

**4.2.1 Q1 Quarterly Performance Report (Cont.)**

**POLICY AND STRATEGY**

**Q1 QUARTERLY PERFORMANCE REPORT**

**ATTACHMENT 1**

**QUARTERLY PERFORMANCE REPORT  
1 JULY – 30 SEPTEMBER 2020**

**PAGES 53 (including cover)**

*If the details of the attachment are unclear please contact Governance on 8571 5235.*

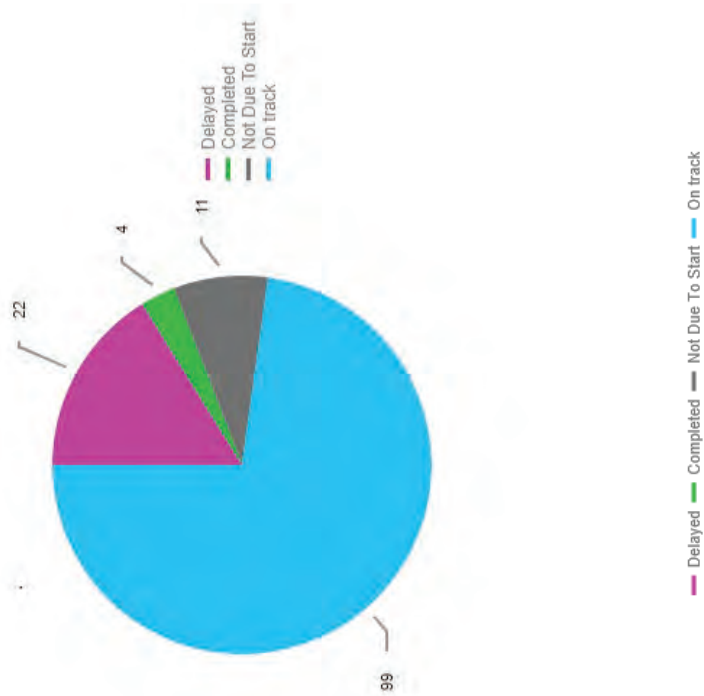
**4.2.1 Q1 Quarterly Performance Report (Cont.)**



**Council Plan  
Quarterly Performance Report  
Q1 2020-21**



4.2.1 Q1 Quarterly Performance Report (Cont.)

Q1 Performance Summary - 1 July to 30 September 2020



4.2.1 Q1 Quarterly Performance Report (Cont.)

**Strategic Objective 1: A vibrant, connected and safe community**  
*A city with high community participation*

Priority	Action	Progress	Status
Advocate for increased employment opportunities, particularly for vulnerable community groups	Deliver initiatives which enhance the employment capability of young people	Youth and Family Services created four entry-level casual positions for young workers. The Junior Peer Research Assistants will facilitate consultation activities as part of Youth and Family Services' COVID-19 research project.	
Increase community participation in physical activity through our leisure, recreation and sports services	Develop and deliver a program of festivals and events across the City that are accessible and inclusive, financially and environmentally sustainable and contribute to the creativity and vibrancy of Greater Dandenong	<p>Springvale Snow Fest was scheduled to take place on Sunday 26 July 2020 but was cancelled due to COVID-19 restrictions. On the event date the occasion was celebrated with a look back of the event on Council's Facebook page.</p> <p>The 2020 Big Day In event was the online version of the Little Day Out. A total of 464 families registered for the event, with an estimated 382 people watching at the peak of the event. 30 per cent of attendees were from the local area.</p> <p>The fortnight long 2020 Greater Dandenong Children's Festival commenced Saturday 26 September, entirely online and continued into the second quarter.</p>	

 Delayed 
  Completed 
  Not Due To Start 
  On track

ORDINARY COUNCIL MEETING - MINUTES




4.2.1 Q1 Quarterly Performance Report (Cont.)

Priority	Action	Progress	Status
	Develop female physical activities and sporting opportunities as part of the 'Make Your Move' Physical Activity Strategy	The 'This Girl Can' program is progressing well and in conjunction with the City of Darebin, the team has developed two 30 minute printable flyer workouts for two female population groups (65+ years, and CALD). In addition to the progress made on the 'This Girl Can' program the Sport and Recreation team has been developing a six- week virtual movement program with Burke and Beyonds female disability group in CGD. The session will run for 45 minutes including 25 minutes of movement run by a YMCA personal trainer followed by a 15 minute Q&A with representatives of the South Side Flyers (Women's National Basketball League) on topics such as overcoming fears, tips to make exercise fun etc. This is expected to be launched in November - Term 4 2020.	
	Implement the year one actions of the 'Make Your Move' Physical Activity Strategy	Year one actions for the Make Your Move Physical Activity 2020-30 Strategy have commenced and are progressing well. 21 actions are in progress, one is on hold and six are yet to commence.	
Provide quality and affordable community facilities to enable effective programs and activities for all	Manage the new permanent Pop Up Park (constructed by Development Victoria)	The park has been handed over, final works are being done to rectify drainage issues pending the appointment of a contractor by DV once COVID-19 restrictions are eased.	
	Review governance structures for kindergarten and child care provision across the municipality	Change Management processes have been discussed with the Department of Education and Training in regard to the introduction of three year old kindergarten by 2022, this will form part of the review into governance structures for kindergarten and child care.	
Support agencies, schools, neighbourhood houses and community groups to work collaboratively to build resilience and social connectedness	Develop an Informal Recreation Infrastructure Plan	Progress has commenced on the draft Informal Recreation Infrastructure Plan. Discussions have been had with the Open Space team with the aim to align this plan with the Greater Dandenong Open Space Strategy.	

Delayed 
 Completed 
 Not Due To Start 
 On track



ORDINARY COUNCIL MEETING - MINUTES

4.2.1 Q1 Quarterly Performance Report (Cont.)

Priority	Action	Progress	Status
	Develop and implement a governance framework that will guide engagement, support and business with community organisations	A project brief has been developed after engagement with relevant teams. A project scope and brief will be shared with Council for feedback prior to public consultation commencing in early 2021.	
	Finalise the review of the Community Development Framework and Community Hub Framework	The Community Development Framework and the Community Hubs Framework have been reviewed based on the draft amendments to the Diversity, Access and Equity Policy. These documents will be shared for community feedback in the second quarter of the 2020-21 financial year and submitted to Council for endorsement in January/February 2021.	
	Implement a new network approach to connect and build the capacity of Not for Profit agencies through corporate support and sponsorship	This action has been delayed due to the COVID-19 pandemic and associated restrictions. Work is anticipated to commence in January 2021 with a return to COVID normal operations and the employment of an officer to facilitate greater brokerage between not-for-profit agencies and the business/corporate sector.	

 Delayed 
  Completed 
  Not Due To Start 
  On track


4.2.1 Q1 Quarterly Performance Report (Cont.)

Priority	Action	Progress	Status
	Support young people to participate in civic and community activities which enhance leadership and personal development	<p>During this quarter, Youth and Family Services have delivered programs online, including Young Leaders program (12 sessions, 112 contacts) and the Freeze Committee (9 sessions, 68 contacts).</p> <p>A total of 112 contacts were engaged in the Youth and Family Services COVID-19 research project, through an online survey, focus groups or phone interview.</p> <p>School holiday activities were also delivered online, with a total of 18 activities offered across July – September. Highlights included 112 engagements with holiday activity posts on social media; distribution of 57 art kits to young people during the July school holidays; and a pilot of two interactive online workshops using Zoom in September, with a total of 17 contacts.</p>	
Support and promote volunteering through the Council volunteer program, Greater Dandenong Volunteer Resource Service and community groups	Continue to support, train and recognise Council volunteers through regular training and recognition events	<p>Due to COVID-19 Council's volunteers have been unable to participate in their normal roles however they continue to receive opportunities to participate in a variety of online training such as diversity and health and wellbeing. Volunteers are being supported through regular one-on-one phone calls and fortnightly news. Many new initiatives were created to engage volunteers during this period which proved both safe and successful. Volunteers who participated in the Karma Knitters Project were recognised for their good work on a one-on-one basis, through the Volunteer Corner news and through good news stories on Council's Facebook - Find the Kind. No formal recognition events have been held.</p>	

 Delayed 
  Completed 
  Not Due To Start 
  On track

ORDINARY COUNCIL MEETING - MINUTES





4.2.1 Q1 Quarterly Performance Report (Cont.)

Priority	Action	Progress	Status
	<p>Increase opportunities for volunteering within Council programs</p>	<p>All regular volunteering opportunities at Council are currently suspended however new safe volunteering from home opportunities were created:</p> <ol style="list-style-type: none"> <li>1. Karma Knitters - volunteers worked from home to produce over 150 items which were donated to community agencies for distribution.</li> <li>2. Online Book Club - Pilot Project - a small team of volunteers are supporting the Library to trial an online book club prior to launching to the public.</li> <li>3. Children's Festival Online - Council Ambassadors offered a new opportunity to participate with online events.</li> <li>4. Back Your Neighbour engaged two new work from home volunteers to assist with media and research.</li> </ol> <p>A new fortnightly Volunteer Corner news keeps volunteers up to date with new opportunities. Further safe volunteering roles continue to be explored.</p>	

■ Delayed  
 ■ Completed  
 ■ Not Due To Start  
 ■ On track



4.2.1 Q1 Quarterly Performance Report (Cont.)

Priority	Action	Progress	Status
<p>Advocate for increased police resources for our city to assist with reducing crime</p>	<p>Assist Victoria Police with targeted enforcement of speeding and hoon behaviour, through ongoing liaison and data provision</p>	<p>Due to COVID-19 restrictions, Council was only able to assist the police with one request this quarter through the utilisation of the SAM trailer. Hooning and excessive speeding issues raised by the public were passed onto Victoria Police for enforcement.</p>	
	<p>Improve safety within the community by advocating for additional police resources and addressing identified hot spots while also continuing to monitor community perceptions</p>	<p>An action plan to address hot-spots issues within the Hemmings Street precinct has been endorsed by Council for community consultation. A report will be presented to Council with a detailed plan in early 2021. The Community Safety Advisory Committee continues to meet to discuss the issues in relation to the hot-spots in the municipality. Overall crime rates have continued to fall in the municipality although some crime levels are still higher than the metropolitan average. Council has submitted a grant proposal to the State Government to improve infrastructure to address crime and anti-social behaviour.</p>	
<p>Develop safe and well-designed public spaces which encourage public access</p>	<p>Develop and implement the Domestic Animal Management Plan 2020-21</p>	<p>Whilst the development of the new DAMP has begun, with the current COVID-19 restrictions our ability to meaningfully develop the plan has been reduced. It is expected the State Government will be extending the current DAMP for a period of time until Council's are able to return to a normal operating position.</p>	
	<p>Maintain the Safe City CCTV system in accordance with specified performance standards</p>	<p>Council's Safe City CCTV system is currently meeting all specified performance standards.</p>	

 Delayed 
  Completed 
  Not Due To Start 
  On track

ORDINARY COUNCIL MEETING - MINUTES




4.2.1 Q1 Quarterly Performance Report (Cont.)

Priority	Action	Progress	Status
Increase cyber safety awareness in the community	<p>Review the Municipal Emergency Management Plan as part of ongoing continuous improvement activities</p> <p>Maintain eSmart Libraries accreditation to equip libraries and connect communities with the skills needed for smart, safe and responsive use of technology</p>	<p>The MEMP Continuous Improvement Plan is on track.</p> <p>Library Services continues to retain eSmart accreditation through ongoing education and information provision of cyber safety practices through Library programs, e-news and the Libraries' webpages.</p> <p>During September the Libraries recognised eSmart through a training program for staff to update their knowledge and awareness of the Libraries' role in promoting cyber safety practices in the community.</p>	
Promote gender equity, and support the right of women to engage and participate equally in all aspects of community life	<p>Work with young people to address the impact of racism and discrimination</p>	<p>Youth and Family Services worked with young people in the Unite Alliance program, to deliver the Wear It Purple campaign in August, addressing homophobia and transphobia. A series of four posters were developed and shared via Youth Services social media pages, with a total reach of 2,938. The posters are also available on the Youth Services website, and were distributed to 15 schools and community service providers in Greater Dandenong.</p>	
Provide information on road laws and ensure road safety messages are culturally sensitive and available in languages other than English	<p>In association with RoadSafe South East, continue to advocate for and promote the implementation of programs that address road laws and highlight the impact that alcohol and drugs (legal and illegal), fatigue, speed, hoon behaviour and distractions have on driving abilities</p>	<p>Some programs have switched to online delivery. Others have been delayed due to COVID-19 restrictions.</p>	

Delayed 
 Completed 
 Not Due To Start 
 On track

ORDINARY COUNCIL MEETING - MINUTES

4.2.1 Q1 Quarterly Performance Report (Cont.)




Priority	Action	Progress	Status
Support those experiencing family violence and work with agencies and Victoria Police to address the causes	Provide ongoing funds for local road safety treatments to address priority locations, where the greatest road safety risks are identified (via Council's Local Area Traffic Management prioritisation program)	Construction of Local Area Traffic Management treatments has commenced in Keysborough west and is expected to be completed prior to Christmas.	
	Deliver support services for vulnerable families, including those experiencing or at risk of, family violence	Family Support engaged 89 families and 201 children, providing a total of 2,599 contact hours of support.	
	Host the 2020 Walk Against Family Violence	The 2020 Walk has been scheduled to be an online event held on 20 November 2020 due to the current COVID-19 restrictions.	

 Delayed 
  Completed 
  Not Due To Start 
  On track

ORDINARY COUNCIL MEETING - MINUTES

4.2.1 Q1 Quarterly Performance Report (Cont.)



*A well informed and connected community with improved health and wellbeing*

Priority	Action	Progress	Status
Enhance the health and wellbeing of our community through key initiatives of the Community Wellbeing Plan	Continue to develop and implement an Anti-Poverty Collective Impact program with high community and cross Council departmental involvement	Recruitment for the Anti-poverty officer position has commenced but onboarding has been delayed due to COVID-19 restrictions. Regular meetings with material aid consortium partner agencies is occurring and an Anti-Poverty workshop is planned for October. A review of the Housing Strategy is currently being undertaken and a draft is scheduled for completion in mid -October.	
	Endorse and begin implementation of the next Reconciliation Action Plan	The draft Reconciliation Action Plan was endorsed by Council at the 14 September Council meeting with the final endorsement by Reconciliation Australia scheduled to be received in mid to late October. A detailed implementation plan will now be drafted and immediate actions initiated. Planning for the November RAP launch has begun.	
	Maintain food safety - inspect all registered food premises annually and report outcomes	A total of 185 (13 per cent) of Class 1, 2 and 3 food premises received their annual inspection during Q1. The reduced number of inspections was impacted by the stage 4 COVID-19 pandemic restrictions. Of the 185 food premises inspected, 97 per cent were compliant.	

 Delayed 
  Completed 
  Not Due To Start 
  On track

ORDINARY COUNCIL MEETING - MINUTES



4.2.1 Q1 Quarterly Performance Report (Cont.)

Priority	Action	Progress	Status
	<p>Maintain food safety and public health standards - interact with other local authorities, Environmental Health Professionals Australia (EHPA), Municipal Association of Victoria (MAV), and State Government departments</p>	<p>During the pandemic, the Public Health unit represented CGD on a number of key management teams led by DHHS, including Incident Management Teams for COVID-19 outbreaks, the Community Engagement Working Group, and a taskforce targeting high risk rooming houses and caravan parks. Key stakeholders included Monash Health, EACH, Department of Justice, VicPol, Enliven and DJPR. This has allowed the Public Health Unit to provide valuable information from the field on how our businesses and community are responding to the pandemic and has resulted in directly influencing the educational materials and programs being developed. This includes EHOs conducting joint inspections of caravan parks with infectious control nurses, DJPR now simplifying the COVID safe plan for all businesses, and promoting the need of appropriately translated materials for our CALD community. The Public Health Unit has also continued to work with DHHS in developing the statewide food safety policy template.</p>	
	<p>Monitor adolescent immunisation rates and report on the number of adolescents immunised according to the National Immunisation Program (NIP) Secondary School Program</p>	<p>523 secondary school students were immunised this quarter. This is below expected numbers due to the disruption of the program because of the COVID-19 pandemic. It is expected these numbers will rise in the next quarter with remaining students catching up.</p>	

 Delayed 
  Completed 
  Not Due To Start 
  On track

ORDINARY COUNCIL MEETING - MINUTES


4.2.1 Q1 Quarterly Performance Report (Cont.)

Priority	Action	Progress	Status
	<p>Monitor immunisation rates and report on the number of children and adolescents under 20 years of age immunised according to the National Immunisation Program (NIP)</p>	<p>697 children under 20 years were immunised this quarter (not including the secondary school program)</p> <p>Coverage rates for children under 5 measured as of June 30 2020:</p> <p>12 &lt; 15 months 92.73% fully covered, State coverage rate 95.40%</p> <p>24 &lt; 27 months 93.17% fully covered, State coverage rate 93.10%</p> <p>60 &lt; 63 months 96.11% fully covered, State coverage rate 96.20%</p>	
	<p>Promote gender equity, and support the right of women to engage and participate equally in all aspect of community life</p>	<p>On 14 September Council endorsed nine grants totalling \$259,311 for the 2020-21 financial year for projects and activities that promote gender equity and support the right of women to engage and participate equally in all aspects of community life. Grant implementation is expected to start in Q2 of the 2020-21 financial year.</p>	

 Delayed 
  Completed 
  Not Due To Start 
  On track

ORDINARY COUNCIL MEETING - MINUTES

4.2.1 Q1 Quarterly Performance Report (Cont.)



Priority	Action	Progress	Status
	<p>Report on services and initiatives targeting vulnerable people in the community who may be at risk of being unimmunised or under immunised</p>	<p>The COVID-19 outbreak has resulted in all existing programs being delivered via an appointment based immunisation service with social distancing, appropriate hygiene procedures and time limited appointments. This program includes services to refugees, asylum seekers and the socially disadvantaged. The Refugee Immunisation project aimed at creating better access to vaccination has been extended into the 2020-21 financial year, as has the program delivering immunisation to the Noble Park English Language School.</p>	

■ Delayed  
 ■ Completed  
 ■ Not Due To Start  
 ■ On track

ORDINARY COUNCIL MEETING - MINUTES

4.2.1 Q1 Quarterly Performance Report (Cont.)

*Enhanced partnerships with agencies and stakeholder groups to deliver quality services*





Priority	Action	Progress	Status
Provide community funding programs to increase capacity of strategic partners and community groups	Engage with and monitor organisations funded through the Community Partnership Funding and Sponsorship Program to ensure delivery of outcomes.	<p>The assessment of grants under the Community Partnership Funding and Sponsorship Program was postponed in March and April due to COVID-19. Applications have been assessed and endorsed for funding from October 2020.</p> <p>Funded agencies will be engaged with and monitored from this period to ensure the delivery of funded outcomes.</p>	
	Implement the endorsed recommendations of the Community Transport Review 2020 which aims to develop an improved Community Transport Program for older frail residents and residents with a disability to foster greater social connectedness and health and wellbeing	<p>Following extensive consultation across Council and with relevant groups in the community Council recently endorsed a Community Transport report and new policy. This policy provides guidance and definition for Community Transport into the future and supports the broadening of both the users of the transport service and the way in which the transport service is delivered including a loop model which will allow for access to most venues/services across the municipality. This will be implemented when COVID-19 restrictions ease.</p>	

 Delayed 
  Completed 
  Not Due To Start 
  On track



4.2.1 Q1 Quarterly Performance Report (Cont.)

**Strategic Objective 2: A creative city that respects and embraces its diversity**  
*A city well known for working together with its community*



Priority	Action	Progress	Status
Provide community members of all abilities and backgrounds with access to community and council information, services and events	Implement Year Four actions of the Disability Action Plan 2017-23	Medium term actions have been prioritised and a mid term review of the Disability Action Plan is underway with a focus on achievements in the first half of the plan, priorities for the second half of the plan and identification of new and emerging issues.	
	Implement Year Four actions of the Positive Ageing Strategy 2017-25	Medium term actions of the Positive Ageing Strategy have been prioritised with a particular focus on transport and social connection, however, COVID-19 restrictions have had a negative impact on the delivery of some of these actions.	
	Monitor and analyse the recommendations of the Aged Care Quality and Safety Royal Commission final report due November 2020 with a view to preparing an Options Paper which identifies the possible impacts for older residents of Greater Dandenong and the role of Aged Services post June 2022	The Aged Care Quality and Safety Royal Commission final report is now due in February 2021 after being further delayed due to the COVID-19 pandemic. Community Care is maintaining awareness of the issues raised through the Royal Commission including the recent report on COVID-19 in aged care, via the MAV and actions that other Councils are undertaking in order to prepare an options paper once the final report is available.	
Provide programs and events for people to participate in community activities and civic life	Facilitate the implementation of a new Children Youth and Family Strategy 2020-24 for children and families	Draft plans are in progress for both a Children's Plan and a Youth and Family Strategy.	

 Delayed  Completed  Not Due To Start  On track

ORDINARY COUNCIL MEETING - MINUTES


4.2.1 Q1 Quarterly Performance Report (Cont.)

*A harmonious community that celebrates diversity*

Priority	Action	Progress	Status
Advocate against all forms of discrimination	Continue to improve the inclusion, recognition and community understanding of the LGBTIQ community	The Unwrapped festival which promotes queer art and culture will be implemented in November 2020. This includes the unveiling of a mural and other public art. The Rainbow Network has been established in Council and continues to meet on a monthly basis. The plan to establish a community network is currently being investigated.	
Advocate for and assist Asylum Seekers and Refugees living in the community	Continue to support the Back Your Neighbour campaign and the activities of the Local Government Mayoral Taskforce Supporting People Seeking Asylum	Activity for the Back Your Neighbour campaign included a number of new Facebook posts highlighting the impacts of COVID-19 on people seeking asylum and encouraging readers to engage with a number of campaign initiatives advocating for further government support.  Volunteers were recruited to assist in research and drafting social media posts. 38 mayors around Australia signed an Open Letter to the Prime Minister advocating for a COVID-19 safety net support for people seeking asylum. Advocacy continued with Victorian State Government Ministers for a budget allocation supporting people seeking asylum. Blue Mountains Council in NSW has become a member of the Mayoral Taskforce.	

 Delayed 
  Completed 
  Not Due To Start 
  On track



4.2.1 Q1 Quarterly Performance Report (Cont.)

Priority	Action	Progress	Status
	Deliver the Home exhibition and program that features artists from refugee backgrounds including people seeking asylum	The exhibition was successfully delivered in an online capacity due to arts venue closures as a result of COVID-19 distancing restrictions. The exhibition included six artists all successfully engaged via an Expression of Interest process. - 2,451 views of online exhibition - 248 reads of exhibition eBook - 90 clicks of Art for Kids activity sheets - 63 participants in two online panel discussions - 3,453 engagements with online workshop offerings	

■ Delayed   
 ■ Completed   
 ■ Not Due   
 ■ To Start   
 ■ On track

ORDINARY COUNCIL MEETING - MINUTES



4.2.1 Q1 Quarterly Performance Report (Cont.)

Priority	Action	Progress	Status
	Support implementation of yearly actions from the Greater Dandenong People Seeking Asylum and Refugee Action Plan 2018-21	<p>In August 2020 the Multicultural and People Seeking Asylum Advisory Committee workshopped two expressions of interest in relation to establishing a Multicultural Communities Network (Action 1.3 Establishment of a multicultural leaders network) and to provide tailored programs for people seeking asylum and of refugee background (Action 3.3 promote the Springvale Library and Hub as a resource).</p> <p>The current progress report on the Part B Action Plan includes eight completed/ongoing actions, 15 commenced actions, and seven not commenced. The Advisory Committee was encouraged to investigate options to initiate further actions by the next scheduled meeting. A mid-year review of Part A and B of the People Seeking Asylum and Refugee Action Plan will be undertaken at the Tuesday 6 October MAPSAAC meeting to understand the progress on Part A Actions, and whether certain actions may require removal and replacement with more relevant actions, particularly in light of COVID-19.</p>	
Celebrate diversity through a range of cultural activities	Provide support and guidance to community organised festivals, events and cultural celebrations	Support and guidance was provided to the Lions Summer Festival, MOSS Skate Competition. A quarterly eNewsletter is sent to the local Event Organisers Network providing event related information to all groups.	

 Delayed 
  Completed 
  Not Due To Start 
  On track

4.2.1 Q1 Quarterly Performance Report (Cont.)

*Increased participation in creative and cultural activities*

Priority	Action	Progress	Status
Provide community arts participation for artists, residents and businesses through performances, exhibitions and programs	Deliver at least 12 arts and cultural heritage exhibitions and supporting programs annually through cultural facilities	<p>Following the closure of arts venues due to COVID-19 all services in Q1 were delivered digitally. This included:</p> <ul style="list-style-type: none"> <li>- Two online exhibitions delivered by Arts and Cultural Development (HOME and Ron Rado).</li> <li>- One online exhibition delivered by Heritage (Words of Wisdom).</li> </ul> <p>Additional programming was delivered in association with all exhibitions including:</p> <ul style="list-style-type: none"> <li>- HOME: Three workshops, two webinar panel discussions, one pre-recorded Q&amp;A, and two Art for Kids activity sheets.</li> <li>- Ron Rado: One online opening event, one professional development curatorial event, and two workshops</li> </ul> <p>Words of Wisdom: Four online program events</p>	
	Deliver the 2020 Short Cuts Film Festival	This program has been delayed for consideration in early 2021 due to COVID-19 restrictions.	

 Delayed 
  Completed 
  Not Due To Start 
  On track



4.2.1 Q1 Quarterly Performance Report (Cont.)

	<p>Implement Year Five actions of the Greater Dandenong Arts and Cultural Heritage Strategy 2016-26</p>	<p><b>Community Connection:</b>                  Engagement with:                  - Aged Care facilities to participate in workshops and 9 by 5                  - Community groups: Noble Park Community Centre, CAS and SMRC</p> <p><b>Cultural Destination:</b>                  - STEAM festival presented online by Libraries                  - Children's festival presented online in collaboration with Arts and Libraries</p> <p><b>History and Heritage:</b>                  - Work continued on the publication capturing the history of the City of Greater Dandenong</p> <p><b>Cultural Venues:</b>                  - Cultural venues closed due to COVID-19; services pivoted to offer engagement online                  - Commenced building the new Greater Dandenong Gallery of Art</p> <p><b>Partnerships and Evaluation:</b>                  - The Arts Advisory Board and Working Groups continued to review the Culture 21 Lab report                  - The Drum Working Group was established reviewing fees and charges packaging which was subsequently endorsed by Council.</p>	
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■ Delayed  
 ■ Completed  
 ■ Not Due To Start  
 ■ On track

ORDINARY COUNCIL MEETING - MINUTES


4.2.1 Q1 Quarterly Performance Report (Cont.)

Priority	Action	Progress	Status
	<p>Present a season of professional performances consisting of varied genres for the Encore seniors program, family and children's program as well as general programming with broad appeal</p>	<p>There has been no programming in the theatre this quarter due to COVID-19 restrictions. Digital programming commenced in this quarter with Home Delivery local commissions being launched under the program banner of Drum Theatre Digital.</p> <p>Funding is being sought for filming infrastructure to equip the theatre to create content in the future.</p>	
	<p>Promote and support artists locally through engagement, networking, residency and development activities</p>	<ul style="list-style-type: none"> <li>- Remote Artist in Residency awarded to deliver a soundscape responding to Alex Wilkie Reserve.</li> <li>- Remote Writer in Residency awarded linked to Springvale Community Hub.</li> <li>- Youth mentorship program initiated via EOJ resulting in six young people engaging in professional development program with Yandell Walton.</li> <li>- Engagement commenced with local schools network to develop a professional development program with arts education professionals.</li> <li>- Participation on the Community Grants program resulting in over \$900,000 being appointed to arts and cultural submissions. Subsequent feedback provided by Arts Advisory Board Working Group to evaluate the grants process.</li> </ul>	

 Delayed 
  Completed 
  Not Due To Start 
  On track

ORDINARY COUNCIL MEETING - MINUTES

4.2.1 Q1 Quarterly Performance Report (Cont.)




Priority	Action	Progress	Status
	<p>Promote greater artist engagement through The Drum's programs, performances and workshops</p>	<p>The Drum embarked on a project to commission local artists to film works at home to share online. Ten works were commissioned from artists working across music, dance, multimedia, craft and spoken word to share with audiences online. Three works were published in September:</p> <ul style="list-style-type: none"> <li>- Home Delivery by Giselle Mery and Shamar Morrison: 10,902 reach, 1,738 views and 141 engagements.</li> <li>- Home Delivery by Abdulrahman Hammoud: 8,419 reach, 3,426 views and 29 engagements.</li> <li>- Home Delivery by Paulina Zamorano: 1,938 reach, 656 views and 278 engagements.</li> </ul> <p>Behind the scenes, the Drum has been cultivating partnerships with local artists for programming when restrictions ease. A Community Champions forum is also being developed with local community leaders to guide the Drum on how different communities might want to engage. We currently have 15 community leaders engaged to be a part of this innovative group with five more openings for leaders of commerce in the municipality.</p>	

■ Completed   
 ■ Not Due To Start   
 ■ On track



ORDINARY COUNCIL MEETING - MINUTES




4.2.1 Q1 Quarterly Performance Report (Cont.)

Priority	Action	Progress	Status
	Provide 20 community arts participation opportunities for artists, residents and businesses through performance and exhibition programs and other projects	<ul style="list-style-type: none"> <li>- Three new Professional Development opportunities provided.</li> <li>- 20 online workshops offered for community engagement. Participation levels in these workshops have resulted in a 4000% increase when compared to Q1 in 2019-20.</li> <li>- Additional engagement opportunities offered including online Q&amp;A's, webinars and curator talks.</li> </ul>	
Provide opportunities for children and young people to participate in civic and community activities	Host the 2020 Children's Forum	The 2020 Children's Forum will be held on Thursday 29 October via Microsoft Teams. Participants will have input into the revitalisation of laneways, the new Council Plan and Community Wellbeing Plan, libraries programs and facilities, be able to trial a new program run through the Drum Theatre, learn some self care skills and make comments on the waste and recycling program for schools.	
Record, protect and promote local heritage including support of the historical societies and Cultural Heritage Advisory Committee	Enhance Councils ability to store and protect the City's heritage collections in collaboration with local historical societies	<p>The Springvale and District Historical Society (SDHS) space at the Springvale Community Hub has been completed. The moving of the SDHS into their new space has been delayed due to COVID-19 restrictions.</p> <p>The shared Civic Archive was closed during Q1 due to COVID-19 restrictions. Long-term and short-term archival and collection storage needs to be assessed in consultation with the Historical Societies.</p>	

 Delayed 
  Completed 
  Not Due To Start 
  On track

4.2.1 Q1 Quarterly Performance Report (Cont.)







**Strategic Objective 3: A healthy, liveable and sustainable city**  
*A city that delivers a clean and healthy environment for people to enjoy*

Priority	Action	Progress	Status
Engage with the community to increase their awareness of the environment and sustainability	Develop and deliver a 2020-21 Waste Education Program	The 2020-21 Waste Education Plan has been developed and is being implemented. Webinar education and engagement, along with the enhancement of communication tools has been employed in response to COVID-19 and the limitations this brings with face to face engagement.	
	Implement the Greater Dandenong Plastics Policy	The impacts of COVID-19 have significantly delayed Council's ability to implement the Single Use Plastics Policy, at both an organisational and community level. However, an initial meeting has been held between Sustainability Planning and Events as of 10 September 2020, with work underway on developing FAQ cards and guidelines for event participants and stallholders at future events. Further organisational and community implementation activities will occur as staff return to Council buildings and COVID-19 restrictions ease, permitting use of sporting grounds/centres, provision of physical events, and re-opening of other public buildings.	
	Implement the Greater Dandenong Sustainability Strategy 2016-30 and undertake the five year review	Council continues to implement and report on the priorities and objectives outlined in the Sustainability Strategy. The five year review commenced in September 2020, with expected completion by February 2021. The Climate Emergency Strategy, a key component of the Sustainability Strategy's outputs, was adopted by Council during the ordinary meeting held on 24 August 2020.	

 Delayed  Completed  Not Due To Start  On track

ORDINARY COUNCIL MEETING - MINUTES




4.2.1 Q1 Quarterly Performance Report (Cont.)

Priority	Action	Progress	Status
	Undertake the annual Sustainability Festival and Awards	Work has commenced in planning the Sustainability Festival and Awards in 2021, with multiple internal consultation sessions conducted with the Media & Communications, Events, and Business Development teams. Currently a detailed project brief is being developed in line with these discussions, and reflects the need for an altered delivery format in 2021 due to the potential ongoing impacts of COVID-19.	
Improve diversion from landfill rates	In conjunction with the Metropolitan Waste Resource and Recovery Group, participate in the current EOJ process and report back to Council at the key milestones that will inform the final tender stage	The Expression of Interest Stage 1 of the procurement process has been completed with three preferred tenderers approved to proceed to the next stage of the procurement process. Stage 2 has commenced.	
	Investigate the implications in implementing the Circular Economy Policy recommendations	An Implementation Plan has been submitted to DELWP for the introduction of a FOGO Service, scheduled for April 2021 and a Glass Collection Service. Both initiatives are aimed at diverting this valuable resource from landfill and recycling it into repurposed products.	
	Offer a Food Organics Garden Organics (FOGO) service to our community as a means to divert this valuable resource from landfill	Planning for the introduction of FOGO in April 2021 is well underway with a Communications and Implementation Plan developed. A stock of kitchen caddies has also been purchased for issue upon the commencement of the service.	
	Review the recycling charges, whilst considering opportunities to introduce an incentive for increased recycling	This review is to be undertaken as a part of the budget process in the 2nd and 3rd quarters of 2020-21.	
	Finalise the Urban Forest Strategy	The Urban Forest Strategy is currently being drafted, and is intended to be finalised in the third quarter.	

 Delayed 
  Completed 
  Not Due To Start 
  On track

ORDINARY COUNCIL MEETING - MINUTES

4.2.1 Q1 Quarterly Performance Report (Cont.)

Priority	Action	Progress	Status
Protect and enhance the ecological value of land within the municipality	Implement the Greater Dandenong Green Wedge Management Plan 2015-35	The implementation of the actions of the Greater Dandenong Green Wedge Management Plan 2015-35 are undertaken on an ongoing basis throughout the year.	
	Implement Year Three of the Urban Tree Strategy 2018-23	Year Three of the Urban Tree Strategy is underway, with the 2020 tree planting program almost complete. Tree inspections are occurring as per the cyclic program. Due to COVID-19 restrictions community tree planting days have been cancelled, and instead planting has been undertaken by redeployed Council staff.	
Provide proactive waste 'pick up' throughout the municipality combined with a public education campaign	Monitor materials recycling and green waste processing sites across the municipality	There were approximately eight inspections/audits of recycling/green waste facilities. These included sites currently being jointly investigated by EPA, Worksafe, FRV etc. Sites included Cleanaway, Bradshaws, Professor Bins, Argus and a premises currently storing IBC's associated with the Bradburys fire.	

 Delayed 
  Completed 
  Not Due To Start 
  On track

4.2.1 Q1 Quarterly Performance Report (Cont.)


*A city that prepares for climate change*

Priority	Action	Progress	Status
Develop and complete a Climate Change Strategy	Determine future approach re: ESD 2.0 (implementing zero carbon into the planning scheme)	This action will not be possible until approximately November 2020 when the evidence base collated by City of Moreland and CASBE is made available to Council officers.	
	Develop an Electric Vehicle Fleet Transition Plan	A specialist consultant is still to be appointed to prepare the Electric Vehicle Plan which is anticipated for completion during Q3 and Q4.	
	Embed climate emergency into decision making and governance processes	Council officers continue to provide feedback and support within the framework of the Council Plan to embed consideration of the climate emergency in all decision-making processes. This includes development of a framework for addressing key areas of climate risk when submitting CIP bids, providing feedback on key strategies and policies, and working collaboratively on programs such as the SECCA Asset Vulnerability Assessments. Additionally, Sustainability Officers attended the recent Council Plan 2021- 25 Staff Workshop to ensure climate emergency concerns are adequately captured and addressed.	
Ensure new street plantings are compatible with increasing average temperatures, whilst increasing canopy cover throughout the municipality	Finalise and begin implementing the Climate Change Strategy and Action Plan	The Climate Emergency Strategy and Action Plan was adopted at the 24 August Council meeting. Implementation is now commencing.	
	Commence the development of the Biodiversity Action Plan	Ecology Australia has been hired to develop the Biodiversity Action Plan, and an initiation meeting with the working group has been held. The consultants have begun the background research and are developing a consultation plan.	

Delayed 
 Completed 
 Not Due To Start 
 On track

**4.2.1 Q1 Quarterly Performance Report (Cont.)**

*A network of quality parks, reserves and sportsgrounds*






Priority	Action	Progress	Status
Upgrade Council parks and reserves through the implementation of the Capital Improvement Program	Undertake Dandenong Park improvements as per the Dandenong Park Masterplan 2007	The current on ground works nearing completion and expected to be open to the public in mid October consist of the following elements: - New park furniture, picnic facilities, fitness equipment, walking paths, garden beds - refurbished "Rotary Water Wheel" - tree planting, interpretive elements and signage.  The next phase of on ground works is to install a new irrigation system for the entire northern precinct of the park, these works are expected to be completed prior to the summer period.	

■ Delayed   
 ■ Completed   
 ■ Not Due To Start   
 ■ On track

ORDINARY COUNCIL MEETING - MINUTES

4.2.1 Q1 Quarterly Performance Report (Cont.)





*Infrastructure that supports people and business*

Priority	Action	Progress	Status
Increase the length and coverage of the shared path network	Deliver Council's Capital Works Program	The program is progressing well with over a third of projects under construction or committed to start.	
	Enable and showcase the opportunity for social activity on local streets, for example street parties, temporary playgrounds and events	Documentation has been prepared, but the showcase has been delayed due to COVID-19 restrictions. Outdoor dining when allowed will be utilised as part of the showcase.	
	Finalise the Toilet Strategy to map out where there needs to be new or upgraded public toilets	The Public Toilet Strategy has been developed to a draft stage for presentation to Council on 5 October before proceeding further.	
	Implement the Active Transport Infrastructure Priority Program improving pedestrian and cycling infrastructure	Design work is being undertaken for the Hammond Rd path between Dalgety St and Kirkham Rd.	
	Undertake the road resurfacing program	Although slightly delayed by COVID-19 restrictions works are back on track to complete this program efficiently for this financial year.	

 Delayed 
  Completed 
  Not Due To Start 
  On track

4.2.1 Q1 Quarterly Performance Report (Cont.)

**Strategic Objective 4: A city planned for the future**  
*An adequate supply of residential, commercial and industrial development*

Priority	Action	Progress	Status
Appropriately zone sufficient land for ongoing industrial growth and development in the city	Process the Planning Scheme Amendment for the Sandown Master Plan	The processing of the Planning Scheme Amendment for the Sandown Master Plan has been delayed pending the provision of further information by the Melbourne Racing Club.	
	Town Planning referral from Engineering. Compliance with statutory timeframes as defined by the Subdivision Act	Total Applications received = 102, with a total of 72 completed within timeframe. Percentage completed = 71%	
	Translate the existing Local Planning Policy Framework and Municipal Strategic Statement to the Planning Policy Framework in conjunction with DELWP	The translation of the existing Local Planning Policy Framework and Municipal Strategic Statement to the Planning Policy Framework in conjunction with DELWP is waiting on the provision of draft material by DELWP to commence the project.	
	Review the Greater Dandenong Housing Strategy	The review of the Greater Dandenong Housing Strategy is currently underway, particularly the component on social and affordable housing. A draft report will be presented to the Executive Management Team on the proposed methodology for revision. The review of the number of dwellings constructed in each residential zone will occur after the methodology is agreed upon.	







 Delayed 
  Completed 
  Not Due To Start 
  On track



ORDINARY COUNCIL MEETING - MINUTES




4.2.1 Q1 Quarterly Performance Report (Cont.)

*Assets planned to meet future community needs*

Priority	Action	Progress	Status
Advocate for improved transport options	Develop a Multi Modal Transport Infrastructure Plan for Noble Park Activity Centre	A draft document is being prepared. External input from the Department of Transport is to be scheduled.	
	Finalise a Multi Modal Transport Infrastructure Plan for Dandenong Activity Centre	The Department of Transport work in this space has been delayed. In particular, a Movement and Place review.	
	Launch the Public Transport Advocacy Statement and advocate in accordance with the Statement	The statement has been launched and further advocacy in alignment with this will be scheduled with the new Council following the elections.	
Investigate the development of a municipal wide developer contributions plan for application to new development across the city	Complete the Springvale Community Hub Project	The Hub has reached practical completion with a few minor defects being attended to.	
	Continue planning for a Dandenong Community Hub by developing the business case and concept plans	A project brief will be prepared for the Concept Plans and a Business Case over the next month. This will then be distributed to eligible consultants. It is currently envisioned to complete these tasks and have a suitably qualified consultant engaged prior to the end of 2020, with the project commencing in January of 2021, project work aims to be concluded by the end of the financial year.	
	Continue to advocate for the proposed Dandenong Sports and Events Centre, as south east Melbourne's home for elite sporting competitions, major events, concerts and community festivals	Council is waiting on an announcement from an A League team.	

 Delayed 
  Completed 
  Not Due To Start 
  On track

4.2.1 Q1 Quarterly Performance Report (Cont.)

Priority	Action	Progress	Status
	Finalise the design and commence construction of the Keysborough South Community Hub	This project is on track.	
	Review and implement the Municipal Early Years Infrastructure Plan to embed planning for three year old kindergarten	The review of Municipal Early Years Infrastructure is underway and development of a Kindergarten Infrastructure and Services Plan for 3 year old Kindergarten in conjunction with DET is on track.	
	Undertake detailed planning for the new Dandenong Aquatic and Leisure Centre in partnership with key stakeholders and in accordance with the Greater Dandenong Aquatic Strategy	A business case is currently under development for this project.	

 Delayed 
  Completed 
  Not Due To Start 
  On track

4.2.1 Q1 Quarterly Performance Report (Cont.)

*Increased sustainability of residential, commercial, industrial and Council developments*



Priority	Action	Progress	Status
Ensure that both private and new developments are site responsive, innovative, and achieve high quality urban design and environmentally sustainable outcomes	Increase access and availability of social housing stock in the municipality by activation of Council and community assets for delivery of social housing, and advocating for increased State and Federal Government provision	Council is advocating with State and Federal governments to increase social and affordable housing stock in the municipality. Discussions are ongoing to fund the activation of private rental properties as transitional accommodation, particularly to address the lack of adequate crisis accommodation for homeless people and people who are victims of family violence.	

■ Delayed  
 ■ Completed  
 ■ Not Due  
 ■ To Start  
 ■ On track

ORDINARY COUNCIL MEETING - MINUTES

4.2.1 Q1 Quarterly Performance Report (Cont.)

*Quality public open space provided across the city*





Priority	Action	Progress	Status
Increase supply of open space in areas currently deficient and achieve policy benchmark of 4.5ha per 1000 head of population for each of the areas outlined in the Greater Dandenong Open Space Strategy	Finalise the revised Open Space Strategy and commence the Planning Scheme Amendment	The revised Open Space Strategy was adopted at the 24 August Council meeting. The Planning Scheme Amendment will commence in the third quarter of this year.	
	Implement the Open Space Acquisition Targets	Officers continue to identify opportunities to acquire properties that assist in delivering more open space in gap areas. Additional potential purchases were presented to Councillors in Q1.	

 Delayed 
  Completed 
  Not Due To Start 
  On track

ORDINARY COUNCIL MEETING - MINUTES

4.2.1 Q1 Quarterly Performance Report (Cont.)



*Revitalised activity centres*

Priority	Action	Progress	Status
Amend the Greater Dandenong Planning Scheme to include and update policy provisions for Noble Park and Springvale Activity Centres	Finalise the Noble Park Activity Centre Structure Plan and commence the Planning Scheme Amendment	The Structure Plan was tabled at the 10 August Council meeting for adoption however was deferred until February 2021. The Planning Scheme Amendment will commence after the Structure Plan is adopted.	
Deliver a collaborative approach to creating, enhancing and managing great people focused places that respond to and respect the unique qualities of the activity centres	Finalise the Planning Scheme Amendment for the Springvale Activity Centre Structure Plan	The Planning Scheme Amendment for the Springvale Activity Centre Structure Plan has been adopted by Council and submitted to the Minister for Planning for gazettal.	
	Advocate for phase two of the Revitalising Central Dandenong project	Preliminary discussions are underway with VPA, DELWP and MP's to discuss the approach.	
	Construct the Greater Dandenong Gallery of Art	This project is delayed due to COVID-19 site restrictions.	

 Delayed 
  Completed 
  Not Due To Start 
  On track

ORDINARY COUNCIL MEETING - MINUTES




4.2.1 Q1 Quarterly Performance Report (Cont.)

Priority	Action	Progress	Status
	<p>Continue to support the Little India Precinct including implementing the State Government grant to deliver Victorias first ever Indian Cultural Precinct</p>	<ul style="list-style-type: none"> <li>- Business Audits (2019) were completed and reported to stakeholders.</li> <li>- Place Scores (2020) were undertaken. The score for Little India improved from 54/100 to 80/100 and the Net Promoter Score was one of the highest in the activity centres at +36.</li> <li>- A shop front improvement project to nine shops resulted in visual improvements.</li> <li>- A Marketing Plan, developed with traders, has seen the development of a branding Style Guide, Facebook and Instagram page, seven human interest stories, "official trader" stickers for shops, bulletin header, social media campaign and 'discount sale' signs for traders. Improved vehicle signage at intersections around the cultural precinct periphery was delivered.</li> <li>- The Indian Cultural Precinct Taskforce oversees the state government grant, which is on hold until the outcome of Development Victoria's EOI process. The Multicultural Affairs and Social Cohesion Division have extended the grant via a Deed of Agreement for the 2020-21 financial year.</li> </ul>	
	<p>Develop Vanity Lane as a new pedestrian link between Thomas and Lonsdale Streets, Dandenong</p>	<p>The concept design has been endorsed, and detailed design is due to be completed by December.</p>	

 Delayed 
  Completed 
  Not Due To Start 
  On track

ORDINARY COUNCIL MEETING - MINUTES



4.2.1 Q1 Quarterly Performance Report (Cont.)

Priority	Action	Progress	Status
	Implement staged delivery of the Springvale Boulevard Project	The Construction Contract has been awarded for Stages 1 and 2 and a pre-commencement meeting is scheduled for mid October. Council is working with the Contractor to determine the impact of COVID-19 restrictions prior to confirming a start date. A draft Communications Strategy is also complete. Further information on the project can be found on Council's website.	
	Monitor the 10 year Infrastructure Plan for the Activity Centres	A 10 year program has been developed. This may need to be adjusted pending limited funding available via the CIP.	
	Monitor, implement and promote Activity Centre parking changes	COVID-19 is impacting on parking demand and Lonsdale Street free parking has been extended until July 2021. The tender has been awarded for parking sensors to focus on central Dandenong for implementation in on-street bays.	

 Delayed 
  Completed 
  Not Due To Start 
  On track

4.2.1 Q1 Quarterly Performance Report (Cont.)

**Strategic Objective 5: A diverse and growing economy**  
*A city that is connected to the global economy*

Priority	Action	Progress	Status
Continue to promote opportunities for businesses to compete and participate in the global economy	<p>Deliver activities to business and industry that provide opportunities, awareness and exposure to global trends and markets</p> <p>Support the Future of Manufacturing program and continue to explore the opportunities for a Manufacturing Connectivity Centre in partnership with SEMMA</p>	<p>Several events and activities focusing on global issues have taken place this quarter. Two key events were held including the NAB Economic Outlook which unpacked both local and international economic perspectives. Dr Keith Suter, AM, presented on the Global Convergence of Politics and the Economy - providing an in-depth overview of what is happening across the globe and the potential impacts on Australia over the coming period. Cyber Security was another focus this quarter, with many businesses having been affected.</p> <p>The FoM group has continued to meet each month in a virtual space, with this quarter's sessions primarily sharing experiences, challenges and ways of working in the current COVID-19 environment. This tight-knit group also provides a cross-fertilisation of ideas, together with intellectual stimulus and mental support for each other. In addition, there are several collaborations working within this group. SEMMA has this quarter been encouraged to continue its advocacy with the Federal Government for the Manufacturing Connectivity Centre, with the updated version completed by GDB being provided.</p>	  




 Delayed 
  Completed 
  Not Due To Start 
  On track



ORDINARY COUNCIL MEETING - MINUTES

4.2.1 Q1 Quarterly Performance Report (Cont.)

*A city that supports the economic contribution, strength and diversity of its industries*


Priority	Action	Progress	Status
Market business and investment success stories	Develop an Activity Centre's investment prospectus	This project is delayed due to the need to backfill a Senior Economic Development Officer role.	
Provide information on investment options and facilitate streamlined processes for planning and investment	Develop an investment attraction prospectus for the City	A new Senior Economic Development Officer (Special Projects) has been recruited and will commence this project ASAP.	
	Undertake discussions with industry experts and stakeholders on future opportunities and strategies for revitalising central Dandenong	Preliminary discussions have been held with the likely timing of the project to be early 2021.	

 Delayed 
  Completed 
  Not Due To Start 
  On track

ORDINARY COUNCIL MEETING - MINUTES

4.2.1 Q1 Quarterly Performance Report (Cont.)

*A city where business and community work together*




Priority	Action	Progress	Status
Support, promote and facilitate local social enterprises	Develop and deliver a program for social enterprises	A monthly meeting between key Council Units has been setup to discuss the Social Enterprise space. This has created greater awareness of activities within Council and allowed greater cross-collaboration. This quarter we have also distributed SE information such as the Victorian Government Social Enterprise Strategy via a series of Talking Business newsletters and featured a story on Social Traders in the September edition of Talking Business Magazine.	

■ Delayed  
 ■ Completed  
 ■ Not Due To Start  
 ■ On track

ORDINARY COUNCIL MEETING - MINUTES

4.2.1 Q1 Quarterly Performance Report (Cont.)

*A great place for business*




Priority	Action	Progress	Status
Support businesses through education, awareness, collaboration, networking and trade opportunities	Host the CGD-industry "Take a Swing" golf day event to raise funds in support of the local community	Planning has commenced in preparation for the 2021 Take a Swing for Charity Golf Day which is currently scheduled for Wednesday 24 February. Charitable organisations are being canvassed as potential fund-raising participants.	
	Monitor and report the number of network activities conducted with a target of 50	This quarter's activities were all conducted on-line and included three events; four FoM sessions; two programs and 14 networks = total of 23 sessions with total participants in excess of 430.	
	Provide activities that encourage opportunities for women and promote women in business	Whilst women participate across all SEBN networks, fewer activities specifically for Women in Business have been conducted this quarter due to COVID-19 and the increasing pressure this had on many women in the workforce. Sessions held have focused on leadership, culture, remote management and using creative business tools as a means of engagement and new ways of working.	

 Delayed 
  Completed 
  Not Due To Start 
  On track

ORDINARY COUNCIL MEETING - MINUTES

4.2.1 Q1 Quarterly Performance Report (Cont.)


*A resilient employment hub*

Priority	Action	Progress	Status
Work collectively with and across government, industry, service providers and educational organisations to facilitate long term solutions to both the supply and demand of employment	Continue to implement the refreshed Local Economic and Employment Development Strategy	A refreshed strategy will be reviewed internally to ensure compatibility across work teams and collaboration efforts are maximised.	
	Deliver a minimum of one key event for secondary school students that promotes the diversity of career opportunities in the region, particularly within the manufacturing sector	Lunch with the Winners once again attracted a wide audience with a range of panelists, together with a keynote focused on technology and the future. Delivered in a virtual environment in partnership with SELLEN and implemented by YACVIC, more than 80 students from eight schools interacted with business representatives to frame and solve an emerging issue critical to their futures. As schools feared that students were 'zoomed out', the attendance of 82 participants is testament to the reputation of the event.	
	Oversee and implement the Community Revitalisation and One Per Cent project and continue to develop the capability and capacity of the disadvantaged/disengaged jobseekers in our community	Whilst some direct engagement activities have not been able to be conducted with jobseekers over the past quarter, several projects under the CR and One Percent banners are continuing, including the CEAV Career Counselling & Employment Readiness. Design and development for new projects is also proceeding, including a series of eight virtual workshops with employers and jobseekers to be delivered during the October-December quarter.	

 Delayed 
  Completed 
  Not Due To Start 
  On track

ORDINARY COUNCIL MEETING - MINUTES

4.2.1 Q1 Quarterly Performance Report (Cont.)

Priority	Action	Progress	Status
	<p>Publish four editions of 'Talking Business' magazine and relevant e-newsletters</p>	<p>The September issue of the 16 page magazine saw 10 local businesses featured, one sustainability story, one social enterprise story and one disability story. The magazine was distributed to over 1,000 people (3,000 printed / 8,000+ electronic copies).</p> <p>Positive feedback was received via email from both featured clients and readers. The next magazine is scheduled for December.</p>	

■ Delayed  
 ■ Completed  
 ■ Not Due  
 ■ To Start  
 ■ On track

4.2.1 Q1 Quarterly Performance Report (Cont.)




*A tourist destination attracting new visitors*

Priority	Action	Progress	Status
Undertake effective marketing, events and tourism activities to promote Greater Dandenong	Continue to implement the Tourism and Regional Food Strategies	The Tourism and Regional Food Strategies action lists have been refreshed and implementation continues.	

 Delayed 
  Completed 
  Not Due To Start 
  On track

4.2.1 Q1 Quarterly Performance Report (Cont.)



**Strategic Objective 6: An open and effective Council**  
*A Council connected with the community, providing an effective voice on their behalf*

Priority	Action	Progress	Status
Continue to be a strong advocate on issues of community importance which are beyond Council authority	Achieve an index score that is equivalent or higher than the average result of comparison Councils for community consultation and advocacy (Community Satisfaction Survey)	The Community Satisfaction Survey will be conducted in February/March 2021 and the results for this survey will be available in May/June.	
	Maintain a detailed advocacy register on Council's website and prepare an updated advocacy document for distribution to local Members of Parliament	A detailed advocacy register is available and up to date on Council's website. This has recently been reviewed in preparation for the launch of the new website in November. A new advocacy document was prepared, published and distributed to a number of local, state and federal MP's highlighting projects that could quickly be mobilised if stimulus funding were to become available following the COVID-19 pandemic, which is also available on Council's website.	
	Facilitate Community Forums as requested by Councillors	No community forums were held due to the COVID-19 pandemic.	

 Delayed 
  Completed 
  Not Due To Start 
  On track

ORDINARY COUNCIL MEETING - MINUTES

4.2.1 Q1 Quarterly Performance Report (Cont.)







Priority	Action	Progress	Status
<p>Undertake proactive communication on key issues to foster community understanding</p>	<p>Grow Council's social media following by 10 per cent from a base figure of 26,000</p>	<p>Total quarterly growth (Facebook, Twitter, Instagram, YouTube and LinkedIn CGD Official Channels combined) = 4.5 per cent                      Facebook 14,503 total followers, 233 posts sent, 49,572 engagements, 497,428 reach (Organic and paid). Total growth = 3.1 per cent                      Twitter 4,529 total followers, 0 tweets sent, 4 engagements, 4 link clicks, 0 retweets. Total growth = - 0.2 per cent                      Instagram 3,778 total followers. 55 posts sent, 2,331 Engagements, 3.6 per cent engagement rate. Total growth = 4.4 per cent                      YouTube 863 total subscribers, 31,943 views, 847.4 hours watched. Total growth = 12 per cent                      LinkedIn 6,347 followers, 35 posts, 1,382 engagements, 931 clicks. Total growth = 9.2 per cent</p>	
	<p>Manage VEC contract for conduct of the 2020 Council elections and conduct candidate forums across Greater Dandenong community.</p>	<p>All requirements of Council and the CEO in relation to the elections and under the Local Government Act 2020 have been met to date. The VEC has met all contracted obligations and reports regularly on all outcomes. Online Candidate information Sessions (due to COVID-19 restrictions) were hosted by Council for the MAV and VLGA and the VEC also hosted its own sessions. LGV provided the online mandatory candidate training and Council provided a link to this on its website as per the requirements.</p>	

 Delayed 
  Completed 
  Not Due To Start 
  On track



4.2.1 Q1 Quarterly Performance Report (Cont.)

*A well-managed and high performing Council*

Priority	Action	Progress	Status
Ensure best practice risk management through the implementation of the Risk Management Strategy	Enhance the Pulse risk management system across Council for improved performance reporting, risk identification and mitigation	The new Strategic Risk Register has been created in Council's risk management portal. Actions are being assigned to responsible officers, and reporting options explored with the Corporate Planning Officer. The vendor may need to amend some user options in this module to provide full functionality.	
	Ensure Local Government Act general compliance across the organisation through the ongoing management of the legislative compliance system	A report has been submitted to the Executive Management Team regarding resourcing and priority for this project	
	Review and update the Audit Advisory Committee Charter	Council adopted its Audit and Risk Committee Charter as required under the Local Government Act 2020 on 13 July 2020.	
Maintain and annually review Council's Long Term Financial Strategy to ensure financial sustainability	Develop a Revenue and Rating Strategy	This project is underway.	
	Maintain sound financial practices by completion of the Annual Financial Statements for the year ended 30 June 2020 and receive full audit clearance by the legislated time frame of 30 September (including compliance with the Model Financial Report)	This task has been completed and the Annual Financial Statements have been submitted to the Minister for Local Government as part of the Annual Report 2019-20.	
	Review the Long Term Financial Strategy and seek Council adoption of the revised framework	Guidelines are currently being prepared and the project is expected to commence in October.	

 Delayed 
  Completed 
  Not Due To Start 
  On track

4.2.1 Q1 Quarterly Performance Report (Cont.)

Priority	Action	Progress	Status
Maintain Council as an employer of choice and provide a safe work environment	Complete a Workforce Management Plan	Work on this process will commence in the first half of 2021 in line with the requirements and timelines of the new Local Government Act.	
	Complete the development of a CEO remuneration policy	Work on this Policy will commence in the first half of 2021 in line with the requirements and timelines established in the new Local Government Act.	
	Develop a professional development and training program for Councillors	The Manager Governance currently participates on the LGV Councillor Induction Panel and is working towards a complete councillor induction program incorporating both mandatory and discretionary components for new and existing councillors. Topics have also been discussed with other Councils.	
Provide high quality, timely customer service	Achieve an index score of 76 or higher for customer satisfaction (Community Satisfaction Survey)	The Community Satisfaction Survey will be conducted in February/March 2021 and the results for this survey will be available in May/June.	
	Maintain all public registers required in accordance with the Local Government Act and associated regulations	All public registers have been maintained and updated as required in accordance with both the Local Government Act 1989 and Local Government Act 2020 and associated regulations.	
Seek to establish and maintain strategic partnerships and alliances which enhance Council performance	Manage the effective leasing of Council's commercial property portfolio including seeking new lease opportunities for spaces which are currently vacant	The effective management leasing of Council's Commercial Property portfolio is on track with only one Commercial Property being vacant prior to the COVID-19 pandemic restrictions. This vacancy was filled during this quarter.	


Delayed 
 Completed 
 Not Due To Start 
 On track

4.2.1 Q1 Quarterly Performance Report (Cont.)

Priority	Action	Progress	Status
Implement the Digital Strategy	Continue to develop on-line digital forms to supplement current manual processes and promote these products to the community	<p><b>Online Forms Completed:</b></p> <ul style="list-style-type: none"> <li>- Debt Write Off Recommendation COVID Staff Declaration</li> <li>- SMS Contact</li> <li>- Mail Out Online Form</li> <li>- Records Scanning Invoices</li> <li>- Declaration of working for 2 or more employers</li> <li>- PPE Order Form</li> <li>- Debtor Invoice Authority</li> </ul> <p><b>In Progress:</b></p> <ul style="list-style-type: none"> <li>- Staff Uniform Order</li> <li>- Working at Heights Permission</li> <li>- New Fee</li> <li>- CGD Security Access Request</li> </ul> <p><b>Objective Workflows In Progress:</b></p> <ul style="list-style-type: none"> <li>- Finance Journal Approval</li> <li>- Civil Development Review Process</li> </ul>	

■ Delayed   
 ■ Completed   
 ■ Not Due To Start   
 ■ On track




**4.2.1 Q1 Quarterly Performance Report (Cont.)**

Priority	Action	Progress	Status
	Implement Council's Information Technology and Digital Strategy 2020-25	The Year one action plan developed is to be reviewed by the IT Steering Committee. The Asset Management System - Assetic implementation has commenced. The Tress module has been migrated from Conquest to Assetic and integration with other corporate systems in progress.	

■ Delayed  
 ■ Completed  
 ■ Not Due To Start  
 ■ On track

**4.2.1 Q1 Quarterly Performance Report (Cont.)**

*Decision making which is transparent and accountable*

Priority	Action	Progress	Status
Continue to implement mechanisms that enhance community access and understanding of Council decision making and the role of Council	Achieve an index score that is equivalent or higher than the average result of comparison Councils for making decisions in the interest of the community (Community Satisfaction Survey)	The Community Satisfaction Survey will be conducted in February/March 2021 and the results for this survey will be available in May/June.	
Ensure compliance with the Local Government Act and Councilor/Staff Codes of Conduct	Develop the new Council Plan 2021-25 and the Annual Plan 2021-22	A new engagement portal has been setup for the project and is available on Council's website. Community engagement activities will commence at the end of the Caretaker period including workshops with the newly elected Council.	
	Produce and adopt the Annual Budget by 30 June 2021 in line with the new requirements of the Local Government Act	This project is on track to be completed by 30 June 2021.	

 Delayed 
  Completed 
  Not Due To Start 
  On track