
4.1.1 Q3 2020-21 Quarterly Performance Report (Cont.)

POLICY AND STRATEGY

Q3 2020-21 QUARTERLY PERFORMANCE REPORT

ATTACHMENT 1

**QUARTERLY PERFORMANCE REPORT 1
JANUARY – 31 MARCH 2021**

PAGES 53 (including cover)

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

4.1.1 Q3 2020-21 Quarterly Performance Report (Cont.)

**Council Plan
Performance Report
Q3 2020-21**



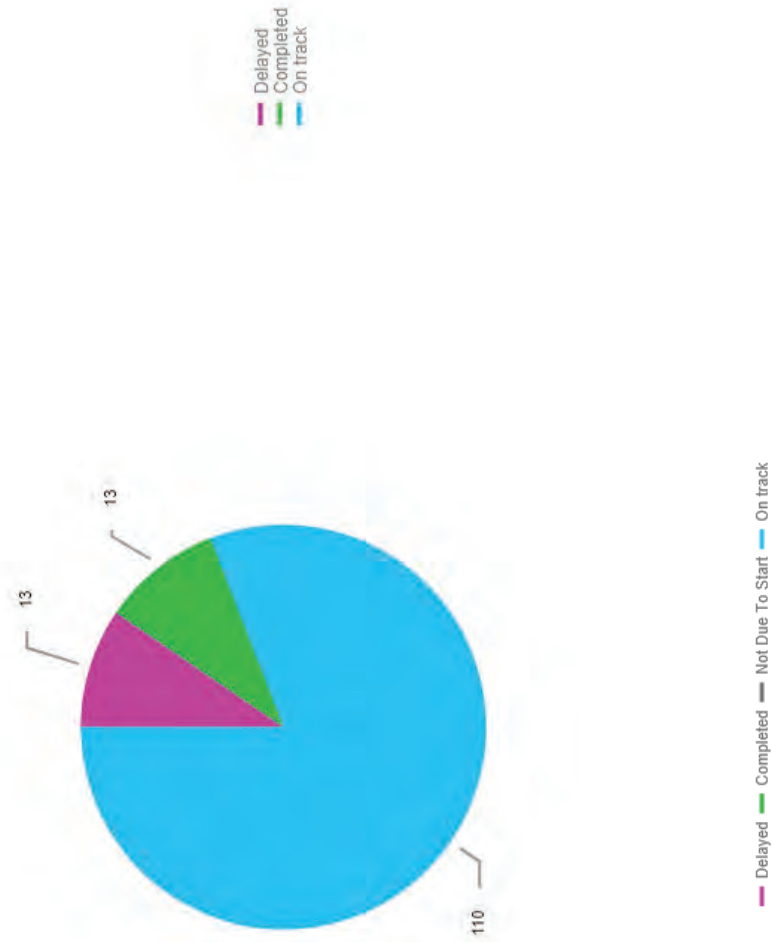
4.1.1 Q3 2020-21 Quarterly Performance Report (Cont.)

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4.1.1 Q3 2020-21 Quarterly Performance Report (Cont.)

Q3 Performance Summary - 1 January – 31 March 2021



4.1.1 Q3 2020-21 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	<p>Planning and recruitment has commenced for the IMPACT Youth Volunteering Program with 27 expressions of interest received from young people. The program will be delivered in early April.</p> <p>Youth and Family Services have continued to support youth employment pathways with the four Peer Research Assistants engaged in additional work to support youth programs and events, as well as assisting in Council's material aid distribution.</p>	
Increase community participation in physical activity through our leisure, recreation and sports services	<p>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> <p>Develop female physical activities and sporting opportunities as part of the 'Make Your Move' Physical Activity Strategy</p>	<p>Council's Australia Day Festival was a multi-site festival with activities in Dandenong Park, Drum Theatre, Springvale Town Hall and Springvale Reserve.</p> <p>Council's Open Air Movies series commenced on 26 February and will continue on Friday evenings until 23 April.</p> <p>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 Beyond's female disability group in CGD. The session included 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 were positive and the Sport and Recreation team will now work on further programs and activities for the next six months now that COVID-19 restrictions have eased.</p>	
			

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ORDINARY COUNCIL MEETING - MINUTES




4.1.1 Q3 2020-21 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. 14 actions are on track for completion for 2020-21. A mid way point assessment has been conducted and five additional actions have progressed this year. Due to the nature of these actions they will need to be rolled over to 2021-22 Year 2 Actions. Eight additional actions will be rolled over to 2021-22.	
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)	Park works are fully complete and handed over. Sport and Recreation are now responsible under licence for its day to day management.	
	Review governance structures for kindergarten and child care provision across the municipality	Service and license agreements have been finalised for distribution. A governance review is being scoped for an Expression of Interest for a consultant to support the review.	
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. Community Consultation is now complete and will provide the basis of the review of the plan.	
	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 brief has been updated to incorporate Gender Impact Assessments and an Impact on Environment Statement. This will be shared with Council for feedback prior to public consultation commencing mid 2021.	

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ORDINARY COUNCIL MEETING - MINUTES



4.1.1 Q3 2020-21 Quarterly Performance Report (Cont.)

Priority	Action	Progress	Status
	Finalise the review of the Community Development Framework and Community Hub Framework	The draft revised Community Development Framework and the Community Hubs Framework were submitted for Public Exhibition from 1-28 February. Additional feedback was sort directly from various community groups and Council advisory committees. Where appropriate recommendations/suggestions were incorporated into the Frameworks. A Councillor Briefing session to discuss these two Frameworks (and the Diversity, Access and Equity Policy) has been scheduled for 7 June.	
	Implement a new network approach to connect and build the capacity of Not for Profit agencies through corporate support and sponsorship	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 connection and building capacity of Not for Profit agencies through corporate support and sponsorship is under development.	
	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 a number of leadership programs for young people, including:</p> <ul style="list-style-type: none"> - Young Leaders program (8 sessions, 63 contacts) - FreeZA committee (8 sessions, 89 contacts) - Holiday Activities Committee (5 sessions, 25 contacts) <p>The 2020 Young Leaders group delivered a Youth Leadership Forum in March 2021, with 50 students attending from eight local secondary schools.</p> <p>A group of culturally diverse young people has been engaged in a project to develop engaging social media content promoting COVID-19 safe behaviours to their peers. (6 sessions, 23 contacts). The content will be launched in May 2021.</p>	

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ORDINARY COUNCIL MEETING - MINUTES

4.1.1 Q3 2020-21 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>Increase opportunities for volunteering within Council programs</p>	<p>11 volunteer programs resumed over this period. Volunteers returning to Council programs were all provided with one to one training at each individual site on new COVID-19 safe work practices. Home Library volunteers were provided with a group training session at Springvale Hub on the new Contactless Home Library Service. All Volunteers continue to be supported through individual and group contacts and regular Volunteer Newsletters.</p> <p>New opportunities were offered to volunteers to assist at the Mayoral Charity Golf Day and assist senior club members in meeting COVID-19 QR code obligations. Volunteers assisted Material Aid by conducting surveys with users of the service and attended a feedback meeting. These new opportunities were filled by existing volunteers.</p>	<p></p> <p></p>

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4.1.1 Q3 2020-21 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>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>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.</p> <p>Council has commenced procurement processes to install safety infrastructure and CCTV to address crime and anti-social behaviour impacts in the Walker Street Car Park and the Springvale Hub.</p> <p>Council has endorsed the Hemmings Street Precinct Action Plan and liaised intensively with State Government MPs and departments to advocate for their collaboration and sufficient resources to implement the Plan.</p> <p>Council has worked to address perceptions and levels of safety in the 301 Thomas Street, Dandenong commercial area. Collaboration with traders, Police and social services has occurred to resolve unauthorised occupation on traders' private land to the rear of the complex and Council's adjacent carpark.</p> <p>The rate of alleged offences in Greater Dandenong has decreased by 14% in the four years to 2019-20, including a 15% decrease in violent offences and 18% in property offences. Drug offences rose 3%.</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>Initial preparations for the Domestic Animal Management Plan have begun, and this is on track to be presented to Council prior to the second quarter of 2021-22.</p>	

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ORDINARY COUNCIL MEETING - MINUTES

4.1.1 Q3 2020-21 Quarterly Performance Report (Cont.)

Priority	Action	Progress	Status
	Maintain the Safe City CCTV system in accordance with specified performance standards	Council's Safe City CCTV system is currently meeting all specified performance standards.	
	Review the Municipal Emergency Management Plan as part of ongoing continuous improvement activities	A comprehensive review and update of the Municipal Emergency Management Plan (MEMP) is nearing completion. This is on target to be submitted to the Regional Emergency Management Planning Committee (REMPC) by 28 April 2021 for their approval which is required by 7 May 2021 in line with the new legislative requirements.	
Increase cyber safety awareness in the community	Maintain eSmart Libraries accreditation to equip libraries and connect communities with the skills needed for smart, safe and responsive use of technology	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.	
Promote gender equity, and support the right of women to engage and participate equally in all aspects of community life	Work with young people to address the impact of racism and discrimination	Planning has commenced for a youth forum on racism and discrimination, to be held in June 2021. Young people's input will support Youth and Family Services submission to the development of a national anti-racism framework.	
Provide information on road laws and ensure road safety messages are culturally sensitive and available in languages other than English	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	Uptake has been low post COVID-19. Applications for program funding in 2021-22 have been submitted.	
	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)	All civil works for the 2020-21 LATM Program have been completed. Initial concept designs are being prepared for the next sites likely to receive treatments in the 2021-22 financial year.	

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4.1.1 Q3 2020-21 Quarterly Performance Report (Cont.)

Priority	Action	Progress	Status
Support those experiencing family violence and work with agencies and Victoria Police to address the causes	Deliver support services for vulnerable families, including those experiencing or at risk of, family violence	This quarter, Family Support engaged 90 families and 215 children, providing a total of 2,498 contact hours of support.	
	Host the 2020 Walk Against Family Violence	The online Walk Against Family Violence was held on 20 November 2020.	

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4.1.1 Q3 2020-21 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 survey of 361 'relief recipients' was conducted. Anti-Poverty meetings have been held with consortium partners with development of working groups on data reporting and material aid planned for April/May. A housing agency has been invited into the Anti-Poverty Consortium. 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	Reconciliation Australia has provided conditional endorsement of the Reconciliation Action Plan in January. Final endorsement will be provided once graphic artwork is complete and a local artist has been engaged through a tender process to complete this. A feasibility study for a First Nations Community Space has commenced through Karabena Consulting. Recruitment delays for the RAP portfolio officer has meant some RAP actions have not commenced as initially scheduled.	
	Maintain food safety - inspect all registered food premises annually and report outcomes	A total of 301(21%) of the food premises received their annual inspection in Q3, with 87% complying with food safety requirements. Due to the effects of the pandemic, additional resources are being sourced to assist with the workload.	
	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	The public health team has continued to represent CGD on a number of professional groups including the Regional Managers Group, Regional Public Health COVID group, EHPA's Public Health and Wellbeing Special Interest Group (SIG) and EHPA's Food SIG.	

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ORDINARY COUNCIL MEETING - MINUTES



4.1.1 Q3 2020-21 Quarterly Performance Report (Cont.)

Priority	Action	Progress	Status
	Monitor adolescent immunisation rates and report on the number of adolescents immunised according to the National Immunisation Program (NIP) Secondary School Program	2,069 secondary school students were immunised this quarter. This is at expected levels .	
	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)	546 children < 20 years of age were immunised this quarter (not including the secondary school program).	
	Promote gender equity, and support the right of women to engage and participate equally in all aspect of community life	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 recipients have been engaged with to understand the modifications to program delivery due to COVID-19.	
	Report on services and initiatives targeting vulnerable people in the community who may be at risk of being unimmunised or under immunised	The Immunisation service provides free access to vaccination for eligible children and adults, with a focus on improving access 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 and an expanded project that includes families entering the region on humanitarian visas.	

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4.1.1 Q3 2020-21 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. Monitoring visits have commenced in Q3 for funded agencies. Essential transport for vulnerable older people continued throughout the COVID-19 restrictions. With appropriate COVID-19 safe measures in place, transport is now back to full capacity with the introduction of additional shopping trips. Implementation of further actions from the Community Transport report and new policy will be implemented over the coming months.	 

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4.1.1 Q3 2020-21 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 Implement Year Four actions of the Positive Ageing Strategy 2017-25	Medium term actions have been prioritised and the mid-term review of the Disability Action Plan has been presented to the Disability Advisory Committee for their feedback and identification of new objectives and actions. Medium term actions of the Positive Ageing Strategy have been prioritised with a particular focus on transport and social connection. COVID-19 restrictions however 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. As restrictions have eased, programs including day trips have recommenced.	
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 Facilitate the implementation of a new Children Youth and Family Strategy 2020-24 for children and families	The Aged Care Quality and Safety Royal Commission final report was released in February 2021 after delays related to the COVID-19 pandemic. Community Care has analysed the issues raised through the Royal Commission and has sought the input of the Positive Ageing Advisory Committee, the MAV and other Councils in order to understand the potential impact on our local community. Following the Government response to the Royal Commission due on 31 May, Community Care will prepare an Options Paper for the future of aged care services at the City of Greater Dandenong. A draft Children's Plan and background information has been completed and presented to the Executive Management Team in March. Community consultation will occur in April. An annual action plan to accompany the Children's Plan has also been developed.	

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4.1.1 Q3 2020-21 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	Discussions are to take place with the LGBTIQ Working Group regarding appropriate celebrations to be held for International Day Against Homophobia, Biphobia, Intersexism and Transphobia for Monday 17 May. Some initial activities commemorating the day include lighting up the Drum Theatre in rainbow colours and raising the Pride Flag at both Harmony Square and Springvale Hub. Early discussions are taking place with a number of different Councils and organisations in the southeast region about establishing a possible regional LGBTIQ Network.	
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	Greater Dandenong Council represented the Local Government Mayoral Taskforce Supporting People Seeking Asylum at the Palm Sunday - Justice for Refugees Rally, which took place in late March 2021. Mayor Cr. Angela Long, and Councillors Eden Foster, Lana Formoso, and Rhonda Garad stood united under the Back Your Neighbour banner, calling for a humane and empathetic approach to be adopted by the Federal Government in its treatment of refugees and people seeking asylum. Efforts to expand the Mayoral Taskforce have also taken place, with letters sent to newly elected Councillors of non-member Councils, asking them to raise the possibility of membership. Follow-up requests will be sent in the coming week. Back Your Neighbour social media channels also continue to be active with the assistance of two volunteers, under the direction of a Community Advocacy Officer.	
	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



4.1.1 Q3 2020-21 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 March meeting of the Multicultural and People Seeking Asylum Advisory Committee the members provided activity updates from their respective sector areas and agreed that the entire Part B Action Plan will be reviewed by the next meeting in May. The establishment of the Multicultural Communities Network was temporarily placed on hold following the December meeting after new information was received about the creation of other multicultural networks in the region that may fulfill a similar purpose. Members subsequently discussed the matter and agreed that there was still a unique need for the MCN and the EOJ process for this group will recommence.	
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 organisers of the Tet Festival flag raising, Bangladeshi flag raising, Lunar New Year, and outdoor activations organised by the Drum Theatre. An eNewsletter to local Event Organisers Network provided Covid related information to all groups.	

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4.1.1 Q3 2020-21 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 easing of COVID-19 restrictions in Q3, exhibitions reverted to a physical presence. This included two exhibitions delivered by Arts and Cultural Development (Changed Forever: Legacies of Conflict, and FLORA). The FLORA exhibition has been presented over five supporting locations. Additional programming was delivered in association with the exhibitions: Changed Forever: Two supporting programs in person; FLORA programs will continue through Q4.	
	Deliver the 2020 Short Cuts Film Festival	This program has been cancelled for 2020-21 due to COVID-19 restrictions.	

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4.1.1 Q3 2020-21 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:</p> <ul style="list-style-type: none"> - Aged Care facilities engaged via Community Bus Tours to Changed Forever and FLORA exhibitions. <p>Cultural Destination:</p> <ul style="list-style-type: none"> - The FLORA exhibition is presented across multiple venues in collaboration with Libraries, Civic Facilities and Open Spaces encouraging walking tours. - Delivery of a successful SANGAM Festival <p>History and Heritage:</p> <ul style="list-style-type: none"> - A heritage exhibition is presented in support of the FLORA exhibition. <p>Cultural Venues:</p> <ul style="list-style-type: none"> - Cultural venues reopened following the lifting of COVID-19 restrictions; - The construction of the new Greater Dandenong Gallery of Art continued - Hirers were re-engaged to participate in venue activities and COVID-19 planning was supported. <p>Partnerships and Evaluation:</p> <ul style="list-style-type: none"> - New members were appointed to the Arts Advisory Board - The Drum Working Group continued to meet 	

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ORDINARY COUNCIL MEETING - MINUTES

4.1.1 Q3 2020-21 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 a special performance by Rhonda Burchmore and a series of videos of virtual tours of The Drum receiving a total of 2,350 views. Programming commenced with the Australia Day children's hub with performances in circus, magic, acrobatics and theatre. The 2021 Season 1 (February - June) program was launched in February. The Drum program for this quarter included two Encore programs that were tributes to three very different musical groups: 'Frankie Valli and the Four Seasons vs The Beach Boys'; and the music of Fleetwood Mac. Culturally diverse programming was front and centre with the SANGAM Festival: 'Earth Matters (a walking tour of South Asian dance and music); Dawn Raga (early morning Indian music in Harmony Square); and 'Bukjeh - stories of home and having to leave it', by Palestinian artist Aseel Tayah. Michael Cormick and Rachael Beck celebrated their music theatre history in 'You And I'. Local artists also came together again for 'Our Beat' in March.</p>	
	<p>Promote and support artists locally through engagement, networking, residency and development activities</p>	<ul style="list-style-type: none"> - A sound artist in residency created works for the FLORA exhibition - Ongoing engagement occurred with the local schools network and delivery of school incursions - Implementation of community grants outcomes were supported including the delivery of a partnership agreement with the SANGAM Festival. 	

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4.1.1 Q3 2020-21 Quarterly Performance Report (Cont.)

Priority	Action	Progress	Status
	Promote greater artist engagement through The Drum's programs, performances and workshops	Participation and engagement with artists and the community increased with the ability to reopen. Local artists were supported through providing rehearsal and creative development space for 'Pathways' a professional development program for emerging South Asian artists. This intersected with support for the SANGAM Festival which presented 100 artists across four venues, including the Drum Theatre. Rehearsals for 'Our Story', an ensemble project of local young people aged 13-30 returned, and 'Our Beat' kicked off with an artist mixer along with the 'Bukjeh' artists in residence during March. Workshops and activities also included weekly dance workshops 'Dance Up' by the Southern Migrant Resource Centre and activities through the 'Bukjeh' residency included workshops at Mt Hira Secondary College, pop up stories and music in Palm Plaza and a special Harmony Day storytime at the Dandenong Library. These activities involved 244 people.	
	Provide 20 community arts participation opportunities for artists, residents and businesses through performance and exhibition programs and other projects	- 10 workshops were offered for community engagement both online and in person. - Additional engagement opportunities offered including online Q&A's, webinars and curator talks.	
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 was held on 29 October 2020, during Children's Week.	

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ORDINARY COUNCIL MEETING - MINUTES


4.1.1 Q3 2020-21 Quarterly Performance Report (Cont.)

Priority	Action	Progress	Status
Record, protect and promote local heritage including support of the historical societies and Cultural Heritage Advisory Committee	Enhance Council's ability to store and protect the City's heritage collections in collaboration with local historical societies	<p>The Springvale and District Historical Society (SDHS) has signed the lease on their space within the Springvale Community Hub and planning has commenced for their move.</p> <p>The COVIDSafe Plan for the Shared Archive has been finalised with staff and Historical Societies being briefed on requirements. 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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4.1.1 Q3 2020-21 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	<p>The 2020-21 Waste Education Plan was developed and is in place.</p> <p>The COVID-19 pandemic has restricted its delivery. The introduction of a webinar style delivery of programs has been initiated and is currently under development for expansion. Three face to face workshops were delivered.</p> <p>January: 0 webinars delivered 2 face to face workshops delivered</p> <p>12/1/2021 - Reuse art workshop - making egg carton faces - library school holiday program</p> <p>21/1/2021 - Reuse art workshop - T-shirt into a tote bag - library school holiday program</p> <p>February: 0 webinars delivered 0 face to face workshops delivered</p> <p>March: 0 webinars delivered 1 face to face workshop delivered</p> <p>11/3/2021 - Recycle Right in Greater Dandenong - as part of the Libraries After Dark program (11 attendees)</p> <p>YTD - 12 webinars / face to face workshops</p>	

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ORDINARY COUNCIL MEETING - MINUTES






4.1.1 Q3 2020-21 Quarterly Performance Report (Cont.)

Priority	Action	Progress	Status
	Implement the Greater Dandenong Plastics Policy	The Plastics Policy continues to be developed internally, with Sustainability Planning Officers seeking advice from sports and community stakeholders to better prepare for the reopening of clubs and events in particular. The development of guidance material for hospitality and sporting clubs has commenced. Implementation has been delayed by COVID-19 but is expected to progress well in line with easing restrictions and better capacity for engagement with the community.	
	Implement the Greater Dandenong Sustainability Strategy 2016-30 and undertake the five year review	The ongoing implementation of the Sustainability Strategy continues, and is closely entwined with the implementation and development of several other key strategic documents, including the Climate Emergency Strategy and the Council Plan. The five year review is currently underway and is expected to be finalised by 30 June 2021.	
	Undertake the annual Sustainability Festival and Awards	The development of the Sustainability Festival and Awards is progressing smoothly, with content now live via Council's website and social media pages. Entries recently opened for the Sustainability Awards, which have been altered this year to attract a broader range of applicants and encourage creativity and engagement within the community. The Sustainability Festival, rebranded as "Forever Fest", is locked in for 22-30 May and technical rehearsals for delivery via Zoom have now commenced. The programme is 95% finalised with each of the nine days showcasing a broad range of content.	
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	Stage two of the procurement is continuing with competitive dialogue with the three short listed contractors almost complete. A councillor briefing by the Metropolitan Waste and Resource Recovery Group is scheduled for 3 May 2021 when a detailed update will be provided.	

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ORDINARY COUNCIL MEETING - MINUTES



4.1.1 Q3 2020-21 Quarterly Performance Report (Cont.)

Priority	Action	Progress	Status
	Investigate the implications in implementing the Circular Economy Policy recommendations	The introduction of FOGO is on track to be introduced by 5 April 2021. The processing contractor, Veolia, reports improvements to the quality of compost being reduced and the increased demand from both the agriculture and horticultural industries. Monitoring of the demand for e-waste is being monitored with a key industry recycler ceasing processing of e-waste.	
	Offer a Food Organics Garden Organics (FOGO) service to our community as a means to divert this valuable resource from landfill	The introduction of FOGO is on track for a 5 April 2021 commencement. The FOGO Community Communications Plan is in full swing with a wealth of educational and engagement materials produced. The community has responded positively to the offer of free home kitchen caddies with almost 6,000 ordered for the initial round of deliveries.	
	Review the recycling charges, whilst considering opportunities to introduce an incentive for increased recycling	The waste and recycling charges were reviewed as part of the 2020-21 budget. Councillors elected not to adjust these charges, which would have impacted the majority of customers with an increased charge in a period when people were impacted by COVID-19. Council officers elected to maintain the current formula in determining the waste charge after having considered the prevailing circumstances of COVID-19 impacts on the community and volatility across waste and recycling costs.	
Protect and enhance the ecological value of land within the municipality	Finalise the Urban Forest Strategy	A draft Urban Forest Strategy has been completed and presented to Councillors. Public consultation was completed in February 2021 and the consultation outcomes are currently being reviewed. This will assist in finalising the draft documents.	
	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
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  Not Due To Start
  On track

ORDINARY COUNCIL MEETING - MINUTES

4.1.1 Q3 2020-21 Quarterly Performance Report (Cont.)




Priority	Action	Progress	Status
	Implement Year Three of the Urban Tree Strategy 2018-23	<p>Planning for street tree planting in 2021 has been finalised. Tree planting will commence in May and extend through to September.</p> <p>The cyclic tree pruning program is on track with inspections and audits being undertaken within recently completed blocks in Dandenong North.</p>	
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	<p>There was 10 inspections/audits of green waste and recycling facilities conducted in Q3. One facility of interest was a tyre stockpile which is currently being investigated by Council and the EPA. The inclusion of the DELWP funded High Risk Waste Sites Officer will make an impact in this space in the next quarter.</p>	

 Delayed
  Completed
  Not Due To Start
  On track

ORDINARY COUNCIL MEETING - MINUTES

4.1.1 Q3 2020-21 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)	The Council Alliance for a Sustainable Built Environment (CASBE) has now provided Council officers with a draft Terms of Reference and Memorandum of Understanding in relation to the proposed ESDv2.0 planning scheme amendment. Council officers are currently closely reviewing these documents. Once this internal review is complete, the documents will be escalated for executive discussion and decisions.	
	Develop an Electric Vehicle Fleet Transition Plan	Research on potential consultants is complete and a project brief issued for quotation. Preliminary discussions with the preferred consultant (only one identified that can address the entire fleet rather than just passenger vehicles) indicate a report can be completed by June 30 within the available project budget. Formal engagement of the consultant is currently being finalised.	
	Embed climate emergency into decision making and governance processes	Members of the Sustainability Planning team are currently working closely with relevant Council officers in preparation of the Council Plan, ensuring the climate emergency is well-considered and embedded within this strategic framework for Council's operations over the years to come. A member of the Community Sustainability Advisory Committee with significant expertise in climate change has agreed to take part in speaking at the community consultation panel event on 17 April 2021. This will further inform incorporation of climate emergency action within the Council Plan, in line with the panel's feedback.	

 Delayed
  Completed
  Not Due To Start
  On track

ORDINARY COUNCIL MEETING - MINUTES


4.1.1 Q3 2020-21 Quarterly Performance Report (Cont.)

Priority	Action	Progress	Status
	Finalise and begin implementing the Climate Change Strategy and Action Plan	Implementation of the Climate Emergency Strategy and Action Plan continues, with a program of Council staff and climate change awareness training currently being developed and a rollout of surveys to understand current attitudes commencing shortly. Council's internal Climate Emergency Implementation Group has held several initial meetings and provides a robust mechanism for oversight and governance of the Strategy's implementation. Current priorities include assigning identified climate change risks to relevant Directors and engaging with State and Federal Government infrastructure grants to improve the municipality's climate resilience.	
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 have completed the initial community consultation phase which included workshops and surveys. Field surveys and data collection have also been completed. The Consultant has been delayed in preparing the draft background report and action plan. The working group have met with Ecology Australia to review the proposed timeline with the view to have a final draft of both the background report and action plan in May.	

 Delayed
  Completed
  Not Due To Start
  On track

4.1.1 Q3 2020-21 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>This is a multi-year project however the current package of on ground works including the following elements have now been completed:</p> <p>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 commence in April and be completed by the end of May. Once the irrigation system is installed, significant landscaping will be undertaken in all of the garden bed areas, the planting will continue through the months of May and June.</p>	

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

4.1.1 Q3 2020-21 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 Capital Works Program is 86% in procurement, construction or complete. The shared path network extension is currently in the procurement phase.	
	Enable and showcase the opportunity for social activity on local streets, for example street parties, temporary playgrounds and events	The framework, barriers and signage are ready. The showcase and roll out is delayed due to COVID-19.	
	Finalise the Toilet Strategy to map out where there needs to be new or upgraded public toilets	This strategy has been presented to Council and is now complete.	
	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. The design is being finalised to ensure driveways are suitably addressed to avoid property access issues.	
	Undertake the road resurfacing program	This program is progressing well.	

 Delayed
  Completed
  Not Due To Start
  On track

4.1.1 Q3 2020-21 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 Town Planning referral from Engineering. Compliance with statutory timeframes as defined by the Subdivision Act	Work continues to progress on this Planning Scheme Amendment, and a Council report will be tabled at an upcoming Council meeting to seek approval to request authorisation from the Minister for Planning to commence the formal PSA. Total applications received = 108, with a total of 108 completed within timeframe. Percentage completed = 100%	
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 (PPF) in conjunction with DELWP was delayed as Council were awaiting the provision of draft material from DELWP for 12 months. Draft material has now been received and officers are now undertaking the review of the proposed PPF. Given the DELWP delays, this project will likely extend into the next financial year.	
	Review the Greater Dandenong Housing Strategy	The scope and method for the review of the Greater Dandenong Housing Strategy has been presented to selected representatives of the Executive Management Team for consideration. A consultant brief has been requested with the review scheduled for completion prior to 30 June.	

 Delayed  Completed  Not Due To Start  On track

4.1.1 Q3 2020-21 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	Department of Transport input is scheduled for Q4.	
	Finalise a Multi Modal Transport Infrastructure Plan for Dandenong Activity Centre	Department of Transport input is scheduled for Q4.	
	Launch the Public Transport Advocacy Statement and advocate in accordance with the Statement	This statement has been finalised. Advocacy and activity are occurring in alignment with the document.	
Investigate the development of a municipal wide developer contributions plan for application to new development across the city	Complete the Springvale Community Hub Project	This project is complete and the official opening is scheduled for Saturday 17 April.	
	Continue planning for a Dandenong Community Hub by developing the business case and concept plans	A project brief has been prepared for Concept Plan and a Business Case. The brief has been issued to eligible consultants (submissions due to close 31 March 2021) and a consultant will be engaged in April of 2021. The project work still aims to be concluded by the end of the 2020-21 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	State Government funding has been received to enable a Feasibility Review and Business Case to be undertaken.	
	Finalise the design and commence construction of the Keysborough South Community Hub	Detailed design is complete and the documentation phase is underway. Construction is due to commence in the 2021-22 financial year.	

 Delayed
  Completed
  Not Due To Start
  On track


4.1.1 Q3 2020-21 Quarterly Performance Report (Cont.)

Priority	Action	Progress	Status
	Review and implement the Municipal Early Years Infrastructure Plan to embed planning for three year old kindergarten	The draft kindergarten infrastructure and services plan for three year old kindergarten has been completed and is awaiting endorsement and input from the Department of Education.	
	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	Business Case for the Dandenong Wellbeing Centre is complete. Design development to commence in April.	

 Delayed
  Completed
  Not Due To Start
  On track

4.1.1 Q3 2020-21 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	Greater Dandenong is one of 13 regional Charter Councils seeking to increase access and availability of social housing stock in each respective municipality. Briefings have been received from Homes Victoria (the newly formed State Government body responsible for implementing the Big Housing Build) as to the processes and opportunities for Councils to increase social housing supply. At the municipal level the Executive Management Team have considered a partnership opportunity with a local philanthropic organisation to secure social housing for women escaping family violence. These discussions are continuing.	

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

4.1.1 Q3 2020-21 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 Implement the Open Space Acquisition Targets	The revised Open Space Strategy 2020-30 was adopted at the 24 August Council meeting. Preparation of the Planning Scheme Amendment has commenced. Officers continue to identify opportunities to acquire properties that assist in delivering more open space in gap areas.	 

 Delayed
  Completed
  Not Due To Start
  On track

4.1.1 Q3 2020-21 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 presented at the Councillor Briefing Session on 1 March and will be tabled at an upcoming Council meeting for adoption. 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 approved by the Minister for Planning and awaiting formal gazettal.	
	Advocate for phase two of the Revitalising Central Dandenong project	The VPA grant was successful for the review of central Dandenong investment attraction. Capital Alliance was successful in securing rights to land parcels in the 11-15 Foster Street precinct. City Deal work is progressing with central Dandenong as a key pillar.	
	Construct the Greater Dandenong Gallery of Art	Construction is well advanced with the program now on track for a new agreed practical completion date.	

 Delayed
  Completed
  Not Due To Start
  On track

ORDINARY COUNCIL MEETING - MINUTES


4.1.1 Q3 2020-21 Quarterly Performance Report (Cont.)

Priority	Action	Progress	Status
	Continue to support the Little India Precinct including implementing the State Government grant to deliver Victorias first ever Indian Cultural Precinct	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. A shop front improvement program was delivered to a further nine shops. A Marketing Plan developed with traders has delivered 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. Multicultural Affairs and Social Cohesion Division have extended the balance of the grant until June 2021 however spending is on hold. The Indian Cultural Precinct Taskforce overseeing the state government grant, is also on hold. Support is ongoing to the Foster Street Traders Association to support implementation of their \$10,000 grant from Small Business Victoria.	
	Develop Vanity Lane as a new pedestrian link between Thomas and Lonsdale Streets, Dandenong	Detailed design commenced pending input from partial demolition of the existing structure. Delays with demolition are due to complex staging.	
	Implement staged delivery of the Springvale Boulevard Project	CBS is scheduled for 6 April 2021 with a project update and recommendations to be provided. The Communications Strategy is complete and materials are being prepared. The Department of Transport (DoT) have approved part of the documentation with final approvals imminent. Construction preliminaries are being finalised with the Contractor and the anticipated construction start date is April/May 2021.	
	Monitor the 10 year Infrastructure Plan for the Activity Centres	The 10 year program has been developed. It may need adjustment pending limited available funding via CIP due to COVID-19 impacts. A review has commenced.	

 Delayed
  Completed
  Not Due To Start
  On track

ORDINARY COUNCIL MEETING - MINUTES



4.1.1 Q3 2020-21 Quarterly Performance Report (Cont.)

Priority	Action	Progress	Status
	Monitor, implement and promote Activity Centre parking changes	COVID-19 has impacted on parking demand. Lonsdale Street free parking was extended until July 2021. The installation of parking sensors is complete in central Dandenong and testing is underway.	

 Delayed
  Completed
  Not Due To Start
  On track

4.1.1 Q3 2020-21 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	Exploring new global markets and opportunities is the key focus for 2021-22. Research has been undertaken and a work program finalised which will be 'launched' in late April. The first stage of the program will comprise a series of information sessions and workshops through to November to encourage a collaborative approach by participants in assessing their potential global markets and creating access to government assistance to expedite their journeys.	
	Support the Future of Manufacturing program and continue to explore the opportunities for a Manufacturing Connectivity Centre in partnership with SEMMA	Early this quarter the group conducted an evaluation session to realign the group's focus with addressing the ever-changing local and global challenges created by COVID-19. February's session focussed on exploring the change from face-to-face to online selling, global logistics and the challenges finding suitable employees. The March meeting discussed the current disruption in global supply chains and addressed potential short to medium term solutions.	

 Delayed
  Completed
  Not Due To Start
  On track

4.1.1 Q3 2020-21 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	Work has commenced on an Investment Attraction prospectus for Noble Park, Springvale and Dandenong activity centres.	
Provide information on investment options and facilitate streamlined processes for planning and investment	Develop an investment attraction prospectus for the City	Preliminary scoping and research has been undertaken for an investment attraction prospectus.	
	Undertake discussions with industry experts and stakeholders on future opportunities and strategies for revitalising central Dandenong	A preliminary discussion has been held, the likely timing is to commence in early 2021. This is linked to other work including a VPA study and 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

4.1.1 Q3 2020-21 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 monthly meetings between key internal Council units continues to strengthen the overall delivery of this program. The program continues to stay on track despite the pandemic placing a hold on this program moving as fast as hoped. A proposal has been put forward to Community Development to utilise the Australian Network on Disability (AND) disability intern program which Council is a part of. The successful intern would assist with a project within the Social Enterprise Program. Other initiatives which are keeping this program on track include identifying regular stories to feature in the "Talking Business" Magazine. Looking ahead, EDU is still anticipating meetings between Council and The Western Program Alliance at McConnell Dowell in regards to engaging social enterprises in the latest Level Crossing Removal Project and other identified bodies such as Afri-Auscare.</p>	

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

ORDINARY COUNCIL MEETING - MINUTES

4.1.1 Q3 2020-21 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	The 2021 "Take a Swing for Charity" golf day event was held as scheduled on 24 February at Victoria Golf Club. More than 100 people participated in the event, with more than 80 golfers enjoying the fun, camaraderie, and competition, that the day offers. It is yet to be confirmed, but more than \$40k was raised for two local charities, ASRC and the Keysborough Learning Centre. Discussions have already commenced with sponsors for 2022.	
	Monitor and report the number of network activities conducted with a target of 50	This quarter's activities have again been conducted on-line, with the exception of the Future of Manufacturing (FoM) group, which has met face-face. Activities included 3 Events; 2 FoM sessions; 1 program and 6 network meetings resulting in a total of 12 sessions (year to date 49) and total participants in excess of 220 (year to date in excess of 974).	
	Provide activities that encourage opportunities for women and promote women in business	SEBN's 2021 International Women's Day breakfast event in partnership with the Greater Dandenong Chamber was held online on 10 March. The mixed audience from various business sectors were inspired by Captain Mona Shindy a weapons electrical engineer with the Australian Navy - who served on a warship; was one of just 100 Muslims in the ADF; and the Telstra Business Woman of the Year 2015. The audience was welcomed by Minister Gabrielle Williams and Mayor Angela Long provided closing remarks. The Women in Business (WIB) network session held this quarter featured how the visual approach to professional reports can help unlock the story being told. A new WIB network framework has been developed for 2021-22 to broaden the participation base.	

 Delayed
  Completed
  Not Due To Start
  On track

4.1.1 Q3 2020-21 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 refreshed strategy is being confirmed. In the meantime, work continues with implementing the broad actions, contained within the strategy.	
	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	This action is complete. The focus is currently on the 2021 event scheduled for September.	
	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	Moving into the January - June extension to the CR project, the first priority this quarter was to re-engage the CEAV to continue the one-on-one individualised support to our disadvantaged jobseekers. The new 'Employer Insights' videos project will further inform jobseekers of local opportunities and employer needs and the manufacturing project - designed to attract new entrants to the sector - will be launched in coming weeks. Opportunities to support local jobseekers as we emerge from the COVID-19 restrictions will be enhanced by the recent announcement of a further extension for the CR project to December 2021.	

 Delayed
  Completed
  Not Due To Start
  On track

ORDINARY COUNCIL MEETING - MINUTES

4.1.1 Q3 2020-21 Quarterly Performance Report (Cont.)


Priority	Action	Progress	Status
	<p>Publish four editions of 'Talking Business' magazine and relevant e-newsletters</p>	<p>The March edition of 'Talking Business' was published and distributed on time. The magazine was able to feature 13 local business stories which is the highest amount of businesses featured when compared to the past three year history. Alongside these business profiles Greater Dandenong Chamber of Commerce and SEMMA were also highlighted. Articles covered in this issue included, but were not limited to, topics on disability in the workplace, tax advice from the Australian Taxation Office, sustainability, investment attraction and/or place-making activities which are improving our City. The magazine was distributed in both print and electronic format, with a combined total of 10,668 copies distributed (1,906 print/8,762 electronic). We saw an increase in subscribers since last quarter of 349 people/businesses.</p>	

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

ORDINARY COUNCIL MEETING - MINUTES

4.1.1 Q3 2020-21 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	Council continues to promote that Greater Dandenong is open for business with all our tourism operators now ready for patronage to their venues. We are focussing on our domestic (local) visitors to the area and working across the industry to bring awareness to the municipality. Information is shared across the business community, continuously supporting them to market/promote their business. An increase in enquiries for our Food and Cultural Tours has been noticed and paid advertising in neighbouring publications is being undertaken, as well as identifying the larger more local centric editions.	

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



4.1.1 Q3 2020-21 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 was conducted by JWS Research in February and the results of the survey are not expected to be received until June. Once the final report has been provided to Council the results will be publicly available on Council's website.	
	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 reviewed and updated for the launch of Council's new website in November and is now fully functional. All Council's most recent advocacy documents are available online, including that which was 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. Advocacy efforts for the 'Orange Door' family violence service to be located in Dandenong were added to the website this quarter, which will improve the coordination of services in the south east; as well as advocacy for increased material aid funding following the pandemic.	
	Facilitate Community Forums as requested by Councillors	No community forums were requested by Councillors during this quarter.	

 Delayed
  Completed
  Not Due To Start
  On track

4.1.1 Q3 2020-21 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) = 2.8 per cent Facebook - 14,970 total followers, 201 posts sent, 24,920 engagements, 260,108 reach (Organic and paid). Total growth = 2.6 per cent Twitter - 4,559 total followers, 11 tweets sent, 159 engagements, 28 link clicks, 4 retweets. Total growth = 0.83 per cent Instagram - 4,043 total followers. 64 posts sent, 1,775 Engagements, 3.6 per cent engagement rate. Total growth = 2.6 per cent YouTube - 1,010 total subscribers, 37,792 views, 979 hours watched. Total growth = 6.5 per cent LinkedIn - 6,877 followers, 58 posts, 2,115 engagements, 1,534 clicks. Total growth = 4.3 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 <i>Local Government Act 2020</i> were met. The VEC met all contracted obligations and reported regularly on all outcomes. Apparent Failure to Vote notifications (first round) were sent at the end of March (6,578 sent).</p>	

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

ORDINARY COUNCIL MEETING - MINUTES

4.1.1 Q3 2020-21 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 Environmental Risk Register is being entered into the Pulse online system with reporting on actions arising from identified risks to occur later in 2020-21. The Risk Register and use of Pulse is being reviewed through Council's internal audit program in early 2021 and recommendations will be actioned to improve the use of Pulse.	
	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 regarding resourcing and priority for this project. The Legislative Compliance and Delegations Policy have been approved and will now be rolled out across the organisation.	
Maintain and annually review Council's Long Term Financial Strategy to ensure financial sustainability	Review and update the Audit Advisory Committee Charter	The Audit and Risk Committee has been developed under the new requirements of the <i>Local Government Act 2020</i> and has a new charter endorsed by Council.	
	Develop a Revenue and Rating Strategy	This is on track and is to be scheduled for a Councillor Briefing Session in April and put out for public comment in May.	
	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)	The 30 June 2021 Interim audit is complete.	

 Delayed
  Completed
  Not Due To Start
  On track


ORDINARY COUNCIL MEETING - MINUTES

4.1.1 Q3 2020-21 Quarterly Performance Report (Cont.)

Priority	Action	Progress	Status
	Review the Long Term Financial Strategy and seek Council adoption of the revised framework	The long term financial plan (LTFP) has commenced and now includes 10 years as per the new Local Government Act and Regulation requirements. Timelines for deliberative engagement have now been set and a consultant has been engaged. The draft LTFP has been completed and presented to Council in March 2021. Council is on track to adopt the final LTFP post deliberative engagement by 31 October 2021.	
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 has now commenced with the review of policies from other Councils and the commencement of a draft document. Maddocks lawyers are also finalising a template policy for LG that can be amended to suit. Once this is published this will be reviewed and considered as part of the policy development process for CGD.	
	Develop a professional development and training program for Councillors	The Councillor Induction Program is 90% complete with some minor topics to be covered in the next quarter. Declarations will be signed off by the end of April to comply with the <i>Local Government Act 2020</i> mandatory component.	
Provide high quality, timely customer service	Achieve an index score of 76 or higher for customer satisfaction (Community Satisfaction Survey)	The Community Satisfaction Survey was conducted by JWS Research in February and the results of the survey are not expected to be received until June. Once the final report has been provided to Council the results will be publicly available on Council's website.	
	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 <i>Local Government Acts 1989</i> and <i>2020</i> and associated regulations.	

 Delayed
  Completed
  Not Due To Start
  On track


4.1.1 Q3 2020-21 Quarterly Performance Report (Cont.)

Priority	Action	Progress	Status
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 post easing of the COVID-19 pandemic restrictions. This vacancy is being actioned by managing agents.	

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

4.1.1 Q3 2020-21 Quarterly Performance Report (Cont.)



An innovative and technologically connected Council

Priority	Action	Progress	Status
Implement the Digital Strategy	<p>Continue to develop on-line digital forms to supplement current manual processes and promote these products to the community</p> <p>Implement Council's Information Technology and Digital Strategy 2020-25</p>	<p>Online Forms: A total of 52 forms have been created and there have been 35,923 entries. These include:</p> <ul style="list-style-type: none"> - Home Maintenance Report - Claim for travel expenses - Change of bank details - Food and Garden Waste Service Caddy Expression of Interest - Higher Duties Authorisation - Refund under \$448 <p>Work continues on the implementation of the new Asset Management System, Assetic. The Customer portal EOI has gone out and will be assessed in the next quarter.</p>	

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


4.1.1 Q3 2020-21 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 was conducted by JWS Research in February and the results of the survey are not expected to be received until June. Once the final report has been provided to Council the results will be publicly available on Council's website.	
	Develop the new Council Plan 2021-25 and the Annual Plan 2021-22	<p>From November 2020 until February 2021 the community participated in a number of activities:</p> <ul style="list-style-type: none"> * Community survey - 107 people completed the online and hard copy survey * Online ideas wall - over 40 ideas were posted on social pinpoint * Pop-Up Events - nearly 600 ideas were shared by more than 250 people across seven events in Dandenong, Springvale, Noble Park and Keysborough South * Children's Worksheets - over 70 children shared their ideas and priorities for the city through worksheets and drawings. <p>These activities concluded the broad engagement phase and the results will be shared with Councillors, staff and the community in April/May.</p> <p>The second phase of community engagement commences on Thursday 15 April when the community panel first meets. This panel will discuss the vision for the Greater Dandenong community and make recommendations to Council on how the diverse needs of the municipality can be met. The panel will meet over three and a half days in April and May.</p>	

 Delayed
  Completed
  Not Due To Start
  On track

4.1.1 Q3 2020-21 Quarterly Performance Report (Cont.)

Priority	Action	Progress	Status
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 first Councillor Budget Briefing session was held on 29 March 2021, with the second session to follow on 7 April 2021. Council is on track to finalise the proposed 2021-22 Budget and present to Council on 26 April 2021. Some community consultation will occur in May prior to the adoption of the 2021-22 Budget by 30 June 2021.	

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