from 2000-2001)	We will make copies of all of our Community Safety publications available at our three Customer Service Centres <b>100% Achieved</b>

### ACHIEVEMENTS

- DrugAction website launched ([greaterdandenong.com/drugs](http://greaterdandenong.com/drugs)).
- SafetyMatters website launched ([greaterdandenong.com/safety](http://greaterdandenong.com/safety)).
- 'Eyes on the Street' program evaluation completed.
- 'Self Audit' Community Safety Kit released and 96 Neighbourhood committee members trained.
- Home and Street Safety Kit evaluated, revised and reprinted.
- Submission to the Minister for Police and Emergency Services for additional police resources in Springvale and Dandenong.
- 3 Expert Forums held:
  - a) 'Harm Minimisation Revisited – A Local Response'
  - b) 'Drugs, a Bright Future'
  - c) 'A Family Focus'.
- Joint project with City of Melbourne for syringe disposal and retrieval, completed.
- 6 Municipal Drug Strategy initiatives developed.

### Total Syringes Collected



## Human Resources

Human Resources is an internal business unit that provides all City of Greater Dandenong staff with a range of services and programs in relation to organisational development, industrial/employee relations, recruitment/termination, occupational health and safety, equal employment opportunities, risk management and payroll/reporting services.

### ACTIVITY SUMMARY

Services Provided	Usage Indicator	Actual Usage (2001-2002)	Service Quality Guarantees
Employment Requests	Number of employment requests	97 requests received (20% decrease from 2000-2001)	When possible, we will respond to enquiries on HR and payroll issues immediately. Should an enquiry require further investigation or consideration, we will keep you informed of the action being taken and our progress. <b>100% Achieved.</b>
Letters of Offer for New Appointments	Number of new appointments	188 new appointments (52% increase from 2000-2001)	No Service Quality Guarantee.
Learning and Development	Training organised to support corporate initiatives	13 corporate training programs conducted (Not recorded in 2000-2001)	No Service Quality Guarantee.
Training	Training and induction sessions held	827 participants (Not recorded in 2000-2001) 7 training and induction programs held (13% decrease from 2000-2001)	No Service Quality Guarantee.
WorkCover Claims	Number of new claims	44 claims processed (Not recorded in 2000-2001)	We will process WorkCover claims within 5 working days upon receipt of the completed form and medical certificates. <b>100% Achieved.</b>
Workplace Inspections	Number of inspections	32 inspections undertaken (Not recorded in 2000-2001)	We will respond to reported workplace safety hazards and incidents within one working day. <b>100% Achieved</b>
	Number of hazards reported	12 requests completed (59% decrease from 2000-2001)	
Investigate Accidents	Number of accidents investigated	22 claims investigated (Not recorded in 2000-2001)	
MERO & SES	Number of call-outs and after hours contacts	9 call-outs (50% increase from 2000-2001)	No Service Quality Guarantee.
Equal Employment Opportunity	Complaints investigated	1 complaint received and resolved (Not recorded in 2000-2001)	No Service Quality Guarantee.

### ACHIEVEMENTS

- Displan updated and submitted to State Emergency Service.
- 761 group certificates prepared and issued.
- 10 internal ergonomic and health and safety assessments conducted.
- Corporate induction programs held for 84 staff.



## Media and Communications

Media and Communications develops and delivers innovative marketing and public relations programs which assist the council to communicate with and listen to its residents.

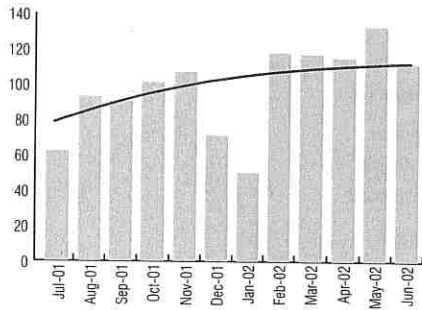
### ACTIVITY SUMMARY

Services Provided	Usage Indicator	Actual Usage (2001-2002)	Service Quality Guarantees
Community Newsletter '2nd City News'	Newsletters distributed	6 distributed - 45,000 properties (No change from 2000-2001)	We will produce six '2nd City News' newsletters per year and make them available to all households in the city. <b>100% Achieved</b>
Council Columns in Local Newspapers	Newspaper columns published	26 published in 3 local papers (No change from 2000-2001)	We will publish '2nd City News In Brief' advertisements in the three local newspapers fortnightly. <b>100% Achieved</b>
Media Coverage	Media releases distributed	328 distributed to both daily and local media (decrease of 6% from 2000-2001)  1,309 articles appeared in the local papers about the council, 588 of which were a direct result of Media & Communications (Not recorded in 2000-2001)	We will issue weekly media releases to local, metropolitan and ethnic press, as well as radio and television outlets as appropriate. <b>100% Achieved</b>
Production of Annual Report	Annual Report produced and distributed	Completed (No change from 2000-2001)	We will produce council's Annual Report by 30 September each year and make it available to the public upon request. <b>Not Achieved</b>
Printing	Number of Print Shop requests	3,873 print requests completed (Not recorded in 2000-2001)	We will complete all jobs according to the specifications requested by you on the request form. <b>100% Achieved</b>
Internet Site Management	Internet site developed & updated regularly	Completed (Not recorded in 2000-2001)	We will arrange for council's Internet site to be updated daily. <b>100% Achieved</b>
Completion of 'New Residents' Kit'	'New Residents' Kits' distributed to new home owners	340 kits were distributed (Not recorded in 2000-2001)	We will provide 'New Residents' Kits' to all new home owners within the city and others upon request. <b>100% Achieved</b>

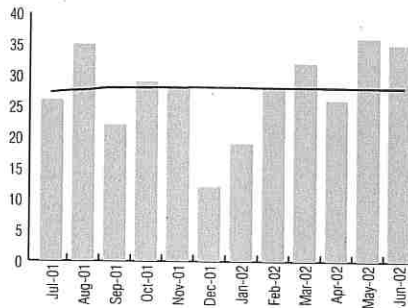
**ACHIEVEMENTS**

- www.greaterdandenong.com updated and re-launched.
- 'DrugAction' site launched (greaterdandenong.com/drugs).
- 'SafetyMatters' site launched (greaterdandenong.com/safety).
- 34 "positive" mentions in daily print media.
- Retail, Hospitality, Industrial, Recreation, Arts, Culture and Community directories published on the council's website and updated.
- 9 new information postcards produced.
- Intranet site updated and re-launched.
- 'Local Hero's' program launched.

**Total Positive Media Coverage**



**Number of Press Releases Issued**





## City Development

ACTIVITY SUMMARY



The City Development Group comprises the following departments and business units:

- Building Services
- Property Management
- Regulatory Services
  - Residential Amenity
  - Environmental Health
- Service Standards
- Strategic and Statutory Planning

## Building Services

Building Services maintain standards of amenity, habitation and safety in buildings. The unit provides services including building inspections, enforcement of safety standards, advice and consultation on building regulation issues and issuing of building permits. The unit also provides copies of approved buildings and past permit details, activity reports to the Building Commission and variations to regulatory siting requirements.

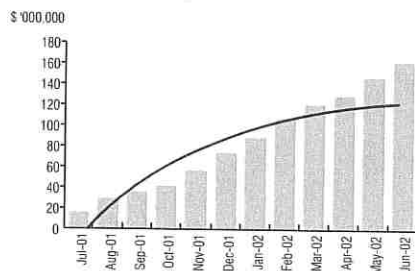
### ACTIVITY SUMMARY

Services Provided	Usage Indicator	Actual Usage (2001-2002)	Service Quality Guarantees
Building Applications	Number of building applications	314 applications (No change from 2000-2001)	If we require further information from you, we will notify you within 5 working days of receiving your Building Permit application. <b>100% Achieved</b>
Building Permits	Number of building permits issued	288 building permits (22% increase from 2000-2001)	We will issue your Building Permit within 2 working days of receipt of all requested information. <b>100% Achieved</b>
	Number of permits received from private building surveyors	1,084 permits (9% increase from 2000-2001)	
Building Regulation Complaints	Number of complaints received	180 complaints (17% decrease from 2000-2001)	We will respond to your written complaint within 5 working days of receiving it in our office. <b>100% Achieved</b>
Building Plan Copies	Number of plan copies requested	288 copies made (39% increase from 2000-2001)	We will provide you with a copy of your previously approved building drawings within 5 working days of request or, if unavailable, advise of their lack of availability within 3 business days. <b>100% Achieved</b>
Emergency Call-outs	Number of emergency call-outs made	16 call-outs (23% increase from 2000-2001)	We will attend emergency call-outs within 2 hours of notification. <b>100% Achieved</b>

### ACHIEVEMENTS

- \$161.9 million in new investment in residential, commercial and industrial properties.
- All council buildings audited for compliance with essential service requirements (fire safety equipment and provisions).
- 205 notices and orders issued within 48 hours of knowing of a non-compliance.
- All building permits issued within 14 working days.
- All building inspections carried out within 1 working day of receipt of booking or as agreed.
- Pool safety kit developed and distributed.

### Investment in Residential, Commercial, Industrial Properties (as measured through building approvals)



# City Development

## ACTIVITY SUMMARY

### Property Management

Property Management maintains the council's property portfolio. The unit supervises sales, purchases and leases council properties, administers and monitors council property use, assesses the needs, current usage and new opportunities for council properties, and manages multideck carparks. Property Management also supervises the management of major leisure centres along with the Dandenong Cemetery on behalf of the Dandenong Public Cemetery Trust.

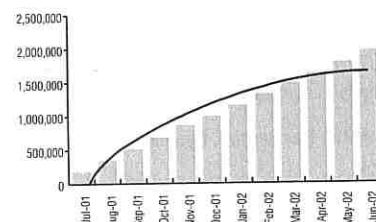
#### ACTIVITY SUMMARY

Services Provided	Usage Indicator	Actual Usage (2001-2002)	Service Quality Guarantees
Dandenong Cemetery	Number of burials	33 burials (32% increase from 2000-2001)	We will provide, on request, access to public information on council properties, major centres, multideck carparks and the Dandenong Cemetery. <b>100% Achieved</b>
Thomas and Walker Streets Multideck Carparks	Fees collected (does not include rents from offices within the carpark buildings)	\$173,901 collected (Not recorded in 2000-2001)	
Dandenong Market/Oasis Aquatic Centre/ Dandenong Basketball Stadium/Springers Leisure Centre	Number of visitors	1,953,442 (7% increase from 2000-2001)	We will provide, on request, access to public information on council properties, major centres, multideck carparks and the Dandenong Cemetery. <b>100% Achieved</b>
Noble Park Heated Swim Centre	Number of patrons	4,879 school patrons (45% decrease from 2000-2001) 25,884 general patrons (25% decrease from 2000-2001)	
	Water slide operating hours	30 hours (58% decrease from 2000-2001)	
Property Disposals and Acquisitions	Number of property sales	5 sales completed (No change from 2000-2001)	We will provide public notice and seek public comment on the sale and leasing of council properties. All legal requirements will be met and some will be exceeded. <b>100% Achieved</b>
	Number of property acquisitions	1 property acquired (Not recorded in 2000-2001)	

#### ACHIEVEMENTS

- \$51,165 revenue received from Oasis Leisure Centre.
- \$173,901 revenue received from multi-deck car parks.
- \$64,070 revenue received from Dandenong Basketball Stadium.
- \$10,361 revenue received from Springers Leisure Centre.
- \$1,737,448 revenue received from Dandenong Produce Market.
- Average occupancy rate for Walker Street carpark, 54.9%.
- Average occupancy rate for Thomas Street carpark, 73.2%.
- Aquatic facilities studied and reported to council.
- 1,953,442 visitors attended major leisure facilities.

Number of Visitors to Major Leisure Centres





## Regulatory Services

Regulatory Services improves the working, living and recreational environments of our community by using education and enforcement services, where appropriate, to respond to community needs. The services provided include: attending to concerns relating to animal and parking controls, unsightly/dangerous properties, fire hazards, graffiti, noise, advertising signs, burning off, school crossing safety and the issuing of permits for restricted activities.

The Regulatory Services Department comprises:

- Residential Amenity
- Environmental Health

### ACTIVITY SUMMARY

Services Provided	Usage Indicator	Actual Usage (2001-2002)	Service Quality Guarantees
Local Laws	Number of customer requests	9,661 requests attended (20% increase from 2000-2001)	We will respond to all requests immediately where possible but no longer than within 2 working days. <b>98% Achieved</b>
	Number of compliance notices issued	1,936 notices issued (14% decrease from 2000-2001)	No Service Quality Guarantee.
	Number of offence warnings issued	830 warnings issued (168% increase from 2000-2001)	
	Number of infringements issued	172 infringements issued (62% decrease from 2000-2001)	
	Number of court proceedings issued	11 cases prosecuted (21% decrease from 2000-2001)	
	Number of permits issued	275 permits issued (38% decrease from 2000-2001)	We will respond to all requests immediately where possible but no longer than within 2 working days. <b>98% Achieved</b>
Animal Control	Number of requests received	3,900 requests completed (39% increase from 2000-2001)	We will respond to all requests immediately where possible but no longer than within 2 working days. <b>100% Achieved</b>
	Number of dogs declared dangerous	No dogs declared dangerous (No change from 2000-2001)	If your request involved a threat to a person's health we will commence investigation immediately. <b>100% Achieved</b>
	Number of dogs impounded	508 dogs impounded (23% increase from 2000-2001)	
	Number of cats impounded	445 cats impounded (78% increase from 2000-2001)	No Service Quality Guarantee.
	Number of de-sexing vouchers issued	99 de-sexing vouchers issued (19% increase from 2000-2001)	
	Number of offence warnings issued	114 offence warnings issued (171% increase from 2000-2001)	
	Number of infringements issued	317 infringements issued (7% increase from 2000-2001)	
	Number of court proceedings initiated	25 cases prosecuted (26% decrease from 2000-2001)	
	Number of dogs registered	11,208 dogs registered (45% increase from 2000-2001)	We will send a renewal registration form to every registered pet owner by 10 March 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. <b>Not Achieved</b>

# City Development

## ACTIVITY SUMMARY

Services Provided	Usage Indicator	Actual Usage (2001-2002)	Service Quality Guarantees
Parking Control	Number of cats registered	4,434 cats registered (23% increase from 2000-2001)	We will respond to all requests immediately where possible but no longer than within 2 working days. <b>100% Achieved</b>  We will ensure that every appeal to a parking infringement notice will be dealt with fairly and equitably. You will be notified within 6 working days of our decision. <b>100% Achieved</b>
	Value of fines issued	\$1,376,528 in fines issued (33% increase from 2000-2001)	
	Number of infringements issued	24,748 infringements issued (35% increase from 2000-2001)	
	Number of offence warnings issued	352 warnings issued (58% decrease from 2000-2001)	
Fire Prevention	Number of requests for response received	3,590 requests (56% increase from 2000-2001)	No Service Quality Guarantee.
	Number of properties inspected	384 inspections conducted (33% decrease from 2000-2001)	
	Number of hazard notices issued	330 notices issued (6% increase from 2000-2001)	
	Number of clearance notices complied with	295 compliance (7% increase from 2000-2001)	
	Number of properties cleared by council	35 clearances (30% increase from 2000-2001)	
School Crossing Supervision	Number of prosecutions	No prosecutions (No change from 2000-2001)	No Service Quality Guarantee.
	Number of patrols	1,488 patrols (45% increase from 2000-2001)	
	Number of supervised crossings	89 crossings (No change from 2000-2001)	
Litter Control	Number of accidents at supervised crossings	No accidents (No change from 2000-2001)	We will respond to requests immediately, where possible, but no longer than within 2 working days. <b>98% Achieved</b>
	Number of customer requests	634 requests (47% increase from 2000-2001)	
	Number of infringements issued	59 infringements (48% increase from 2000-2001)	
	Number of warnings issued	28 warnings (211% increase from 2000-2002)	
	Number of prosecutions	2 cases prosecuted (71% decrease from 2000-2001)	
	Number of "Clean-Up" campaigns carried out	No campaigns completed (100% decrease from 2000-2001)	

### ACHIEVEMENTS

- 'Barking Dogs' booklet developed and published.
- Overhanging Branches Inspections Plan developed and implemented.
- Fire Prevention Inspection Program developed.
- 59 new ticket machines installed and 61 parking meters replaced.

## Environmental Health

The City of Greater Dandenong's Environmental Health unit works toward increasing awareness of public health issues within the community, ensures high levels of childhood immunisation, enhances food standards, increases understanding of public health and food legislation and generates community responsibility for the improvement of public health.

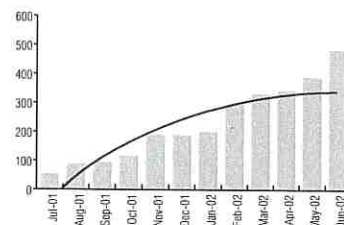
### ACTIVITY SUMMARY

Services Provided	Usage Indicator	Actual Usage (2001-2002)	Service Quality Guarantees
Food Sampling	Number of food samples taken	485 food samples taken (4% decrease from 2000-2001)	We will submit a minimum of 400 food samples per annum for analysis. Breaches of food safety standards will be prosecuted. <b>100% Achieved</b>
Complaint Investigation	Number of complaints investigated	651 complaints received (26% decrease from 2000- 2001)	We will commence investigation into all complaints within 48 hours of notification and keep you advised of the progress and outcome. <b>100% Achieved</b>
Food/Health Inspections	Number of inspections	3,725 inspections carried out (10% increase from 2000-2001)	We will inspect all food premises and food vehicles a minimum of once a year. <b>100% Achieved</b>
Immunisation	Number of immunisations and immunisation rate	8,247 vaccinations administered (7% decrease from 2000- 2001)  Immunisation rate – 93% for children under one year (No change from 2000-2001)	We will provide approximately 7 public immunisation sessions per month at a minimum of 5 convenient sites across the entire municipality (including a minimum of 22 hours per annum of out of hours service). <b>100% Achieved</b>  We will provide immunisation against Diphtheria, Tetanus, Polio and Hepatitis B at all secondary and special schools in the municipality. <b>100% Achieved</b>
Headlice Reduction	Number of children checked and infestation rate	3,600 children checked (56% decrease from 2000-2001)  446 children infected (37% decrease from 2000-2001)	No Service Quality Guarantee.

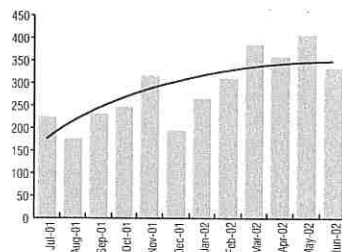
### ACHIEVEMENTS

- 3,725 food premises inspected.
- 485 food samples taken.
- 4 educational programs conducted:
  - a) Breast Cancer Awareness
  - b) Factory Health Checks
  - c) Caravan Parks
  - d) Food Temperature Control
- 257 premises visited to provide advice on tobacco retailing and smoke free dining.

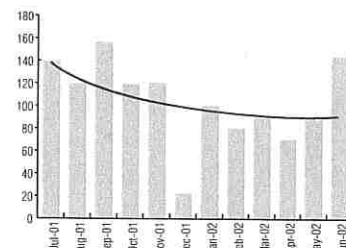
Number of Food Premises Inspected



Number of Food Samples Taken



Number of Retail Tobacco Outlets Surveyed





# City Development

## ACTIVITY SUMMARY

### Service Standards

Service Standards is an internal business unit that assists other business units within the council to deliver services that meet the quality and cost standards as required by their customers. Key areas of focus include training and advice in areas of asset management systems, setting standards, documenting specifications, process mapping and documentation control, tender and contract processes, contract management and national competition policy compliance.

#### ACTIVITY SUMMARY

Services Provided	Usage Indicator	Actual Usage (2001-2002)	Service Quality Guarantees
Preparing and Processing Tenders and Award of Contracts	Number of tenders processed	77 tenders processed (Not recorded in 2000-2001)	We will publish by July 31 each year and continuously update annual programs for Contract Audits; Contract Initiation and Specification development and review.
Auditing Outcomes of External Contracts	Number of contract audits undertaken	57 audits undertaken (No change from 2000-2001)	<b>100% Achieved</b>
Specification Development and Review	Number of service specifications developed or reviewed	3 business unit specifications developed (Not recorded in 2000-2001)	
Training Sessions Conducted	Number of training sessions held	8 training sessions held (33% increase from 2000-2001)	We will develop, publish and deliver an annual program of training and awareness sessions relevant to the services we provide by the end of each calendar year. (eg – Tender & Contracts Procedure Manual, National Competition Policy, Contract Management Systems).
	Number of participants at training sessions	47 participants (18% increase from 2000-2001)	

#### ACHIEVEMENTS

- National Competition Policy Report prepared and published.
- Strategic Asset Management Project (SAMP) plan for footpath maintenance developed and implemented.
- Fixed Asset Management Register developed.
- Contract Management schedules published on intranet.

## Strategic and Statutory Planning

Strategic and Statutory Planning processes all planning applications for the development, use and subdivision of land within the City of Greater Dandenong. The unit's services involve setting visions for future land development, making decisions on development applications or recommending decisions to Council, and ensuring compliance with permits and other relevant legislation.

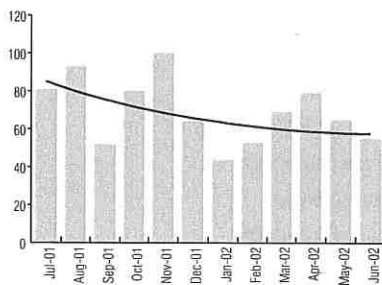
### ACTIVITY SUMMARY

Services Provided	Usage Indicator	Actual Usage (2001-2002)	Service Quality Guarantees
Planning Applications	Number of applications received	727 applications (24% increase from 2000-2001)	No Service Quality Guarantee.
	Number of applications processed	604 applications (19% increase from 2000-2001)	
Subdivision Applications	Number of applications received	185 applications (33% increase from 2000-2001)	No Service Quality Guarantee.
Planning Regulation Complaints	Number of complaints	350 complaints (15% increase from 2000-2001)	No Service Quality Guarantee.

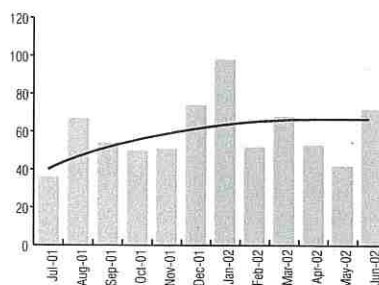
### ACHIEVEMENTS

- All planning applications assessed against 'Safe Design Guidelines – Private Facilities'.
- Municipal Strategic Statement and Local Policy Framework Review completed.
- Green Wedge Local Planning Policy gazetted (part of Amendment C5).
- Amendment C11 adopted by Council and forwarded to the Minister for planning for gazettal.

**Number of Planning Applications Received**



**Number of Planning Applications Completed**



# City Services

ACTIVITY SUMMARY



The City Services Group comprises the following departments and business units:

- Asset Management Services
  - Asset Management Services – Planning
  - Asset Management Services – Parks
  - Asset Management Services – Works
- Capital, Improvement and Maintenance
- Financial Services
  - Financial Management and Accounting Services
  - Property Revenue
- Human Services
  - Adult Day Activity and Support Service
  - Children's Services
  - Community Bus
  - Family Day Care
  - Family Support and Counselling
  - HL Williams Court Hostel
  - Home Based Services
  - Maternal and Child Health
  - Older Persons
  - Youth Services
- Information Management Services
- Libraries, Arts and Heritage Services
  - Arts and Heritage Services
  - Library Services
- Waste Management



## Asset Management Services

Asset Management Services maintains the city's road, drainage and footpath network, recreational and sporting facilities and parks. This unit also provides a 24 hour/7 days a week emergency service and is responsible for all inspections related to vehicular crossings, road and nature strip openings and pre-building footpath inspections.

The Asset Management Services Department comprises:

- Asset Management Services – Planning
- Asset Management Services – Parks
- Asset Management Services – Works

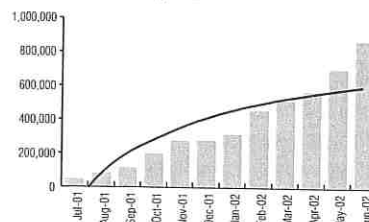
### ACTIVITY SUMMARY

Services Provided	Usage Indicator	Actual Usage (2001-2002)	Service Quality Guarantees
Urgent Flood Mitigation	Number of reported flooding incidents made safe	40 incidents (57% decrease from 2000-2001)	We will "make safe" all emergency public hazards on council owned property within one working day. <b>100% Achieved</b>
Emergency Hazards	Number of hazards repaired	78 repairs completed (1% increase from 2000-2001)	
Urgent Nature Strip Reinstatements	Number of urgent reinstatements	49 reinstatements completed (25% decrease from 2000-2001)	
Oil, Glass or Other Spill on Road Made Safe	Number of spills made safe	125 made safe spills (2% decrease from 2000-2001)	
Emergency Response to Remove Overhanging Branches	Number of branches removed	87 branches removed (4% increase from 2000-2001)	
Urgent Replacement of Missing or Damaged Pit Lid	Number of pit lids replaced	360 pit lids replaced (69% increase from 2000-2001)	
Urgent Tree or Tree Branch Removal	Number of trees and tree branches removed	987 branch removals (13% decrease from 2000-2001)	
Footpath Hazards Made Safe (falls, tripping)	Number of footpath hazards made safe	812 hazards made safe (74% increase from 2000-2001)	
Footpath Reinstatements	Number of repairs completed	936 repairs completed (37% increase of from 2000-2001)	No Service Quality Guarantee.
Damaged Kerb & Channel Repaired	Number of repairs completed	127 repairs completed (1% decrease from 2000-2001)	
Damaged Crossings Repaired	Number of repairs completed	46 road repairs completed (4% decrease from 2000-2001)	
Ramp/Pram Crossings Installed	Number of crossings installed	10 crossings installed (41% decrease from 2000 -2001)	

### ACHIEVEMENTS

- 45.2 tonnes of CO<sub>2</sub> saved due to purchase of 10 gas-powered vehicles.
- All Capital Improvement Program (CIP) works completed within budget.
- \$890,900 expended on footpath maintenance and renewal:
  - Footpath replacement of 4.61km
  - Kerb and channel replacement of 3.26km
  - Hazard elimination of 8.65km

**Total Dollars Spent on Annual Footpath Maintenance Program**



# City Services

## ACTIVITY SUMMARY

### Asset Management Services - Parks

The Parks unit maintains the city's parklands, sports grounds, playgrounds and streetscapes. Some of the services provided include playground and landscape maintenance, grass cutting, tree planting, litter removal, and repairs to fencing, seating, pathways and irrigation systems in passive parks.

#### ACTIVITY SUMMARY

Services Provided	Usage Indicator	Actual Usage (2001-2002)	Service Quality Guarantees
Service Authority Requests	Advice provided and actioned within specified timeframes	37 requests actioned (40% decrease from 2000-2001)	We will "make safe" all emergency public hazards on council owned property within one working day. Some requests will require actions by other public bodies such as Vic Roads, South East Water, United Energy etc before they are resolved. These requests will be passed onto the responsible authority within one working day. <b>100% Achieved</b>
Tree Inspections	Advice provided and actioned within 10 working days	1,789 inspections completed (1% decrease from 2000-2001)	We will inspect all arboricultural requests relating to council trees within 10 working days. <b>100% Achieved</b>
Street Trees or Street Tree Branches Removed	Advice provided and actioned within 24 hours	344 requests completed (14% increase from 2000-2001)	Emergency and public hazards will be inspected, "made safe" or in some cases eliminated within 1 working day. <b>96% Achieved</b>
Street Trees Inspected	Advice provided and programmed	2,387 requests completed (40% increase from 2000-2001)	We will inspect all arboricultural requests relating to council trees within 10 working days. <b>100% Achieved</b>
Reserves and Parks	Number of grass cutting requests received	100 requests received (2% increase from 2000-2001)	We will visit all passive parks every three weeks to ensure that the grass is maintained and identify, remove or report any situation of risk or threat to public safety. <b>100% Achieved</b>
Playgrounds	Number of playground inspection requests	17 requests completed (32% decrease from 2000-2001)	Playground equipment at Burden Park, Dandenong Park, Hemmings Park, Red Gum Park and the Noble Park Skate Ramp will be checked each working day; all other playgrounds will be checked at least once a month. This will ensure that they are all maintained in a safe and useable condition. <b>94% Achieved</b>
Sportsgrounds	Number of sportsground mowing and maintenance requests	11 requests completed (15% decrease from 2000-2001)	Where possible, we will respond to your request immediately or on the same day. No request will be outstanding for more than 5 days. <b>100% Achieved</b>
Removal of Litter and Rubbish	Number of litter and rubbish removal requests in playgrounds and reserves	3 requests completed (67% decrease from 2000-2001)	We will remove litter and rubbish from parks and reserves at each maintenance visit or as requested. <b>100% Achieved</b>

#### ACHIEVEMENTS

- Draft Street Tree Strategy developed including a 5 year Street Tree Replacement Program.
- 1016 advanced trees and 17,000 indigenous trees and plants planted.
- 12,380 hectares of grass mowed.
- 5 playgrounds upgraded and refurbished.

## Asset Management Services - Works

The Works unit manages the city's cleansing, road maintenance and drainage maintenance operations to achieve improved safety while maintaining and enhancing cleanliness and asset life.

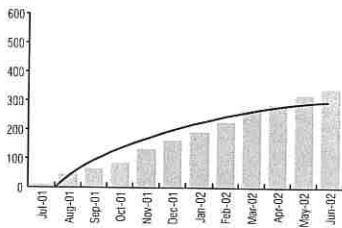
### ACTIVITY SUMMARY

Services Provided	Usage Indicator	Actual Usage (2001-2002)	Service Quality Guarantees
Drains Maintained	Number of drainage matters investigated	273 investigations (19% increase from 2000-2001)	We will attend to underground drainage complaints within 2 working days. Some may require additional work which will be completed as part of our prioritised maintenance program. <b>100% Achieved</b>
Drainage Pits Inspected and Cleaned	Number of pits cleaned	14,619 pits cleaned (No change from 2000-2001)	No Service Quality Guarantee.
Potholes Repaired	Square metres of bitumen laid	3,347 square metres laid (31% decrease from 2000-2001)	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. <b>100% Achieved</b>
Footpath Sweeping	Kilometres of footpath swept	1,768 kilometres swept (No change from 2000-2001)	We will sweep all footpaths in the main shopping areas of Springvale, Noble Park and Dandenong once a day. <b>100% Achieved</b>
Street Sweeping	Kilometres of kerb and channel swept	7,800 kilometres swept (No change from 2000-2001)	We will sweep all concreted or paved public laneways at least once every two months. <b>100% Achieved</b>

### ACHIEVEMENTS

- In excess of 72,000 street and reserve litter bin clearances carried out.
- In excess of 190,000 square metres of lane/walkways cleaned.
- Roads and Drains team responded to 2,217 customer requests.
- Cleansing team responded to 1,588 customer requests.

### Total Number of AMS Requests for Pothole Repairs





# City Services

## ACTIVITY SUMMARY

### Capital Improvement & Maintenance

The Capital Improvement and Maintenance unit manages the council's Capital Improvement Program (CIP), the routine maintenance of council owned buildings and the hiring of council's halls and meeting rooms.

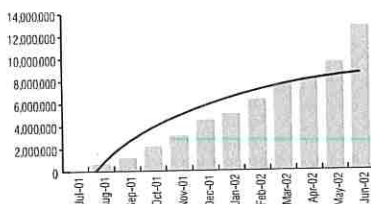
#### ACTIVITY SUMMARY

Services Provided	Usage Indicator	Actual Usage (2001-2002)	Service Quality Guarantees
Council Buildings Maintained	Number of maintenance requests actioned	1,894 building maintenance requests actioned (Not recorded in 2000-2001)	We will acknowledge by either telephone, fax or email, all building maintenance requests within two working days. <b>100% Achieved</b>
Graffiti Removal and Prevention	Number of sites cleaned of graffiti	3,024 sites cleaned (Not recorded in 2001-2002)	We will acknowledge all graffiti reports within three working days and indicate when the graffiti will be removed. <b>100% Achieved</b>
Capital Improvement	Capital expenditure and projects completed	\$12.8m expended (Not recorded in 2000-2001)  234 projects completed (Not recorded in 2000-2001)	No Service Quality Guarantee.

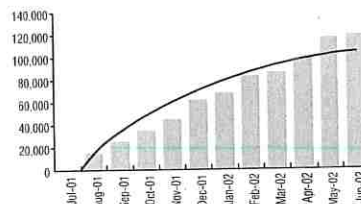
#### ACHIEVEMENTS

- 14 new lighting projects in commercial, residential and public open space areas completed.
- Kernot Crescent gross pollutant trap constructed.
- Three Local Area Traffic Management projects constructed at:
  - McFees Road
  - Kingsclere Avenue
  - Smith Road
- \$2,813,304 invested in local road improvements.
- \$162,094 invested in open space development.
- \$500,962 invested in leisure facilities.
- \$261,508 invested in the 2001-2002 Playground Strategy.
- \$91,751 invested in the extension and upgrade of the existing bike track.

New Capital Investment by Council



Investment in Graffiti Removal and Prevention Program



## Financial Services

Financial Services manages the council's financial and accounting services. The unit is responsible for the implementation and ongoing management of sound financial practices across all business units and developing and maintaining the financial accounting infrastructure.

The Financial Services department comprises:

- Financial Management and Accounting Services
- Property Revenue

### ACTIVITY SUMMARY

Services Provided	Usage Indicator	Actual Usage (2001-2002)	Service Quality Guarantees
Financial Reporting	Number of financial reports	12 reports submitted (Not recorded in 2000-2001)	We will produce a set of accurate and user friendly financial statements to meet timelines set by the council for monthly reporting to the Executive and Council. <b>100% Achieved</b>
Creditors Paid	Number of cheques paid (including EFT)	12,900 cheques paid (Not recorded in 2000-2001)	We will perform a cheque run on the 15th of each month and the last day of each month. <b>100% Achieved</b>
Invoice or Statements Issued	Number of invoices or statements sent to aged care services	88,100 invoices issued (Not recorded in 2000-2001)	We will send all aged care services invoices/statements within 10 working days from end-of-month and notify departments of debtors falling outside terms of credit. <b>100% Achieved</b>
	Number of invoices or statements sent to other debtors	10,550 invoices issued (Not recorded in 2000-2001)	We will send all other statements within 5 working days from end-of-month and notify departments of debtors falling outside terms of credit. <b>100% Achieved</b>
Financial Systems Training	Number of managers and budget officers trained	90 staff trained (Not recorded in 2000-2001)	We will provide training and financial advice to managers and budget officers to enable them to prepare and manage their budget. <b>100% Achieved</b>

### ACHIEVEMENTS

- 2002-2007 Financial Plan prepared and adopted by Council.
- 2002-2003 Financial Plan prepared and adopted by Council.
- Training in council's financial systems and budget preparation conducted across the organisation.

# City Services

## ACTIVITY SUMMARY

### Property Revenue

Property Revenue conducts valuations of all rateable property within the municipality. This unit also issues rate and valuation notices and collects all rates and charges on behalf of the council.

#### ACTIVITY SUMMARY

Services Provided	Usage Indicator	Actual Usage (2001-2002)	Service Quality Guarantees
Rate Notice Production	Rate notices produced and issued	52,273 rate notices issued (1% increase from 2000-2001)	We will issue all annual, instalment and supplementary rate notices not less than 21 days prior to the due date for payment. <b>98% Achieved</b>
Rate Notice Objections	Number of rate notice objections received	93 rate notice objections received (Not recorded in 2000-2001)	We will acknowledge receipt of all objections to valuations within 10 working days of receipt of the objection. <b>100% Achieved</b>
Production of Land Information Certificates	Land information certificates produced and issued	5,075 land information certificates issued (Not recorded in 2000-2001)	We will process and issue Land Information Certificates within 5 working days of receipt of the application (usually applied for by the purchasers solicitor). <b>100% Achieved</b>
Process Pensioner Rate Concession Applications	Rate concession applications processed	586 rate concession applications processed (Not recorded in 2000-2001)	We will process pensioner concession applications within 7 working days of receipt of application. <b>100% Achieved</b>

#### ACHIEVEMENTS

- Rates and valuation information brochures distributed to all households in the city.
- Valuation Management System currently meets Valuation Best Practice 2002 requirements.
- First council in Victoria to finish 2002 general revaluation.
- Record low percentage level of rates and charges outstanding at the end of the financial year.



## Human Services

The Human Services department provides quality family, children, youth and older persons services which are accessible and affordable. The department comprises:

- Adult Day Activity and Support Service
- Children's Services
- Community Bus
- Family Day Care
- Family Support and Counselling
- HL Williams Court Hostel
- Home Based Services
- Maternal and Child Health
- Older Persons
- Youth Services

### Adult Day Activity and Support Service

Adult Day Activity and Support Service (ADASS) offers centre-based, structured activities, personal care and on-going social and emotional support for adults with a disability, frail aged or people with dementia.

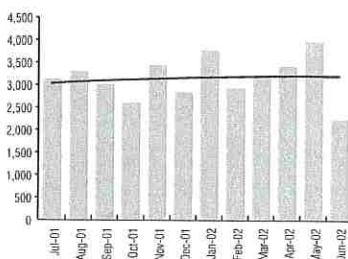
#### ACTIVITY SUMMARY

Services Provided	Usage Indicator	Actual Usage (2001-2002)	Service Quality Guarantees
Adult Day Activity and Support Service (ADASS)	Number of clients offered a minimum of 4.5 hours per week	268 clients (24% increase from 2000-2001)	Each client will be offered one or more days a week, Monday to Saturday, for a minimum of 4.5 hours at one of our centres. <b>100% Achieved</b>
	Number of programs provided	13 programs provided (18% increase from 2000-2001)	No Service Quality Guarantee.
	Number of hours of direct service provided	37,921 hours (Not recorded in 2000-2001)	

#### ACHIEVEMENTS

- Festive Friends Program, held over the Christmas/New Year period when most other facilities were closed, provided care for 217 clients.
- Waiting lists reduced through the expansion of the Vietnamese Group Program and the commencement of a Woodwork Program for men – 'The Men's Shed'.
- Significant building improvements completed at Coinda including: a major upgrade of the men's and women's bathroom facilities, renovation to the kitchen and replacement of the polished wooden floor.
- A number of special events throughout the year were conducted, including a Chinese New Year celebration lunch.

#### Number of Hours of Service Provided by ADASS



# City Services

## ACTIVITY SUMMARY

### Children's Services

Children's Services provides specialised services to enhance the quality of pre-school and childcare services to children and families within the City of Greater Dandenong. They also offer support for children who attend their centres with disabilities, developmental delays, emotional difficulties and in addition, support for children from diverse or non-English speaking backgrounds.

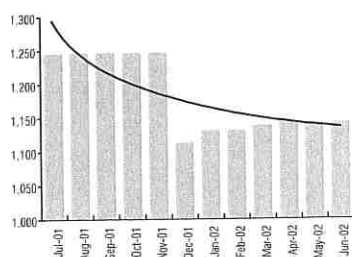
#### ACTIVITY SUMMARY

Services Provided	Usage Indicator	Actual Usage (2001-2002)	Service Quality Guarantees
Children's Services Staff Trained	Number of training sessions offered	10 sessions offered (25% increase from 2000-2001)	The Children's Services team will offer all children's services staff within the City of Greater Dandenong a minimum of four training sessions per year. <b>100% Achieved</b>
Pre-school Central Enrolment	Eligible 4 year old children offered a funded preschool year	All eligible children have been offered a place (No change from 2000-2001)	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 pre-school of your choice, this may not always be possible. <b>100% Achieved</b>
Promotion of Early Childhood Programs	Enrolment of children	1,143 children enrolled in pre-school for 2002 (Not recorded in 2000-2001)	No Service Quality Guarantee.
	Number of promotion days held	5 promotional days held (150% increase from 2000-2001)	
Integration of Children with a Disability	Children with a disability supported to access children's services	136 children supported to access state funded programs (Not recorded in 2000-2001)	No Service Quality Guarantee.
		173 children supported to access Commonwealth funded programs (Not recorded in 2000-2001)	

#### ACHIEVEMENTS

- \$323,652 in funding for children's services received, representing a 3% increase on budgeted grant income.
- 29 special needs subsidy applications approved, totalling \$296,871.
- \$11,000 received through the Stronger Families and Communities Strategy.
- \$11,781 received for an extension of the Chinese Parent Group.
- 842 children registered on the waiting list for pre-school places in 2003.
- \$120,000 received for Child Safety and Injury Prevention Program.

#### Number of Children Enrolled in Pre-schools



## Community Bus

The Community Bus unit provides specialised community transport services for members of Senior Citizens' Clubs or similar groups that have no other form of transport. The unit also offers their services for hire to community groups, clubs, schools and the council.

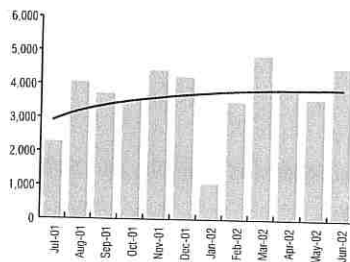
### ACTIVITY SUMMARY

Services Provided	Usage Indicator	Actual Usage (2001-2002)	Service Quality Guarantees
Community Transport	Number of people transported	43,516 people transported (Not recorded 2000-2001)	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. <b>100% Achieved</b>

### ACHIEVEMENTS

- Maintained Bus Operators Accreditation for the second year running.
- Upgrade of existing fleet by replacing two buses.
- Transported 43,516 people (1% above target).

Number of Passengers Transported





# City Services

## ACTIVITY SUMMARY

### Family Day Care

Family Day Care provides quality child care in the homes of carefully selected and trained care providers. Qualified council staff monitor and support care providers to ensure that all children receive care in a safe, stimulating and caring environment.

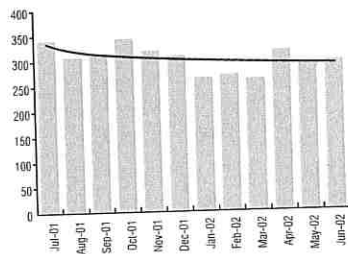
#### ACTIVITY SUMMARY

Services Provided	Usage Indicator	Actual Usage (2001-2002)	Service Quality Guarantees
Home-Based Child Care	Number of child care hours used per annum	531,040 hours per annum (No change from 2000-2001)	We will provide you with a referral for child care within 5 working days. <b>100% Achieved</b>
Trained Care Providers	Number of training opportunities (including first aid) per annum	23 training sessions (28% increase from 2000-2001)	We will provide regular training opportunities for care providers. All care providers will hold a recognised First Aid Certificate. <b>100% Achieved</b>
Monitor, Resource & Support Quality of Care	Number of home visits per month	1,007 visits per annum (12% increase from 2000-2001)	We will visit your care provider 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. <b>100% Achieved</b>  We will assess all care providers' homes annually to ensure they meet stringent health and safety standards. <b>100% Achieved</b>

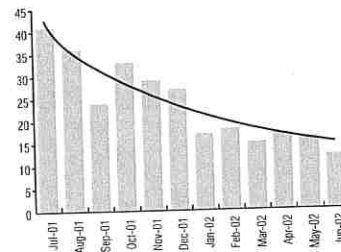
#### ACHIEVEMENTS

- 50% reduction in Family Day Care waiting list.
- 50 additional full-time family day care places.
- 346 children cared for each working day.

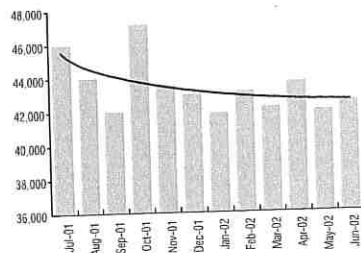
Number of Children Cared for in Family Day Care



Total Number of Children on Family Day Care Waiting List



Number of Hours of Child Care Provided



## Family Support and Counselling

Family Support and Counselling is available to assist families; with children aged 0-18 years, who are experiencing stress due to either a crisis in their lives or the demands of day-to-day living. Home visits by family support workers, group meetings, or individual, couple or family counselling by a professional counsellor are some of the services available to Greater Dandenong residents.

### ACTIVITY SUMMARY

Services Provided	Usage Indicator	Actual Usage (2001-2002)	Service Quality Guarantees
In-home Family Support	Number of families receiving family support including in-home, group and counselling services	222 families received support (Not recorded in 2000-2001)	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. <b>100% Achieved</b>
Family Counselling	Number of families receiving counselling	129 families received counselling (18% decrease from 2000-2001)	
General Counselling & Material Aid	Number of families who received material aid	241 families (Not recorded in 2000-2001)	
Parenting Courses	Number of courses run each year	2 courses (No change from 2000-2001)  Average 8 participants per course (20% decrease from 2000-2001)	No Service Quality Guarantee.

### ACHIEVEMENTS

- 67 families received food hampers during December.
- 113 toys delivered to children during December.
- 2 parenting education courses conducted.

# City Services

## ACTIVITY SUMMARY

### HL Williams Court Hostel

HL Williams Court is a government accredited aged care facility offering a high standard of care to elderly people who can no longer be cared for in their own homes.

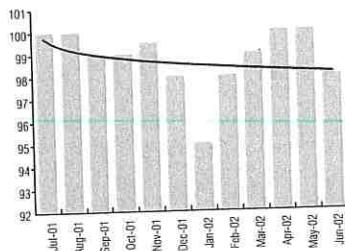
#### ACTIVITY SUMMARY

Services Provided	Usage Indicator	Actual Usage (2001-2002)	Service Quality Guarantees
Residential Care	Occupancy rate	99% (1% increase from 2000-2001)	We will provide all residents with a private room with shared ensuite and access to the gardens. <b>100% Achieved</b>
Meals Provided to Residents in Care	Meals provided at convenient times	100% (No change from 2000-2001)	We will provide each resident with three meals a day between the following times: 8.15 - 8.45am, 12 - 12.30pm, 5 - 5.30pm. <b>100% Achieved</b>
Access to Health Practitioners	Access to health practitioners of choice	100% (No change from 2000-2001)	We will ensure that each resident has access to a doctor of their choice when required. <b>100% Achieved</b>
Housekeeping	Minimum of 50 rooms cleaned	100% (No change from 2000-2001)	We will clean all rooms and ensuites at least once a week and more often if required. <b>100% Achieved</b>
Residents Forums	Number of forums held	12 forums (20% increase from 2000-2001)	All residents and their representatives 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. <b>100% Achieved</b>

#### ACHIEVEMENTS

- Average 99% occupancy rate.
- Aged Care Standards Agency visit demonstrated recognised continuous improvement, thereby delaying the need for a further visit to September 2002.
- 50% increase in volunteer numbers.
- Installation of fire sprinklers and security fencing to improve resident safety and security.

#### H. L. Williams Occupancy Rate





## Home Based Services

Home Based Services assists older people and those with a disability by providing a range of services to meet their care needs. These services may include: general home care, personal care, respite care, transportation and minor home maintenance.

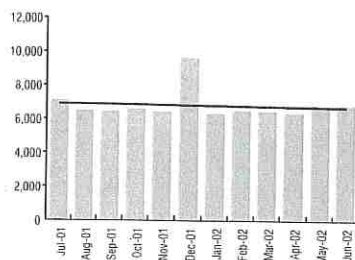
### ACTIVITY SUMMARY

Services Provided	Usage Indicator	Actual Usage (2001-2002)	Service Quality Guarantees
Home Care (general cleaning tasks, mopping, vacuuming)	Number of clients who received home care	1,638 individual clients (7% increase from 2000-2001)	We will develop a care plan with you, or adopt the VHC care plan, and record your preferred days and time of services, if you are eligible. <b>100% Achieved</b>
	Number of hours of service provided	50,378 hours of service (7% decrease from 2000-2001)	
Personal Care (assistance with showering, hygiene & shopping)	Number of clients who received personal care	536 individual clients (18% increase from 2000-2001)	
	Number of hours of service provided	23,744 hours of service (14% increase from 2000-2001)	
Respite Care	Number of clients who received respite care	176 individual clients (1% decrease from 2000-2001)	
	Number of hours of service provided	7,574 hours of service provided (3% increase from 2000-2001)	
Home Maintenance Assistance	Number of clients who received home maintenance assistance	805 individual clients (13% decrease from 2000-2001)	
Community Aged Care Packages (CACP)	Number of hours of service provided	2,187 hours of service provided (53% increase from 2000-2001)	We will negotiate an individual care package program with you, or your representative, that is suitable for your needs. <b>100% Achieved</b>
	Number of approved packages	45 packages (50% increase from 2000-2001)	

### ACHIEVEMENTS

- Successful submission for 50% increase in Community Aged Care Packages (CACP) funding.
- Successful submission for 12% increase in Home and Community Care funding.
- An average of 99.5% of available CACP's were accessed.

### Number of Home Care Hours Provided



# City Services

## ACTIVITY SUMMARY

### Maternal and Child Health

Maternal and Child Health, known as Early Steps, provides information and advice to all residents with children aged 0-6 years on a range of issues, including health and development of children, immunisation, family planning, parenting and nutrition.

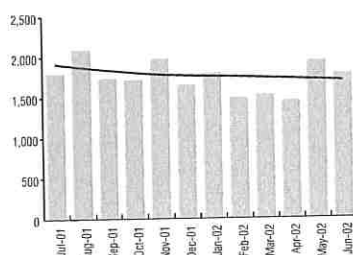
#### ACTIVITY SUMMARY

Services Provided	Usage Indicator	Actual Usage (2001-2002)	Service Quality Guarantees
Key Age and Development Stage Checks	Percentage of eligible families who bring their children for fortnightly checks	85% of eligible families (5% decrease from 2000-2001)	We will offer all families with children from birth until 6 years a minimum of one home visit and 15 centre visits. At these visits we will assess the health and development of your child. <b>100% Achieved</b>
	Percentage of eligible families who bring their children for 8 week checks	84% of eligible families (5% decrease from 2000-2001)	
	Percentage of eligible families who bring their children for 8 month checks	73% of eligible families (3% increase from 2000-2001)	
	Percentage of eligible families who bring their children for 18 month checks	60% of eligible families (No change from 2000-2001)	
Outreach Service	Number of home visits	1,568 home visits (4% increase from 2000-2001)	We will offer families with special needs a home visiting service for a maximum of 3 months. <b>100% Achieved</b>
Advice and Support	Number of consultations provided	20,931 consultations (16% decrease from 2000-2001)	We will offer all families with children from birth until 6 years a minimum of one home visit and 15 centre visits. At these visits we will assess the health and development of your child. <b>100% Achieved</b>
	Number of new parents contacted	1,689 new parents contacted (Not recorded in 2000-2001)	We will contact you within 10 working days of your child's birth. <b>100% Achieved</b>

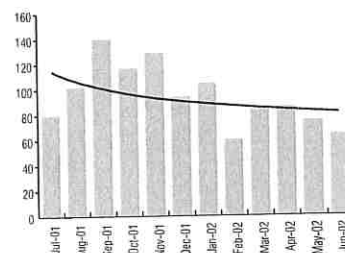
#### ACHIEVEMENTS

- 20,931 consultations were conducted.
- Dental health kits for African, Albanian, Chinese and Cambodian families distributed.
- 996 dental health checks conducted.

Number of Consultations by Maternal and Child Health Nurses



Number of Dental Screen Checks Provided to 2yr+ Children



## Older Persons

Older Persons links older residents to services and activities and promotes a positive approach to ageing and well-being. The unit primarily focuses on improving the quality of life for older people in the community through the senior citizens support program, volunteer programs and the provision of meals on wheels.

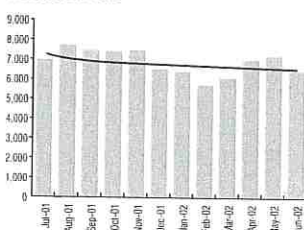
### ACTIVITY SUMMARY

Services Provided	Usage Indicator	Actual Usage (2001-2002)	Service Quality Guarantees
<b>Senior Citizens Support Program</b>			
Seniors Activities Recorded	Database maintained	Database updated quarterly (No change from 2000-2001)	We will update the seniors activities database every 3 months. Copies are available on request. <b>100% Achieved</b>
Access to Senior Citizen Centres	Attendance at senior citizens centres	Estimated 10,282 attendances (6% increase from 2000-2001)	No Service Quality Guarantee.
<b>Volunteer Program</b>			
Volunteer Recruitment	Number of new volunteers	46 new volunteers (29% decrease from 2000-2001)	No Service Quality Guarantee.
Volunteer Training	Number of training sessions offered per year	4 training sessions offered (No change from 2000-2001)	We will offer volunteers access to a minimum of four training sessions throughout the year to improve their skills and experience. <b>100% Achieved</b>
Volunteer Recognition	Function(s) to acknowledge and recognise volunteers	2 per year (No change from 2000-2001)	We will formally acknowledge and recognise the contribution of volunteers at special functions to be held at Christmas and during National Volunteers Day, National Volunteers Week, and the Seniors Festival. <b>100% Achieved</b>
Volunteer Newsletter	Number of newsletters produced	4 newsletters distributed (No change from 2000-2001)	We will publish and distribute a quarterly newsletter for all volunteers. <b>100% Achieved</b>
Volunteer Mediation	Number of requests for mediation	Average of 1 request per month (No change from 2000-2001)	We will mediate between volunteers and staff as required. <b>100% Achieved</b>
<b>Meals on Wheels</b>			
Provision of Hot, Chilled, Frozen & Diet Meals	Number of meals delivered to all clients	82,401 meals delivered (2% increase from 2000-2001)	Your meal will be delivered to your home between 11am and 1.30pm, Monday to Friday. Weekend and public holiday meals will be delivered prior to the day required. <b>100% Achieved</b>
Provision of Meals to Centre-Based Clients, Adult Day Care and Senior Citizens	Number of meals prepared	9,102 meals prepared (27% increase from 2000-2001)	Hot, chilled or frozen meals will arrive on the agreed days at the agreed location. <b>100% Achieved</b>
Service Information to New Clients	Number of new clients who received information	387 new clients (12% increase from 2000-2001)	We will supply every new client with a menu which includes information on our service and heating instructions for our meals. <b>100% Achieved</b>

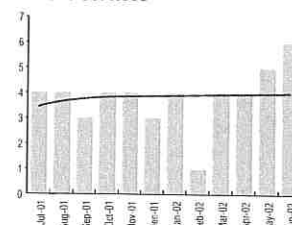
### ACHIEVEMENTS

- Sub regional Health and Safety Expo held.
- Successful submissions for resource increases:
  - \$160,000 for Community Aged Care Packages
  - \$178,248 for Home and Community Care
  - \$31,400 HACC minor capital funding
- Number of volunteers increased to 146 (8% increase).

Number of Meals Delivered to Older Persons



Number of New Volunteers for Older Persons Services





# City Services

## ACTIVITY SUMMARY

### Youth Services

Youth Services aims to improve the quality of life for our youth through consultation and the provision of information and services which help them to make informed choices about their future.

#### ACTIVITY SUMMARY

Services Provided	Usage Indicator	Actual Usage (2001-2002)	Service Quality Guarantees
FreeZA/Battle of the Bands Events	Number of events	10 events held (No change from 2000-2001)	We will provide twelve live alcohol and drug free music events each year. <b>100% Achieved</b>
Jam Nites	Number of events	11 events held (No change from 2000-2001)	
Band Rehearsals	Number of band rehearsal days	"The Venue" operated on average 5 days per week (No change from 2000-2001)	
Muso Network Committee	Number of committee meetings	22 meetings held (15% decrease from 2000-2001)	No Service Quality Guarantee.
Youth Activities Services (YAS)	Number of programs, school visits and workshops	107 activities and events (29% increase from 2000-2001)	We will provide at least four programs each term to secondary school aged young people. <b>100% Achieved</b>
	Number of participants in programs, school visits and workshops	8,274 participants (11% decrease from 2000-2001)	
School Holiday Program	Number of young people per day in holiday programs	Average of 15 young people per day (15% increase from 2000-2001)	
QM Magazine	Maintenance of a Youth Committee and distribution of quarterly magazine	2 editions produced (No change from 2000-2001)	No Service Quality Guarantee.

#### ACHIEVEMENTS

- Won the National Australia Bank Community Link Volunteer Awards for the Spray Can Project.
- Muso Network 10 year celebration lunch.
- Coordinated a number of Cultural and Linguistically Diverse specific programs, including; 'Culture is Cool Youth Services Program', 'Peer Leadership Program' and other linked programs with other local councils.

## Information Management Services

Information Management Services (IMS) is an internal business unit that supports and assists council staff with a range of technical and consulting services. IMS comprises information management which is responsible for managing correspondence and maintaining records on behalf of the council; and Technology Services, which provides and maintains a data and telephone network, computer system platforms, information systems and software applications.

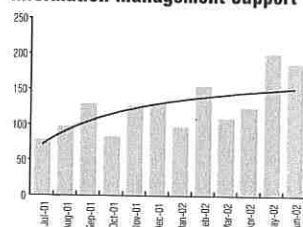
### ACTIVITY SUMMARY

Services Provided	Usage Indicator	Actual Usage (2001-2002)	Service Quality Guarantees
Geographic Information Services (GIS)	Number of requests	349 requests (13% decrease from 2000-2001)	We will respond to your GIS enquiry immediately where possible, but not longer than 2 working days. <b>100% Achieved</b>
	Number of GIS users	120 users (85% increase from 2000-2001)	
	Number of new maps created	20 new maps developed (100% increase from 2000-2001)	We will prepare and print standard maps within 1 working day where possible, but no longer than 5 working days from the date requested. All customised maps will be negotiated with you and you will be kept informed of progress. <b>100% Achieved</b>
Information Technology Services	Network availability	633 network accounts accessible (Not recorded in 2000-2001)	We will provide access to the network services and user data during business hours, a minimum of 98% measured over a month. <b>99% Achieved</b>
	Number of help desk calls logged	2,935 calls logged (8% increase from 2000-2001)	We will respond to your call within four business hours. <b>98% Achieved</b>
	Number of help desk calls resolved	2,849 calls resolved (5% increase from 2000-2001)	
	Average number of help desk calls outstanding per month	96 calls outstanding (55% increase from 2000-2001)	
Records Services	Numbers of records enquiries	30 enquiries (Not recorded in 2000-2001)	All enquiries will be responded to on the same day <b>95% Achieved</b>
	Average quantity of correspondence received per day	80 (Not recorded in 2000-2001)	All correspondence received at Springvale office will be delivered within one working day. <b>99% Achieved</b>
	Average quantity of mail delivered per day	200 (Not recorded in 2000-2001)	Following pick up, all internal mail redirections will be delivered in the next trolley or courier service. <b>100% Achieved</b>
	Cost of postage	\$190,948 for postage (Not recorded in 2000-2001)	All outwards mail received by 3.30pm will go out that day. <b>100% Achieved</b>

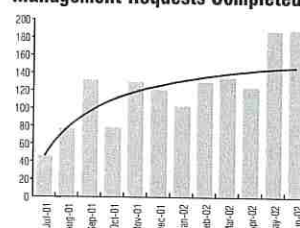
### ACHIEVEMENTS

- Windows 2000 roll-out completed.
- Introduction of new Help Desk software and a traineeship program for Information Management Help Desk.

Number of Requests for Information Management Support



Number of Information Management Requests Completed





# City Services

## ACTIVITY SUMMARY

### Libraries, Arts and Heritage

Libraries, Arts and Heritage Services oversees the operation of the City of Greater Dandenong's Community Arts Centre, Walker St Gallery, Heritage Hill and public libraries.

The Libraries, Arts and Heritage department comprises:

- Arts and Heritage Services
- Library Services

#### ACTIVITY SUMMARY

Services Provided	Usage Indicator	Actual Usage (2001-2002)	Service Quality Guarantees
<b>Cultural Development</b>			
Arts Directory	Arts directory developed and updated	263 entries updated (Not recorded in 2000-2001)	We will update the online Arts Directory within 5 working days of receiving advice. <b>100% Achieved</b>
Short Story Competition (National Writing Awards)	Number of entries	1,769 entries received (24% increase from 2000-2001)	No Service Quality Guarantee.
Moondani (formerly Artalk Newsletter)	Newsletter distributed	7,600 copies distributed (81% increase on 2000-2001)	We will produce a free quarterly newsletter and annual events calendar and have these available in the council's Service Centres, Libraries and on the website. Copies will also be distributed to members on our mailing list. <b>100% Achieved</b>
<b>Walker Street Gallery</b>			
Dandenong Community Arts Centre	Number of visitors	26,467 visitors (13% increase from 2000-2001)	We will offer a range of courses, workshops, lectures, exhibitions and activities of relevance to the local community. A brochure of these activities will be available on request. <b>100% Achieved</b>
	Workshops sessions offered	50 workshops held (178% increase from 2000-2001)	
	Attendance at workshops	215 participants (115% increase from 2000-2001)	
Walker Street Gallery	Number of visitors	5,786 visitors (10% increase from 2000-2001)	No Service Quality Guarantee.
	Number of exhibitions	11 exhibitions (8% decrease from 2000-2001)	We will ensure that a minimum of 10 exhibitions are held within Walker St Gallery annually. <b>100% Achieved</b>
<b>Heritage Hill</b>			
Heritage Hill Exhibitions	Number of exhibitions	6 exhibitions held (No change from 2000-2001)	We will provide a minimum of three new exhibitions per year. <b>100% Achieved</b>
Heritage Hill Tours	Number of bookings	18 bookings (200% increase from 2000-2001)	We will offer a tour guide for every booked visit, (minimum 10 people). <b>100% Achieved</b>
Educational Kits	Number of school groups	4 school groups (161 students) (No change from 2000-2001)	We will provide all primary school groups with a tour guide and education resources. <b>100% Achieved</b>
Volunteer Induction	Number of induction sessions	11 volunteers recruited and trained (1000% increase from 2000-2001)	We will train all volunteers within one month of joining the Heritage Hill team. <b>100% Achieved</b>

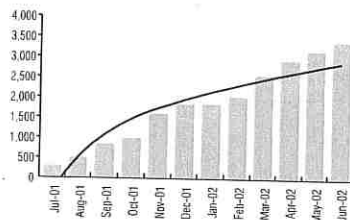


Services Provided	Usage Indicator	Actual Usage (2001-2002)	Service Quality Guarantees
<b>Heritage Hill Cont.</b>			
Gardens Hire	Number of garden hire bookings for wedding photos	8 wedding photo bookings (14% increase from 2000-2001)	We will provide, with two weeks notice, a wedding attendant to ensure exclusivity of venue hire for every wedding ceremony and photographic session booked. <b>100% Achieved</b>
	Number of garden hire bookings for wedding ceremonies	8 bookings (33% increase from 2000-2001)	
	Number of garden hire bookings for other functions	8 functions (167% increase on 2000-2001)	
Heritage Hill Collection	Number of requests for collection access	11 requests (87% decrease from 2000-2001)	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. <b>100% Achieved</b>
Information Services	Number of requests for oral/local history information	32 requests (16% decrease from 2000-2001)	<b>100% Achieved</b>
Outreach Activities	Number of community events held	24 events held (26% increase from 2000-2001)	We will provide, upon request, a copy of our current brochures, catalogues, posters or annual calendar of events. <b>100% Achieved</b>
Calendar of Events	Calendar of events produced and distributed	5,000 calendars produced and distributed (No change from 2000-2001)	No Service Quality Guarantee.

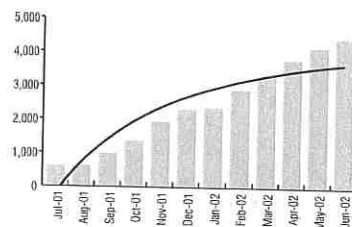
**ACHIEVEMENTS**

- Volunteers contributed 4,411 hours of service delivery to the council's Libraries, Walker Street Gallery and Heritage Hill services.
- 83,408 visitors to Heritage Hill.
- 32,249 visitors to the Dandenong Community Arts Centre.

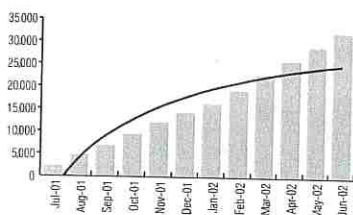
**Number of Heritage Hill Visitors**



**Number of Hours Contributed by Volunteers**



**Number of Visitors to Council's Arts Facilities**



# City Services

## ACTIVITY SUMMARY

### Library Services

The City of Greater Dandenong Libraries provide the community with free access to a wide range of resources for information, education, recreation and leisure.

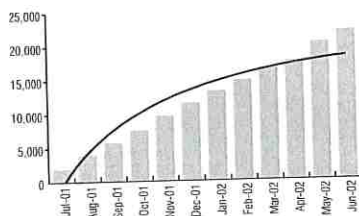
#### ACTIVITY SUMMARY

Services Provided	Usage Indicator	Actual Usage (2001-2002)	Service Quality Guarantees
Libraries - Dandenong, Springvale and Mobile	Total library loans	1,319,733 loans (9% decrease from 2000-2001)	We will provide you with a listing of your loans when they are issued. <b>100% Achieved</b>
Opening Hours	Number of hours open each week	72 hours per week at each static branch (3% decrease from 2000-2001)	We will offer our full range of services while the library is open, but users should be aware that equipment or power failure may have an impact on services. <b>100% Achieved</b>
Internet	Increased access	74,495 hours available (Not recorded in 2000-2001)	We will operate a booking system for high demand resources such as meeting rooms, computer facilities (email, internet and word processing), reference CD-ROMs and the genealogy microfiche collection. <b>100% Achieved</b>
Advice and Referral	Number of assessment interviews	1,502 assessment interviews (4% increase from 2000-2001)	We will provide you with a referral to an appropriate English language/literacy service that meets your needs. <b>100% Achieved</b>
Open Learning Centres	Number of hours	22,028 hours (11% increase from 2000-2001)	We will offer all clients the opportunity to attend the OLC for up to a maximum of six hours per week. <b>100% Achieved</b>

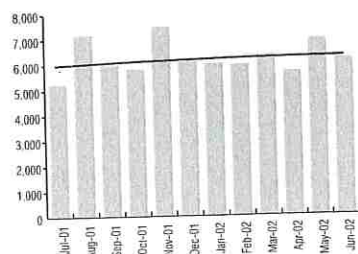
#### ACHIEVEMENTS

- 22,028 hours of Computer Assisted Learning was utilised (19% above target).
- Volunteers contributed 376 hours of service delivery to Home Library Services.
- Internet self-serve booking system trialled in Dandenong Library.

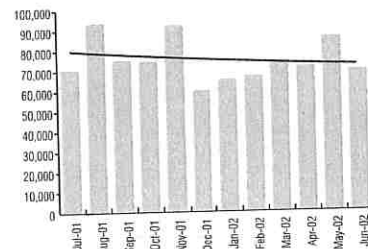
#### Hours of Use of Computer Assisted Learning for ELLA Clients



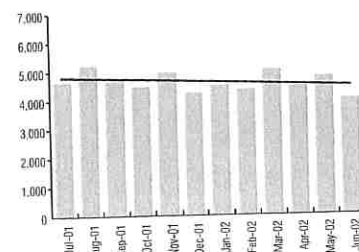
#### Number of Available Library Internet Hours



#### Number of Library Visitors



#### Number of Utilised Library Internet Hours



## Waste Management Services

Waste Management Services supplies a waste collection service for City of Greater Dandenong residents and ratepayers.

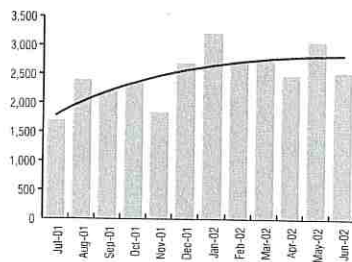
### ACTIVITY SUMMARY

Services Provided	Usage Indicator	Actual Usage (2001-2002)	Service Quality Guarantees
Domestic Garbage Collection	Number of collections per week	45,489 collections (2% increase from 2000-2001)	We will offer a weekly garbage collection service to every residential household. <b>100% Achieved</b>
	Tonnes of domestic waste collected per annum	32,056 tonnes collected (4% increase from 2000-2001)	
Domestic Recycling Collection	Number of collections per fortnight	45,306 collections (1% increase from 2000-2001)	We will offer a fortnightly recycling collection service to every residential household. <b>100% Achieved</b>
	Tonnes of recycling collected per annum	8,446 tonnes collected (5% increase from 2000-2001)	
Hard Waste Collection	Tonnes of hard waste collected	1,379 tonnes collected (23% decrease from 2000-2001)	We will offer an annual hard waste collection service to every residential household. <b>100% Achieved</b>
	Tonnes of hard waste recycled	223 tonnes recycled (26% decrease from 2000-2001)	
	Tonnes of metals collected	223 tonnes collected (26% decrease from 2000-2001)	
Green Waste Collection	Number of green waste customers	1,499 customers (43% increase from 2000-2001)	We will offer an optional four-weekly garden waste collection service to every residential household. <b>100% Achieved</b>

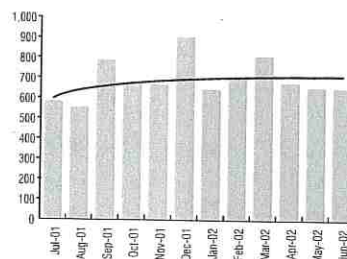
### ACHIEVEMENTS

- 10 year waste strategy 'Thinking Globally, Acting Locally' published.
- 8,446 tonnes recycling per week, representing 3.61 kilograms per household (5% increase).
- 1,494 green waste customers registered.
- Litter taskforce recommendations actioned.

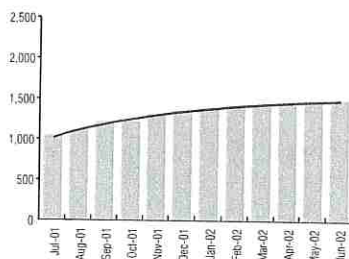
Tonnes of Domestic Waste Disposed of at Landfill



Tonnes of Domestic Recyclables Collected



Total Number of Registered Green Waste Customers





## Community Support

ACTIVITY SUMMARY

The Community Support Group comprises the following business units:

- Community and Social Planning
- Economic Development and South East Networks
- Infrastructure Planning
- Urban and Environmental Planning



## Community and Social Planning

Community and Social Planning works with the community to improve opportunities to engage in the life of the city. To achieve this the unit researches, develops and implements strategic directions and policies for the council in the areas of diversity, community development, heritage, health and social planning.

### ACTIVITY SUMMARY

Services Provided	Usage Indicator	Actual Usage (2001-2002)	Service Quality Guarantees
<b>Diversity</b>			
Multilingual Telephone Line (Council Contact)	Number of Council Contact users	3,029 received calls (8% increase from 2000-2001)	No Service Quality Guarantee.
Aboriginal Issues Promoted	Number of events held	5 events coordinated (No change from 2000-2001)	No Service Quality Guarantee.
<b>History and Heritage</b>			
History and Heritage Celebrated	Number of heritage events and projects	10 events and projects coordinated (43% increase from 2000-2001)	No Service Quality Guarantee.
City Character Protected	Number of on-site consultations with individual property owners	7 consultations conducted (Not recorded in 2000-2001)	Should field view of a heritage site or historic document be required, the Heritage Coordinator will arrange for this to occur at a mutually convenient time. <b>100% Achieved</b>
<b>Community Development</b>			
Strong Community Partnerships Developed and Maintained	Number of visits to cluster organisations	10 visits conducted (No change from 2001-2002)	We will visit each community centre, community house and neighbourhood house within the cluster at least once per year. <b>100% Achieved</b>
	Number of visits to community organisations	60 visits conducted (No change from 2000-2001)	We will maintain a regular schedule of visits to other community groups and organisations. <b>100% Achieved</b>
Training and Skills Development	Number of training sessions	12 training sessions delivered (20% increase from 2000-2001)	We will offer a minimum of 4 training workshops per year, the theme of which to be decided upon in consultation with providers, and conduct formal evaluations after each training workshop and provide analysis of the results. <b>100% Achieved</b>

# Community Support

## Community and Social Planning Cont.

### ACTIVITY SUMMARY

Services Provided	Usage Indicator	Actual Usage (2001-2002)	Service Quality Guarantees
<b>Community Grants</b>			
Community Grants Program	Number of applications received	330 applications received (No change from 2000-2001)	We will ensure that the dates when applications are open are advertised in 2nd City News, 2nd City News In Brief and through direct mail out to grant applicants from previous year. <b>100% Achieved</b>
	Number of successful applications	209 applications funded (No change from 2000-2001)	
Occasional Grants Program	Number of applications received	176 applications received (1% increase from 2000-2001)	We will call for applications once a year in March. Council will advise the results of application in July. <b>100% Achieved</b>
	Number of successful applications	148 applications received (No change from 2000-2001)	
We will acknowledge receipt of all grant applications within five working days of the close of applications. <b>100% Achieved</b>			
We will inform applicants of the date of the Council meeting at which all grant applications will be considered, at least fourteen (14) days before the meeting is held. <b>100% Achieved</b>			
<b>Social Planning</b>			
Consultations and Research about Social Conditions & Trends	Number of reports about social conditions released to the council and community	10 publications (Not recorded in 2000-2001)	No Service Quality Guarantee.
	Number of forums, workshops conducted	7 forums conducted (Not recorded in 2000-2001)	

### ACHIEVEMENTS

- Diversity Action Plan implemented.
- Diversity Awareness Training Stage 1 and 2 completed.
- Compliance with building design legislation for the disabled.
- Aboriginal Heritage Study completed.
- Dandenong Town Hall Conservation Plan completed and approved by Heritage Victoria.
- Public Heritage Fund grant of \$306,000 received for Dandenong Town Hall restoration.
- Living Treasures of Greater Dandenong national award winning Federation Project; exhibitions, publications, civic functions and 24 oral histories delivered.
- Review of Community Grants Program completed and approved.
- Municipal Public Health Plan reviewed and commenced.
- Walking School Bus Program funded and implementation commenced.
- Gaming and Gambling Strategy reviewed, with 23 out of 29 actions for 2001-2002 completed.
- 'Proud to Participate': successful community building initiative funded and implemented in partnership with the State Government.
- Formation of the Ethnic Communities Council of the South East (ECCOSE).
- Comprehensive audit of Neighbourhood Houses and Community Centres completed.



## Economic Development and South East Networks

Economic Development and South East Networks support the development of sustainable businesses and long-term job opportunities for the Greater Dandenong community. This unit provides access to quality information, advice and referral services to identify and capitalise on new opportunities and overcome barriers to growth.

### ACTIVITY SUMMARY

Services Provided	Usage Indicator	Actual Usage (2001-2002)	Service Quality Guarantees
Support for Existing Businesses	Number of businesses interviewed by appointment	375 interviews (13% increase from 2000-2001)	No Service Quality Guarantee.
	Number of in-office interviews with businesses	138 interviews (49% decrease from 2000-2001)	
	Workshops and training programs conducted	4 programs conducted (20% decrease from 2000-2001)	
	Referrals to other business service providers	792 referrals (17% increase from 2000-2001)	
			We will acknowledge all enquiries immediately where possible. No initial enquiry will be outstanding for more than one working day. <b>100% Achieved</b>
Business Investment Attracted and Facilitated	Number of projects facilitated	20 projects (17% decrease from 2001-2002)	We will provide project management assistance on request, including advocating fast-tracking of Development Approvals, for all new capital investment projects \$1M and over. <b>100% Achieved</b>
	Value of projects facilitated	\$82.8 million (41% decrease from 2000-2001)	
	New jobs created, or jobs retained through projects facilitated	603 new job opportunities (47% decrease from 2000-2001)  261 jobs retained (32% increase from 2000-2001)	
Information Provided to the Business Community	Number of retail and industrial newsletters published	8 editions (No change from 2000-2001)	We will publish and distribute a business newsletter and a retail newsletter four times yearly. <b>100% Achieved</b>
	Promotional displays	10 displays (233% increase from 2000-2002)	
	Media opportunities initiated	24 media opportunities (140% increase from 2000-2001)	
			No Service Quality Guarantee.

# Community Support

ACTIVITY SUMMARY

## Economic Development and South East Networks Cont.

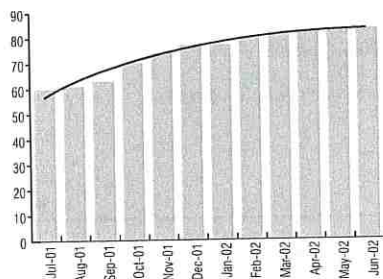
### ACTIVITY SUMMARY

Services Provided	Usage Indicator	Actual Usage (2001-2002)	Service Quality Guarantees
<b>South East Networks</b>			
Support for Members	Network meetings facilitated	11 meetings facilitated (Not recorded in 2000-2001)	We will offer members of each group the opportunity to attend a minimum of eight and up to ten monthly meetings per year. <b>100% Achieved</b>
Business Skills Improved	Common interest workgroups conducted	3 workshops conducted (Not recorded in 2000-2001)	We will offer participation in a minimum of two common interest groups annually. <b>100% Achieved</b>
Information to Members Provided	Members' newsletter published	2 newsletters published (Not recorded in 2000-2001)	We will publish articles in the quarterly editions of Greater Dandenong Business News, as well as distribute a regular newsletter to all members. <b>50% Achieved</b>
	Schedule of meetings published	150 newsletters distributed (Not recorded in 2000-2001)	We will provide members, in January of each year, with a schedule of meetings for the coming 12 months. <b>100% Achieved</b>

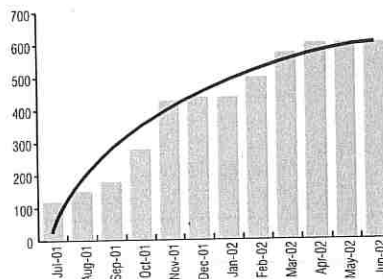
### ACHIEVEMENTS

- 'Safe Shop' program extended to 83 retailers.
- Business Retention and Expansion Project (BREP) report developed and published.
- 2001 South-East Network Annual Report prepared.
- 603 new job opportunities created as a result of council action.
- 2 marketing and retailing training programs were offered to retailers in Dandenong CBD, Noble Park and Springvale.
- Strategy to attract new business to the city developed and published - 'Ready to do Business'.

**Total 'Safe Shop' Retailers**



**Jobs Created Due to Council Action**



## Infrastructure Planning

The City of Greater Dandenong is served by an extensive civil and transport infrastructure network. The Infrastructure Planning unit manages, through timely planning and advocacy, the development of the city's infrastructure assets.

### ACTIVITY SUMMARY

Services Provided	Usage Indicator	Actual Usage (2001-2002)	Service Quality Guarantees
City Improvement Program (CIP)	Number of new applications received	396 applications received (36% increase from 2000-2001)	We will make application forms available at Customer Service Centres, and by direct mail to major sporting clubs, welfare groups and community groups. <b>100% Achieved</b>
			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. <b>100% Achieved</b>
	Number of projects funded	227 projects funded (Not recorded in 2000-2001)	No Service Quality Guarantee.
	Budget allocation	\$12.8m allocated (14% increase from 2000-2001)	
Community Consultations	Number of community consultations conducted	15 consultations undertaken (Not recorded in 2000-2001)	We will actively seek and consider community feedback on projects that result in significant change. <b>100% Achieved</b>
Advice to Councillors and Ratepayers on Major Issues	Number of council reports prepared	23 reports (Not recorded in 2000-2001)	We will provide expert advice to councillors, ratepayers, developers, and all other customers on major issues, within agreed timelines. <b>100% Achieved</b>
Acknowledge or Respond to Enquiries	Number of customer requests received and responded to	592 requests completed (Not recorded in 2000-2001)	We will acknowledge/respond to your verbal enquiry immediately where possible. No enquiry will remain outstanding for more than two working days. <b>100% Achieved</b>

### ACHIEVEMENTS

- 25 year forward Infrastructure Maintenance Program draft report prepared.
- 5 year Municipal Drainage Strategy reviewed and published.
- \$1.12 million in funding for "Black Spot" locations received from Vic Roads.
- Submission to Vic Roads requesting \$2.32 billion for freeway, highway, main road and public transport developments.
- 3 Local Area Traffic Management designs completed:
  - Wareham Street, Springvale
  - McFees Road, North Dandenong
  - Smith Road, Springvale
- Year one actions of the Public Transport Plan 2000-2020 completed.
- 10 new bus shelters installed.
- Report requesting improvements of taxi ranks at Dandenong, Noble Park and Springvale rail stations completed.



# Community Support

## ACTIVITY SUMMARY

### Urban and Environmental Planning

The Urban and Environmental Planning team is dedicated to improving the quality of people's lifestyles and creating distinctive settings for all to enjoy. The unit specialises in urban design, cultural planning, environmental management and leisure and open space planning.

#### ACTIVITY SUMMARY

Services Provided	Usage Indicator	Actual Usage (2001-2002)	Service Quality Guarantees
<b>Recreation</b>			
Allocation of Sporting Venues	Number of club applications processed	93 applications (4% increase from 2000-2001)	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. <b>100% Achieved</b>
Training Provided to Sporting Clubs	Number of training sessions held	4 sessions conducted (33% decrease from 2000-2001)	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. <b>100% Achieved</b>
<b>Leisure and Open Space Planning</b>			
Reserves Developed	Number of reserve projects completed	39 projects completed (7% decrease from 2000-2001)	No Service Quality Guarantee.
Bicycle Paths Extended	Length of bicycle paths constructed	6 kilometres constructed (40% decrease from 2001-2002)	
<b>Urban Planning</b>			
Improvements to Shopping Centres	Shopping centre project plans prepared and implemented	6 projects designed and works commenced (Not recorded in 2000-2001)	No Service Quality Guarantee.
Powerline Relocation Projects	Number of successful applications for funding to the Powerline Relocation Committee	2 applications submitted and approved (Not recorded in 2000-2001)	

Services Provided	Usage Indicator	Actual Usage (2001-2002)	Service Quality Guarantees
<b>Environmental Planning</b>			
Applications Assessed for Compliance with Council's Environmental Management System (EMS)	Number of town planning applications assessed	60 applications assessed (Not recorded in 2000-2001)	No Service Quality Guarantee.
	Number of tenders assessed	48 tenders assessed (Not recorded in 2000-2001)	
<b>Cultural Planning</b>			
Public Art Projects	Number of public art projects completed	3 projects commenced (Not recorded in 2000-2001)	No Service Quality Guarantee.

#### ACHIEVEMENTS

- Draft Leisure Strategy completed.
- Tatterson Park Development Plan completed.
- Draft Bicycle Strategy completed.
- Two funding applications to the Powerline Relocation Committee submitted and funded.
- 'Cities for Climate Protection' Milestone 4 awarded.
- State of Environmental Report 2001 developed and approved.
- Greater Dandenong Environmental Forum held.
- Staff training in council's Environmental Management System conducted.
- Draft Public Art Strategy completed.
- Three public art projects commenced:
  - VicHealth - 'The Table of Knowledge'
  - Springvale Road Underpass Refurbishment
  - Tom Bills Sculpture