

4.2.1 Q2 Quarterly Performance Report (Cont.)

POLICY AND STRATEGY

Q2 QUARTERLY PERFORMANCE REPORT

ATTACHMENT 1

**QUARTERLY PERFORMANCE REPORT
1 OCTOBER – 31 DECEMBER 2020**

PAGES 53 (including cover)

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

4.2.1 Q2 Quarterly Performance Report (Cont.)

**Council Plan
Performance Report
Q2 2020-21**



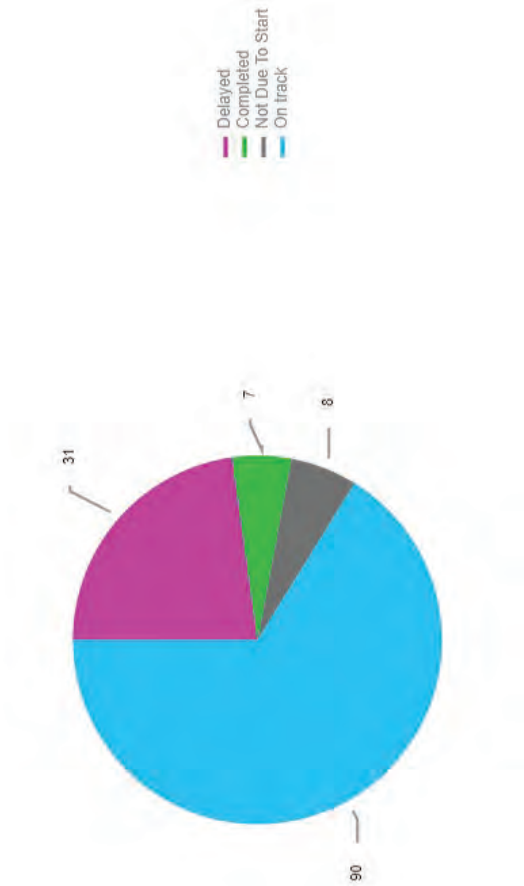
4.2.1 Q2 Quarterly Performance Report (Cont.)

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4.2.1 Q2 Quarterly Performance Report (Cont.)

Q2 Performance Summary – 1 October – 31 December 2020



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4.2.1 Q2 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 have delivered an online campaign to promote volunteering as a pathway to enhancing employability. During this quarter there were five posts, with a total reach of 1,434.	
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	Council's Carols event proceeded as scheduled on 11 December, for the first time as an online event. An estimated 300 people attended the live screening, not including repeat views available on YouTube. The 2020 New Years Eve event was cancelled due to COVID-19 restrictions and the inability to recreate the event experience online.	
	Develop female physical activities and sporting opportunities as part of the 'Make Your Move' Physical Activity Strategy	The 'This Girl Can' program has now concluded and the acquittal process is underway. The team, in conjunction with Darebin Council, 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 successfully delivered a six-week virtual movement program with Burke and Beyonds female disability group. The session was 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 and tips to make exercise fun. The feedback from the groups was positive and the Sport and Recreation team will now work on further programs and activities for the next 6 months now that COVID-19 restrictions have eased.	

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ORDINARY COUNCIL MEETING - MINUTES



4.2.1 Q2 Quarterly Performance Report (Cont.)

Priority	Action	Progress	Status
	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 and final works to rectify a drainage issue have been completed. Sport and Recreation is now responsible under licence for the day to day management.	
	Review governance structures for kindergarten and child care provision across the municipality	Maddocks have been engaged to review service and license agreements as part of the governance review. Council officers have provided support to Harrisfield and Dandenong North Kindergartens who have struggled with good governance and having viable committees of management in 2020, this work will continue with the Department of Education and Training in 2021.	
Support agencies, schools, neighbourhood houses and community groups to work collaboratively to build resilience and social connectedness	Develop an Informal Recreation Infrastructure Plan	The draft plan is in the process of being updated to align with the recent Open Space Strategy reserve hierarchy and typology. In addition, discussions with the Open Space team will occur, along with community consultation being planned to be delivered in the next quarter.	
	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 now been revised and will be submitted for Public Exhibition from 1-28 February. Feedback will then be incorporated, and the frameworks submitted to Council for endorsement.	

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ORDINARY COUNCIL MEETING - MINUTES


4.2.1 Q2 Quarterly Performance Report (Cont.)

Priority	Action	Progress	Status
	<p>Implement a new network approach to connect and build the capacity of Not for Profit agencies through corporate support and sponsorship</p> <p>Support young people to participate in civic and community activities which enhance leadership and personal development</p>	<p>Council has facilitated donations of food and material relief from 14 businesses to local relief organisations for distribution to the community. A framework for supporting the connect and build capacity of not for profit agencies through corporate support and sponsorship is under development.</p> <p>Youth and Family Services have continued to deliver programs online, including:</p> <ul style="list-style-type: none"> - Young Leaders program (9 sessions, 100 contacts) - Freeza Committee (8 sessions, 50 contacts) - Game On, online hangout space (4 sessions, 14 contacts) <p>A total of 146 contacts were engaged in the Youth and Family Services COVID-19 research project, through an online survey, focus groups or phone interview.</p> <p>The Young Leaders delivered the 'Healthy Minds, Healthy Lives' event online to 90 students at the Noble Park English Language School. The event promoted wellbeing strategies and ways for newly arrived young people to build connection with the local community.</p> <p>35 young people attended an online Youth Leadership Celebration during Victorian Youth Week, where their community involvement was formally recognised.</p>	<p></p> <p></p>

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ORDINARY COUNCIL MEETING - MINUTES


4.2.1 Q2 Quarterly Performance Report (Cont.)

Priority	Action	Progress	Status
<p>Support and promote volunteering through the Council volunteer program, Greater Dandenong Volunteer Resource Service and community groups</p>	<p>Continue to support, train and recognise Council volunteers through regular training and recognition events</p>	<p>Due to ongoing COVID-19 restrictions Council's volunteers remained inactive over this period with the exception of the Back Your Neighbour Campaign and Online Book Club. These two groups were able to successfully volunteer via virtual volunteering roles. Some Food Services volunteers recommenced with the service in December. Volunteers were offered online training opportunities to maintain skills/knowledge. A fortnightly VolunteerCorner Enews publication was developed to keep volunteers connected and informed. This has been well accessed and appreciated. A Volunteer Victoria State Award nomination for the Karma Knitters project was submitted in September, though not a winner the project was recognised for its positive impact. All Council Volunteers were sent a mayoral letter with a Dandenong Market \$25 gift voucher as a Christmas gift. This demonstrated Council's appreciation to the commitment of volunteers and anticipation of a successful return.</p>	

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ORDINARY COUNCIL MEETING - MINUTES





4.2.1 Q2 Quarterly Performance Report (Cont.)

Priority	Action	Progress	Status
	<p>Increase opportunities for volunteering within Council programs</p>	<p>New on lines roles such as Back your Neighbour and Online Book Club volunteers continued to successfully participate over this period. All other roles were suspended. A review of the current roles was conducted, and a summary of potential new volunteer opportunities post COVID-19 were submitted for consideration. These are:</p> <ul style="list-style-type: none"> -Alleviating Social Isolation - sharing a meal virtually with an older isolated person. -Human Book - improving the understanding of our diverse community virtual or one to one -Environmental/Citizen Scientist - parks and gardens area - virtual or in person -Sustainability and food security annual Spring fruit harvest sharing -Education support mobile information cabin sustainability/parks and gardens -Social Support - community bus driver for outings/transport for medical appointments -Karma Knitters Annual prewinter project for warm knitted goods to be distributed to vulnerable residents through selected local Not for Profit agencies. 	

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4.2.1 Q2 Quarterly Performance Report (Cont.)

A safe community

Priority	Action	Progress	Status
Advocate for increased police resources for our city to assist with reducing crime	Assist Victoria Police with targeted enforcement of speeding and hoon behaviour, through ongoing liaison and data provision	Due to COVID-19 restrictions, Council was not requested to assist the police 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.	
	Improve safety within the community by advocating for additional police resources and addressing identified hot spots while also continuing to monitor community perceptions	Council has received a DJCS grant to address crime and anti-social behaviour impacts in central Dandenong hotspot locations, in Boyd Lane, the Hemmings Street Precinct, Walker Street Car Park and the Springvale Hub. CCTV and security infrastructure will be installed, while community engagement activities and events to build social cohesion will be implemented through a collaborative approach between Council units and community agencies.	
Develop safe and well-designed public spaces which encourage public access	Develop and implement the Domestic Animal Management Plan 2020-21	The community consultation process for the Hemmings Street Precinct Draft Action Plan has received over 210 survey responses about perceptions of safety and opinions about the Plan. Online interview sessions were attended by AMES, Afri-Auscare and ASRC who have all offered to partner with Council and other stakeholders to implement the finalised Action Plan.	
	Maintain the Safe City CCTV system in accordance with specified performance standards	Due to COVID-19, this action is currently delayed as the the updated DAMP is now not required to be completed until December 2021. Development of the updated DAMP, whilst begun, will ramp up in the first quarter of the 2021-22 reporting year. Council's Safe City CCTV system is currently meeting all specified performance standards.	

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4.2.1 Q2 Quarterly Performance Report (Cont.)

Priority	Action	Progress	Status
Increase cyber safety awareness in the community	Review the Municipal Emergency Management Plan as part of ongoing continuous improvement activities	On 1 December 2020 new provisions in the Emergency Management Act 2013 came into effect which changed several requirements in relation to the MEMPC and MEMPC processes. As such now the MEMPC must update the MEMPC to align it with the new legislative requirements and submit this to the Regional Emergency Management Planning Committee (REMPC) in May 2021 for approval. The preparedness for this is underway and we have our next MEMPC meeting on 23 February so we can continue progressing the MEMPC update further.	
Promote gender equity, and support the right of women to engage and participate equally in all aspects of community life	Maintain eSmart Libraries accreditation to equip libraries and connect communities with the skills needed for smart, safe and responsive use of technology Work with young people to address the impact of racism and discrimination	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. The November meeting of the Greater Dandenong Youth Network addressed the topic of racism and discrimination, with 78 youth work professionals in attendance. Presenters included the Centre for Multicultural Youth and Victorian Equal Opportunity and Human Rights Commission.	
Provide information on road laws and ensure road safety messages are culturally sensitive and available in languages other than English	Work with young people to address the impact of racism and discrimination	In addition, young people have been surveyed about their experiences of racism and discrimination as part of Youth and Family Services' localised COVID-19 research project.	
	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	Some programs have switched to online delivery. Others have been delayed due to COVID-19 restrictions.	

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ORDINARY COUNCIL MEETING - MINUTES

4.2.1 Q2 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)	Civil works of Local Area Traffic Management (LATM) treatments in Keysborough west were completed, with street light upgrades to occur in the next quarter.	
	Deliver support services for vulnerable families, including those experiencing or at risk of, family violence	Family Support engaged 78 families and 187 children, providing a total of 2,044 contact hours of support.	
	Host the 2020 Walk Against Family Violence	Due to COVID-19 restrictions the 2020 Walk Event was replaced for the first time by an online event focussing on the 16 Days of Activism. Resources developed from previous walk events were used to promote different themes over the course of the 16 Days which kicked off on White Ribbon Day in November 2020. Videos of previous speakers were edited and promoted on Council's social media channels over the period. Engagement with the community was achieved by encouraging photos to be posted and tagged to be shared amongst networks.	

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ORDINARY COUNCIL MEETING - MINUTES

4.2.1 Q2 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 was finalised in early December and the officer has been supporting the Material Aid consortium emergency food relief work. A 'relief recipients' survey has been developed to understand the primary causes of relief need. This will be conducted with recipients January - February and results collated. The anti-poverty workshop with consortium partners did not take place in October and will be scheduled in February/March. An assessment of the Housing Strategy 2014-24 is complete and provides recommendations for a detailed review process.	
	Endorse and begin implementation of the next Reconciliation Action Plan	The draft Reconciliation Action Plan (RAP) was endorsed by Council at the 14 September Council meeting and forwarded to Reconciliation Australia (RA) for final comment and conditional endorsement. In late December, RA advised they have reviewed the plan against Innovate RAP requirements and there is minor feedback to incorporate prior to their endorsement. These adjustments have been made and the RAP is expected to be conditionally endorsed by late January. Recruitment for a RAP officer has commenced and an appointment is expected in late January.	
	Maintain food safety - inspect all registered food premises annually and report outcomes	A total of 265 (19 per cent) of the food premises received their annual inspection in Q2, with 91 per cent complying with food safety requirements. Due to the pandemic, inspection rates have been impacted.	
	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	During the pandemic, the public health unit has continued to represent CGD on a number of management teams including DHHS COVID incident management teams, working closely with DHHS and EACH on the High Risk Accommodation Response operation.	

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ORDINARY COUNCIL MEETING - MINUTES


4.2.1 Q2 Quarterly Performance Report (Cont.)

Priority	Action	Progress	Status
	<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>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>1,812 secondary school students were immunised. There was an increase in numbers on the previous quarter due to the timing of the Year 7 secondary school vaccine doses and catching up students not vaccinated earlier due to the COVID-19 pandemic school closures.</p> <p>578 children under 20 years were immunised (not including the secondary school program).</p> <p>Coverage rates for children under 5, measured as of 30 September 2020:</p> <p>12 < 15 months 95.00 per cent fully covered; State coverage rate 95.30 per cent,</p> <p>24 < 27 months 92.72 per cent fully covered; State coverage rate 93.90 per cent</p> <p>60 < 63 months 95.60 per cent fully covered; State coverage rate 96.40 per cent.</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.</p> <p>Grant recipients have been engaged with to understand modifications to program delivery due to COVID-19.</p>	

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ORDINARY COUNCIL MEETING - MINUTES

4.2.1 Q2 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>	

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ORDINARY COUNCIL MEETING - MINUTES

4.2.1 Q2 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. 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	Funded agencies have been provided grant agreements and engaged with to report on the effect of COVID-19 on program delivery, including delays to implementation or changes to delivery to comply with COVID-19 safety requirements. Essential transport for vulnerable older people has continued throughout the COVID-19 restrictions. Implementation of the actions from the Community Transport report and new policy will be implemented as restrictions ease with additional shopping trips and the trial of the transport loop model planned.	 

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4.2.1 Q2 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 the mid-term review of the Disability Action Plan will be presented at the next Disability Advisory Committee meeting as restrictions ease.	
	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 whilst also providing the opportunity to implement unique programs like the Seniors Phone Chat group.	
Provide programs and events for people to participate in community activities and civic life	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 of actions that other Councils are undertaking in order to prepare an options paper once the final report is available.	
	Facilitate the implementation of a new Children Youth and Family Strategy 2020-24 for children and families	A draft Children's plan and background information is in development.	

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ORDINARY COUNCIL MEETING - MINUTES

4.2.1 Q2 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	<p>Greater Dandenong Council celebrated and supported local LGBTIQ+ artists and communities through exhibitions, performances, events and workshops during its inaugural <i>Unwrapped Festival</i> in November 2020.</p> <p><i>Unwrapped</i> delivered on a number of recommendations made by the LGBTIQ Council Report, including providing safe spaces for inclusion, self-expression and celebration of our LGBTIQ community members.</p> <p>Current attention is now on investigating Council involvement during the Melbourne Midsumma Festival, which may include Greater Dandenong Council representation at the annual Pride March in May 2021.</p> <p>Investigations are also underway with establishing an LGBTIQ Network with a southeast regional focus.</p>	
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	<p>Activity for the Back Your Neighbour campaign continued to highlight the impacts of COVID-19 on people seeking asylum with six separate Facebook posts and over 2,500 people following the page. An additional volunteer has been recruited who will focus on activation of a dedicated Twitter account. Advocacy for additional State Government funding was successful with \$3.9 million being allocated across Victoria to support people seeking asylum for this financial year.</p>	
	Deliver the Home exhibition and program that features artists from refugee backgrounds including people seeking asylum	This project was delivered in Q1.	

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ORDINARY COUNCIL MEETING - MINUTES

4.2.1 Q2 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	At the December meeting of the Multicultural and People Seeking Asylum Advisory Committee the members provided activity updates from their respective sector areas and provided feedback and advice on several Part B Actions (Actions 1.2, 1.4, 2.1, 3.5, 5.5, 6.4) of the Greater Dandenong People Seeking Asylum and Refugee Action Plan 2018-21. Advice was recorded and efforts will continue to focus on commencing the remainder of the Part B Actions. The current progress report on the Part B Action Plan includes ten completed/ongoing actions, thirteen commenced actions, and seven not commenced. Part B action 1.3 Creation of a Multicultural Communities Network is on track for completion in early 2021, with the EOJ, Terms of Reference, and advertising having all been approved.	
Celebrate diversity through a range of cultural activities	Provide support and guidance to community organised festivals, events and cultural celebrations	Support and guidance were provided to the organisers of the Lions Summer Festival and Lunar New Year, Harmony Day and Drum Theatre events in Harmony Square. An event application for the MOSS Skate Fundraiser was facilitated. A quarterly eNewsletter to the local Event Organisers Network provided event related information to all groups, including a special edition explaining the COVIDSafe Events Framework.	

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ORDINARY COUNCIL MEETING - MINUTES


4.2.1 Q2 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	Following the closure of arts venues due to COVID-19 all services in Q2 continued to be delivered digitally. This included two online exhibitions delivered by Arts and Cultural Development (Unwrapped LGBTQIA+ celebration and 9 by 5). Additional programming was delivered in association with the exhibitions - Unwrapped: Twelve supporting programs, including partnership offerings from HeadSpace, Chisholm TAFE and Connection Arts Space.	
	Deliver the 2020 Short Cuts Film Festival	This program has been delayed for consideration in early 2021 due to COVID-19 restrictions.	

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4.2.1 Q2 Quarterly Performance Report (Cont.)

Priority	Action	Progress	Status
	Implement Year Five actions of the Greater Dandenong Arts and Cultural Heritage Strategy 2016-26	<p>Community Connection: Engagement with: - Aged Care facilities to participate in workshops and 9 by 5 - Community Groups: Noble Park Community Centre, CAS and SMRC.</p> <p>Cultural Destination: - Unwrapped festival presented online in collaboration with Libraries, Community Development and Partner Organisations.</p> <p>History and Heritage: - Greater Dandenong history book published and available to the public for loan or purchase.</p> <p>Cultural Venues: - Cultural venues closed due to COVID-19, services pivoted to offer engagement online - Continued the construction of the new Greater Dandenong Gallery of Art - Commenced community consultation for Creative Industry Space to repurpose the Precinct Energy Plant building.</p> <p>Partnerships and Evaluation: - An EOI was released to recruit new members to the Arts Advisory Board - The Drum Working Group continued to meet.</p>	

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ORDINARY COUNCIL MEETING - MINUTES



4.2.1 Q2 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>Digital programming continued with 'Home Delivery' and 'Drum Theatre Digital'. Q2 saw a further delay in the programming and delivery of the professional season due to ongoing COVID-19 restrictions however planning has continued for Q3 and Q4.</p>	
	<p>Promote and support artists locally through engagement, networking, residency and development activities</p>	<ul style="list-style-type: none"> - Remote Writer in Residency linked to Springvale Community Hub implemented - Youth mentorship program with Yandell Waiton completed - Ongoing engagement with local schools network to develop a professional development program with arts education professionals - Supporting implementation of community grants outcomes, including development of partnership agreement with Sangam Festival. 	

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ORDINARY COUNCIL MEETING - MINUTES



4.2.1 Q2 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 increased participation and engagement of local artists with onsite filmed and online projects including Home Delivery, MyVid and Pathways. 11 works were recorded, and 8 sessions published.</p> <p>Pathways was rehearsed at the Drum supporting South Asian artists to work with internationally renowned artists, and a performance filmed for Unwrapped a celebration of LGBTIQ+ Arts and Culture.</p> <p>Drum streamed two events online as part of the 2020 program including A Migrant Son for and A Very Aussie Christmas by Winding Road Productions for our Encore audience.</p> <p>Drum facilitated a large-scale projection artwork on the Walker St windows from local high school and tertiary students under the mentorship of established projection artist, Yandell Walton.</p>	
	<p>Provide 20 community arts participation opportunities for artists, residents and businesses through performance and exhibition programs and other projects</p>	<p>- 22 workshops were offered for community engagement both online and in person.</p> <p>- Additional engagement opportunities were offered including online Q&A's, webinars and curator talks.</p>	

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ORDINARY COUNCIL MEETING - MINUTES





4.2.1 Q2 Quarterly Performance Report (Cont.)

Priority	Action	Progress	Status
<p>Provide opportunities for children and young people to participate in civic and community activities</p>	<p>Host the 2020 Children's Forum</p>	<p>The 2020 Children's forum was held via Microsoft Teams on Thursday 29 October and 126 children aged 7-12 from 17 local primary attended. The children participated in scavenger hunts within their school, drawing competitions and a Virtual race around Greater Dandenong solving clues to find landmarks, and the winners of the children's festival story competitions were announced. Junior Mayor Sanjay hosted the forum, and members of the children's advisory group hosted workshops. Workshops were provided by Community Development facilitating children's input into the new Council plan, Libraries facilitating children's input into the library programs and website content; Revitalization and Place making facilitating children's input into laneways within CGD, Youth services, facilitating children's input into coping with stress, The Drum Theatre, facilitating children's input into programs and Waste Services facilitating children's input into educational programs.</p>	
<p>Record, protect and promote local heritage including support of the historical societies and Cultural Heritage Advisory Committee</p>	<p>Enhance Councils ability to store and protect the City's heritage collections in collaboration with local historical societies</p>	<p>Planning has commenced for the Springvale and District Historical Society (SDHS) to move into the Springvale Community Hub. The COVID safe reopening of the Civic Archive is planned for Q3. Long-term and short-term archival and collection storage will continue to be assessed in consultation with the Historical Societies.</p>	

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4.2.1 Q2 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 was developed and is in place.	
	Implement the Greater Dandenong Plastics Policy	The COVID-19 pandemic has restricted its delivery and the introduction of a webinar style delivery for programs has been initiated and is currently under development for expansion. Work continues on the implementation of the Plastics Policy, with multiple meetings held with relevant internal Council units to discuss specific impacts and potential barriers or concerns. However, due to COVID 19 this has been delayed with many community organisations not operating. It is expected that implementation will occur at a more rapid pace in Q3 as relevant community organisations reopen.	
	Implement the Greater Dandenong Sustainability Strategy 2016-30 and undertake the five year review	The Sustainability Strategy continues to be progressively implemented, with several of the major deliverables now completed or commenced. The five year review is currently underway and is expected to be finalised in Q3.	
	Undertake the annual Sustainability Festival and Awards	Development of the Sustainability Festival (rebranded as Forever Fest) and Awards is progressing well and on track for delivery in May and June 2021, as expected. The detailed project brief has now been completed, and 90 per cent of the program has been scheduled.	

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ORDINARY COUNCIL MEETING - MINUTES



4.2.1 Q2 Quarterly Performance Report (Cont.)

Priority	Action	Progress	Status
Improve diversion from landfill rates	In conjunction with the Metropolitan Waste Resource and Recovery Group, participate in the current EOI process and report back to Council at the key milestones that will inform the final tender stage.	Stage 2 of the Advanced Waste Processing Services procurement process is well advanced with preparations to conduct competitive dialogue with the 3 short-listed tenderers in early 2021. A briefing and formal report to Council will be provided in the first quarter of 2021 following the competitive dialogue stage.	
	Investigate the implications in implementing the Circular Economy Policy recommendations	A Waste Services briefing was provided to Council in August 2020 outlining a number of council initiatives aligned with the circular policy. Since that time a "Transition Plan" has been submitted to the State Government detailing councils plans to move to a FOGO service in April 2021 and a fourth bin for the collection of household glass in 2026.	
	Offer a Food Organics Garden Organics (FOGO) service to our community as a means to divert this valuable resource from landfill	Council is preparing for the introduction of FOGO in April 2021 with the development of a Communication and Engagement Plan, inclusive of a suite of letters for two mailouts to households planned for early 2021 and other collateral to generate awareness and understanding across the community.	
	Review the recycling charges, whilst considering opportunities to introduce an incentive for increased recycling	A preliminary investigation has been undertaken when developing the Long Term Financial Strategy (LTFS) estimates and will be refined as a part of the 2021-22 budget process.	
	Finalise the Urban Forest Strategy	A draft Urban Forest Strategy has been completed and presented to Councilors. It is due to go out for public consultation in February 2021.	
	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 during the year.	

 Delayed
  Completed
  Not Due To Start
  On track

ORDINARY COUNCIL MEETING - MINUTES





4.2.1 Q2 Quarterly Performance Report (Cont.)

Priority	Action	Progress	Status
	Implement Year Three of the Urban Tree Strategy 2018-23	The 2020 tree planting program is complete. Trees are now under maintenance. Due to COVID-19 restrictions community tree planting days have been cancelled and instead planting was undertaken by redeployed Council staff. Redeployed Council staff have finished tree planting and returned to their substantive positions.	
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 six audits/inspections of recycling and green waste facilities. It is anticipated that this action plan will achieve further excellent results due to councils commitment to deliver the High Risk Waste Sites Local Government project plan. This action plan is in agreement with DELWP, the City of Casey and Kingston City Council.	

 Delayed
  Completed
  Not Due To Start
  On track


4.2.1 Q2 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 commence in February 2021 following the next meeting of CASBE, when next steps and timelines will be discussed.	
	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	Work on embedding consideration of climate change into the Council Plan 2021-25 is underway. Preparation for and understanding of how a changing climate may impact both Council and the Greater Dandenong community in years to come is a key task, hence why incorporation into the Council Plan is so important. Sustainability Planning officers are working closely with the Council Plan team on development of this, and have involved members of the Greater Dandenong Community Sustainability Advisory Committee in the public consultation process. Further detailed development of relevant sustainability and environmental sections of the Council Plan will occur in Q3.	
	Finalise and begin implementing the Climate Change Strategy and Action Plan	Implementation of the Climate Emergency Strategy and Action Plan has now begun. The priority tasks for implementation in 2021 are a program of Council staff and Councillor climate change awareness training, development of a Community Engagement and Mobilisation Plan, and capacity building of Council's internal Climate Emergency Implementation Group which will provide manager oversight of implementation of other key activities across the entire organisation.	

 Delayed
  Completed
  Not Due To Start
  On track

4.2.1 Q2 Quarterly Performance Report (Cont.)


Priority	Action	Progress	Status
Ensure new street plantings are compatible with increasing average temperatures, whilst increasing canopy cover throughout the municipality	Commence the development of the Biodiversity Action Plan	Ecology Australia has undertaken an initial community consultation phase including surveys and workshops. Flora and fauna field surveys are also being undertaken, all of which will inform the Action Plan.	

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

ORDINARY COUNCIL MEETING - MINUTES

4.2.1 Q2 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	<p>Planned improvements for this year include completing the following elements; (noting that this is a multi year project)</p> <p>The current package of on ground works that consisted of the following elements have now been completed; New park furniture, picnic facilities, fitness equipment, walking paths, garden beds, refurbished "Rotary Water Wheel", tree planting, interpretive elements and signage have all been constructed and installed.</p> <p>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 commence in March and be completed by the end of April.</p>	

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

ORDINARY COUNCIL MEETING - MINUTES

4.2.1 Q2 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 two thirds of projects under construction or committed and about to start.	
	Enable and showcase the opportunity for social activity on local streets; for example street parties, temporary playgrounds and events	The likelihood of a roll out within 2020-21 has been reduced due to COVID-19, however the background documentation/process is well developed. The use of the process for extended outdoor dining has been popular with local businesses.	
	Finalise the Toilet Strategy to map out where there needs to be new or upgraded public toilets	The Public Toilet Strategy has been out for public consultation and responses are being compiled for presentation to Council.	
	Implement the Active Transport Infrastructure Priority Program improving pedestrian and cycling infrastructure	Design work is being undertaken for the Hammond Road path between Dalgety Street and Kirkham Road.	
	Undertake the road resurfacing program	This program is proceeding well with the return of contractors from the Christmas industry shut down.	

Delayed
 Completed
 Not Due To Start
 On track

4.2.1 Q2 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 = 133, with a total of 122 completed within the required timeframe. Percentage completed = 92 per cent	
Undertake a review of the number of dwellings constructed in each residential zone to ensure the aims of the Municipal Housing Strategy are being met	Translate the existing Local Planning Policy Framework and Municipal Strategic Statement to the Planning Policy Framework in conjunction with DEWLP	The translation of the existing Local Planning Policy Framework and Municipal Strategic Statement to the Planning Policy Framework in conjunction with DEWLP is continuing to be delayed as Council waits 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 progressing with the recommendation on the proposed methodology for revision to be presented to the Executive Management Team in early 2021. 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 Q2 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 in preparation. 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.	
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 is completed with a few minor defects being attended to and a formal community opening scheduled for February.	
	Continue planning for a Dandenong Community Hub by developing the business case and concept plans	A project brief will be prepared for Concept Plans and a Business Case. The project is scheduled to be reviewed by Council in the first quarter of 2021. Pending that review, the project work still 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	The Melbourne City Football Club relocation to south east Melbourne was announced. The next stage of planning for DSEC is proposed to take place in collaboration with Melbourne City FC and the Victorian Government.	
	Finalise the design and commence construction of the Keysborough South Community Hub	Detailed design is nearing completion and contract documentation is scheduled to commence in the coming weeks.	
	Review and implement the Municipal Early Years Infrastructure Plan to embed planning for three year old kindergarten	The development of Kindergarten infrastructure and services plans for 3 year old Kindergarten are still in progress with continued input from DET	

 Delayed
  Completed
  Not Due To Start
  On track

4.2.1 Q2 Quarterly Performance Report (Cont.)

Priority	Action	Progress	Status
	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 draft Business Case is complete.	

 Delayed
  Completed
  Not Due To Start
  On track

4.2.1 Q2 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's (and other stakeholder) advocacy to the State Government has been successful with the State Budget announcement of a \$5.3 billion Big Housing Build to support the establishment of an additional 12,000+ social and affordable properties across the state.	

■ Completed
 ■ Not Due To Start
 ■ On track

4.2.1 Q2 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 2020 Council meeting. The Planning Scheme Amendment will commence in Q3.	
	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 Q2.	

 Delayed
  Completed
  Not Due To Start
  On track

ORDINARY COUNCIL MEETING - MINUTES

4.2.1 Q2 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	A funding application has been lodged to the VPA for joined up Government review of investment attraction for central Dandenong.	
	Construct the Greater Dandenong Gallery of Art	Construction commenced but has been impacted by COVID-19 restrictions and unexpected service relocation works.	

 Delayed
  Completed
  Not Due To Start
  On track

ORDINARY COUNCIL MEETING - MINUTES




4.2.1 Q2 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>	<p>Business Audits (2019) were completed and reported. The Place Score (2020) for Little India improved from 54/100 to 80/100. The Net Promoter Score was one of the highest in Greater Dandenong at +36.</p> <p>A shop front improvement project was delivered to nine shops.</p> <p>A Marketing Plan developed with traders has produced 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.</p> <p>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 this for the 2020-21 financial year.</p> <p>Support was provided to the Foster Street Traders Association to successfully secure a \$10,000 grant from Small Business Victoria.</p>	
	<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 has commenced pending input from the partial demolition of the existing structure.</p>	

 Delayed
  Completed
  Not Due To Start
  On track

ORDINARY COUNCIL MEETING - MINUTES



4.2.1 Q2 Quarterly Performance Report (Cont.)

Priority	Action	Progress	Status
	Implement staged delivery of the Springvale Boulevard Project	Meetings with the construction contractor have commenced to work through pre-construction activities. The Department of Transport (DoT) have advised of the next steps required to achieve final approvals. The Communications Strategy is complete and recommended preparation is underway including a branding campaign which encourages people to keep shopping during construction. Once DoT indicate the lead time for final approval, Council will recommence external communications with a focus on Springvale Road traders. The anticipated construction start date is prior to mid 2021.	
	Monitor the 10 year Infrastructure Plan for the Activity Centres	A 10-year program has been developed. This will need to be adjusted pending limited available funding via CIP due to COVID-19 impacts.	
	Monitor, implement and promote Activity Centre parking changes	COVID-19 is impacting on parking demand. Lonsdale Street free parking has been extended until July 2021 and free on-street parking was introduced in the lead up to Christmas. Parking sensor installation has commenced in central Dandenong for on-street bays.	

 Delayed
  Completed
  Not Due To Start
  On track

4.2.1 Q2 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	Deliver activities to business and industry that provide opportunities, awareness and exposure to global trends and markets	Following last quarter's global focus and September event with Keith Suter, AM, this quarter's activities included a special program of 3 'New World - New Ideas' events delivered using State Govt funding to the EDU. These included 'Customer Experience' with retail specialist Amanda Young; Christmas Lunch with Bernard Salt AM who spoke on 'Rebuilding Australia The Role of Manufacturing in Creating a Stronger Nation', and 'Innovation Against All Odds' with international speaker, Melissa Sterry. In 2021 it is intended to explore what are Australia's new global markets and the opportunities and challenges these present.	
	Support the Future of Manufacturing program and continue to explore the opportunities for a Manufacturing Connectivity Centre in partnership with SEMMA	This quarter focussed on identifying the variety of opportunities that COVID-19 has provided and supporting each other with the myriad management styles that came with the ever-changing working environment and complexities that COVID-19 presented throughout the year. This was the first and only group to meet physically since March, with the group catching up at Dandenong Park for a Christmas barbeque to wrap up the year.	

 Delayed
  Completed
  Not Due To Start
  On track

ORDINARY COUNCIL MEETING - MINUTES

4.2.1 Q2 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	The project start date is pending the backfilling of a Senior Economic Development Officer role and the appointment of a Better Approvals Officer. This project is expected to be completed during Q3 and Q4.	
Provide information on investment options and facilitate streamlined processes for planning and investment	Develop an investment attraction prospectus for the City	This project was delayed due to COVID-19. Officers' time was refocused on helping our business community survive the pandemic. This project is now back on track and in the early development stage.	
	Undertake discussions with industry experts and stakeholders on future opportunities and strategies for revitalising central Dandenong	A preliminary discussion has been held and the project is likely to commence in early 2021. This is linked to other work including VPA study and the City Deal. Development Victoria announced Capital Alliance as the successful consortium for Sites 11-15, and discussions are to be held in 2021 to progress investment in central Dandenong.	

Delayed
 Completed
 Not Due To Start
 On track

ORDINARY COUNCIL MEETING - MINUTES

4.2.1 Q2 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	<p>The allocated funding for the Social Enterprise Program was redistributed to benefit the Business Grant Program. This was the best use of Council funds in this time of need. Whilst the financial support was reduced, it has not stopped productive discussions in this space. The monthly meetings between key internal Council units continues to strengthen and see some worthwhile ideas shared and explored. The 2020 Talking Business Magazines have included a social enterprise story in every issue. This will continue into 2021 with a social enterprise already identified for the March edition of the magazine. The EDU has completed training and since received access to Council's tender portal, Vendor Panel, which will allow greater analysis of the status of social enterprises in our community. Looking ahead, meetings have been set for 2021 between Council and The Western Program Alliance at McConnell Dowell in regards to engaging social enterprises in the latest Level Crossing Removal Project.</p>	

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

ORDINARY COUNCIL MEETING - MINUTES

4.2.1 Q2 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 continued for the golf day. COVID has impacted the capacity of some potential charities and therefore no final decision on the recipient charity had been made prior to Christmas. Promotional material will be forwarded as soon as this decision is made, and the soft 'launch' with the Mayor is scheduled for late January, early February. All other activities are on track.	
	Monitor and report the number of network activities conducted with a target of 50	Activities were held on-line and included a special program of three 'New World - New Ideas' events; three FOM sessions; one program and seven network sessions = total of 14 sessions (year to date: 37) with a total number of participants in excess of 324 (year to date: 754)	
	Provide activities that encourage opportunities for women and promote women in business	The series of special events held this quarter attracted a considerable number of women in business - particularly the 'customer experience' session with Amanda Young. The Women's Network group also met, with the session delivering the latest thinking and approaches to the Myers-Briggs personality indicators. International Women's Day will be a key feature in March 2021 and a new program of activities is under development.	

 Delayed
  Completed
  Not Due To Start
  On track

ORDINARY COUNCIL MEETING - MINUTES

4.2.1 Q2 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	The Economic Development Unit (Edu) has developed a Business Plan that complements the Local Economic and Employment Development Strategy. EDU's work during COVID-19, assisting local businesses survive and recover from the pandemic, was also in line with the Local Economic and Employment Development Strategy eg Grant Program, Outdoor Dining Program, SE Melb Business survey, free business mentoring	
	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	There has been no further activity this quarter.	
	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	The focus for CR activities has been on delivering a series of eight virtual workshops between employers and jobseekers. These workshops were specifically designed to provide our disadvantaged jobseekers with an 'up close and personal' exploration of recruitment and workplace needs. The CEAV project and Making the Match programs, amongst other projects, have continued. The CR project has again been extended - this time to 30 June 2021 - with project plans being prepared for submission in January 2021.	

 Delayed
  Completed
  Not Due To Start
  On track

ORDINARY COUNCIL MEETING - MINUTES


4.2.1 Q2 Quarterly Performance Report (Cont.)

Priority	Action	Progress	Status
	<p>Publish four editions of 'Talking Business' magazine and relevant e-newsletters</p>	<p>The December edition of Talking Business was published and distributed on time. The magazine featured eight local business stories and two industry bodies (Greater Dandenong Chamber of Commerce and SEMMA). Articles covered in this issue included but were not limited to topics on the social enterprise sector, tax advice from the Australian Taxation Office, sustainability, Council's Material Aid Program and place-making activities which are improving our City. The magazine was distributed in both print and electronic format, with a combined total of 10,319 copies distributed (2,563 print/7,756 electronic). This was the last edition for 2020 with the next magazine scheduled for March 2021.</p>	

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

4.2.1 Q2 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	A council report and an update on the actions of the Food and Tourism Strategies were presented to Council in Q1. The Tourism Strategy has also had an appendix added which is now available on Council's website. It highlights achievements, what needs further attention and also identifies potential opportunities that can be undertaken.	

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



4.2.1 Q2 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)	Local Government Victoria have gone out to tender for the Community Satisfaction Survey and a provider has yet to be appointed. Further information is expected to be provided in January.	
	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 was recently reviewed and updated for the launch of Council's new website in November. In the previous quarter 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 coronavirus (COVID-19) pandemic.	

 Delayed
  Completed
  Not Due To Start
  On track

4.2.1 Q2 Quarterly Performance Report (Cont.)







Priority	Action	Progress	Status
Undertake proactive communication on key issues to foster community understanding	Grow Council's social media following by 10 per cent from a base figure of 26,000	<p>Total quarterly growth (Facebook, Twitter, Instagram, YouTube and LinkedIn CGD Official Channels combined) = 2.3 per cent</p> <p>Facebook 14,579 total followers, 214 posts sent, 24,490 engagements, 316,377 reach (Organic and paid). Total growth = 1.7 per cent</p> <p>**Twitter 4,521 total followers, 3 tweets sent, 60 engagements, 0 link clicks, 2 retweets. Total growth = - 0.1 per cent</p> <p>Instagram 3,935 total followers. 94 posts sent, 2,312 Engagements, 2.8 per cent engagement rate. Total growth = 3.9 per cent</p> <p>YouTube 944 total subscribers, 29,707 views, 825.1 hours watched. Total growth = 8.5 per cent</p> <p>LinkedIn 6,580 followers, 22 posts, 1,067 engagements, 859 clicks. Total growth = 3.5 per cent</p> <p>The use of social media accounts was significantly limited during Caretaker.</p> <p>**Twitter was deactivated during caretaker and didnt resume use until December.</p>	
	Manage VEC contract for conduct of the 2020 Council elections and conduct candidate forums across Greater Dandenong community.	<p>All requirements of Council and the CEO in relation to the elections and under the Local Government Act 2020 were met. The VEC met all contracted obligations and reported regularly on all outcomes. Failure to vote notifications will be sent by the VEC in early 2021.</p>	

 Delayed
  Completed
  Not Due To Start
  On track

ORDINARY COUNCIL MEETING - MINUTES

4.2.1 Q2 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	Some delays have occurred due to COVID-19.	
	Ensure Local Government Act general compliance across the organisation through the ongoing management of the legislative compliance system	The Manager Governance is awaiting a response to the report submitted to the Executive Management Team (EMT) regarding resourcing and priority for this project. The Legislative Compliance and Delegations Policy was also submitted as a result of the internal audit and is awaiting advice from EMT.	
	Review and update the Audit Advisory Committee Charter	The Audit and Risk Committee has been developed under the new requirements of the Local Government Act 2020 and has a new charter endorsed by Council.	
Maintain and annually review Council's Long Term Financial Strategy to ensure financial sustainability	Develop a Revenue and Rating Strategy	This will commence in Q3.	
	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)	External auditors start the 2021 audit planning on 28 January 2021.	
	Review the Long Term Financial Strategy and seek Council adoption of the revised framework	The operating Long Term Financial Strategy (LTFS) for the next ten years has been reviewed in detail by Managers and approved by EMT on 1 December 2020. The capital LTFS will be produced in January 2021. A draft LTFS document incorporating both operating and capital is due to be finalised in January 2021 and presented to Council in February 2021.	

 Delayed
  Completed
  Not Due To Start
  On track



ORDINARY COUNCIL MEETING - MINUTES

4.2.1 Q2 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. A small group of Councils have met and formed a working group to try and get some consistency in approach and share information in the development of a Workforce Management plan in line with the new requirements.	
	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.	
Provide high quality, timely customer service	Develop a professional development and training program for Councillors	The Councillor Induction Program is 75 per cent complete with the remaining components scheduled for early 2021.	
	Achieve an index score of 76 or higher for customer satisfaction (Community Satisfaction Survey)	Local Government Victoria have gone out to tender for the Community Satisfaction Survey and a provider has yet to be appointed. Further information is expected to be provided in January.	
Seek to establish and maintain strategic partnerships and alliances which enhance Council performance	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 the Local Government Acts 1989 and 2020 and associated regulations.	
	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 no current vacancies.	

 Delayed
  Completed
  Not Due To Start
  On track



4.2.1 Q2 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>Online Forms A total of 59 forms were created and 29,030 entries, these included:</p> <ul style="list-style-type: none"> - Disabled Parking Permit - Children's Festival A New Story Panel - Working at Height Permission - Reporting a Malicious Email - Debtor Invoice Authority - Payroll Checking Process <p>Objective Workflow</p> <ul style="list-style-type: none"> - Finance Journal Approval - Payroll Authorisation Required 	
	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 is in progress.	

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

4.2.1 Q2 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) Develop the new Council Plan 2021-25 and the Annual Plan 2021-22	Local Government Victoria have gone out to tender for the Community Satisfaction Survey and a provider has yet to be appointed. Further information is expected to be provided in January. Broad community engagement activities have been conducted throughout Q2 and will continue into February 2021. These have included: - a community survey - an online ideas wall - children's activity worksheets - broad promotion through Greater Dandenong Council News, urban screens, social media, Council's website and in customer service centres - targeted promotion through stakeholder workshops, community and business newsletters, and Council committees. Pop-up activities are planned for January in areas of high community use. A deliberative panel will also be convened in March next year for discussions in April/May.	
Ensure compliance with the Local Government Act and Councillor/Staff Codes of Conduct	Produce and adopt the Annual Budget by 30 June 2021 in line with the new requirements of the Local Government Act	The rollover of the Budget guidelines and the Fees and Charges portal have commenced. Budget information training dates have been booked in. This is on track to be completed by 30 June 2021.	

 Delayed
  Completed
  Not Due To Start
  On track