



Acknowledgement of Country

Greater Dandenong City Council acknowledges the traditional owners and custodians of this land, the Bunurong People, and pays respect to their Elders past, present and emerging. We recognise and respect their continuing connections to climate, culture and Country.

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OUR GREAT CITY

Lonsdale Street, Dandenong





Over 168,000
people live in the
municipality

500 residents
are of Aboriginal
and Torres Strait
Islander Heritage

7/10 people speak a
**language other than
English** in their home,
more than twice the
metropolitan level.

In 2020,
4,100
immigrants
settled

1,100
**asylum
seekers**

152 playgrounds

Residents are from
157 birthplaces

97,000 people work within CGD

2/3 of people are
born overseas

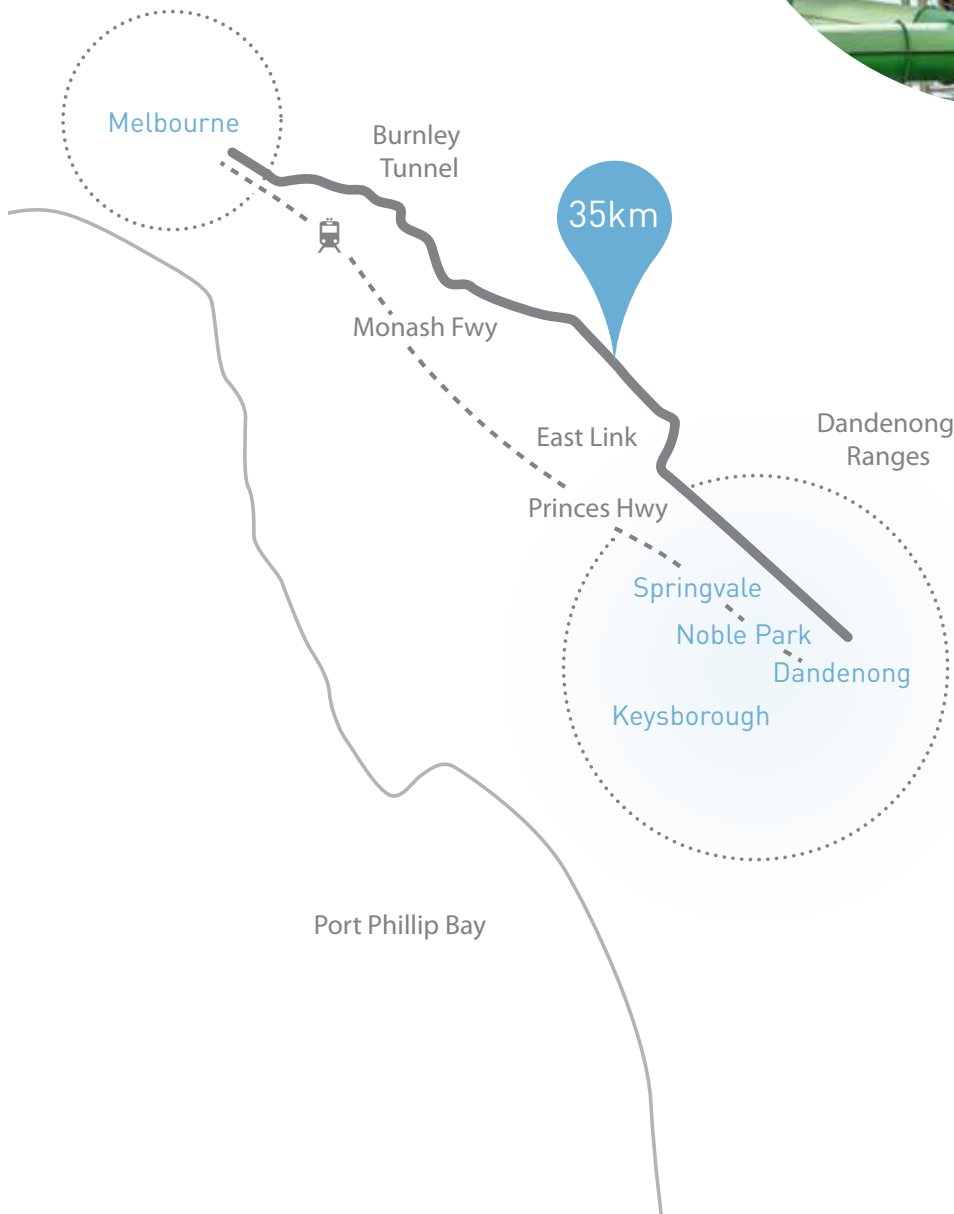
Key industries include
manufacturing; retail trade;
health care and social
assistance; wholesale
trade; and transport,
postal and warehousing



35 sports reserves

33 bushland areas

5 leisure facilities



197 parks
totalling 523
hectares

188km of
bike and
shared paths

1,100km
of footpaths

Our Vision

Greater Dandenong is a safe and vibrant city of opportunity for all – to visit, work, live and play

Our Strategic Objectives

People

- A vibrant, connected and safe community
- A creative city that respects and embraces diversity

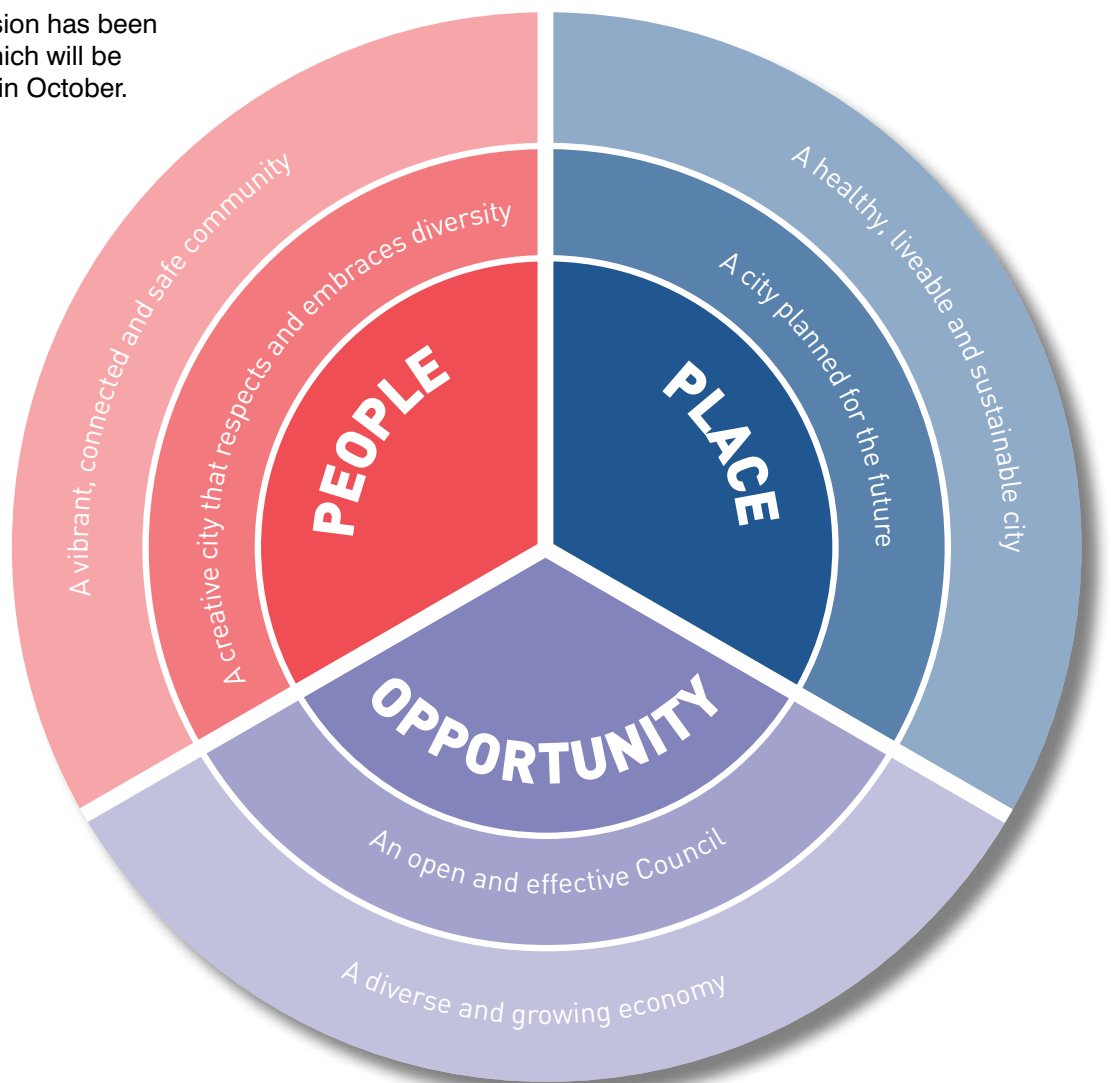
Place

- A healthy, liveable and sustainable city
- A city planned for the future

Opportunity

- A diverse and growing economy
- An open and effective Council

*A new Community Vision has been developed in 2021 which will be endorsed by Council in October.





Greater Dandenong Youth at Youth Fest Noble Park

Message from the Mayor

The City of Greater Dandenong is a vibrant and resilient community that has adapted to the many challenges of the last 12 months. Despite the disruptions of the COVID-19 pandemic, there have been many exceptional achievements to celebrate.

Council provided tangible assistance for those who need it most, offering rate relief for some of our most vulnerable residents and providing substantial material aid for people needing immediate support. We launched our COVID-19 Business Recovery Taskforce and awarded 360 grants to small and medium businesses affected by the pandemic.

As part of the Victorian Government's Working for Victoria program, Council employed 104 people who had experienced job loss or long term unemployment. The six-month roles were offered to help people get back into the workforce.

A highlight of the year was the opening of the Springvale Community Hub in October 2020. This spectacular building has become the new community heart of Springvale, providing the community with a safe and inclusive space for a range of activities. The hub has had more than 120,000 visitors and received positive feedback from the community and industry leaders in design, public architecture and sustainability. 36,395 people attended our library programs and there were 477,491 physical, remote and virtual visits to our libraries.

We have invested \$44 million in capital expenditure, with a range of upgrades for our community. Works were completed at parks right across Greater Dandenong, with major construction commencing on our All Abilities playground at Ross Reserve. Construction of the Greater Dandenong Gallery of Art continued with the opening of the facility on track for early 2022. Council also completed significant upgrade works at the Dandenong Market.

Further investment into spaces for connection continued with the detailed design and documentation completed for the Keysborough South Community Hub, and the structure plan adopted for the Noble Park Activity Centre.

Council continued to support the health and wellbeing of our community, with the Make Your Move campaign empowering people to increase their physical activity. \$3.3 million of stimulus funding was secured for the first stage of the Noble Park Aquatic Centre redevelopment, and the design for a major sports pavilion at Thomas P Carroll Reserve was completed. Council welcomed the news of Melbourne City Football Club's move to the south-east, and continued to advocate for a sports and events centre in central Dandenong. The formation of South East Leisure was also announced, with the wholly owned company to operate Dandenong Oasis, Noble Park Aquatic Centre, Springers Leisure Centre and Dandenong Stadium from July 2022.

We planned for the future through the development of our new Council Plan 2021–25, with extensive community consultation including the Greater Dandenong People's Panel, involving 31 members of the public randomly selected to represent our diverse community. Council also adopted the Budget and Revenue and Rating Plan, and established an Emergency Management Relief Centre Framework.

A range of initiatives to act on climate change were introduced, including the planting of 2,184 street and park trees as part of Council's Urban Tree Strategy. Council introduced the Food Waste Recycling Service in April 2021, with residents now able to recycle their food scraps in the green lid garden waste bin, reducing the amount of waste going to landfill. Council also adopted the Open Space Strategy to ensure the quality, design and provision of open space is protected and improved over the next 10 years.

Council's Customer Service team received 115,661 calls during 2020–21 and achieved exceptional results in the Community Satisfaction Survey, which revealed Council was equal to or above the metropolitan and state wide averages in all categories.

\$1 million of Black Spot Program funding was secured for road safety treatments in 2021–22. Council adopted the Greater Dandenong Public Transport Advocacy Statement and installed 1,000 parking sensors in the Dandenong Activity Centre to provide data that will help improve road services in the future.

As Mayor of this city, I am proud to present the 2020–21 Annual Report. We achieved so much during this unprecedented time, standing up to the challenges and continuing to build for a bright future.

I would like to thank my fellow Councillors and Council staff for their commitment to making the City of Greater Dandenong such a welcoming place for all.



Cr Angela Long
Mayor



Chief Executive Officer's Report

Last year, we reported on the significant challenges that Council and its community faced arising from the impacts of COVID-19. We were optimistic – perhaps hopeful – that the worst of the pandemic might have passed.

But 2020–21 dampened that optimism and threw up yet another series of challenges.

Council feels for all in its community who continue to be impacted directly and indirectly and has done as much as it can within the resource capacity it has to continue to support people, businesses and public places. Council recognises the support that other spheres of Government have provided – directly to people; through various grants and programs to business; and through some significant grants to Council for the upgrade and improvement of its public places and spaces.

The latter is one important aspect of economic and pandemic recovery stimulus that will assist this community and Council has sought to capitalise on the opportunities presented.

Council pursued and secured an additional \$26.4 million in grant funding in 2020–21 allowing the following projects – among many more – to be fast tracked or implemented:

- Noble Park Revitalisation – \$500,000
- Herbert Street – new pocket park – \$550,000
- Burden Park Tennis Courts redevelopment – \$1 million
- Ross Reserve Synthetic Soccer Pitch – \$1.75 million
- Keysborough South Community Hub – \$3 million
- Noble Park Aquatic Centre – health and wellbeing centre – \$3.3 million
- *Working for Victoria* Program – various essential works – \$4.98 million

As far as has been practicable, Council has focused entirely on its core services and activities and in this challenging year, has delivered the following, as a sample of key achievements:

- Construction of the Greater Dandenong Gallery of Art – for completion in early 2022;
- Launch of COVID-19 Business Recovery Taskforce that aims to capitalise on opportunities that present themselves;

- Design for a major sports pavilion redevelopment at Thomas P Carroll Reserve;
- Construction of an All Abilities Playground at Ross Reserve – due for completion in late 2021;
- Acquisition of new open spaces and construction of local parks in Noble Park, Yarraman, Dandenong and Springvale;
- Implementation of Council's Urban Tree Strategy with 2,184 street and park trees planted along with over 80,000 native seedlings;
- Advocacy for a Dandenong Sports and Events Centre following the welcome arrival of A-league team Melbourne City to our region;
- Completion of detailed design and documentation for a Keysborough South Community Hub – with construction to commence in 2022;
- Adoption of the Greater Dandenong Public Transport Advocacy Statement;
- Adoption of an updated Noble Park Activity Centre Structure Plan that will assist the State created Noble Park Revitalisation Board to make decisions in support of this vibrant centre;
- Opening of the Springvale Community Hub in October 2020 which has had 121,318 visits – again, despite numerous COVID-19 lockdowns;
- Formation of South East Leisure – a Council owned company that will manage and lead Council's leisure facilities and services into the future;
- Community Satisfaction Survey – Council was equal to or above the metropolitan and state-wide averages in all categories; and
- Establishment of an Emergency Management Relief Centre Framework.

None of these achievements – nor hundreds of others – would have materialised without sound and strategic leadership from Council (and from November 2020, a newly elected Council) but also, from a workforce (like so many others) that has battled through this year's COVID-19 challenges and has delivered under various working restrictions.

The commitment shown by Council staff and the flexibility applied to their respective work plans has been extremely important in delivering the fundamentals that are rightly expected by our community. Our commendable Community Satisfaction Survey results reinforce that this has been a year of outstanding achievement.

Capital Investment

In 2020–21, Council invested \$47 million on a wide range of assets using various sources of capital (rates, reserves and grants). Of this amount, \$14.9 million was dedicated to asset renewals, a further \$14.4 million on upgrades to existing assets and \$9.4 million on major projects.

The funding of basic infrastructure – roads, footpaths and drains – is always a challenge, but it is pleasing to report that in 2020–21, \$10 million was spent on this essential area. This significant investment continues to underpin the importance of Council's maintenance and protection of existing assets.

Sound Financial Management

Council's operating result was a surplus of over \$16 million. It is important to note that this is an 'accounting surplus' which includes a range of non-cash items such as depreciation on Council assets, assets written off, assets gifted to Council by developers (eg. roads, footpaths and open space) and excludes cash costs such as capital expenditure.

Once again, through sound and prudent leadership by Council and management by staff, Council remains in a healthy financial position although it must again be stated, that this will be tested into the future by the compounding effect of rate capping and more recently, the adverse impacts of COVID-19.

I thank Council for its leadership and the many wonderful staff who remain committed to local government service within Greater Dandenong City Council.



John Bennie PSM
Chief Executive Officer

