



Annual Report 2012–2013



Engaging with
the community

OUR VISION

Greater Dandenong is a City of Opportunity with quality buildings, places and facilities, and where people of all ages, cultures and backgrounds can reach their potential to live secure, happy and fulfilling lives for generations to come.

OUR GOALS

A city planned for the future

- Places and buildings
- Travel and transport
- Activity and economy

A thriving and creative city

- Employment and education
- Places and facilities
- Activity and economy

A healthy community and environment

- Places and buildings
- Wellbeing in the community
- The environment

A city of respect

- Community pride
- Living and working together
- The generations

A leading Council

- Effective governance
- Excellence in local government
- The best place to work
- Engaging with the community
- Customer focus



State-of-the-art cultural facilities



GREAT PLACE

- Recognised as the capital of Melbourne's south-east
- Victoria's manufacturing heartland and home to 9000 businesses
- Playground and picnic areas upgraded across the city
- Launch of 'Discover your own backyard' website and video
- Boasting 513 hectares of open space including 170 parks
- Revitalisation of Central Dandenong and Springvale
- Quality infrastructure including 635km of local roads and 993km of footpaths

GREAT PEOPLE

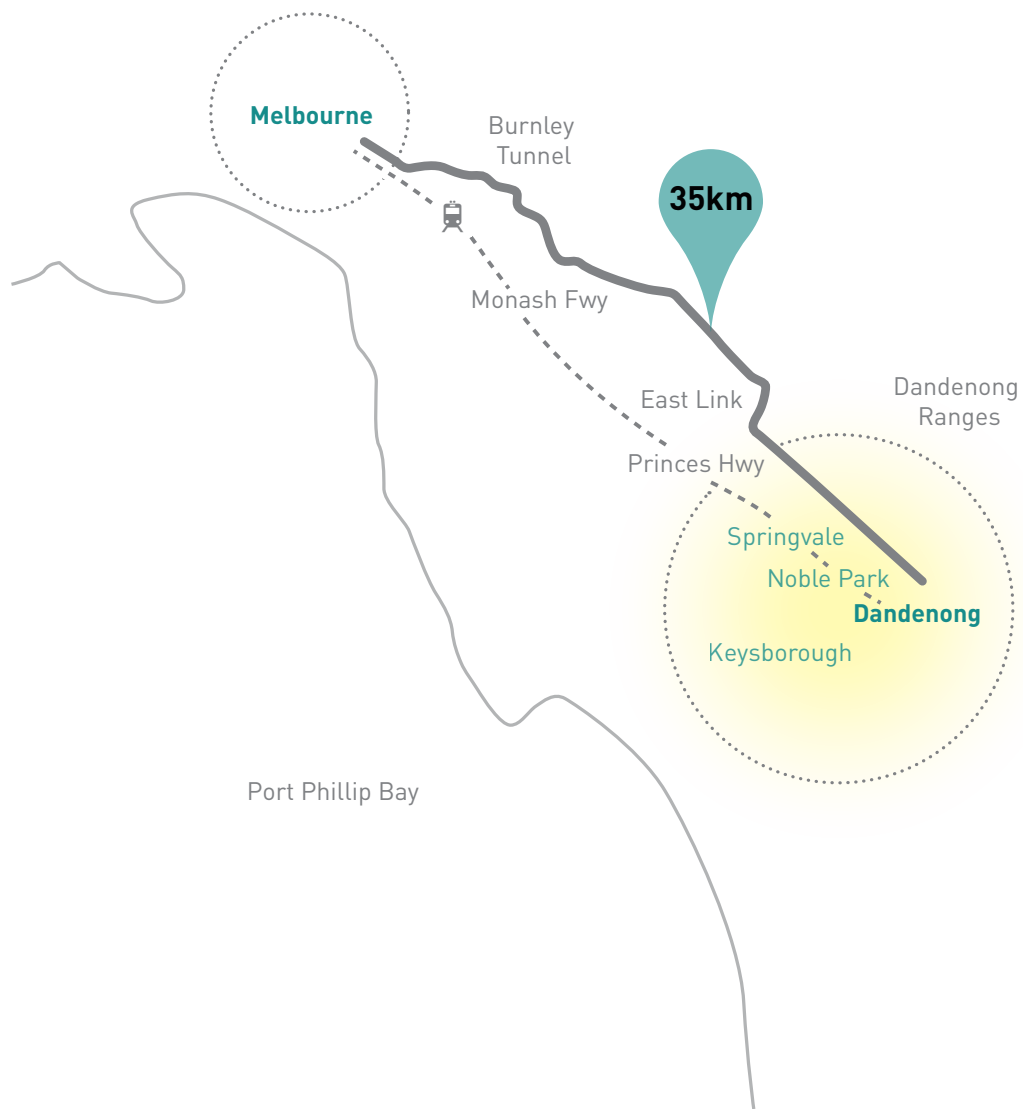
- Over 145,000 residents
- People from 150 nations
- 60 per cent of our 140,000 residents were born overseas
- 55 per cent are from non-english speaking backgrounds
- Over 70,000 people employed locally
- Over 400 local community groups and service clubs
- An active and committed volunteer community

GREAT TIMES

- State-of-the-art cultural facilities including the multi-million dollar Drum Theatre
- Arts events and festivals held monthly
- Sandown Racing – cars, horses and greyhounds
- Scenic bike paths stretching 53km from Jells Park to Carrum beach
- 200 active sports clubs
- Largest basketball and volleyball stadium in the southern hemisphere
- Construction of the new Municipal Building to include a regional library and an open-air civic plaza with giant outdoor video screen
- Indoor and outdoor swimming pools
- Victoria's largest Lunar New Year festival

GREAT SHOPS

- The redeveloped Dandenong Market
- Little India and Afghan Bazaar cultural precincts
- Modern shopping complexes at Dandenong and Keysborough
- Wide variety of fresh produce, seafood and meat
- Over 50 Asian restaurants and specialty supermarkets
- Extensive range of factory outlets
- Showcase of cuisines from around the world



Snapshot of Greater Dandenong

Geography and Population

- Greater Dandenong encompasses an area of 129 square kilometres in Melbourne's south-east, approximately 35km from Melbourne's CBD.
- Around 145,000 people live in Greater Dandenong.

Cultural Diversity

- The City of Greater Dandenong is the most culturally diverse community in Victoria.
- Greater Dandenong is the second most diverse community in Australia, with residents from over 150 different birthplaces.
- Over half (60 per cent) of our population were born overseas, with 55 per cent from nations where English is not the main spoken language, double the Melbourne metropolitan average of 26%.

- Birthplaces include Vietnam, Cambodia, Sri Lanka, India, China, Italy, Greece, Bosnia, Afghanistan, New Zealand and Britain.
- The number of Greater Dandenong residents born overseas rose 13,700 between 2006–2011 including more than 6000 Indian-born residents, nearly 2000 Sri Lankans, 1100 Vietnamese and 900 Afghans.
- The diversity of this city is reflected in the range of religious faiths including Buddhism (18 per cent), Islam (11 per cent), Hinduism (4 per cent) and Christianity (50 per cent).

Spoken Languages

- Nearly two-thirds (64 per cent) of Greater Dandenong residents speak languages other than English – the largest proportion in Victoria and double the metropolitan average of 31 per cent – including Vietnamese, Khmer, Chinese, Greek, Punjabi and Sinhalese.



Greater Dandenong is the second most diverse community in Australia, with residents from over 150 different birthplaces

Contents

Our Vision	1	Community Relations	51
Our Goals	1	Community Plan – Imagine 2030	52
Snapshot of Greater Dandenong	4	Health and Wellbeing in our Community	53
Message from the Mayor	6	State of the Environment Report	55
Chief Executive Officer's Report	8–10	Disability Action Plan	56
Performance Highlights	11–16	Community Funding Programs	57–72
Corporate Governance	17	Service Summaries – A Year in Review	73–94
The Council	18	Victorian Local Government Indicators	95–98
Ward Map	19	Performance Statements	99
Your Councillors	20–21	Strategic Objectives, Indicators and Key Activities for 2012–13	100
Council's Role	22	Certifications of the Performance Statement	112
Councillor's Code of Conduct	22	Auditor-General's Office – Independent Auditor's Report	113–114
Council Meetings Online	22	Financial Overview	115–120
Council Meetings	23	Annual Financial Report For the Year Ended 30 June 2013	121
Council's Accessibility, Transparency and Accountability Charter	24	Certification of the Financial Report	170
Councillor's Remuneration	24	Auditor-General's Office – Independent Auditor's Report	171–172
Councillor Representation and Community Consultation	25–27	Standard Statements For the Year Ended 30 June 2013	173
Advocacy	28–29	Certifications of the Standard Statements	185
Audit Advisory Committee	30		
Whistleblower Protection Act	31		
Freedom of Information	32		
Municipal Emergency Management	34		
Our Organisation	35		
Organisational Structure	36		
Our Staff	37–42		
Equal Employment Opportunity (EEO)	43		
Asset Management	44		
City Improvement Program	45		
Service Improvement Process (Best Value)	46–47		
Community Satisfaction	48		
Risk Management	49		



Message from the Mayor

“The strikingly designed precinct will feature a new regional library spread over 2500 square metres, an outdoor community space, retail areas plus new Council offices, community meeting spaces and city chambers.”

The past year has been a significant one for the City of Greater Dandenong. The city has celebrated a number of key milestones with several major projects completed or progressing well, new initiatives launched and a high level of service provided to our community.

Highlights include:

New civic precinct

Significant progress has been made on construction of the new civic precinct site on the corner of Lonsdale and Walker streets – with work on-track for completion in 2014.

The strikingly designed precinct will feature a new state-of-the-art regional library spread over 2500 square metres, an outdoor community space and giant TV screen designed in the spirit of Melbourne's Federation Square, retail areas plus new Council offices, community meeting spaces and city chambers.

The \$62 million project forms part of the significant public and private Revitalising Central Dandenong project that has transformed the area.

Community Satisfaction Survey Results

We were extremely pleased to receive the results of the 2013 Community Satisfaction Survey, in which Greater Dandenong was ranked higher than its Outer Melbourne Metro counterparts and the state-wide average in all key categories. These results reflect Council's commitment to a clear long term direction, continuous improvement, engaging with and lobbying on behalf of our communities and customer service. Our overall performance rated three points higher than the state average.

This survey is coordinated annually by Local Government Victoria on behalf of all local government areas, and provides us with a very strong base on which to continue striving for service improvements.

Healthy Together Greater Dandenong

Council and the Victorian Government joined forces with local schools, early childhood services, businesses and families to help build a healthier, happier community under the Healthy Together Greater Dandenong initiative.

The three-year project encourages our community to make healthy choices in everyday life.

It aims to reduce chronic disease by promoting healthy lifestyles where people live, work and play.

More than 55 local schools, early childhood services and workplaces have already signed up and are making simple changes to promote healthy lifestyles.

Cr Angela Long
Mayor



“...commitment to a clear long term direction, continuous improvement, engaging with and lobbying on behalf of our communities and customer service.”



Chief Executive Officer's Report

"2012–13 can be counted as another successful year for Council. But with each successful year comes a new challenge – to meet if not exceed community expectations and on this basis, 2013–14 presents as yet another opportunity to serve the people and businesses of Greater Dandenong to the best of our corporate ability."

This report is something of a rarity – it can be given once in each four year period as it covers the period across two elected Councils – from July to November 2012 when a previously elected Council was in place and from December 2012 to June 2013 under a newly elected Council. Regardless, such are the processes of governance of your Council and its longer term, strategic focus and commitment to financial management, service and project delivery that changes to, and transitions of, Council are seamless and reports such as these may focus without departure, from a full and uninterrupted year of achievement.

Once again, I commend to you the efforts and achievements of your elected Councils in continuing a journey of growth, support and improvement. The newly elected Council has re-visited the Council Plan and strategic priorities of Council – and these will take greatest effect from 1 July 2013 – but for the period of this report, a focus on and commitment to quality and equitable service delivery; the provision of essential infrastructure; and, support for all stakeholders, has remained unchanged.

Greater Dandenong's standing as a prominent city in a developing region is without challenge and the presentation of Dandenong as a Central Activity Area within Melbourne's 'poly-centric city' framework remains sound.

Greater Dandenong is highly regarded as a revitalising city that:

- ▶ increasingly responds to regional needs
- ▶ has principal and neighbourhood activity centres that reflect growing standards of amenity and opportunity
- ▶ is well-served by public transport (but with many remaining needs)
- ▶ has significantly improved infrastructure and assets
- ▶ remains a centre for employment in the region.

Revitalisation has not been confined just to Dandenong and in 2012–13, important steps were taken in advancing the sub-regional importance of Springvale and progressively, Noble Park.

For Springvale, the State Government's commitment to grade separate the Dandenong rail line from Springvale Road was not only a welcome response to Council's long term advocacy, but will be a catalyst for further, positive change that will take this centre to a new level. Complementary public and private investment in this centre will advance Council's growth and development objectives and lay foundations for a vibrant and successful retail and commercial precinct.

Council's Strategic Focus

In 2012–13, Council has demonstrably maintained its focus on:

- ▶ **advocacy for better outcomes** – referenced among many things by ongoing support for the full implementation of the Springvale grade separation and grade separations along the entire Dandenong line – all of which will lead to lesser congestion and greater productivity for our business sector
- ▶ **securing partnerships in the delivery of community needs** – evidenced by stronger relationships with State and Federal agencies in the support of disadvantaged people and newly arrived migrants and refugees
- ▶ **commitment to the progressive enhancement of community infrastructure** – with increasingly high levels of capital investment including essential investment in 'renewals' (looking after the infrastructure we already have)
- ▶ **Creating a sound and sustainable financial strategy that can ensure operational resourcing and capital investments that satisfy community expectations**
 - Council is pushing toward a decade of financial sustainability as it records strong and responsible financial outcomes that reflect prudence and sound fiscal management by your Council.

Advocacy

Advocacy remains an extremely high priority for Council and in 2012–13 further long-term benefits materialised. The State Government finally commenced works on the \$150 million (estimated) grade separation of Springvale Road and the Dandenong rail line. The Federal Government allocated significant funds through its Regional Development Australia fund to support Council's 'regional focus' at its new Dandenong library and a prominent and exciting civic square (that resembles 'Federation Square') as part of Council's \$63 million commitment to a new library, civic and administration complex.

Finally, and under this headline of 'advocacy', an important structural change was made to our organisation in 2012–13 with the creation of a new 'Greater Dandenong Business Group'. Led by a Group Manager, this group will have increased responsibilities to our very important and diverse business sector. 'Business' in Greater Dandenong contributes 51 per cent of Council's rate revenue; employs some 80,000 people each day; and, makes a substantial contribution to Victoria's State Domestic Product. Such a sector deserves as much support and advocacy for its needs as Council can provide and I have great confidence that this Group can achieve outcomes that the business sector expect.

“...a focus on and commitment to quality and equitable service delivery; the provision of essential infrastructure; and, support for all stakeholders, has remained unchanged.”

Governance

Governance is always an imperative of Council – its sound, sensible and constant delivery is essential for the proper operation and strategic focus of a significant local government business such as Greater Dandenong City Council.

In 2012–13, Council reviewed and adopted its *'Meeting Procedure Local Law'* and many other important policies and procedures including those that result in community grants and important donations to a community with so many needs. In addition, previously adopted leadership and independent governance structures at the **Dandenong Market** and **Drum Theatre** were implemented and began to demonstrate the benefits that Council envisaged in their creation.

Capital Investment

Capital investment remained at high, yet sustainable levels, in 2012–13 with \$50.03 million expended on all projects of which \$16.60 million was dedicated to asset renewals. It is most important that a properly determined ratio of 'renewal and refurbishment/total project investment' is maintained to ensure that previous infrastructure investments remain at standards that are serviceable and reflect highly on the city.

Council's capacity to fund this investment grows. This remains a challenge, but difficult decisions continue to be taken that will result in higher operating surpluses and thereby a greater capacity to fund capital improvements.

These challenges include:

- ▶ refining and containing operating expenditures
- ▶ pursuing external grant funds through partnerships and advocacy as outlined above
- ▶ increasing other revenues while maintaining rates at an appropriate level.

This reflects prudent financial management and Council has once again demonstrated its commitment to this core responsibility.

Sound Financial Management

Council's underlying operating result was a surplus of \$4.95 million. An ongoing challenge to Council's 'bottom line' remains the necessity to contribute to a sector wide and highly conservative Local Authority Defined Benefits Superannuation Scheme – although sound financial management will see current obligations met by 2014–15 without any additional increase in rates.

After considering non-operating income and expenditure, the surplus was \$36.95 million.

It is important to note that these surpluses are 'accounting surpluses' which include a range of non-cash items such as depreciation on Council assets, assets written off, assets gifted to Council by Developers (eg. roads and footpaths) and exclude cash costs such as capital expenditure.

Council remains in a sound financial position but moreover, its forward financial projections would forecast this status continuing – subject of course to continuing, prudent management – with a growing capacity to meet the reasonable needs of the community and, the ongoing demands of ageing infrastructure that Council will always seek to present to increasingly higher standards of quality.

Capital Improvements

As stated above, of the \$50.03 million spent on capital improvements during the year, \$16.60 million was on asset renewals with a further \$4.17 million on upgrades to existing infrastructure assets and \$26.87 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 2012–13, \$6.92 million was spent on this essential area. This significant investment continues to underpin the importance of Council's maintenance and protection of existing assets.

City Improvement Projects completed in 2012–13 are outlined elsewhere in this report.

As reported last year, the single most important project – by virtue of its size, value, potential to impact favourably on the local economy and ability to enhance service delivery for many years to come – remains the new Municipal Building Project in central Dandenong. This project commenced in 2012–13 and is scheduled to be finalised in March 2014. When completed, this complex will centralise Council's staff and services, create a new library of regional importance, establish a new civic heart in Dandenong and provide wonderful indoor and extensive outdoor meeting spaces for the community.

2012–13 can be counted as another successful year for Council. But with each successful year comes a new challenge – to meet if not exceed community expectations and on this basis, 2013–14 presents as yet another opportunity to serve the people and businesses of Greater Dandenong to the best of our corporate ability.

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



John Bennie
Chief Executive Officer

Performance Highlights

1



Creating a healthy, connected community and a clean, safe and friendly environment, where people take responsibility for each other and how they impact others

A City Planned for the Future

Highlights

- A total of \$16.60 million was expended on Asset Renewals in 2012–13 on roads, facilities, open space, plant, fleet and equipment and stormwater asset classes.
- Construction of the new Municipal Building Project reached major milestones within this financial year. The construction commenced before 31 October 2012, the substructure was completed prior to 31 March 2013 and the superstructure to level 5 was completed by 30 June 2013.
- Significant bicycle/shared path projects were completed this financial year on the Dandenong Bypass (Springvale Road to Perry Road), Hemmings Park (Weller Street to the Princes Hwy overpass), Produce Drive, Discovery Road and Colemans Road, Dandenong South.
- Received the Planning Institute of Australia Award for the Municipal Gateway Strategy.

Challenges

Working together with the community to create services and facilities it needs for now and the future for an attractive city, with quality buildings and spaces, accessible travel and transport.

The Year Ahead

- Complete construction of the new Municipal Building.
- Plan for population growth and demographic change.
- Effective planning and management of Council's infrastructure to ensure it is responsive to contemporary environmental conditions.
- Advocate for improved transport options within the city and regionally to improve access to our city.
- Plan for population growth and demographic change.



Council's new Municipal Building, located in the heart of Dandenong on the corner of Walker and Lonsdale Streets, commenced construction in 2012 and will be completed by March 2014. The site will feature new Council offices and Council Chamber, a new state-of-the-art regional library, an outdoor space complete with a giant TV screen, cafes and a range of community meeting rooms.

A Thriving and Creative City



Social Media achieved significant milestones throughout this financial year with an increase in visits of 74 per cent to our Facebook page, an increase of 77 per cent followers on Twitter and a total of 3222 videos viewed on our YouTube channel.

Highlights

- Residential, commercial and industrial building investments throughout 2012–13 measured by value of building permits included 1128 Residential Permits to the value of \$184,285,262 and 406 Commercial/Industrial to the value of \$261,962,140. The total value of permits for this financial year was \$446,247,402.
- Heritage Hill Museum and Historical Gardens had 5337 visitors, a 47 per cent increase from 2011–12.
- Online engagement via Social Media achieved a total increase of 74 per cent via Facebook, Twitter reached an increase of 77 per cent followers and a total of 3222 videos viewed on our YouTube channel.

Challenges

Creating a place where people of all ages and backgrounds can reach their potential, gain the skills and education they need for success in life, and be part of a prosperous economy where trade, manufacturing and business activity flourishes.

The Year Ahead

- Monitoring of building and developments throughout the year.
- Promote Greater Dandenong as a regional centre of business excellence and showcase the success of the sector.
- Increase investment within the municipality.
- Address current and future employment needs and support and influence improved supply and demand for labour market.
- Utilise new technologies for a stronger and more competitive business sector.
- Revitalise Springvale and Noble Park activity centres.

A Healthy Community and Environment

Highlights

- Installed and maintained the popular floral displays to brighten Dandenong Plaza and Lonsdale Street, Dandenong. Over 2000 plants, 2300 trees and 16,000 perennials were planted to further improve the look of streetscapes and parks.
- The City of Greater Dandenong won the Early Years Award from the Department of Early Education and Childhood Development based on services and agencies 'Reaching Out' to young children and their families attending DandyPALS (Play and Learn at School), Get Together and Dandenong South Primary School playgroups.
- Completion of major sport facility improvements including:
 - ▶ Successful application for capital grants from the State Government totalling \$578,000
 - ▶ Sport lights at Mills Reserve, Tatterson Park, Ross Reserve and Warner Reserve
 - ▶ Building improvements at Coomoora Reserve
 - ▶ Accessibility works at the Oasis and Springers Leisure Centres to facilitate use by people of all abilities.
- Home and Community Care services comprising of home care, personal care, respite and home maintenance services saw an average of 3408 residents accessing the service.
- Regulatory Services Unit conducted 2781 food premise inspections to ensure food safety in local cafés and restaurants is maintained.
- The number of children immunised throughout this financial year totalled 15,649.

Challenges

Creating a healthy, connected community and a clean, safe and friendly environment, where people take responsibility for each other and how they impact others.

The Year Ahead

- Respond to climate change by promoting sustainable options to achieve real change within the community.
- Delivery of Home and Community Care services to residents in line with growth in the elderly population.
- Ensure a safe environment for the community.
- Create a clean and attractive city we can all be proud of.
- Continue to provide immunisation services to the community.
- Improve the appearance of streets and open spaces through planting of trees and indigenous plants.
- Rapid response removal of reported graffiti from Council property to ensure the good appearance of public places.
- Implement environmental sustainability initiatives to minimise residential waste sent to landfill.



Council's beautifully installed planter boxes in Lonsdale Street, Dandenong are part of the revitalising central Dandenong projects. Over 2000 plants, 2300 trees and 16,000 perennials were planted this financial year to improve the look of streetscapes and parks around the municipality.

A City of Respect

Highlights

- Provision of a Council-wide volunteer program involving an average of 241 volunteers each month contributed a total 22,712 hours.
- More than a million people visited one of Greater Dandenong's two libraries or used our library web page.
- A total of 11,376 residents accessed the Library Outreach services and programs conducted at playgroups, schools, Maternal Child and Health Centres and the Home Library Services.
- Council's Maternal and Child Health Service conducted 1593 checks on 3.5 year old children throughout their centres.
- Engagement with young people, saw 15,331 contacts occur within participating youth events and programs.

Challenges

Creating a community where people feel secure, supported, valued and cared for; where they can take part in community and civic life; and where people enjoy each other's differences.

The Year Ahead

- Promote access and equity to all of council's services and across the city.
- Promote community celebration and showcase the cultural diversity of the city.
- Promote arts, culture and heritage across the city.
- Strengthen volunteerism within the community.
- Encourage and increase library visits through physical and virtual visits.
- Provide support to families and children through early intervention, prevention, education, information and counselling services.

Creating a community where people feel secure, supported, valued and cared for; where they can take part in community and civic life; and where people enjoy each other's differences.



Council's annual 'thank you' celebration during December honours the hundreds of volunteers who contributed 22,712 hours this financial year. Volunteers lend a hand across a range of services including meals on wheels, council ambassadors, homework tutors, tour guides and much more.

A Leading Council

Highlights

- In the 2013 Community Satisfaction Survey the City of Greater Dandenong scored 76 for customer service (five points higher than the statewide average of 71 and 4 points higher than the Outer Melbourne Metro group average of 72).
- Customer Service staff managed 127,214 telephone enquiries, with 85.66 per cent of calls attended to within 20 seconds.
- Council conducted 11 Citizenship Ceremonies where 1712 people received their certificates.
- Council's civic facilities were managed efficiently and effectively with 2395 external bookings taken and 235,013 guests attending functions.
- Council's Long Term Financial Strategy was updated for the period 2013–14 to 2017–18 to form the basis of the Budget for 2013–14.

Challenges

To improve Council's responsiveness to the community; encourage democratic participation to involve people in decisions that affect them; continue to strive for excellence in financial management and council services; and constantly look for better ways to do things.

The Year Ahead

- Enhance the ways we communicate with our residents and stakeholders and increase Council's web presence
- Engage and consult our community to promote an open dialogue with Council and facilitate active input into Council's decision making processes.
- Transparency and accountability of Council's decision making and activities.
- Sound organisational management promoting best practice, continuous improvement and innovation.
- Council's Long Term Financial Strategy revised, updated and adopted by Council.



Council's Customer Service Officers managed 127,214 telephone enquiries, of which 85.66 per cent of calls were attended to within 20 seconds. The excellent service was further highlighted in the 2013 Community Satisfaction Survey where the City of Greater Dandenong scored 76 (five points higher than the statewide average of 71 and 4 points higher than the Outer Melbourne Metro group average of 72) for customer service.

Corporate Governance

2

The City of Greater Dandenong is committed to good corporate governance



The Council



(L to R) Cr Matthew Kirwan, Cr Jim Memeti, Cr Heang (Meng) Tak, Cr Youhorn Chea, Cr Roz Blades, Cr Angela Long, Cr Loi Truong, Cr Maria Sampey, Cr Peter Brown, Cr John Kelly, Cr Sean O'Reilly

The development of policies, codes of practice and systems together with adherence to legislative requirements and transparent reporting are all part of Greater Dandenong's commitment to open and accountable government.

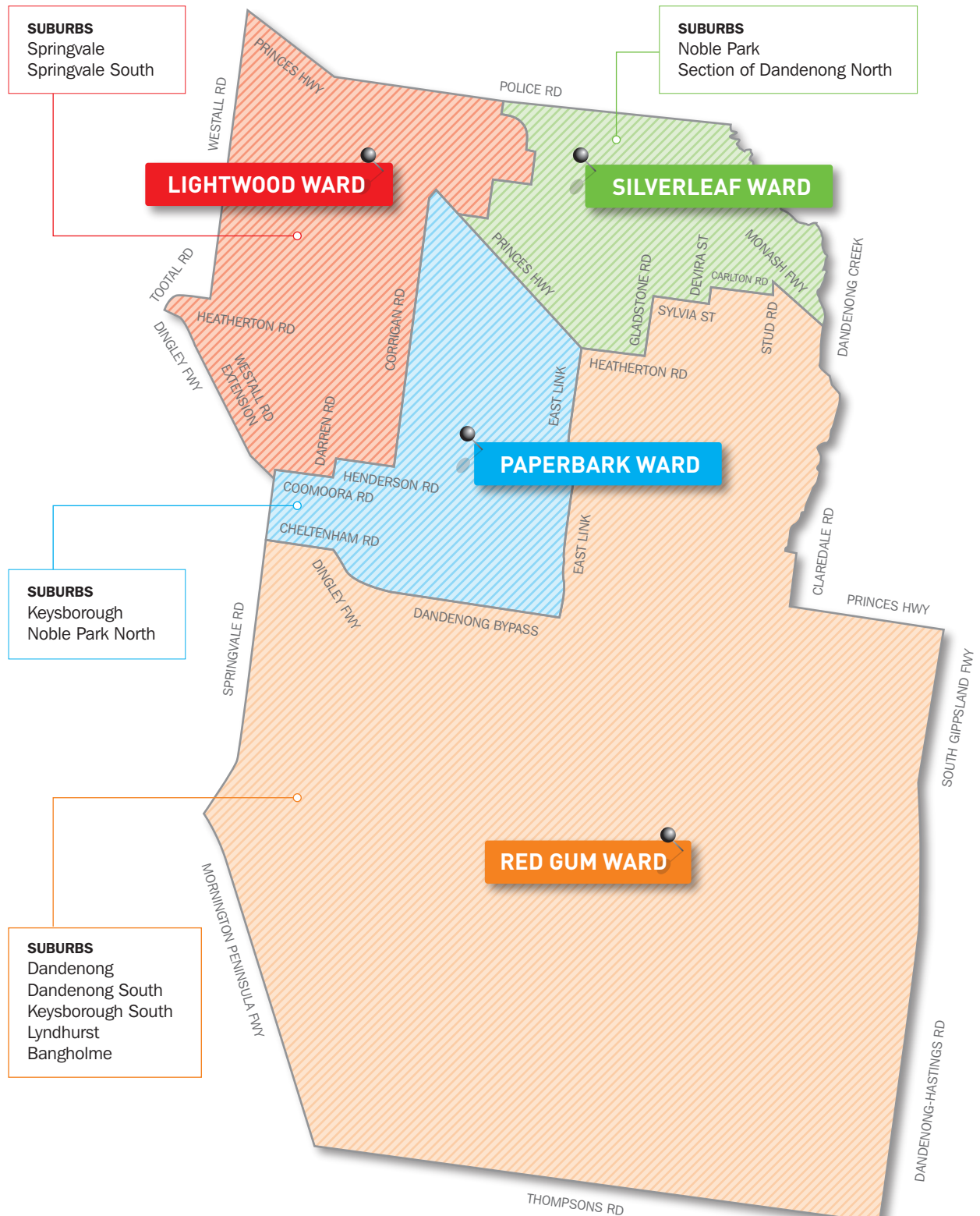
The City of Greater Dandenong's 11 Councillors are elected as representatives of all residents and ratepayers within the city.

Their key responsibilities include:

- establishing the strategic direction of the city
- advocating a broad range of issues
- management of the community's assets
- ensuring the delivery of quality services
- providing fair and equitable representation of all constituents
- establishing Council's Local Laws including:
 - ▶ Meeting Procedure
 - ▶ Municipal Amenity
 - ▶ Road Management and Asset Protection
 - ▶ Municipal Spaces

Greater Dandenong Council was elected on 27 October 2012 and will retire in October 2016. The 2016 Council elections are yet to be scheduled.

Ward Map



Your Councillors

LIGHTWOOD WARD

Suburbs: Springvale and Springvale South



Cr Youhorn Chea

Mayor –

5 December 2011–26 October 2012

Term as a Councillor: 1997–present

Mayoral Terms: 2001–02, 2006–07, 2011–12

Cr Chea was the Mayor from 5 December 2011–26 October 2012. He has been a Councillor with the City of Greater Dandenong since 1997. He has held the office of Mayor in 2001–02 and 2006–07. He believes it is important for Council to maintain a strong focus on facilities for young people, job creation and increased community safety.



Cr Sean O'Reilly

Term as a Councillor: 2012–present

This is Cr O'Reilly's first term as a Councillor with Greater Dandenong. Some of Cr O'Reilly's goals are to ensure cleanliness within the city and employment improvements for residents.



Cr Loi Truong

Term as a Councillor: 2008–present

Cr Truong was motivated to stand for Council in 2008 to continue advocating for the interests of the community and to deliver to his constituents the value they deserve for their rates. One of Cr Truong's goals is to assist the migrant community to integrate with the Australian way of life. Cr Truong was re-elected for a second term in 2012 as a Councillor with Greater Dandenong.



Cr Yvonne Herring

Term as a Councillor: 1997–2003 and 2005–12

Cr Herring served as a Councillor between 1997–2003 and 2005–12. She did not stand for re-election in 2012.

PAPERBARK WARD

Suburbs: Keysborough and Noble Park North



Cr Roz Blades

Term as a Councillor: 1997–present

Mayoral Terms: 1998–99, 2010–11

Cr Blades is one of the longest serving Councillors for the area. She was Mayor of the former City of Springvale in 1992 and was Mayor of Greater Dandenong in 1998–99 and 2010–11. Currently serving her sixth term, Cr Blades has always been an active participant in community programs and her greatest passion is people. In 2013, she received Queen's Birthday Honours as a Member of the Order of Australia.



Cr Peter Brown

Term as a Councillor: 2003–present

Mayoral Term: 2005–06

Having served as a Councillor with the former City of Springvale for seven years, Cr Brown was elected to the City of Greater Dandenong in 2003 and served as Mayor in 2005–06. He is motivated by a desire to improve the quality of life for residents in terms of care and management of the physical environment.



Cr Heang (Meng) Tak

Term as a Councillor: 2012–present

This is Cr Tak's first term as a Councillor with Greater Dandenong. His priorities include low rates; aged care for migrant seniors; improving child care, library services and community safety; and protecting open spaces.



Cr Pinar Yesil

Term as a Councillor: 2005–12

Mayoral Term: 2008–09

Cr Yesil served as a Councillor between 2005–12 and served as Mayor in 2008–09. Her position became an extraordinary vacancy on 28 August 2012. She did not stand for re-election in 2012.

RED GUM WARD

Suburbs: Dandenong, Dandenong South, Keysborough South, Lyndhurst and Bangholme



Cr Matthew Kirwan

Term as a Councillor: 2012–present

This is Cr Kirwan's first term as a Councillor with Greater Dandenong. His priorities include improving neighbourhood appearance, community safety, better planning, supporting residents against overdevelopment, improving Council services for families, the aged and the disabled and lobbying for better infrastructure and services for the new estates in Keysborough.



Cr Angela Long

Mayor –

7 November 2012–30 June 2013

Term as a Councillor: 1997–2005 and 2008–present

Mayoral Terms: 2000–01, 2012–13

Cr Long is currently serving as Mayor and was a Councillor from 1997–2005 and Mayor in 2000–01. Cr Long returned in 2008 with a commitment to developing the city's future and addressing resident's needs. She would like to achieve a number of goals during her time as a Councillor and plans to continue to work with the community to achieve better outcomes for the city and upgrade all council facilities for the benefit of the residents of Greater Dandenong. She has lived in Greater Dandenong almost all her life.



Cr Jim Memeti

Term as a Councillor: 2005–present

Mayoral Term: 2009–10

Cr Memeti has served as a Councillor since 2005 and was Mayor in 2009–10. He works hard for everyone in Greater Dandenong and to improve perceptions of Dandenong. He believes it is important to work together with fellow Councillors to get excellent results for our city. Additionally, he is a strong supporter of local charities and is extremely grateful for the contribution they have made, and continue to make, to the city.

RED GUM WARD



Cr Paul Donovan

Term as a Councillor: 1997–2012

Mayoral Term: 2002–03

Cr Donovan served as a Councillor between 1997–2012. He did not stand for re-election in 2012.

SILVERLEAF WARD

Suburbs: Noble Park and a section of Dandenong North



Cr John Kelly

Term as a Councillor: 1997–present

Mayoral Term: 2007–08

Cr Kelly has served as a Councillor for more than 17 years and was Mayor in 2007–08. He has been a councillor with the City of Greater Dandenong since 1997, and was a Councillor with the former Dandenong Council from 1991–94. He is committed to ensuring the Greater Dandenong Council is open and transparent in its operations, encourages increased community consultation in decision-making and ensures that people's views and concerns are heard.



Cr Maria Sampey

Term as a Councillor: 2000–present

Mayoral Term: 2004–05

A perseverance to achieve positive results and the ability to listen to residents resulted in Cr Sampey joining the Council in 2000 and being elected Mayor of the city in 2004–05. She is passionate about ensuring local parkland is retained and upgraded to be more user-friendly for families and young people.



During 2012–13 there were 22 ordinary meetings and one special meeting of Council

Council's Role

The City of Greater Dandenong is committed to good corporate governance. The development of policies, codes of practice and systems together with adherence to legislative requirements and transparent reporting are all part of Greater Dandenong's commitment to open and accountable government.

The Chief Executive Officer (CEO) is appointed by Council for the purpose of managing the operations of the organisation. The CEO will then delegate to Council officers operational functions that will be undertaken in an accountable, efficient and effective manner.

Councillor's Code of Conduct

The City of Greater Dandenong's 'Code of Conduct – Councillors' sets out guidelines within which Councillor representatives must operate. It outlines behaviours and actions which reduce the risk of corruption or misuse of Council assets, including information.

The 'Code of Conduct – Councillors' is a key component of Greater Dandenong's commitment to open and accountable government and is available online at www.greaterdandenong.com

Councillor's Meetings Online

As part of Council's commitment to open and accountable government, all ordinary and special meetings of Council are webcast on www.greaterdandenong.com

During 2012–13 the average number of 'log-ins' per meeting to the live webcasts was 38 with 1191 'log-ins' recorded against the archived (non-live) webcasts of Council meetings.

Council is pleased with the results and will continue to webcast meetings, one of only a few municipalities in Victoria to do so.

Council Meetings

Council conducts its business in open and publicly advertised meetings.

Council meetings are held on the second and fourth Monday of each month and commence at 7pm. The first meeting for each month is held in the Council Chamber at 397–405 Springvale Road, Springvale and the second held in the Council Chamber at 39 Clow Street, Dandenong unless otherwise notified.

Council's Ordinary Meetings are held to consider items including planning permit applications, community service matters, road and traffic management, local laws, administration and financial issues.

Special Meetings of Council may be called to deal with urgent matters.

All Council meetings are conducted in accordance with Council's Local Law No.1 – Meeting Procedure.

During 2012–13 there were 22 ordinary meetings and one special meeting of Council.

Listed below are the number of meetings attended by individual Councillors.

COUNCILLORS FROM 1 JULY 2012–26 OCTOBER 2012	ORDINARY MEETINGS	SPECIAL MEETINGS
Number of Meetings Held	7	–
Cr Roz Blades	7	–
Cr Peter Brown	7	–
Cr Youhorn Chea	7	–
Cr Paul Donovan	5	–
Cr Yvonne Herring	7	–
Cr John Kelly	7	–
Cr Angela Long	6	–
Cr Jim Memeti	6	–
Cr Maria Sampey	7	–
Cr Loi Truong	7	–
Cr Pinar Yesil (to 28 August 2012)	0	–

COUNCILLORS FROM 7 NOVEMBER 2012–30 JUNE 2013	ORDINARY MEETINGS	SPECIAL MEETINGS
Number of Meetings Held	15	1
Cr Roz Blades	12	1
Cr Peter Brown	15	1
Cr Youhorn Chea	15	1
Cr John Kelly	13	1
Cr Matthew Kirwan	15	1
Cr Angela Long	14	1
Cr Jim Memeti	11	1
Cr Sean O'Reilly	15	1
Cr Maria Sampey	15	1
Cr Heang Tak	15	1
Cr Loi Truong	10	1

Council's Accessibility Transparency and Accountability Charter

The Accessibility, Transparency and Accountability Charter was adopted by Council on 23 March 2009 and reviewed and re-adopted by Council on 22 March 2010 and 25 July 2011.

The charter states that the Mayor and councillors' attendance at Council meetings and briefing sessions are published online, together with a register of councillor expenses.

Councillor's Remunerations

Mayoral Allowance

1 July 2012–26 October 2012	\$79,232 (plus 9% superannuation equivalent) with the use of a fully maintained vehicle
7 November 2012–30 June 2013	\$85,741 (plus 9% superannuation equivalent) with the use of a fully maintained vehicle

Councillor's Allowance

1 July 2012–26 October 2012	\$24,805 (plus 9% superannuation equivalent)
7 November 2012–30 June 2013	\$26,843 (plus 9% superannuation equivalent)



Councillor Representation and Community Consultations

On 2 December 2011, councillors were appointed as representatives of the following organisations, committees and reference groups that assist the Council and the community in the provision of services to the people of Greater Dandenong. New appointments were made on 7 November 2012 following the swearing in of the new Council:

Community Organisations

ORGANISATION	COUNCIL REPRESENTATIVE(S)/ LIAISON(S) 1 JULY 2012 – 27 OCTOBER 2012	COUNCIL REPRESENTATIVE(S)/ LIAISON(S) 7 NOVEMBER 2012 – 30 JUNE 2013
Cyrene Centre	Cr Roz Blades	Cr Roz Blades Alternate – Cr Maria Sampey
Dandenong and District Historical Society	Cr Paul Donovan Cr John Kelly	Cr John Kelly Cr Matthew Kirwan
Dandenong Benevolent Society	Cr Angela Long Cr Jim Memeti	Cr Angela Long Cr Jim Memeti
Dandenong Community Advisory Bureau	Cr Angela Long	Cr Angela Long
Dandenong Fire Brigade	Cr Jim Memeti	Cr Jim Memeti Cr Loi Truong
Dandenong Retail Traders Association	Cr Angela Long	Cr Angela Long
Noble Park Community Action Forum Inc	Cr Roz Blades	Cr Roz Blades
Springvale and District Historical Society	Cr Roz Blades Cr Youhorn Chea Cr Loi Truong	Cr Roz Blades Cr Sean O'Reilly Cr Heang Tak Cr Loi Truong
Springvale Benevolent Society	Cr Youhorn Chea Cr Yvonne Herring	Cr Youhorn Chea Cr Sean O'Reilly
Springvale Community Aid and Advice Bureau	Cr Roz Blades Cr Pinar Yesil	Cr Youhorn Chea Cr Heang Tak Cr Loi Truong

Councillor Liaison(s)

It is not essential for Council to be involved in these groups – Councillors are only involved when they have the interest and ability to donate their time.

Protocols

Councillor Liaisons act as a liaison point between the organisation and Council as a whole and provide advice to Council or the organisation when decisions or relevant policy matters are discussed. Councillor Liaisons will generally keep informed about the work and functions of the organisation and support the role of the organisation in accordance with Council policy or direction. If a Councillor chooses to stand as an office bearer of the organisation this is undertaken separately to the role of Councillor Liaison.

NB: Alternate = alternate councillor when nominated councillor cannot attend a meeting.

Council Groups & Committees

ORGANISATION	COUNCIL REPRESENTATIVE(S)/ LIAISON(S) 1 JULY 2012 – 27 OCTOBER 2012	COUNCIL REPRESENTATIVE(S)/ LIAISON(S) 7 NOVEMBER 2012 – 30 JUNE 2013
Alcohol & Other Drugs Advisory Network*	Cr Roz Blades Cr Angela Long Cr Loi Truong	Cr Roz Blades Cr Youhorn Chea Cr Angela Long Cr Maria Sampey Cr Loi Truong
Audit Advisory Committee	Mayor of the Day Cr Roz Blades	Mayor of the Day Cr Youhorn Chea
CEO Performance Review Committee	Not applicable	Mayor of the Day Cr Roz Blades Cr Youhorn Chea
Community Safety Committee	Cr Maria Sampey	Cr Maria Sampey
Community Road Safety Reference Group	Cr Yvonne Herring	Cr Maria Sampey Cr Loi Truong
Cultural & Heritage Collections Committee	Cr Roz Blades	Cr Roz Blades
Dandenong Stadium Advisory Board	Cr John Kelly	Cr John Kelly
Disability Consultation Network and Forums	Cr Angela Long Cr Maria Sampey	Cr Angela Long Cr Maria Sampey
Drum Advisory Committee	Cr Peter Brown (interim)	Cr Peter Brown
Children & Family Partnership	Cr Roz Blades	Cr Roz Blades Cr Sean O'Reilly
Greater Dandenong Interfaith Network	Cr Roz Blades Cr Youhorn Chea	Cr Roz Blades Cr Youhorn Chea
Aquatic Facilities Advisory Group	Cr John Kelly Cr Roz Blades	Cr John Kelly Cr Roz Blades
Lyndhurst Community Engagement Steering Committee	Cr Angela Long Alt – Cr Yvonne Herring	Cr Angela Long Alternate – Cr Matthew Kirwan
Project Control Group – Dandenong Municipal Building (Advisory)	Cr Roz Blades Cr Peter Brown Cr Youhorn Chea Cr John Kelly Cr Angela Long Cr Jim Memeti Cr Pinar Yesil	Cr Roz Blades Cr Peter Brown Cr Youhorn Chea Cr John Kelly Cr Angela Long Cr Jim Memeti Cr Heang Tak
Project Control Group – Springvale Strategic Civic Centre (Advisory)	Cr Roz Blades Cr Peter Brown Cr Youhorn Chea Cr Yvonne Herring Cr Jim Memeti Cr Loi Truong Cr Pinar Yesil	Cr Roz Blades Cr Peter Brown Cr Youhorn Chea Cr Jim Memeti Cr Sean O'Reilly Cr Heang Tak Cr Loi Truong
Public Art Reference Group	Cr Peter Brown Cr Youhorn Chea	Cr Peter Brown Cr Youhorn Chea
Springers Leisure Centre Advisory Group	Cr Peter Brown	Cr Matthew Kirwan Alternate – Cr Peter Brown

Peak Industry Bodies

ORGANISATION	COUNCIL REPRESENTATIVE(S)/ LIAISON(S) 1 JULY 2012 – 27 OCTOBER 2012	COUNCIL REPRESENTATIVE(S)/ LIAISON(S) 7 NOVEMBER 2012 – 30 JUNE 2013
Municipal Association of Victoria (MAV)	Cr Peter Brown Alternate – Cr Youhorn Chea	Cr Peter Brown Alternate – Cr Maria Sampey
Victorian Local Governance Association (VLGA)	Cr Youhorn Chea	Cr Youhorn Chea Alternate – Cr Heang Tak

Regional Organisations and Committees

ORGANISATION	CURRENT REPRESENTATIVE(S)/ LIAISON(S) 1 JULY 2012 – 27 OCTOBER 2012	CURRENT REPRESENTATIVE(S)/ LIAISON(S) 7 NOVEMBER 2012 – 30 JUNE 2013
Eastern Region Group of Councils (Mayor and CEO)	–	Mayor of the Day CEO
Eastern Transport Coalition (previously ERITG)	Cr Roz Blades	Cr Roz Blades
Inter Council Aboriginal Consultative Committee	Cr Angela Long	Cr Angela Long
Local Governments'/Metropolitan Waste Management Forum	Cr John Kelly	Cr John Kelly Cr Matthew Kirwan
Roadsafe Committee – Outer South East Inc	Cr Angela Long	Cr Angela Long
South East Metro Group of Councils (Mayor and CEO)	–	Mayor of the Day CEO
South East Region Gas Company (SERGASCO)	Cr John Kelly	Cr John Kelly



Councillor Representative

An essential or mandatory appointment that it is in Council's best interests to engage in; the organisation's constitution requires a Councillor representative; or a Councillor or Council representative is a requirement of Council funding.

Protocols

Council representatives participate as a member of these groups by representing Council's views and to inform Council of key issues related to these organisations/groups. They act as a reference point between the organisation/group and Council as a whole and provide advice to Council or the organisation/group when decisions or major policy matters are discussed.

NB: *denotes all councillors welcome to attend meetings.
Alternate = alternate councillor when nominated councillor cannot attend a meeting.

Advocacy

There are many services and funding opportunities provided by state and federal government agencies that support Greater Dandenong residents.

During 2012–13 Council continued with significant advocacy programs to gain increased funding and levels of service for the city from these external sources.

Some of the key advocacy groups and activities that staff and Councillors have been involved in are listed below.

Meetings held and/or interaction with the following groups:

- Australian Sports Commission
- Bicycle Victoria
- Council Alliance for Sustainable Urban Environment (CASBE)
- Community Chef – shared Meals on Wheels service
- Dandenong Community Advice Bureau
- Department of Environment and Primary Industries
- Department of Health and the Department of Human Services regarding immunisation programs for secondary age migrant and refugee children, disability and aged care services
- Department of Justice
- Department of Premier and Cabinet
- Department of State Development, Business and Innovation
- Department of Transport, Planning and Local Infrastructure (incorporating the former DPCD)
- Eastern Group of Councils – group of ten eastern region councils
- Eastern Transport Coalition
- Eastern Treatment Plant Liaison Committee
- Federal Government South East Development Area Consultative Committee
- Melbourne Water
- Migrant Resource Centres
- Ministerial Advisory Committee on Public Libraries
- Metropolitan Waste Management Group (MWMG)
- National Broadband Network Company
- Options Victoria
- Parks Victoria
- Places Victoria (previously VicUrban)
- Port Phillip and Westernport Catchment Management Authority (PPWCMA)
- Regional Development Australia
- Regional Management Forums
- South East Council's Climate Change Alliance (SECCA)
- Service based industry network groups
- South East Healthy Communities Partnership
- South East Integrated Water Management Group
- South East Melbourne Manufacturers Alliance (SEMMA)
- South East Metro Integrated Transport Group
- South East Metro – group of six south-east Councils
- Southern and Eastern Integrated Transport Authority (SEITA)
- South East Water
- Sport and Recreation Victoria
- Sport associations such as AFL, VSF, Cricket Vic, Softball Vic, Tennis Vic
- Springvale Community Aid and Advice Bureau (SCAAB)
- Vic Health
- Vic Roads
- Vic Sport
- Victorian Multicultural Commission
- Victoria Police
- Water Sensitive Cities – High Level Steering Committee



Tatterson Park, Keysborough features “A world of insects” theme



Projects

Continued advocacy for:

- ▶ grade separation across the city, and appropriate planning for the Springvale Road and Caulfield/Dandenong rail line projects
- ▶ blackspot funding across the city
- ▶ additional funds for further Stages of the Noble Park Aquatic Centre (NPAC) project
- ▶ additional funds for the Ross Reserve Urban Park and Skate Park
- ▶ additional funding for the next stage of the Tatterson Park Stormwater Harvesting Project
- ▶ Living Links projects and final Master Plan (PPWCMA)
- ▶ additional funding for Stage 2 of the Integrated Water Management Plan
- ▶ an integrated approach to water management across the municipality and the region
- ▶ participation in Council Alliance for Sustainable Urban Environment's advocacy for economically sustainable development incorporation into the planning scheme
- ▶ additional funds for the Municipal Building Project
- ▶ significantly improved water/irrigation solutions for sportsfields – with Council's sportsground assets ranked highly in condition in the region
- ▶ additional funding for CCTV systems to target crime hotspots
- ▶ additional police resources across the city, with the successful deployment of Protective Service Officers at local railway stations
- ▶ additional funding for sustainable street lighting upgrades
- ▶ integrated health planning on the social impacts of alcohol
- ▶ support for drainage solutions to prevent future flooding
- ▶ a statewide strategy on appropriately located zones for waste facilities
- ▶ new residential planning zones
- ▶ National Broadband Network funding
- ▶ Council's resistance to collect a Fire Services Levy on behalf of the State Government
- ▶ support for Council's Green Wedge submissions.

Audit Advisory Committee



The Audit Advisory Committee is an independent advisory committee to Council which was established in 1997. The primary objective of the Audit Advisory Committee is to assist Council in the effective coordination of relevant activities of management, the internal audit function and the external auditor to facilitate achieving overall organisational objectives in an efficient and effective manner.

As part of Council's governance obligations to its community, Council has constituted an Audit Advisory Committee Charter to facilitate:

- the enhancement of the credibility and objectivity of internal and external financial reporting
- effective management of financial and other risks and the protection of Council assets
- compliance with laws and regulations as well as use of best practice guidelines
- the effectiveness of the internal audit function
- the provision of an effective means of communication between the external auditor, internal audit, management and the Council.

Audit Advisory Committee

MEMBERS	
Ms Linda MacRae	Chair
Cr Roz Blades Council Representative: 30 June 2012–27 October 2012	Council Representative
Cr Youhorn Chea Mayor Representative: 30 June 2012–27 October 2012 Council Representative: 7 November 2012–30 June 2013	Council Representative
Cr Angela Long Mayor Representative: 7 November 2012–30 June 2013	Council Representative
Mr Robert Yeo 30 June 2012–30 October 2012	External member
Mr David Smith 30 June 2012–30 October 2012	External member
Mr David Ashmore 12 November 2012–30 June 2013	External member
Mr Mick Ulbrick 12 November 2013–30 June 2013	External member
CEO	Non-voting
Director Corporate Services	Non-voting
Manager Financial Services	Non-voting

The Audit Advisory Committee met on four occasions during 2012–13.

Matters considered included:

- ▶ financial and performance statements for 2012–13
- ▶ the 2013–14 Budget
- ▶ Council's long-term financial strategy
- ▶ Internal Audit Plan of Council for 2012–13
- ▶ Council's risk management strategy
- ▶ the Auditor General's Audit Strategy for 2012–13.

Whistleblower Protection Act



The Whistleblower Protection Act 2001 came into effect on 1 January 2002.

Its purpose is to encourage and facilitate the disclosure of improper conduct by Councillors and Council officers. The Act also provides protection for persons making disclosures who may suffer reprisals as a result of their actions.

The City of Greater Dandenong recognises the value of transparency and accountability in its administrative and management practices and supports the making of disclosures. Comprehensive written procedures have been established and implemented for whistleblower matters and are fully documented on the Council's internet and intranet sites. A printed copy can also be obtained on request from the Council's service centres and libraries.

Protected Disclosure Coordinator
Mick Jaensch – Director Corporate Services

Protected Disclosure Officer
Anthony Camillo – Manager People and Procurement Services

NUMBER AND TYPES OF DISCLOSURES MADE TO PUBLIC BODIES	1
Number of disclosures referred to the Ombudsman for determination as to whether they were public interest disclosures	0
Number and types of disclosed matters referred to the public body by the Ombudsman for investigation	0
Number and types of disclosed matters referred by the public body to the Ombudsman for investigation	0
Number and types of investigations taken over from the public body by the Ombudsman	0
Number of requests made by a whistleblower to the Ombudsman to take over an investigation by the public body	0
Number and types of disclosed matters that the public body has declined to investigate	1
Number and types of disclosed matters that were substantiated upon investigation, and the action taken on completion of the investigation	0
Recommendations	0

Council is well advanced in preparing for the introduction of the Protected Disclosure Act 2013 which comes into effect on 1 August 2013. This new legislation will replace the Whistleblowers Protection Act 2001.

Freedom of Information (FOI)

Council is committed to open and transparent democracy. Information held on behalf of the community can be accessed in accordance with the Freedom of Information (FOI) Act 1982.

Twenty-one (21) new FOI requests were received during 2012–13.

The table below outlines the results of those requests.

	2012–13
Total number of requests	21
Access granted in full	1
Access granted in part	16
Other – not finalised/proceeded with	2
Access denied in full	1
Requests still under consideration	1
Number of requests transferred/withdrawn	0
Total charges collected	\$822.60

REVIEWS & APPEALS SOUGHT FROM TOTAL	2012–13
Number of internal reviews sought	1
Number of appeals lodged with the Administrative Appeals Tribunal	0

Information available for inspection (as required under Part 5, section 11 of the Local Government (General) Regulations 2004) includes:

- ▶ details of current salaries and allowances fixed for the Mayor and Councillors
- ▶ details of senior officers' gross salaries, allowances and other benefits for the current financial year and the previous financial year
- ▶ details of overseas or interstate travel undertaken in an official capacity for Councillors or any member of Council staff in the previous 12 months
- ▶ names of Council officers and Councillors required to submit a return of interest during the financial year and the dates the returns were submitted
- ▶ agendas and minutes of ordinary and special Council meetings kept under Section 93 of the Local Government Act 1989 except where such minutes relate to parts of meetings that have been closed to members of the public under Section 90 of the Act
- ▶ register of delegations kept under Sections 87, 88 and 98 of the Local Government Act 1989
- ▶ submissions received under Section 223 of the Local Government Act 1989 during the previous 12 months
- ▶ register of authorised officers appointed under Section 224 of the Local Government Act 1989.

To inspect any of the above information, please contact Council's Governance Unit on 9239 5100.

The City of Greater Dandenong
recognises the value of
transparency and accountability
in its administrative and
management practices



Municipal Emergency Management



The Council has a statutory obligation, under the Emergency Management Act 1986, to plan for the best use of municipal resources in the prevention of, response to, and recovery from municipal emergencies. Typical emergencies may include storms and localised flooding, motor vehicle accidents, toxic spills, bush fires and fire damage to private and commercial properties, heat and mass health issues.

The Council has a number of municipal emergency plans with the main or overarching Municipal Emergency Management Plan (MEMP) to respond appropriately to emergency situations. These plans describe the procedures for emergency operations within the municipality. The aim of the MEMP is to ensure an effective and coordinated response and recovery to minimise the effects of an emergency situation and to enable the community to recover from that emergency. A number of sub-plans for individual hazards such as flood, fire or heatwave have been developed and reviewed on a regular basis.

Key activities undertaken in 2012–13 were:

- ▶ work commenced during the year with Melbourne Water and Victorian State Emergency Services (VicSES) in developing a Municipal Flood Management Plan and Flood Emergency Plan to identify flood hotspots and investigate the use of technology systems for advance warning from 'riverine flooding'
- ▶ the Municipal Fire Prevention Plan (MFPP), the Heatwave Plan and the Pandemic Plan were reviewed and updated
- ▶ an Emergency Management Coordinator was appointed as a shared position between Council and the City of Kingston as a dedicated position to further drive each Council's Emergency Management Plans, programs and build more emergency resilient communities
- ▶ through the joint Emergency Management Coordinator work has commenced to engage with neighbouring municipalities to develop a collaborative and regional approach to emergency management and to improve overall effectiveness during large scale emergency incidents
- ▶ all Council officers involved in emergency management were offered training through a roll out across all business units
- ▶ a review of the key emergency issues that could impact on the municipality at any point in time and the responsible agencies for taking a lead role in coordinating a response
- ▶ the Municipal Fire Prevention Plan (MFPP) was the first municipal plan to be endorsed by the Fire Services Commissioner within Victoria;
- ▶ a Recovery Planning Committee was established which includes key community agencies that would be involved in providing support during an emergency. The Committee offers an opportunity for agencies to be informed of current expectations to be ready to assist if needed
- ▶ work has commenced to develop a Relief Centre Operations Manual should the situation arise in response to an emergency.

Our Organisation

3



An organisational culture of innovation, trust and collaboration in the pursuit of continuous improvement in all endeavours

Organisation Structure





(L to R) Mick Jaensch, Mark Doubleday, Bruce Rendall, John Bennie, Jody Bosman, Paul Kearsley

Our Staff

Achievements for this financial year are:

- ▶ roll out and integration of the new employee Performance Development and Review process
- ▶ completion of the Employee Engagement Survey providing valuable comparative feedback against previous years and the basis for the development and implementation of staff engagement and retention initiatives
- ▶ significant consultation and preparation for the review of Council's Organisational Development Strategy
- ▶ numerous business process reviews of operational activities to ensure best practice and procedures including implementation of templates and associated audit processes
- ▶ negotiation and implementation of the 2012 Enterprise Bargaining Agreement
- ▶ implementation of new employee departure questionnaire with significantly increased reporting capabilities to capture feedback from staff leaving the organisation
- ▶ successful implementation of the upgraded UConnect System (employee kiosk system)
- ▶ appointment and roll out of a new Employee Assistance Program provider and associated services focussing on maintaining staff productivity and caring for employee welfare
- ▶ successful rollout of the behaviour modification program 'SafeStart' within Engineering Services.

Our Organisation

Employee Engagement Survey

The Employee Engagement Survey was conducted in early 2013 providing an insight into employee engagement and feedback.

Key results included:

- ▶ 94% are prepared to work very hard for the organisation
- ▶ 84% believe in the purpose of the organisation
- ▶ 81% are proud to work for the organisation
- ▶ 93% are satisfied working for City of Greater Dandenong
- ▶ 89% consider their job important and meaningful.

Career Progression and Salary and Rewards have been identified as areas on which Council can focus improvement efforts. A number of working groups have been set up to commence work in initiatives specifically designed to respond to staff feedback arising from the survey.

Enterprise Bargaining Agreement

Following protracted negotiations occurring between March and November 2012, a new Enterprise Agreement was reached and submitted to Fair Work Australia in December 2012. The agreement will be in place until 2015. The agreement resulted in a number of new initiatives including Family Violence Leave and Volunteer Leave being incorporated into the agreement. A commitment to review initiatives such as ways of recognising staff and flexible work arrangements, along with development of a Green Travel Plan in preparation for the move to the new Municipal Building in 2014 were also agreed to during the process.

Staff Giving Scheme

City of Greater Dandenong employees may elect to make regular donations to agencies within the municipality under the Staff Giving Scheme.

The recipient agencies are:

- Cornerstone Contact Centre
- Dandenong and District Benevolent Society
- Joey's Van
- Keysborough Learning Centre
- Springvale Benevolent Society
- St Vincent De Paul – Dandenong Conference
- We Care Community Services
- Australian Animal Protection Society

Donations of \$14,886 were made by employees during 2012–13.



Council continues to actively engage in identifying leadership and management development activities for staff.

Work Experience Placements and Traineeships

The City of Greater Dandenong values the contribution that work experience provides and is committed to providing this community service to schools and students. 23 students were placed across the organisation in a range of work functions during the year.

Leadership and Management Development

Council continues to actively engage in identifying leadership and management development activities for staff. This includes participation in the inter-Council Leadership Challenge organised by the Local Government Managers of Australia and management development programs including the CEDA Copland Program, Young Achievers and the LGPro Ignite, Mastering Management and Emerging Leaders programs. Internal programs including recruitment and behavioural interviewing skills, presentation skills and conducting effective performance reviews were also offered.

Leadership competencies were introduced to assist with identification of development needs for all leaders and coordinators.

Employee Development

Ongoing professional and personal development continued in 2012–13. A total of 9761 hours by 728 employees (80 per cent) participated in training opportunities in a range of internal and external program areas including presentation skills, occupational health and safety, performance appraisal training for managers and staff, time management and conflict resolution training.

All employees, managers and team leaders were provided with training and development in relation to the roll-out and implementation of the new Performance Development and Planning process.

Service Milestones

89 staff achieved service milestones for reaching 5, 10, 20, 30 and 40 years service and received recognition for their achievement and contribution to the City of Greater Dandenong.



Staff Numbers

	MALE STAFF	EFT MALE	FEMALE STAFF	EFT FEMALE	STAFF TOTAL	EFT TOTAL
Full-time	230	230	223	223	453	453
Part-time	66	28	299	156	365	184
Casual	36	12	58	23	94	35
Total					912	



Council has maintained an active health and wellbeing program, providing staff with a range of activities to try

Absenteeism

Days lost through injury fell by 23.67 per cent in 2012–13 (756.40 days) when compared with 2011–12 figures of 990.95 days.

Absence due to illness fell from 3.04 per cent of available working hours in 2011–12 to 2.68 per cent in 2012–13.



Health and Safety

Council's Occupational Health and Safety program (OHS) shares the common purpose of providing a safe and risk-free working environment for staff, whilst also ensuring the safety of our city for both residents and visitors.

Training opportunities were provided to management and staff which covered a number of areas including Safe Start (a behavioural change program), First Aid and CPR, Red Card, conflict resolution, stress management, back care and manual handling.

Health and Safety Management System

Council's Health and Safety System, based on the Australian and New Zealand Standard AS/NZ 4801:2001, has been implemented in all business units. Compliance audits are progressively undertaken in accordance with Council's internal auditing program and annual workplace inspections of all business units are conducted and reported on.

New systems and programs have been implemented to increase health and safety monitoring through online contractor induction programs and tracking reported workplace hazards through Quicksafe and IPRO-live.

Health and Wellbeing

Council has maintained an active health and wellbeing program, providing staff with a range of activities to try. Staff have attended fitness exercise classes, lifestyle programs, massage sessions and have actively participated in the annual volleyball competition and mini Olympics. Council has increased its involvement in the Global Corporate Challenge (GCC) in which participants record their accumulated steps each day. The GCC is the world's largest corporate health program and the only one of its kind with independently proven results. The GCC seeks to promote teamwork, reduce absenteeism, and create a culture of resilience across entire organisations.

A number of health seminars were conducted in relation to men's and women's health, nutrition and sleep seminars. These sessions were aimed at increasing staff awareness and education of health-related issues.

As a result of exceeding the minimum threshold for Worker Health Checks in 2012, Council was successful in receiving a grant for health promotion. This funded a week of seminars to help improve the health profile of council employees. A trial of fruit boxes was also undertaken in each of the main administrative centres and this will now be progressively implemented at each of the main centres at the commencement of each season. This is aimed at improving the healthy eating habits of each employee.

Our Organisation



Achievements

Council finalised a new 4 year contract with the Soft Tissue Centre. The Soft Tissue Centre is a provider of targeted treatment programs that consists of a 15-20 minute session for staff that have musculoskeletal injuries (sprains and strains). This early-intervention program has helped prevent injuries, and the potential for WorkCover claims.

Council also finalised a new contract with RTK Resolutions for the provision of Employment Assistance Services (EAP). This program provides staff with the opportunity to access confidential counselling services either on-site or at offsite locations.

Five units of a behaviour based program for safety (Safe Start) were completed in Engineering Services. This program is based on improving and increasing the self awareness of council employees of behaviours such as rushing, frustration, complacency, and fatigue that are the primary causes of workplace incidents and injuries.

As a result of the completion of the roll out of defibrillators across the organisation Council completed the approved restructure of the role of First Aid Officers. Each location now has a designated first aid officer whose role is to administer First Aid and monitor First Aid infrastructure within each building (First Aid Kit supplies and defibrillator).

The Year Ahead

- Role out the Safe Start Program across more areas of Council.
- Update and maintain an audit schedule to ensure business unit compliance with Australian Standard AS 4801:2001.
- Update and maintain an annual workplace inspection program across all council business units.
- Deliver a positive OH&S cultural change program in conjunction with lessons learnt from the Safe Start program.
- Develop the OH&S strategy implementation plan in conjunction with the new Organisational Development Strategy.
- Continue to monitor and identify improvements to the management of work-related injury and return to work processes with a focus on early intervention services.

Equal Employment Opportunity (EEO)

The City of Greater Dandenong continued to support and uphold the Equal Opportunity (EO) principles and practices across Council.

This included the following initiatives:

Training

- Following an intensive roll out of EEO training in the previous financial year, the focus of training for this year was on new employees attending awareness training as part of their induction. 74 staff participated in the EEO training workshops (including Human Rights Charter).
- 62 staff attended Cultural Awareness training as part of their induction or as a refresher training course.
- Appointment and training of a new Equal Opportunity Representative at one of Council's worksites to replace a retiring Representative.

Initiatives

- Council was re-accredited as a Breastfeeding Friendly Workplace through the Australian Breastfeeding Association and staff were advised of the availability of clean and private facilities for nursing/breastfeeding purposes.
- Following a tender process, Council appointed a new Employee Assistance Provider to support staff in relation to dealing with personal or workplace issues or concerns.
- Consideration was given to the requirements under the recently passed Carers Recognition Act which was incorporated into a review of Council's Leave Guidelines document ensuring it recognised the role of Carers in accordance with the Act.
- Completion of the roll out of Council's new performance review and development program.
- Employee Survey conducted early in 2013 providing valuable feedback for Council to review and develop action plans.
- Formation of a Prevention of Family/Domestic Violence Committee chaired by the CEO. The purpose of the committee is to raise awareness and put in place strategies to reduce the incidence of domestic violence within the municipality.

Complaints and Grievances

- Three complaints were received under Council's policies. Two have been satisfactorily resolved following external/internal investigations. One is nearing the conclusion of the investigation process.

The Year Ahead

- Work continues on the development and roll out of Council's values program known as REACH which focuses on identifying and growing Council's organisational characteristics.
- Transition planning for the move to the new municipal building and the management of associated human resource issues/considerations.
- Continue to implement Organisational Development strategies and regularly review EEO associated policies.
- Further integration of the Prevention of Violence Against Women initiatives including promotion of the Family Violence leave clauses now available under the 2012 Enterprise Bargaining Agreement.
- Develop initiatives to support White Ribbon Day in November 2013.



Asset Management

The City of Greater Dandenong recognises the importance of, and is committed to, improving asset management in accordance with the National Asset Management Assessment Framework. This includes updating information, expanding knowledge and applying the latest tried and tested technology.

Asset Management is the combination of management, financial, economic, engineering philosophy and other practices applied to physical assets, with the objective of providing the required level of service in the most cost-effective manner. The notion of cost effectiveness is one that is applied to the whole of lifecycle cost.

Council has an asset management system and processes. An Asset Planning Unit and an Asset Management Project Team oversees the development of asset management policy and strategy, implementation, monitoring and the continuous improvement of asset management projects.

Council also participates in the Municipal Association of Victoria's (MAV) STEP program and uses the National Asset Management Assessment Framework to conduct moderated self-assessments and identify improvements.

Council has an Asset Management Strategy. The strategy forms a major component of Council's Corporate Risk Management Framework for the strategic and operational management of infrastructure assets. A Road Management Plan has recently been adopted by Council in terms of the Road Management Act and defines levels of service delivery for roads. A draft Drainage Management Plan has also been developed.

Planning

Asset Management Plans for Roads (including paths & bridges), drainage, facilities and buildings have been developed. Life cycle management plans for parks, reserves and sports grounds and car parks have been developed and implemented. A review timetable is in place to ensure that these Asset Management Plans remain current and relevant.

Information

Council is consolidating all asset information into a corporate register to enable life cycle asset management. A sustainable data capture program has been implemented to meet asset management requirements.

Knowledge

Complete life cycle asset information is captured on the Asset Management System to meet compliance requirements and to enhance asset management operational systems and decision-making.

Optimised decision-making systems are in place to ensure that Greater Dandenong's infrastructure asset renewal and upgrade programs reflect industry best practices.

Technology

Council has successfully developed and implemented a template for data capture, record keeping and service delivery which will be used across the organisation. Council periodically reviews its data management technology to enhance delivery of life cycle asset management.

Partnerships have been established with research organisations and industry to work towards best practice in asset management.

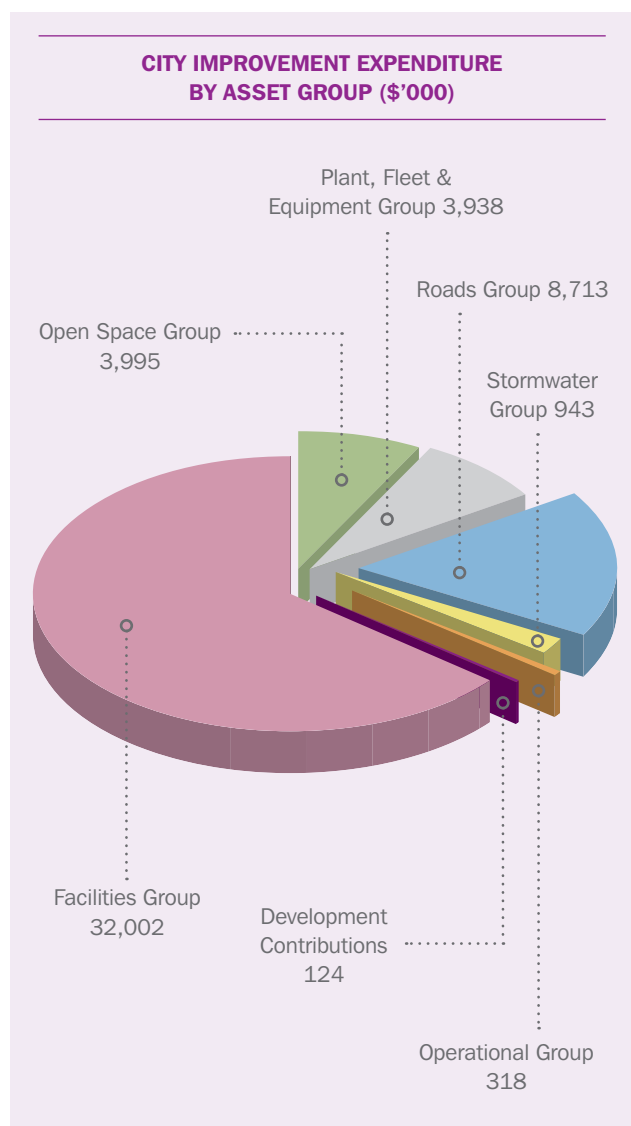


New way-finding signs installed in central Springvale.

City Improvement Program

The City Improvement Program is Council's ongoing program for the renewal, upgrade and creation of assets including roads, drains, buildings, parks, art works and library books. It consists of programs driven by Council's asset management plans, major projects (such as the construction of the new Municipal Building in Dandenong) and community initiated tasks.

The annual City Improvement Program budget is determined within Council's annual budget formulation process and the size of this budget depends on the funds available relative to other Council commitments. Once approved, projects are planned, designed and delivered by 30 June each year. In 2012–13 Council invested \$50.032 million in capital expenditure. Council expended funds across a variety of asset types as shown in the chart below:



MAJOR HIGHLIGHTS

FACILITIES

Municipal Building Project
Dandenong Greaves Reserve
Alan Carter Pavilion
Heather Hill Kindergarten
Dandenong Basketball/Volleyball courts
Dandenong Oasis
Noble Park Aquatic Centre
Dandenong North East Kindergarten
Greaves Reserve fire mains upgrade

OPEN SPACE

Playground improvements
Mills Reserve lighting
Ross Reserve
Tatterson Park floodlight install
Warner Reserve
Tihatuan Park works
National Drive storm water harvest

PLANT, FLEET & EQUIPMENT

Libraries RFID Conversion Pro
Council website redevelopment
Defibrillator units
Greater Dandenong Library Service
Network server replacement

ROADS

Bicycles/shared user path network
Municipal wide footpath renewal
Revitalising Central Dandenong enablement
CCTV surveillance system
Tree planting program
Local road resurfacing

STORMWATER

Major drainage renewal works
Minor stormwater renewal works
Pit cover replacement program
French Street drainage

Service Improvement Process (Best Value)



The City of Greater Dandenong's Service Improvement Process aims to:

- ▶ provide a focus on identifying Best Value services for residents and stakeholders that they can understand, respond to and measure the unit's performance against
- ▶ build an organisational culture of innovation, trust and collaboration in the pursuit of continuous improvement in all endeavours
- ▶ build an organisational culture based on a team approach to the delivery of the best possible services to residents and other stakeholders
- ▶ comply with the Best Value principles established in Section 208 of the Local Government Act.

There are two main components of the Service Improvement Process. The Corporate Planning Framework incorporates annual business planning and service reviews. The Continuous Improvement initiatives are coordinated through People and Procurement Services.

The Best Value principles provide the foundation for these processes:

- ▶ services must meet cost and quality standards set by the Council, having regard for community expectations, affordability, accessibility, value for money and best practice
- ▶ services must be responsive to community needs
- ▶ services must be accessible to the people they are intended for
- ▶ continuous improvement must be achieved
- ▶ there must be regular consultation with the community regarding the services being provided
- ▶ there must be regular reporting to the community on the Council's performance in achieving the objectives of Best Value.



Corporate Planning and Service Reviews

The purpose of service improvement processes is to ensure that the services Council provides are responsive to changing community needs.

Council's suite of corporate plans includes the Imagine 2030 Community Plan, the Council Plan 2009–13 and several other high-level strategies and plans such as the Community Wellbeing Plan 2009–13. The Council Plan is supplemented by the Annual Plan.

The Council Plan provides an overarching strategic direction for Council's operations, and is delivered through an integrated corporate and service planning framework. This framework encompasses annual business plans and service profiles. The annual business planning process includes service reviews to ensure an appropriate balance of resources to outputs, and to adjust services according to changing needs. Furthermore, process reviews of services, technological advancements and encouraging innovation within the workplace then provide refinements at the service level.

Performance Measurement and Reporting

In 2012–13 Council regularly monitored its performance via Quarterly Performance Reports, which cover the financial and performance targets against the Annual Plan.

Council regularly communicates with the community via the monthly newsletter *The City*, regular media releases, the website and an increasing social media presence.

The Annual Report provides a comprehensive overview of all of Council's endeavours.



Continuous Improvement

Historically Council has employed a “Lean” and “Six Sigma” improvement methodology and applied this to major business processes. Every year the Executive Team select a major council business process for review having taken into consideration the results of an Organisational Diagnostic tool, emerging factors such as sector or government trends/initiatives and relevant local issues.

Examples of recent processes reviewed using this methodology include: –

2010–11	<ul style="list-style-type: none"> • Completion of the Food Services re-design for the Regional Food Kitchen. • Review of Council’s Procurement Process in conjunction with the State Government initiative Council’s Reforming Business Program.
2011–12	<ul style="list-style-type: none"> • Library Services Introduction of Radio Frequency Identification Technology (RFID).
2012–13	<ul style="list-style-type: none"> • During this year improvement activities were monitored through the quarterly reporting.

For the year ahead a review of the improvement program and associated methodology will be conducted with a view to broadening the scope of activities undertaken under this program, improve reporting and increasing internal capability on improvement efforts across the organisation.

Additional information on the improvement methodology or summaries of the improvement projects undertaken can be obtained from the People and Procurement Services Department on (03) 8571 5245.

The Service Summaries ‘A Year in Review’ outlined in section 6, provide a snapshot of the services and achievements of Council’s individual service units which are required to continuously review and improve their service delivery.

Carers Recognition Act 2012

Council has taken all practicable measures to comply with its responsibilities outlined in the Carers Recognition Act 2012. Council has promoted the principles of the Act to people in care relationships, and to the wider community by:

- Distributing printed material through relevant council services;
- Providing links to state government resource materials on council’s website; and
- Providing information to organisations represented in council/ community networks.

Council has taken all practicable measures to ensure staff, council agents and volunteers working for council are informed about the principles and obligations of the Act by including information on the care relationship in:

- Incorporation of the principles into Council’s Leave Guidelines.

Our Organisation



Community Satisfaction

The Local Government Satisfaction Survey is conducted annually by Local Government Victoria.

The City of Greater Dandenong participated in the 2013 Survey. The results achieved indicated that there are very high levels of community satisfaction with Council's services, with scores higher than the statewide and group averages across all key areas measured.

SUMMARY OF KEY COMMUNITY SATISFACTION INDEX SCORE RESULTS PERFORMANCE MEASURES	GREATER DANDENONG CITY COUNCIL 2013	OUTER MELBOURNE METRO 2013	STATEWIDE 2013
OVERALL PERFORMANCE	63	62	60
COMMUNITY CONSULTATION (Community consultation and engagement)	61	57	57
ADVOCACY (Lobbying on behalf of the community)	62	56	55
CUSTOMER SERVICE	76	72	71
OVERALL COUNCIL DIRECTION	63	56	53

Council undertakes regular community consultation and provides several opportunities for residents and customers to provide feedback on their satisfaction with Council services.

In 2012, extensive consultation was undertaken in the lead up to the development of the new Council Plan for the period 2013–17. Council undertook an online survey and held several focus groups to identify the priorities and issues of significance to residents.

The results of the consultation are also used to inform the development of other plans across the organisation, such as the Community Wellbeing Plan.

Risk Management

The City of Greater Dandenong maintains an effective risk management program to ensure that exposure to operational, strategic, legal, material, contractual and financial risk is mitigated.

Council complies with its obligations under the *Local Government Act 1989* and maintains the risk management practices, principles and procedures in accordance with the Australian Standard *AS/NZS ISO31000:2009* which addresses the process of risk identification, risk control, risk evaluation, risk treatment and risk financing.

A Road Management Plan has been developed in accordance with the provisions of the *Road Management Act 2004*.

Insurance

Council has in place an insurance program whereby insurance is called upon for major or catastrophic losses only. Council carries a high deductible (policy excess) for all classes of insurance and has thus established itself as a 'self-insurer' for all claims, other than major losses. This has proven to be cost effective in maintaining lower premiums.

Public liability claims against Council continue however recent tort reform has proven to be beneficial bringing about a reduction in the number and value of claims. Council continues to take a position wherein such claims are vigorously contested in accordance with legal precedent and statute law.

Council is a member of the Municipal Association of Victoria (MAV) Insurance – Liability Mutual Insurance Scheme (LMI) in line with all other Victorian and Tasmanian Councils. Our general insurance program remains with the Council's existing broker, AON Risk Services.

Strategies

Council has established a Risk Financing Strategy whereby monies are set aside annually, in a contingency fund, to be used in the event of a catastrophic loss, so as to minimise adverse impact on the operating budget.

Risk is also recognised as a key component of contemporary management practice across the organisation. Senior officers are required to identify and monitor potential risk situations in all aspects of their business. The effective management of risk is part of a senior officer's performance review process and is recognised within their business plan.

A Risk Register has been implemented which contains both operational and strategic risks as identified by Council's Business Units and the Executive Management Team. These risks are monitored on a quarterly basis to ensure that effective controls are maintained and to ensure there is adequate mitigation of risk. New emerging risks are identified during these reviews. A strategic risk review was undertaken during 2012 to ensure that Council's risk profile was relevant in the current environment.

Business continuity

A plan is now in place to address the issues of Business Continuity so that the functions of Council can be continued in the event of a disaster affecting the operations and delivery of service with specific reference to 'Building Access Denial', 'Significant Staff Absence' (Pandemics) and 'IT Disaster and Records Recovery'.

Memberships

Council supports the activities of the Local Government Professionals (LGPro) – Special Interest Group for Risk and acknowledges the Risk Management Institution of Australasia (RMIA) and the Risk Management Society (RIMS Australasia).

Council is also a member of the Continuity Forum, an active network of organisations with a shared interest in developing resilient continuity and disaster recovery plans. It also participates in the MAV Insurance (LMI) best practice forums.





Community Relations

4

People, Place
and Opportunity



Community Plan – Imagine 2030

The Community Plan – Imagine 2030 – outlines the key themes and priorities for the community's vision for the future of Greater Dandenong. These are organised under three main themes: People, Place and Opportunity.

The Community Plan was developed following an extensive consultation program throughout 2008 and 2009.

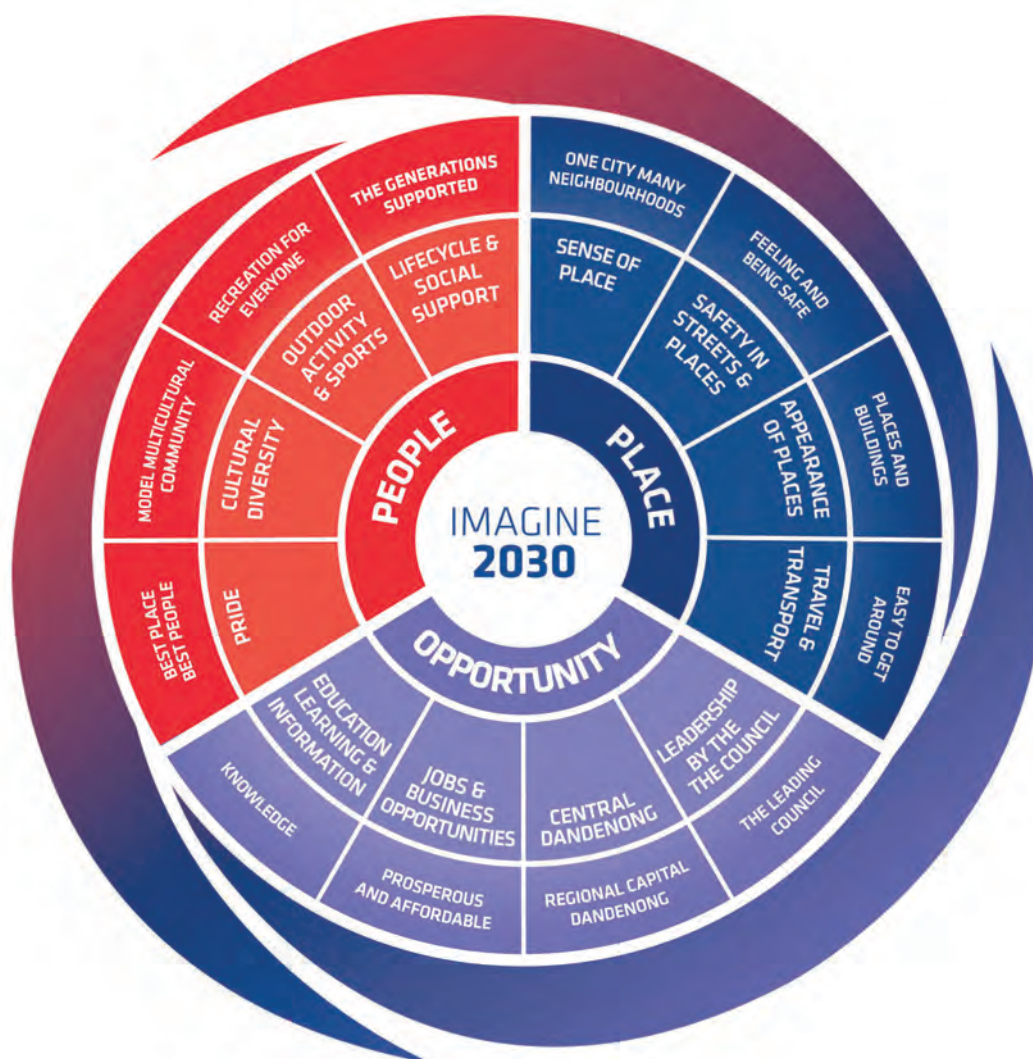
This consultation also informed the planning stages of the Council Plan 2009–13, and other plans such as the Community Wellbeing Plan.

Council adopted a new Community Consultation Policy in May 2011 that outlines the principles for community consultation.

Community members are encouraged to participate in the community consultation processes that Council undertakes. This assists Council to be aware of the community's needs and priorities.

There are always several opportunities throughout the year to participate in consultation and Council is always actively seeking the community's input.

In 2012 Council undertook community consultation to again assess the community's priorities. The findings from this consultation informed the development of the next Council Plan 2013–17, and will also be used as a foundation for other planning and consultation processes.



Health and Wellbeing in Our Community

The City of Greater Dandenong Community Wellbeing Plan was developed for the period 2010–13. Council is currently in the process of developing the 2013–17 Community Wellbeing Plan.

The Community Wellbeing Plan is a requirement under the Public Health and Wellbeing Act, 2008 (section 26) which states that all Councils must develop a four-year Municipal Public Health and Wellbeing Plan (known as the Community Wellbeing Plan in The City of Greater Dandenong) within 12 months of each general election of Council.

The Act specifies Council's functions and responsibilities with regards to Public Health and Wellbeing, and the Plan outlines how Council will fulfill these and contribute to improved public health and wellbeing outcomes for residents in the municipality.

During the 2012–13 financial year, the development of the Community Wellbeing Plan 2013–17 has included the following activities:

- ▶ a Health and Wellbeing Profile has been prepared by Council to present contemporary information from local, state-wide and national sources in 32 sections, each relating to a specific aspect of health and wellbeing. The Profile is intended to enhance collaborative planning for health and wellbeing, by agencies throughout the city. The profile may also support service development, submission preparation, advocacy and other activities
- ▶ council has established the Community Wellbeing Plan Reference Group to encourage collaborative planning with local health and community service agencies.

The role of the Reference Group includes:

- + contributing to the development of the Community Wellbeing Plan (CWP)
- + investigating opportunities to address the Priorities and Strategic Actions of the CWP
- + identifying potential partnerships, particularly in areas of overlapping programs or service gaps.
- ▶ consultative activities were conducted among the community, Council and local health agencies. These included combined consultation with the Council Plan development, a Council leadership workshop to assist in priority setting, a survey mailed out to 1500 residents and face-to-face surveys at Autumnfest, Parkmore Shopping Centre, Dandenong plaza, Noble Park business activity centre and the Springvale business activity centre.

All of these activities will culminate in the development of a Community Wellbeing Plan that demonstrates Council's commitment to improving the health and wellbeing of all residents.

The Community Wellbeing Plan 2010–13 is available on Council's website www.greaterdandenong.com



Staff at the Operations Centre tuck into a fruit box!

Healthy Together Greater Dandenong – Health and Wellbeing

In 2011–12 Council secured \$4.3 million funding from the Victorian and Federal Governments to implement Healthy Together Greater Dandenong over a four-year period. The initiative aims to improve people's health where they live, learn, work and play. The focus is encouraging healthy eating and physical exercise, and reducing smoking and harmful alcohol use. A team of thirteen staff continue to work across three main settings – workplaces, schools and early childhood settings – and the wider community with the view to reducing preventable chronic disease in the City of Greater Dandenong.



Greater Dandenong is committed to maintaining the health of the natural environment, reducing ecological impact and building a sustainable future for residents

State of the Environment Report

Greater Dandenong is teeming with native birds and wildlife at many beautiful parklands including Dandenong Wetlands, Tirhatuan Park and Coomoora Reserve.



The State of the Environment report is a management tool that collates and analyses data to enable an evaluation of environmental conditions and trends. This information is then utilised to revise policies and procedures, with the overall objective of improving the state of the environment. The report illustrates Greater Dandenong's commitment to maintaining the health of the natural environment, reducing ecological impact and building a sustainable future for residents.

The 2012–13 State of the Environment Report centers upon the themes of biodiversity, water, waste, sustainable transport and climate change.

Through a number of initiatives, the Council aims to:

- ▶ improve biodiversity and the health of ecosystems throughout the municipality
- ▶ assume a sustainable approach to the management and use of water resources
- ▶ commence an integrated method of waste management across the municipality
- ▶ implement a safe integrated sustainable municipal transport system
- ▶ reduce greenhouse gas emissions and increase the resilience to the impacts of climate change across the municipality.

The actions identified in this report have specific objectives which focus on achieving intermediate outcomes, and have been established through consultation with the relevant departments responsible for their implementation.

Disability Action Plan

The fourth Disability Action Plan and the Disability Policy are now in the third year of implementation. Availability of these documents continues to be advertised widely to the Greater Dandenong community.

Information

The Disability Action & Inclusion e-news is now sent to upwards of 260 local people with disabilities and community organisations. The newsletter provides information on services, issues relevant to community members interested in disability and encourages participation in consultative opportunities. The newsletter was reviewed in 2012 and the feedback from the review incorporated into current newsletters.

Consultation

The annual community consultation was held and attended by community members and representatives of community organisations. The issues raised in this consultation have formed the Metro Access Community Building Plan for 2013. In addition, consultations were held with community members throughout the year covering a variety of topics including access to public spaces, parking, streets, recreation and transport. Consultation opportunities are also invited through the e-newsletters.

Employment

Council has become a silver member of the Australian Network on Disability and is working on employment and traineeship opportunities within council and in the wider community with local businesses.

Buildings

Following an access audit of Council's buildings a 20-year action plan to meet access requirements has been developed. Access audits have been conducted as community needs arose. After the joint efforts of Council and local disability organisations an accessible care facility is being built in the new Dandenong office.

Technology

Hearing augmentation equipment has been implemented to assist Community Care staff to help residents to hear in-home assessments. Counter mounted equipment has been made available for Customer Service. The availability of the National Relay Service has been advertised on Council's website and staff training sessions in the use of this equipment have been provided. The use of hearing augmentation equipment has been reviewed and expanded within community care and library services.



Training

The Disability Action Plan is introduced to all new Council staff as part of the Induction Program. This is to ensure everyone is aware of the requirement to take responsibility for access and inclusion for people with disabilities.

Council staff have been trained in the use of hearing augmentation equipment in our customer services area and in community care. Customer service staff have also attended specific disability training to allow them to meet community needs.

Council, Leisure Linkup, Belgravia Leisure and other councils have developed an online learning tool focused on disability issues for staff in Council's leisure centres.

The Realistic Race was held with participants from across Council to experience the impact of navigating the community with a disability.

Electronic versions of these documents are available on Council's website at www.greaterdandenong.com/disabilityplanning

Community Funding Programs

5

The City of Greater Dandenong's community funding programs support the community through the allocation of funds for programs and activities



Community Funding Programs



The City of Greater Dandenong's community funding programs support the community through the allocation of funds for programs and activities. It is administered through the Community Development Unit of the Community Services Directorate.

Community Support Grants Program

The Community Support Grants Program allows not-for-profit community groups to apply for funding to support projects, programs, and activities that will benefit residents of the City of Greater Dandenong.

Community groups can apply for up to \$20,000. The program is run twice annually with closing dates in March–April and September each year. Eligibility and assessment criteria are set out in the guidelines for the program.

Sponsorships Program

The City of Greater Dandenong provides sponsorships for major events and other activities that attract a significant number of visitors to the municipality, thereby boosting the local economy, or promote Greater Dandenong as a great place to live, work, and invest.

Community Funding Agreements

Community Funding Agreements are intended to provide funding for ongoing, longer term programs and services that have demonstrated significant community benefit, however do not meet the eligibility criteria and purpose of the Community Support Grants Program or the Funding and Service Agreements Program.

Funding and Service Agreements

Council provides Funding and Service Agreements to key service organisations within the municipality for a three year period. These agreements aim to provide greater certainty and continuity of funding to enable longer term service planning.

Councillor Donations Fund

The Councillor Donations Fund is open both to groups and individual residents of the City of Greater Dandenong:

- ▶ not-for-profit community groups can request up to \$1,000 for projects, programs, or activities that will benefit residents of the City of Greater Dandenong
- ▶ individuals can request up to \$750 for travel and accommodation expenses to participate in elite sports events, to perform or produce works of art, or for training to serve the community as a volunteer.

Information about the purposes for which requests can be considered is attached to the request form. The program is open year-round with no specific closing date.

Community Support Grants Program (CSGP)

Round 1

APPLICANT NAME	PROJECT TITLE	AMOUNT GRANTED (INCL GST)
AA Combined Groups at Palm Plaza	Provide weekly meetings of AA in Dandenong	\$11,408.00
Acholi Women's Group Association Inc.	Acholi Women's Day Celebration	\$1,000.00
Acholi Women's Group Association Inc.	Independence Day Celebration for South Sudanese Community	\$3,000.00
Afghan Australian Association of Victoria Inc.	Community National and Cultural Events	\$2,000.00
Alzheimer's Disease and Related Disorders Association of Victoria Inc.	Reminiscing Greater Dandenong	\$2,500.00
ARAFEMI Vic Inc.	Fostering Recovery through Art (FRART)	\$3,000.00
Association of Hazaras in Victoria Inc.	Youth Soccer	\$2,000.00
Association of Hazaras in Victoria Inc.	End of Ramadan Celebration	\$1,000.00
Aus Pacific Inc.	Parolees Support Group	\$1,540.00
Aus Pacific Inc.	Addressing family violence in Dandenong Pacific Community	\$4,000.00
Australian Burundian Community in Victoria Inc.	Culture day celebration and community subsistence project	\$1,000.00
Australian Muslim Women's Centre for Human Rights	Community workshop camp for Afghan Women	\$2,400.00
Baai-Bor Women in Australia Inc.	Baai-Bor Women's Cultural Day	\$2,145.00
Baj Community Development of Australia Inc.	Cultural celebration for the Baj Community	\$1,000.00
Cambodian Australian Christian Church Inc.	Seniors wellbeing group – weekly exercise group	\$1,500.00
CatholicCare Archdiocese of Melbourne	"Raising Hope" Live Night	\$1,000.00
Country Women's Association – Dandenong Branch	Hall hire to support activities of the CWA	\$3,710.00
Dandenong Eid Festival Inc.	Eid ul Fitr Festival 2012	\$5,000.00
Dandenong Family Drug Help Support Group	Peer Based Community Self-Help Support Group	\$1,200.00
Dandenong Low Vision Group	Inspiring Minds of the Blind and Vision Impaired Community in the City of Greater Dandenong	\$3,500.00
Eelam Tamil Association Victoria Inc.	Tamil Cultural Festival and student competition	\$2,000.00
Fusion Theatre Inc.	Development and Production of the Theatre Performance "Invisible"	\$10,000.00
Gaatjaak Community Association of Australia Inc.	GaatJaak Community Fun Day	\$1,000.00
Hazara Australian Community Association of Victoria	Ramadan Eid Celebration	\$1,000.00

Community Funding Programs

APPLICANT NAME	PROJECT TITLE	AMOUNT GRANTED (INCL GST)
Hazara Australian Community Association of Victoria	Purchase of equipment	\$1,000.00
Interfaith Network of the City of Greater Dandenong Inc.	Annual Gathering of the Interfaith Network at The Drum Theatre, Dandenong	\$11,500.00
Jewish Aid Australia Limited	"Jump" Sudanese Youth Leadership, retreat and festival	\$5,000.00
Jikany Community Association in Victoria Inc.	Community Forum on Issues Affecting Young African People	\$1,500.00
Kelaniya University Alumni Association in Australia Inc.	A Stage Drama Called "Thawath Udesanak" (Yet Another Dawn)	\$4,560.00
Multicultural Arts Victoria Inc.	Emerge @ The Drum Theatre	\$15,000.00
National Institute for the Guards of Honour to the Royal Tombs of the Pantheon – Dandenong Branch	Social Functions for Multicultural Senior Citizens	\$3,724.00
Nigerian Society of Victoria	Social Inclusion and Cultural Awareness Among African Youth	\$1,000.00
Noble Park Community Centre Inc.	The Noble Park Community Art Show	\$2,500.00
Noble Park Community Centre Inc.	Beyond the Violence - Facilitator Training; Parent and Children's Post Violence Program	\$8,000.00
Noble Park Occasional Childcare Inc.	Get that Zumba feeling	\$600.00
Noble Park Special Development School	Teen Club	\$5,000.00
Otuho Community of Australia	Otuho / Sudanese Youth Education	\$1,500.00
Serbian Community Association of Australia Inc.	Learning Program for Serbian Seniors	\$1,500.00
Shakti Migrant & Refugee Women's Support Group Melbourne Inc.	Establishing Shakti Melbourne	\$5,000.00
Somaliland WAY (Women Australia Youth)	Somaliland Young Women Wellbeing Project	\$4,000.00
South Eastern Samoan Assembly of God Inc.	Outreach	\$1,000.00
South Sudan Equatorians Association Inc.	2013 Conference at Dandenong Chisholm TAFE	\$3,000.00
Southern Autism Spectrum Family Support Group (SASFSG) Inc.	SASFSG Girls Teen Group and Parent Support Group	\$1,375.00
Southern Autism Spectrum Family Support Group (SASFSG) Inc.	SASFSG Young Adults' Group	\$1,430.00
Southern Ethnic Advisory & Advocacy Council	Dandenong Diverse Youth Event – music competition and soccer tournament	\$5,000.00
Sri Lanka German Technical Training Institute Old Boys Association Australia Inc.	Sinhala – Tamil New Year Festival	\$3,000.00
St Martins Youth Arts Centre	Welcome Theatre Project	\$10,000.00
St. Bakhita's Community Choir and Dancing Group	Sudanese Timorese Musica – A Cross Cultural Music and Dance Project	\$3,000.00

APPLICANT NAME	PROJECT TITLE	AMOUNT GRANTED (INCL GST)
Swish Victoria	A Community-Based Swish Program	\$2,040.00
Tamil Senior Citizens Fellowship (Vic) Inc.	25th Silver Jubilee Celebration at the Springvale Town Hall	\$2,860.00
The Russian Senior Citizens Club in Dandenong Inc.	Transport and administration support for Russian Senior Citizens Club	\$1,500.00
The Tiara Project Inc.	"The Ball" - a presentation ball and dinner dance for people with disabilities	\$4,550.00
Twich Women's Group	Twich Women's Group Sewing Program	\$5,000.00
U3A Dandenong Inc.	U3A Dandenong AGM and Annual Art and Craft Show	\$500.00
Victoria Police Football Club Inc.	The Journey of Resilience Camel Trek	\$3,000.00
Victorian Arabic Social Services Inc.	Arabic Women's Storytelling Resource Group	\$2,000.00
Victorian Tamil Cultural Association Inc.	The Thai Thirunal Thamilar Thirunal Celebration	\$2,000.00
Victory Worship Centre Inc.	Multicultural volleyball tournament	\$1,000.00
Wesley Mission Victoria	Men's support group	\$2,300.00
Windermere Child and Family Services	Sewing project for Afghan women	\$2,500.00
Windmill Theatre Company Inc	Theatre hire for performances of June 2013 musical theatre production at The Drum Theatre	\$15,000.00
TOTAL (including GST)	62 applications funded	\$211,342.00



Community Funding Programs

Round 2

APPLICANT NAME	PROJECT TITLE	AMOUNT GRANTED (INCL GST)
Action on Disability Within Ethnic Communities Inc.	Family Fun Day for people with a disability and their families and carers from diverse communities	\$2,660.00
African Communities Foundation Australia	Noble Park African Women's Group family health and wellbeing camp	\$4,000.00
African Communities Foundation Australia	African Kids Club performing arts project	\$1,000.00
Al-Ehssan Women's Group	Support group for Arabic speaking women at the Springvale Neighbourhood House	\$850.00
Asian Women's Friendship Association	A weekly support network for Asian wives of Australians	\$2,000.00
Australia-Burma Society	Strengthening Youth Talents: A photography project and exhibition for young people from Burma	\$3,000.00
Australia-Burma Society	ABS community newsletter	\$1,000.00
Australia-Burma Society	Harmony Soccer Cup and traditional Burma New Year celebration	\$2,000.00
Australia-Burma Society	Sports activity program for young people from Burma	\$3,000.00
Australian Albanian Community Association of Dandenong	Annual Albanian Festival	\$1,500.00
Australian Burma Development Association	Weekly program of social support and skill development for Burmese women	\$1,500.00
Australian Burma Development Association	Celebrating Burmese New Year Festival	\$2,000.00
Australian Burundian Community in Victoria Inc.	Skinning of the Drums: A workshop to teach traditional drum-making skills	\$1,000.00
Baj Community Development of Australia Inc.	Youth sports activities and recreational programs	\$3,000.00
Bengali Association of Victoria Inc.	Bengali Socio-Cultural Spring Festival 2013	\$2,500.00
Burmese Muslim Community Association	Weekly program to develop leadership skills for Burmese women	\$2,000.00
Burmese Muslim Community Association	Establishing a Burmese Language School	\$2,000.00
Burmese Welfare Operation	Activities for young people in the Burmese community	\$4,000.00
Council on the Ageing (Vic) Inc.	Encouraging older people to participate in Active recreation	\$4,000.00
Dandenong and District Toy Library Inc.	Promote Dandenong and District Toy Library as an educational resource	\$504.90
El Hokamaa Senior Citizens	Weekly social gathering for Coptic senior citizens	\$500.00
Ethnic Chinese Happy Age Association of Victoria Inc.	Tai Chi Program	\$2,500.00
Guide Dogs Victoria	Around the World in 4 Days: An exploration of local cultural precincts for the Vision Impaired	\$1,000.00
Hazara Australian Community Association of Victoria	Afghan New Year Celebration at Menzies Hall	\$1,000.00

APPLICANT NAME	PROJECT TITLE	AMOUNT GRANTED (INCL GST)
Helping Hoops Inc.	Helping Hoops after school South East Basketball Program for migrant and Refugee Children	\$5,000.00
Liberian Community of Victoria Inc.	Youth Consciousness Raising seminar	\$600.00
Lions Club of Noble Park Keysborough Inc.	3-Day Summer Community Festival at Burden Park	\$15,000.00
Logomua Fono Samoa Inc.	Young People's Polynesian dance celebration	\$2,000.00
Magwi Development Agency Australia Victoria Branch Inc.	Activities Day for young people	\$1,000.00
Meridian Homeowners Association Inc.	Building a Sustainable Community: Development of a Homeowners Association for the Meridian Estate	\$2,500.00
Nasir Community Association Inc.	Weekly support group for Sudanese seniors	\$1,000.00
New Stars Basketball Association Inc.	Study Hall and Ball: Basketball and homework support for disadvantaged young people	\$10,000.00
Nile Star Soccer Club Inc.	Soccer uniforms for new junior team	\$1,000.00
Noble Park Occasional Childcare Inc.	Family Fun Morning - Harmony Day Celebration	\$500.00
River Jiang Arts Inc.	Australia My Country: Australia Day Music Concert	\$1,000.00
Road Safety Education Limited (RSE)	Road Safety Education Program for secondary school students in Year 12	\$5,000.00
Rotary Club of Endeavour Hills Inc.	A Rotary All Holden Car Show community event	\$1,000.00
Self Defence Classes for Vision Impaired and Blind People	Self defence classes for vision impaired and blind people	\$2,256.00
Serbian Community Association of Australia Inc.	Information sessions and celebrations bringing together elderly women of Serbian, Polish, and Tamil backgrounds	\$1,000.00
South East Liberian Women, Youth and Children Association Inc.	Community Forum on Health and Settlement and Celebration of Liberian Culture	\$800.00
South Eastern Arts Festival Inc.	A Festival and Eisteddfod of music and art with some finals at The Drum Theatre	\$2,000.00
South Sudan Equatorians Association Inc.	Two-day community forum on Family Violence and Family Breakdown	\$2,000.00
South Sudan Equatorians Association Inc.	Youth talent night	\$1,500.00
Southern Ethnic Advisory & Advocacy Council	SEAAC Multicultural Homework Support program	\$7,000.00
Southern Ethnic Advisory & Advocacy Council	Employment forum and industry tours	\$3,340.00
Southern Migrant and Refugee Centre	Second annual Refugee Week soccer tournament	\$1,500.00
Special Olympics Australia – Victoria Branch	Establishing a Young Athletes Program for children with intellectual disabilities in Greater Dandenong	\$4,700.00
Springvale Monash Legal Service Inc. (SMLS)	Community Celebration of SMLS' 40 Years Fight for Justice	\$1,000.00
Springvale Neighbourhood House Inc.	Celebrate Our Diversity Day 2013, and Springvale Neighbourhood House 30th Anniversary	\$2,000.00

Community Funding Programs

APPLICANT NAME	PROJECT TITLE	AMOUNT GRANTED (INCL GST)
Sri Lankan Dance Academy of Victoria Inc.	Dumbara Asiriya (Pageantry of Rural Lanka): A musical and dance production	\$2,500.00
Strength Multicultural Volleyball Inc.	Multicultural Volleyball Tournament 2013	\$1,500.00
The Spirit of Enterprise formerly The Enterprise Migrant Hostel Project	Website development to maintain the community spirit from the Springvale Enterprise Hostel	\$2,500.00
United Filipino Elderly Group Inc.	International Folk Dancing "with a Twist" competition	\$1,000.00
Victorian Foundation for the Survivors of Torture	Rites of Passage: An arts project documenting a refugee mother and daughter's journey	\$3,000.00
Victorian Immigrant and Refugee Women's Coalition	Dandenong Women Building Bridges: A women's leadership training program	\$4,000.00
Vietnamese Freedom Day Club	Running of Freedom Day Club and producing a Vietnamese service directory	\$1,000.00
Willow Lodge Village Residents Committee	Computer training and village newsletter to avoid isolation for elderly residents	\$2,000.00
Wintringham	The Glass House Project: bringing vulnerable seniors together through a community garden	\$550.00
Youth Empowerment and Support Inc.	Cultural Awareness training and capacity building for young people in Greater Dandenong	\$2,000.00
TOTAL (including GST)	59 applications funded	\$143,260.90





Sponsorships Program

APPLICANT NAME	PROJECT TITLE	AMOUNT GRANTED (INCL GST)
Creativity Australia Ltd.	Greater Dandenong Sings – a With One Voice community inclusion choir program	\$5,940.00
Dandenong Agricultural & Pastoral Society Inc.	Dandenong Show 2012	\$16,500.00
Dandenong Basketball Association Inc.	Dandenong Jayco Rangers WNBL basketball team	\$33,000.00
Greater Dandenong Chamber of Commerce	Greater Dandenong Race Day 2013	\$18,700.00
Greater Dandenong Chamber of Commerce	Greater Dandenong Carols by Candlelight 2012	\$11,000.00
Latin American Friendship Fonda la Clinica of Victoria Inc.	Chilean Latin American September Festival 2012	\$7,500.00
Noble Park Football Club (Athletics Division)	City of Greater Dandenong – Noble Park Gift 2013	\$4,400.00
Orchid Societies Council of Victoria	OSCOV Melbourne Orchid Spectacular 2012	\$3,000.00
Springvale Asian Business Association	Springvale Lunar New Year Festival 2013	\$22,000.00
Vietnamese Community in Australia – Victoria Chapter	Vietnamese Tet Festival 2013	\$7,700.00
TOTAL (including GST)	10 applications funded	\$129,740.00

Community Funding Programs

Community Funding Agreements

APPLICANT NAME	PROJECT TITLE	AMOUNT GRANTED (INCL GST)
Cambodian Association of Victoria	Ethnic youth development worker and cambodian disadvantage project	\$22,000.00
South Eastern Region Migrant Resource Centre	Multicultural sewing centre	\$11,000.00
TOTAL (including GST)	2 programs funded	\$33,000.00

Funding and Service Agreements

APPLICANT NAME	PROJECT TITLE	AMOUNT GRANTED (INCL GST)
Care & Communication Concern	Operational support	\$19,800.00
City of Greater Dandenong Band	Operational support	\$22,093.50
Cornerstone Contact Centre Inc.	Operational support	\$16,706.45
Dandenong Community Advisory Bureau Inc.	Operational support	\$156,984.41
Dandenong & District Benevolent Society Inc.	Operational support	\$14,757.84
Dandenong & District Benevolent Society Inc.	Rental support	\$18,626.52
Dandenong & District Historical Society	Operational support	\$16,234.86
Dandenong Neighbourhood House Inc.	Operational support	\$66,829.29
Joey's Van	Operational support	\$8,443.12
Keysborough Learning Centre Inc.	Operational support	\$53,880.86
KLC – Open Door	Operational support	\$16,706.45
Noble Park Community Centre Inc.	Operational support	\$38,222.65
Springvale Benevolent Society Inc.	Operational support	\$14,757.84
Springvale Community Aid & Advice Bureau Inc.	Operational support	\$244,897.31
Springvale & District Historical Society	Operational support	\$16,593.30
Springvale Learning and Activity Centre Inc	Operational support	\$38,222.65
Springvale Neighbourhood House Inc.	Operational support	\$65,395.11
St Vincent de Paul Society	Operational support	\$16,233.62
We Care Community Services Inc.	Operational support	\$16,706.45
Wellsprings for Women Inc.	Operational support	\$79,080.45
Wellsprings for Women Inc. – Home Visitation Program	Operational support	\$22,000.00
TOTAL (including GST)	21 organisations funded	\$963,172.67

Councillor Donations Fund

APPLICANT NAME	PROJECT TITLE	AMOUNT GRANTED (INCL GST)
Afghan Australian Philanthropic Association	Celebrate Afghan New Year	\$320.00
Afghan Youth Students	Stage a Nawroz Festival	\$300.00
Afghan-Australian Civil Society Organisation (AACSO)	Publish the first edition of an Afghan newsletter	\$1,000.00
Albanian Sakie Islamic Society of Dandenong Inc.	Provide services for local youth such as camps	\$800.00
Al-Emaan Muslim Women's Support Group	Stage an Eid Festival	\$250.00
Alfio Tomaselli	Participate in the National Brass Band Competition	\$100.00
Anna Du	Compete at a tournament in Brisbane	\$175.00
Asian Women Friendship Association	Establish the group and hold weekly meetings	\$100.00
Australia Burma Development Association	Celebrate the Burmese WASO festival	\$750.00
Australia Burma Development Association Inc.	Stage a Kathina festival	\$250.00
Australia Ceylon Fellowship	Purchase a new refrigerator	\$525.00
Australia Friendship Chess Tournament Inc.	Cover operating costs and purchase equipment	\$1,000.00
Australia-Burma Society Inc.	Stage the Burmese Lantern Festival	\$400.00
Bloc 8406 – Victoria	Assist with the operation of the group	\$1,000.00
Blue Horizon Foundation	Hold an Eid-ul-Adha celebration	\$250.00
Cambodian Association of Victoria	Hold the Cambodian Singing Contest	\$1,000.00
Celebrate Messiah Australia	Support asylum seekers in Dandenong	\$400.00
Ceylonese Welfare Organisation Inc.	Stage an end of year luncheon	\$200.00
Ceylonese Welfare Organisation Inc.	Organise a mid-year luncheon at the Springvale Supper Room	\$450.00
Committee to Protect Vietnamese Workers	Purchase a computer and a printer	\$1,000.00
Corona Italian Seniors Club of Casey	Celebrate Father's Day	\$500.00
Corona Italian Seniors Club of Casey	Organise a day trip to the Fitzroy Gardens	\$500.00
Dan 9 Neighbourhood Watch	Hold a free BBQ to celebrate the group's 25th birthday	\$300.00
Dandenong & District Aboriginal Co-operative Ltd	Purchase mobile phones and toiletry packs for clients	\$500.00
Dandenong & District Netball Association	Purchase uniforms for the junior representative teams	\$1,000.00
Dandenong & District Orchid Club Inc.	Stage the annual orchid show	\$275.00
Dandenong & District Orchid Club Inc.	Assist with venue hire costs	\$330.00
Dandenong & District Orchid Club Inc.	Purchase a PA system	\$250.00
Dandenong Chess Club	Assist with room hire	\$520.00
Dandenong City Bowling Club Inc.	Assist with the maintenance of the grounds	\$1,000.00

Community Funding Programs

APPLICANT NAME	PROJECT TITLE	AMOUNT GRANTED (INCL GST)
Dandenong Croquet Club	Provide financial assistance for the up keep of croquet lawns	\$650.00
Dandenong Ministers' Fellowship	Hold a Day of Thanksgiving breakfast	\$500.00
Dandenong Neighbourhood House Inc.	Purchase sewing machines for a quilting group	\$680.00
Dandenong Rangers Girls Under 14's	Purchase uniforms and equipment	\$300.00
Dandenong TOWN Club Inc.	Run information sessions with guest speakers	\$200.00
Dandenong War Widows Association	Organise excursions to Moe and Frankston RSL Clubs	\$500.00
El Hokamma Senior Citizens	Assist with the costs of running the group	\$100.00
Eastern Region Mental Health Association (ERMHA) Inc.	Hold an end-of-year celebration for clients in the Supporting Connections Program	\$150.00
Fatuosofia Maliko	Assist Fatuosofia to compete in a Rugby Union tournament	\$250.00
Federation of Chinese Associations (Vic) Inc.	Celebrate the Chinese National Day at the Springvale City Hall	\$1,000.00
Gemma Proy	Assist Gemma to participate in the Australian Indoor Netball Championships	\$100.00
Goodstart Early Learning – Dandenong Heatherton Road	Create a sustainability garden for the children	\$250.00
Goodstart Early Learning – Dandenong Princes Highway	Implement the 'Kelly Sports' program for children	\$250.00
Greek Community of Springvale	Attend an annual trip to Mornington	\$500.00
Greek Community of Springvale	Provide an Easter Lunch for members	\$500.00
Greek Senior Citizens St Athanasios Parish of Springvale	Hold an Easter function for club members	\$700.00
Greek Senior Citizens St Athanasios Parish of Springvale	Provide a lunch for residents from Fronditha Age Care Service	\$200.00
Harrisfield Kindergarten Inc.	Hold a Harmony Day celebration	\$250.00
Heming Hu	Assist Heming to participate in the Australian National Table Tennis Championship	\$125.00
Holy Mother Mary of Montevergine Association Inc.	Celebrate a mass for the 15th anniversary celebrations in honour of the Madonna	\$100.00
Holy Mother Mary of Montevergine Association Inc.	Assist with the running of the festival	\$100.00
Instituto Nazionale Per La Guardia D'onore Alle Reali Tombe Del Pantheon (National Institute for the Guards of Honour to the Royal Tombs of the Pantheon) Inc.	Organise a Christmas function for members	\$1,000.00
Italian Elderly Citizen Club Noble Park Inc.	Stage a trip to Geelong and the Bellarine Peninsula	\$650.00
Italian Elderly Citizen Club Noble Park Inc.	Celebrate the club's 23rd birthday at the Templestowe Hotel	\$350.00

APPLICANT NAME	PROJECT TITLE	AMOUNT GRANTED (INCL GST)
Italo-Spanish Club Inc.	Organise a Father's Day celebration	\$200.00
Italo-Spanish Club Inc.	Hold a Christmas celebration lunch	\$405.00
Italo-Spanish Club Inc.	Assist with the celebration of Mother's Day	\$200.00
Janey Hastings	Assist Janey to compete in netball championships in Adelaide	\$750.00
Jasna Dolic	Take part in the official opening ceremony of the City of Cazin Square	\$250.00
Jovan Sancanin	Compete at the Go-Kan-Ryu Karate World Cup	\$260.00
Keysborough Freedom Club Co-op Ltd	Replace existing PC, scanner, and monitor	\$400.00
Keysborough Netball Club	Purchase uniforms and upgrade equipment	\$630.00
KPR Junior Football Club Inc.	Assist with ground rental, and equipment and uniform costs	\$600.00
Lamezia Terme Senior Citizens Club	Hold a Christmas lunch	\$500.00
Lighthouse Foundation	Purchase a freezer and a BBQ for a Lighthouse home	\$100.00
Lions Club of Greater Dandenong	Purchase a new notebook computer and printer	\$350.00
Lions Club of Noble Park Keysborough	Stage the Burden Park's Got Talent 2013 Competition	\$450.00
Lopit Community Association of Australia Inc.	Stage an Ikanga Harvest Festival	\$250.00
Lyndale Cricket Club	Provide uniforms and equipment for Lyndale Club members	\$530.00
Macedonian Senior Citizens Group of the City of Greater Dandenong St Dimitrija Inc.	Stage a Christmas Celebration	\$220.00
Macedonian Senior Citizens Group of the City of Greater Dandenong St Dimitrija Inc.	Celebrate Macedonian Women's Day	\$300.00
Macedonian Senior Citizens Group St Dimitria	Celebrate Macedonian National Day	\$300.00
Magwi Development Agency Australia Victoria Branch Inc.	Purchase office equipment for the organisation	\$175.00
Majestic Calisthenics College Inc.	Purchase costumes and equipment	\$150.00
Melbourne Hosanna Church of Christ	Organise the "Love Springvale" conference and concert	\$500.00
Mihindu Childrens Foundation	Fund a childrens concert by providing financial support for hall hire, costumes and advertising	\$100.00
Molise Club Melbourne Inc.	Hold a function for the members at the Mulgrave Community Centre	\$1,000.00
Napoli Family Club	Stage a Father's Day lunch	\$400.00
Napoli Family Club	Organise a trip to Bacchus Marsh	\$250.00
Nigerian Society of Victoria	Organise a Nigerian Independence Day Soccer Tournament	\$200.00

Community Funding Programs

APPLICANT NAME	PROJECT TITLE	AMOUNT GRANTED (INCL GST)
Nikolaous Institute of Philanthropy Pty Ltd	To assist with financial support for the sporting event	\$150.00
Nile Star Soccer Club	Purchase uniforms for new soccer teams	\$100.00
Noble Park Afghan Women's Community	Stage an Eid Celebration for Afghan women	\$200.00
Noble Park Bowls Club	Host the City of Greater Dandenong Ladies Champion of Champions event	\$400.00
Noble Park Chess Club	Purchase chess clocks, boards, and trophies	\$350.00
Noble Park Community Centre Inc	Provide funding for the encouragement Awards at the Noble Park Community Art Show	\$300.00
Noble Park Community Childcare Centre	Purchase play and educational equipment	\$200.00
Noble Park Country Womens Association	Organise a day trip to the country	\$275.00
Noble Park Football Club Juniors Inc.	Support children from financially disadvantaged families to play football	\$600.00
Noble Park Legacy Widows	Provide transport to excursions for members	\$180.00
Noble Park North Multicultural Elderly Citizens Club	Organise an outing to the Murray River	\$500.00
Noble Park North Multicultural Elderly Citizens Club	Assist with bus hire	\$450.00
North Dandenong Senior Citizens	Hold a lunch for members in Ferntree Gully	\$200.00
North Dandenong Senior Citizens Club	Hold a Christmas Party	\$330.00
North Dandenong Senior Citizens Club	Celebrate that club's 39th anniversary	\$470.00
Nuba Mountains International of Australia Inc.	Organise a community barbeque	\$200.00
Ramblers Community Walking Group	Hold an annual trip to Ballarat	\$515.00
Red Chamber Chinese Opera Group Inc.	Purchase more costumes and towards venue hire	\$450.00
Resident	Tree removal and replacement	\$527.27
Richard Truong	Compete in the Nationals tournament in Canberra	\$300.00
Rodriguan Social Club of Victoria	Establish a seniors' group	\$475.00
Rosewood Downs Primary School	Complete the frog pond, native garden, shade cloth and timber seating	\$470.00
Rosswood Playgroup	Lay synthetic grass in the playground	\$1,000.00
Rotary Club of Springvale City	Support local community programs	\$1,000.00
SEWA International (Aust) Inc.	Hold a community lunch to celebrate the birthday of Mahatmar Gandhi	\$210.00
SEWA International (Aust) Inc.	Organise a picnic for Indian seniors	\$325.00
Sheryll Beasy	Participate in the Australian Championships in Darwin	\$200.00
South Eastern Melbourne Vietnamese Association's Council	Assist with costs of running the organisation	\$1,000.00
Southern Knights Hockey Club	Assist with the purchasing of uniform kits	\$100.00



APPLICANT NAME	PROJECT TITLE	AMOUNT GRANTED (INCL GST)
Southern Migrant and Refugee Centre	Stage a graduation ceremony for HIPPY children	\$130.00
Springvale Basketball Club Inc.	Provide equipment for the Aussie Hoops program	\$650.00
Springvale Community Garden	Carry out work on the community garden	\$380.00
Springvale Community Garden	Install signs at the community garden	\$600.00
Springvale Garden Club Inc.	Organise excursions to other gardens of interest	\$575.00
Springvale Mandarin Network	Assist with hall hire costs	\$1,000.00
Springvale Monash Legal Service Inc.	Hold a volunteer recognition event	\$700.00
Springvale Senior Citizens Multicultural Club	Organise an excursion to go sightseeing in the Dandenongs	\$500.00
Springvale Senior Citizens Multicultural Club	Hold an excursion to Rayners Orchard	\$250.00
St Anthony's Men's Social Club	Provide financial assistance towards the purchase of a mobile coolroom	\$100.00
St John's Old Collegians Football Club Women's Team	Assist with team uniforms, equipment, and other expenses	\$700.00
St Paul's S.E.S.A. Maltese Seniors Club	Hold an end of year Christmas celebration	\$170.00
The Cyrene Centre	Hold a 10th anniversary celebration	\$600.00
The Nigerian Society of Victoria	Host an AGM at the Springvale Reserve Hall	\$100.00
The Spanish Speaking Friendship Club of Springvale Inc.	Hold an end of year party	\$200.00

Community Funding Programs



APPLICANT NAME	PROJECT TITLE	AMOUNT GRANTED (INCL GST)
The Spanish Speaking Friendship Club of Springvale Inc.	Organise a picnic day at Gumbuya Park	\$250.00
The Spanish Speaking Friendship Club of Springvale Inc.	Hold a celebration for the club's 31st anniversary	\$100.00
The Spanish Speaking Friendship Club of Springvale Inc.	Support catering costs for the group's regular meetings	\$250.00
The Union of Greater Upper Nile States Inc.	Stage a launch celebration at the Springvale Town Hall	\$120.00
Tjaegan's Warriors Aboriginal Men's Group	Organise a Men's self help camp	\$965.00
Traditions Folklore Group of Chile Inc.	Assist with venue hire and equipment costs	\$100.00
Victorian Immigrant and Refugee Women's Coalition	Hold a Women's Power Forum	\$100.00
Vietnamese Australian Senior Association of Victoria (VASA-VIC) Inc.	Organise a Mother's Day celebration	\$1,000.00
Vietnamese Freedom Day Club	Celebrate the club's anniversary	\$1,000.00
Wallara Australia Ltd	Provide Auslan lessons to Wallara clients	\$600.00
Wallarano Primary School	Organise an excursion to the Old Melbourne Gaol and Captain Cook's Cottage	\$400.00
West Gippsland Group – Country Womens Association	Provide financial assistance towards hall hire and catering for the annual general meeting	\$150.00
Wooranna Park Primary School	Assist disadvantaged students to join local sporting clubs	\$700.00
Yooralla – Noble Park Day Service	Establish a sensory gardening program	\$100.00
Zarko Komlenac	Attend the World Karate Federation Training Camp	\$150.00
TOTAL (including GST)	139 programs funded	\$58,437.27

The grand total amount allocated through all community funding programs in the 2012–13 financial year was \$1,538,952.84 (including GST).

Service Summaries – A Year in Review

6

Programs and services
that enhance participation
in community life



Building Services



Building Services strives to maintain standards of amenity, habitation and safety in buildings through powers vested on the Municipal Building Surveyor under the Building Act.

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

Achievements

- 299 Essential Safety Measures inspections carried out resulting in safer buildings.
- Building compliance improved through education and enforcement including 26 prosecutions undertaken and 397 building notices and orders issued on non-compliant building work.
- 1596 resident requests for information by solicitors and building surveyors answered within required timelines.
- 1349 privately issued building permits recorded on Council's systems.
- 515 report and consent applications assessed, including 138 siting consents and 64 build over easement consents.

City Improvement



This Unit incorporates the Project Delivery Team, which is responsible for project managing and delivering Council's Capital Works program associated with its roads, drains, facilities and open spaces, and the Building Maintenance Team which organises and carries out repair and maintenance activities to council owned buildings.

Achievements

- Procured and implemented a single maintenance contract after bundling six individual maintenance service contracts, providing a more cost effective solution and a more strategic management process of building maintenance services.
- Achieved 100 per cent compliance in Essential Safety Measures (i.e. occupancy permits, maintenance determinations and certificates of final inspections) for all Council owned buildings.
- Achieved 97.3 per cent in time completion rate over the last 12 months for customer service requests (merits) for building maintenance exceeding the 90 per cent standard.
- Achieved a zero injury incident rate.
- Federal Government funded Roads to Recovery local road rehabilitation program was completed in budget and on time.

Community Care

The Department focuses on developing and supporting a range of initiatives and services to support older people and people with a disability to remain fit and active and to live independently in the community for as long as they are able to do so. Community Care is an integrated client support service and provides Home and Community Care (HACC) home based services, Community Aged Care Packages, Extended Aged Care in the Home Packages, the National Respite for Carers Program and Food Services (Meals on Wheels); in addition Community Support Services provide specialised community transport, centre based planned activity groups and seniors clubs and groups. The Quality and Access business unit includes Metro Access Disability Inclusion and disability planning including community development.

Achievements

- In 2012, Council's volunteer program was reviewed identifying the broad range of Council programs across the organisation supported by volunteers. This financial year volunteers contributed a total of 22,712 hours with an average of 241 volunteers providing this valuable service.
- Community Care developed the aged care strategy entitled "Ageing is about living" and commenced implementing a number of the recommendations including the review of the specialist community transport program.
- Community Care achieved 177,000 hours of assistance to over 4000 older people and people with a disability.
- The home based program area was selected as one of two Victorian Councils to participate in a national evaluation of assessment in conjunction with the University of Wollongong, New South Wales, and Community Care has been selected by the Department of Health to participate in a three year research project relating to health literacy of older people.
- An e-newsletter and community forums have provided information and opportunities for feedback on issues relating to disability; Walkfest was again held in 2012 and was very successful as an access for all abilities event. Access maps for Noble Park and Springvale have been developed and distributed.



The Department focuses on developing and supporting a range of initiatives and services to support older people and people with a disability to remain fit and active and to live independently in the community for as long as they are able to do so

Community Engagement



The Community Engagement Department has a key focus on programs and services that enhance participation in community life and overall community development. The Department also focuses on future planning and strategy in relation to social services and the overall enhancement of cultural awareness and identity. Service areas include Community Development, Social Planning, Arts and Cultural Development including Heritage Hill Museum and the Dandenong Community Arts Centre, The Drum Theatre and Health and Wellbeing development.

Achievements

- Establishment of Drum Theatre Advisory Committee and the subsequent endorsement of the Drum Strategic Plan and Business Plan.
- Development of Community Infrastructure Plans for Springvale and Dandenong, outlining the longer term vision for community facilities in those localities.
- Completion of Festivals and Events Plan and an increase in participation in Council initiated festivals and events, with up to 50 per cent increase in participation across all events including Australia Day.
- Engagement with over 120 businesses and 55 per cent of local schools and early childhood services in the Healthy Together Greater Dandenong initiative, which seeks to influence health outcomes in workplaces, early childhood settings and the wider community.
- Review of all community funding programs and endorsement of three new policies governing the operation of Community Support Grants, Councillor Donations and Community Partnerships.

Community Wellbeing



The Department focuses on developing and supporting a range of initiatives and services to enhance the health and wellbeing of families in the city. This includes Family Day Care, Family Support Services, Kindergarten and Child Care Committee support, Preschool Field Officer Program, Best Start and Early Years Projects, Maternal and Child Health and Parenting, (enhanced and universal Maternal and Child Health) and Youth Services.

Achievements

- The Holiday Leadership Committee provided young people with the opportunity to gain introductory peer leadership knowledge and skills that are applied to support the development and delivery of Council's holiday activities.
- In 2012 Youth Services developed the Youth Needs Analysis. Informed by young people, youth service providers and schools, this comprehensive report enables Council to remain responsive to the changing social needs and trends. The Youth Needs Analysis provided a platform to inform the development of Council's 2012–17 Youth Strategy.
- Seven successful grant applications for kindergarten upgrades were submitted to the Department of Early Education and Childhood Development. The successful upgrades were for Dandenong South Primary School, Heatherhill, Darren Reserve, Heritage, Dandenong North, Dandenong West and Keysborough kindergartens. The upgrades will enhance each kindergarten's capacity to offer the 15 hour 4 year old program.
- The City of Greater Dandenong won the Early Years Award from Department of Early Education and Childhood Development based on services and agencies 'Reaching Out' to young children and their families attending DandyPALS (Play and Learn at School), Get Together and Dandenong South Primary School playgroups.
- The Maternal and Child Health Service commenced the Right@home project. This is a national program that has in-home visiting nurse over a period of three years to engage vulnerable families from the antenatal period through to the age of two. Council already provides a range of family support and counselling programs and is a partner in the delivery of Child First services with the South East Family Services Alliance.

Community Facilities, Sport and Recreation



The Community Facilities, Sport and Recreation Department integrates strategic planning with practical service delivery across the fields of leisure planning, sport development, recreation development, leisure centre management, community property management and a range of multi-purpose community facilities. This enables the unit to proactively influence improvements, reflect community values, provide opportunities for community input and responsibly manages programs, events, projects and properties.

Achievements

- Implementation of a new Community Facilities Management Policy and development of a new unit for Community Facilities in the Department.
- Completion of major sport facility improvements including:
 - ▶ Successful application for capital grants from the State Government totalling \$578,000;
 - ▶ Sport lights at Mills Reserve, Tatterson Park, Ross Reserve and Warner Reserve;
 - ▶ Building improvements at Coomoora Reserve; and
 - ▶ Accessibility works at the Oasis and Springers Leisure Centres to facilitate use by people of all abilities.
- Completion of a three 3 year program to provide community water safety awareness with over 300 children participating from the Culturally and Linguistically Diverse (CALD) community.
- Awarded the Platinum Pool Award for the Noble Park Aquatic Centre (NPAC) from Life Saving Victoria.
- Implementation of a new Management Agreement for the Dandenong Stadium/State Volleyball Centre.

Customer Service and Civic Facilities

The Customer Service Unit is responsible for the corporate call centre and three face to face customer service centres, and is the primary 'first point of contact' into Council. Customer Service seeks to satisfy the majority of customer queries and requests at initial contact, and where needed, direct queries to the appropriate person in Council.

The Civic Facilities Unit provides a diverse range of facilities for use or hire by Council and the community. The team professionally manages the booking and hire arrangements of the facilities ensuring quality and high standards, to meet the many and varied needs of a range of clientele.

Achievements

- Customer service staff responded to 127,214 calls to the call centre and answered 85.66 per cent of those within 20 seconds; this represents an increase of 1.67 per cent in calls compared to 2011–12.
- The Customer Service team won the Customer Service Institute of Australia's 2012 Customer Service Excellence Award in the Local Government division; and was later ranked fifth against 55 other Australian Councils by an independent provider of 'mystery call' benchmarking services.
- The Civic Facilities team provided a service to 235,013 external guests from 2395 bookings, including a number of civic receptions to recognise community events and organisations.
- Significant upgrades works at Menzies Avenue and Edinburgh Reserve Halls were completed for the benefit of community groups and private hirers, including refurbishment of the kitchens, toilets and social gathering spaces.
- In the 2013 Community Satisfaction Survey the City of Greater Dandenong scored 76 (five points higher than the statewide average of 71 and 4 points higher than the Outer Melbourne Metro group average of 72) for customer service.



Economic Development

The Economic Development team markets Greater Dandenong as a business destination, facilitates business attraction, investment and employment creation, supports existing businesses and measures and monitors the local and regional economy to enhance the economic prosperity of the municipality.

Achievements

- The annual Economic Profile has been published and is available on Council's website providing updated statistical information about the area for potential investors and developers.
- The Stakeholder business magazine was published and distributed on a quarterly basis to over 6000 local businesses. It included good news stories, key business issues, opportunities for growth, statistical information, project updates and a calendar of business events.
- The cultural and food precincts and tours were promoted through a number of marketing initiatives, Where Magazine, (35,000 distribution to Melbourne and Metro 4&5 star accommodation facilities on a monthly basis), Victoria's Cultural Guide (annual) and Prime TV advertising in Gippsland (various campaigns). Participation in the Melbourne Food and Wine Festival with a "Tea for Life!" event at Springvale.
- Mainstreet Australia held their Victorian conference in central Dandenong in October 2012 with over 170 delegates and Council provided sponsorship to the Mainstreet Australia National conference in May 2013 providing an exhibition stand to have marketing material displayed. Two tours for delegates to central Dandenong were also part of the National conference and included information about Revitalising Central Dandenong and the cultural precincts, Little India and Afghan Bazaar.
- The commencement of a Social Enterprises leveraged learning network to assist in the development and increased resilience of the sector.



Financial Services

Financial Management exists to enable Council to comply with statutory requirements, provide strategic financial direction, and undertake essential business processes and to support the organisation with financial assistance and advice. The service provided by the Financial Management unit essentially supports the external service provision of other units.

Property Revenue includes the administration of rates and valuation services. It is responsible for the issue of rates notices, supplementary rates, preparation and issue of pension remissions and ensures an accurate and up-to-date property database is maintained. Valuation services include the preparation of general revaluation every two years and supplementary valuations including administering of objections.

Achievements

- Planning and reporting improvements – new budgeting and planning tool implemented including labour budgeting – a system linked to Council's core financial and payroll systems which allows for a more accurate and streamlined approach to developing Council's Long Term Financial Strategy and Annual Budget.
- Completed Mid-Year Review of the 2012–13 Budget recognising changed circumstances underlying the adopted budget.
- Council's Long Term Financial Strategy was updated for the period 2013–14 to 2017–18 to form the basis of the Budget for 2013–14.
- Council's Annual Budget for 2013–14 was adopted by Council on 24 June 2013.
- Monthly financial reports to the Executive Management Team and a quarterly financial report to Council enabled Council to deliver services and capital works within budget.
- Production of the 2012–13 Annual Financial Statements including the receipt of an unqualified audit opinion from the Victorian Auditor-General.
- The following policies were reviewed and presented to Council for adoption:
 - ▶ Disposal or Sale of Council Assets Policy
 - ▶ Rates and Hardship Policy
 - ▶ Investment Policy
 - ▶ Fixed Asset Policy
 - ▶ Financial Management Policy
 - ▶ Pricing Policy (new) – to inform decision makers on the appropriate issues to consider when setting prices for services provided by Council.

Governance and Commercial Property

Governance and Commercial Property is responsible for the overall governance of the organisation and the management of Council's commercial property portfolio.

The Governance Unit is responsible for the management and coordination of Council Meetings and Councillor Briefing Sessions and all associated documentation, managing Council's election process, ensuring legislative compliance processes across the organisation are effective, policy development, processing Freedom of Information and Information Privacy requests, hosting citizenship ceremonies on behalf of the Department of Immigration and Citizenship, organising civic events and functions to recognise the Greater Dandenong community and providing support to the Mayor, Councillors, CEO and Directors.

The Commercial Property Management Unit is responsible for coordinating the major activities of Council's commercial property portfolio, managing Council's commercial lease database and coordinating the acquisition and disposal of Council building and land assets as required.

Achievements

- Rollout of Objective Committees across organisation.
- Successful Council elections and subsequent induction of new Councillors.
- Completely updated procedures and processes for Citizenship ceremonies.
- Use of iPad technologies for Council documentation to Councillors.
- Synchronisation of parking permits across Council's multideck carparks.
- Developed sale of land policy and various procedures related to commercial property function.
- Developing methods for retail lease opportunities at new Municipal Building.

Information Services

The Information Management Services Unit is responsible for the provision of cost-effective information and telecommunication solutions to staff and councillors. The unit plans, implements, maintains and enhances corporate software systems, hardware, data networks and telecommunications infrastructure, and provides web based services to the community. It also ensures the integrity of Council's information assets and protects them against security attacks.

The unit is also responsible for the management, storage and disposal of corporate records to support business transactions and for evidentiary purposes.

Achievements

- Detailed plans developed for the Information Technology infrastructure in the new Municipal Building, including plans for an energy-efficient data centre, a new telephony solution, as well as WiFi for the public at the Great Southern Square, library users and staff.
- A new Project Management System is being implemented to support and standardise the management and reporting of capital works projects and other initiatives.
- Council's fleet of about 750 desktop and laptop computers were upgraded to Windows 7. Legacy software that is not compatible with the new operating system has been replaced.
- Following a successful pilot program for the corporate use of iPhones and iPads, about 200 devices were commissioned to improve access to corporate data and systems in the field.
- An Archive Plan for Council's records was developed. Based on this plan tens of thousands of files have been moved from the Springvale and Dandenong offices, files have been archived in line with Public Records of Victoria guidelines and plans have been developed for individual departments to assist them in disposing and archiving records in preparation for the move to the new building.



Following a successful pilot program for the corporate use of iPhones and iPads, about 200 devices were commissioned to improve access to corporate data and systems in the field

Infrastructure Planning



The Infrastructure Planning Department is responsible for the long term planning of Council's transport and infrastructure network. The Department also actively advocates to other government bodies and organisations the needs of the Greater Dandenong community aiming to ensure that plans for infrastructure assets and transport/drainage services under their control are integrated with Council's future plans for the city.

Achievements

- Secured \$1,549,307 (GST exclusive) funding under Round 2 of the Community Energy Efficiency Program-Light Up Dandenong for the replacement of 6500 mercury vapour lights with energy efficient T5 lights.
- Completed flood mitigation works for Soden Road catchment area, Bangholme in conjunction with Melbourne Water.
- Completed the design for Glasscocks and Taylors Roads in Dandenong South as part of the Lyndhurst DCP project, including liaison with government agencies and other affected parties.
- Advocated for an information workshop with Keys Road and Perry Road (south) residents that was held by Melbourne Water in Bangholme, in relation to drainage outfall works and flood modelling undertaken as part of the design and implementation of drainage schemes within the Keys Road area.
- Regional leadership on transport issues – taking a lead role in developing a strategic approach to transport issues in the south east region. This has included:
 - ▶ Preparation of submissions, advocacy documentation and liaison with government agencies and other councils throughout the region aimed at securing funding for significant regional projects
 - ▶ Contribution to Eastern Transport Coalition and South East Metropolitan Integrated Transport Group
 - ▶ Development of position papers and advocacy documents for annual regional meetings of councils with VicRoads (cluster meetings)
 - ▶ Ongoing management of council's interface with VicRoads relating to the development of the next stage of the Dingley arterial
 - ▶ Developed guidelines to assist VicRoads' project planning team to develop concepts for the Springvale grade separation project. These guidelines include traffic management, layout and design, pedestrian movements and urban design.

Infrastructure Services



Key focus points are improving safety, functionality and asset life for the community and residents

Infrastructure Services is responsible for the maintenance of the city's road, drainage, and footpath network, parks, recreational and sporting facilities. Key focus points are improving safety, functionality and asset life for the community and residents.

Infrastructure Services also manages Council's fleet and waste collection services including waste education and graffiti removal.

Infrastructure Services, through the Civil Development Unit, is responsible for the approval of engineering plans for new developments including civil work permits and vehicle crossing permits.

Key focus points are improving asset life, functionality and safety for the community and residents.

Achievements

- Installed and maintained the popular floral displays to brighten Dandenong Plaza and Lonsdale Street, Dandenong. Over 2000 plants, 2300 trees and 16,000 perennials were planted to further improve the look of streetscapes and parks.
- 99 per cent of graffiti on council assets was removed within prescribed timeframes totalling 13,347m2.
- Council provided around 15,000 At Call Hard Waste Collections, including the pick-up of almost 8000 mattresses.
- Implementation of the maintenance programs associated with the new Greater Dandenong Road Management Plan 2011–12.
- 1117 Asset Protection Permits and 541 Planning referrals (permit applications & Statement of Compliance) administered.

787,073 people visited
the Libraries and 245,237
accessed the library pages
on the Web



Library Services

Library Services provides community access to a range of programs including borrowing books and multimedia items, reading newspapers, studying, accessing public computers, socialising, using the internet via WiFi and accessing magazines, accessing eBooks and resources online, participating in children's reading programs and literacy and language assistance.

Library services are delivered in a variety of locations and methods including through Dandenong and Springvale library branches, outreach programs and services, home delivery, bulk loans of materials to institutions and through the website.

Achievements

- Council adopted a new Library Plan (2012–16) which outlines the direction of Library Services over the next five years. These directions include:
 - ▶ accessible and welcoming service accessed in person, through outreach or online
 - ▶ supporting lifelong learning and literacy through resources and programs
 - ▶ working collaboratively with relevant departments, agencies, businesses, and community groups; maintaining access to community stories.
- Adoption of a Literacy Framework as part of the Library Plan which articulates priority areas where Council through the Library Service can support better literacy outcomes for the community through engaging with stakeholders; reviewing the Libraries' literacy and learning services; developing partnerships and seeking funding opportunities.
- Completion of a state-of-the art design for the new Dandenong Library as a part of the new Civic Centre development in central Dandenong.
- The Library Service's membership increased to 68,000. 11,376 people accessed the Library's outreach services and programs conducted at playgroups, schools, Maternal Children Health Centres and through the Home Library Service. 787,073 people visited the Libraries and 245,237 accessed the library pages on the Web.
- As part of the adoption of the Library Plan the Library Service undertook a restructure to reflect a whole of service approach as well as changes to service delivery through the implementation of Radio Frequency Technology checkout machines. These machines have freed staff up to spend more time helping Library patrons and running programs.

Media and Communications

The Media and Communications unit is responsible for all media management, marketing and communications campaigns and activities, web content and intranet management, and print shop services. It is also responsible for the corporate planning and reporting functions including the Community Plan, Council Plan, Annual Plan, Annual Report and the quarterly organisational performance reports to Council.

Key activities include the preparation and distribution of monthly editions of 'The City' magazine; media releases, responses and briefings; design, publication and approval of all corporate brochures and key communications; various public relations activities; management of council's website and intranet; production of a weekly staff newsletter; preparation of mayoral speeches; and the supply of internal printing services.

Achievements

- Managed and undertook a complete redevelopment of Council's corporate website, including a significantly improved design and simple navigation; the introduction of a more user friendly content management system; the integration of social media functions; additional online payments and forms; an interactive events calendar; and the expansion of video and audio formats.
- The development of the Draft 2013–17 Council Plan ready for Council adoption, including implementation of a comprehensive customer research and community engagement process to inform the Plan.
- Enhanced Council's destination marketing through the development of a Discover Your Own Backyard (DYOB) video and campaign in conjunction with Destination Melbourne; funding and overseeing the project management of the World Fare event at Dandenong Market as part of the 2013 Melbourne Food & Wine Festival; and ongoing promotion and support of Council's food tours.
- Managed a redesign of Council's key corporate publications, including The City, Stakeholder and annual calendar, in order to improve accessibility, provide clear communications mediums and increase pride in these materials.
- Coordinated the development and implementation of key branding and community information campaigns, including the rebrand of Library services, branding of the Dandenong Market 'Kitchen' and the inaugural Children's Festival.

People and Procurement Services



People and Procurement Services is responsible for supporting the human resource capital within the organisation and the engagement of external resources through:

- ▶ Occupational Health and Safety
- ▶ Management of Workcover claims and return to work programs
- ▶ Learning and development activities, recruitment and selection of employees
- ▶ Employee relations, development and implementation of human resource policies and programs
- ▶ Payroll and superannuation
- ▶ Purchasing and Procurement Systems
- ▶ Contract Management Systems
- ▶ Insurance and Risk Management
- ▶ Continuous Improvement Initiatives

Achievements

- Successful and ongoing implementation of the new staff Performance Development Planning (PDP) process.
- Review and relaunch of Council's Jobs Website.
- Finalisation of protracted Enterprise Bargaining Negotiations.
- Achievement of 91 per cent on Public Liability Audit conducted by Liability Mutual Insurance (LMI).
- Council's water monitoring program identified 50 leaks this financial year. The detected sites were leaking a total of 1.8 million litres per day which after repair, daily use reduced to 72,000 litres.

Planning and Design



The unit provides Statutory Planning, Strategic Planning as well as City Design & Sustainability Planning services for the city

The unit provides Statutory Planning, Strategic Planning as well as City Design & Sustainability Planning services for the city. This includes the assessment of planning and subdivision applications, future land use and environment planning and strategy, urban design and sustainability assessment, and all legislative matters relating to the Greater Dandenong Planning Scheme.

Achievements

- Received a number awards, including the Planning Institute of Australia Award for the Municipal Gateway Strategy, and the LGPro Award for the Noble Park Civic Space Project.
- Advised the Minister's Advisory Committee on the existing Residential and Commercial Planning Zones, to seek to ensure that Greater Dandenong will be the first municipality in Victoria to offer greater development certainty and community benefits through the new planning tools.
- Significantly improved the number of statutory planning applications determined within the regulatory time frame.
- Implemented a new Pre-Application Advice service to advise residents and the development community on development proposals before they are submitted.
- Successfully defended the majority of delegated decisions to refuse unacceptable planning permits at the Victorian Civil and Administrative Tribunal (VCAT).

Regulatory Services



Regulatory Services provides compliance, education and enforcement functions related to Environmental Health, Immunisation, Animal Management, Fire Prevention, Local Laws, Parking Management, School Crossing Supervision and Planning Compliance.

Residential Amenity Administration provides direct services to customers both internal and external, as well as offering general administrative support to the other teams within the department.

Achievements

- Planning Compliance team was successfully transferred into Regulatory Services Department without any disruption to service delivery.
- New Footpath Activity Code of Practice was introduced, to improve safety, appearance and amenity in strip shopping areas.
- Immunisation Service was reviewed, with a range of improvements introduced, aimed at increasing rates of immunisation amongst secondary school aged children.
- Public Health Unit conducted a successful campaign to reduce the incidence of tobacco products being sold to under-age young people.
- New Domestic Animal Management Plan was developed and adopted by Council, using only in-house resources, providing savings of approximately \$40,000 in costs.

Revitalising Central Dandenong



Revitalising Central Dandenong coordinates planning, development and place activation in the declared project area between stakeholders, the State Government and key agencies including Places Victoria and the Department of Transport, Planning and Local Infrastructure (incorporating the former DPCD) to revitalise central Dandenong. The department is also transitioning into similar roles within the Springvale and Noble Park activity centres.

Achievements

- Chisholm Institute of TAFE opened a new campus in central Dandenong at 311 Lonsdale Street in August 2012.
- The Precinct Energy Plant was completed April 2013 providing co-generation for the seven hectares of land to be developed by Places Victoria adjacent to the Dandenong railway station.
- Urban Masterplan Streetscape Improvements – Settlers Square and Halpin Way (west) completed June 2013 providing a high quality public square and promenade entry to the city centre from the Dandenong railway station.
- All land parcels now sold in stages 1 to 7 (ie. all land on the south side of Cheltenham Road) of the Metro Village 3175 residential estate.
- Delivered the revitalising central Dandenong 'Place Making' program including the annual Nocturnal winter arts event and the reinstatement of an upgraded Reverie sculpture in Pultney Street adjacent to the Lonsdale Street Boulevard.

South East Business Networks

Through its unique network model, South East Business Networks (SEBN) brings people and companies together, providing practical and relevant support that will strengthen manufacturing knowledge and capability; support and strengthen the role of women in business; delivering business sustainability and employment opportunities that contribute to the economic wellbeing of the region.

Achievements

- Business transformation – translation of ideas back in the workplace from continual exposure to range of best practice, creative thinking and practical tools.
- Manufacturing Industry Ideas Awareness Series (MIIDAS) – exciting new initiative bringing ideas and new/futuristic technologies from around the globe to foster collaboration and market diversity.
- Future of Manufacturing in Melbourne's South East project in partnership with South East Melbourne Manufacturers Alliance (SEMMA) and Regional Development Australia.
- Industry improvements in resource consumption/waste management through activities including Packaging Waste project.
- New education/training – industry models implemented through engagement with South East Business Network (SEBN) that has delivered a number of improved outcomes.



Victorian Local Government Indicators

7

Benchmark
individual and
overall industry
improvement



Victorian Local Government Indicators

The following Victorian Local Government Indicators are provided to assist in the evaluation of Council's performance during the 2012–13 financial year. The indicators were introduced by the State Government to help both the community and councils to judge the health of the Local Government sector and to benchmark individual and overall industry improvement in performance over time.

CATEGORY	INDICATOR	INDICATOR DEFINITION	TARGET 2012–13	ACTUAL RESULTS	
				2012–13	2011–12
Overall performance (1)	Community satisfaction rating for the overall performance generally of the Council.	Result from the annual Community Satisfaction Survey for Local Governments, coordinated by Local Government Victoria.	N/A	63	N/A
Advocacy (1)	Community satisfaction rating for Council's advocacy and community representation on key local issues.	Result from the annual Community Satisfaction Survey for Local Governments, coordinated by Local Government Victoria.	N/A	62	N/A
Community consultation (1)	Community satisfaction rating for Council's community consultation and engagement.	Result from the Annual Community Satisfaction Survey for Local Governments coordinated by Local Government Victoria.	N/A	61	N/A
All rates	Average rates and charges per assessment	Average rates and charges per assessment	\$1,619	\$1,623	\$1,536
Residential rates	Average residential rates and charges per assessment	Rates and charges declared for all residential assessments divided by the number of residential assessments used in the calculation of the adopted rate.	\$769	\$788	\$737
Operating costs	Average operating expenditure per assessment	Total expenditure per the Income Statement including asset sales and depreciation divided by the number of assessments used in the calculation of the adopted rate.	\$2,464	\$2,459	\$2,512
Capital expenditure (2)	Average capital expenditure per assessment	Amount capitalised to the Balance Sheet and contributions to major assets not owned by Council divided by the number of assessments used in the calculation of the adopted rate.	\$1,425	\$798	\$735



CATEGORY	INDICATOR	INDICATOR DEFINITION	TARGET 2012-13	ACTUAL RESULTS	
				2012-13	2011-12
Infrastructure	Renewal	Ratio of current spending on capital renewal of existing infrastructure assets that returns the service potential or life of the asset to that which it had originally to the long-term AAAC divided by useful life.	0.45	0.47	0.54
Infrastructure	Renewal and maintenance	Ratio of current spending on capital renewal of existing infrastructure assets which returns the service potential or life of the asset to that which it had originally plus current spending on maintenance to AAAC plus planned maintenance divided by useful life.	0.58	0.62	0.61

Victorian Local Government Indicators

CATEGORY	INDICATOR	INDICATOR DEFINITION	TARGET 2012-13	ACTUAL RESULTS	
				2012-13	2011-12
Debts (3)	Average liabilities per assessment	Total liabilities as per the Balance Sheet less items held in trust divided by the number of assessments used in the calculation of the adopted rate.	\$1,658	\$1,737	\$1,264
Operating result (4)	Operating result per assessment	Surplus for the period per the Income Statement divided by the number of assessments used in the calculation of the adopted rate.	\$821	\$616	\$385

Notes

- (1) In 2012, when the survey methodology was changed, Council opted not to participate and create a gap between a past methodology and the new format survey.
- (2) Lower result achieved against target mainly due to the timing of cash expenditure outflows relating to the Municipal Building Project (\$15.14 million) and a change in accounting treatment of capital expenditure associated with Council's Development Contribution Plans (DCP) which occurred after adoption of the 2012-13 budget (\$15.49 million).
- (3) As noted previously, Council changed its accounting treatment of Development Contribution Plans. Previously, the contributions made by developers towards the construction of DCP infrastructure were recognised as income however are now recognised as a liability (deposits).
- (4) Refer note 3 above.

Performance Statements

8



Performance Statements

Strategic Objectives, Indicators & Key Activities for 2012–13

The Victorian Government is of the view that it is reasonable to expect all Councils to collect and publish performance information. The Government amended the Local Government Act 1989 (section 153) to ensure that local government develops performance accountability mechanisms which allow for a consistent approach to the collection and reporting of information regarding financial performance, operating costs and community satisfaction. Without comparable figures, a great deal of benefit of measuring performance is lost.

The use of performance indicators by local government is a significant first step towards achieving:

- An improved capacity to objectively measure Council performance leading to a better set of relationships between state and local government
- Better informed local communities.

Since 1997–98, there has been a requirement for Councils to adopt an Annual Plan as part of its corporate planning cycle and as from 1998–99 to include in its Annual Report Performance Statements against the targets set in the annual plan.

Meeting our Strategic Objectives

The 2009–13 Council Plan sets Council's strategic direction and community vision for the municipality. Each year as part of the planning process, Council prepares an Annual Plan to implement the vision, objectives and strategies of the Council Plan.

The Council Plan outlines measures of performance through achievements against strategic objectives in five key areas:

- A City Planned for the Future
- A Thriving and Creative City
- A Healthy Community and Environment
- A City of Respect
- A Leading Council

Council's yearly Annual Plan aims to set targets which are a deliberate stretch as we endeavour to continuously improve our quality and delivery of services to our residents.

Throughout the 2012–13 Financial Year, Council identified 26 Key Strategic Activities.

Council has successfully achieved 80.8 per cent of its 2012–13 Annual Plan targets.



A City Planned for the Future

We work to create an attractive city, with quality buildings and spaces, accessible travel and transport, and a community that has the services and facilities it needs for now and the future.

KEY STRATEGIC ACTIVITY	PERFORMANCE MEASURE	HOW DATA IS REPORTED	PERFORMANCE TARGET	STATUS
New Municipal Building Project – Dandenong	Commence construction of the new Municipal Building in line with approved project timeframes.	Quarterly Performance Report to Council	Construction commenced by 31 October 2012 Substructure complete by 31 March 2013 Superstructure to level 5 complete by 30 June 2013	Annual Target Achieved. Construction of the new Municipal Building commenced in line with approved project timeframes. Construction commenced before 31 October 2012, substructure was completed by 31 March 2013 and superstructure to level 5 was completed by 30 June 2013.
City Improvement – Asset Renewal Program for 2012–13.	Renewal expenditure in line with approved budget across all asset classes completed by 30 June 2013.	Quarterly Performance Report to Council	Asset renewal projects to a value of at least \$16.5 million within the roads, facilities, open space, plant, fleet and equipment and stormwater asset classes completed by 30 June 2013	Annual Target Achieved. A total of \$16.60 million was expended on Asset Renewals in 2012–13 on roads, facilities, open space, plant, fleet and equipment and stormwater asset classes.
Capital Works Program for 2012–13	Complete delivery (construction/implementation) of the various major projects in line with approved project timeframes.	Quarterly Performance Report to Council	100% of approved projects started by 31 March 2013	Annual Target Achieved. The 2012–13 Budget outlined numerous projects which would be undertaken within the Capital Works Program throughout this financial year. Major works undertaken included: <ul style="list-style-type: none"> • Municipal Building Project, Dandenong • Municipal Building Project, Springvale • Alan Carter Pavilion • Norman Luth Reserve Pavilion Redevelopment • Tattersson Park Northern Precinct • Coomoora Reserve Pavilion Upgrade Stage 1 • Dandenong Stadium • Shepley ground Flood Redevelopment • Street Lighting – Bulk Replacement of Existing Lights with Energy Efficient Luminaires 100% of all approved projects were started prior to 31 March 2013.

Performance Statements

KEY STRATEGIC ACTIVITY	PERFORMANCE MEASURE	HOW DATA IS REPORTED	PERFORMANCE TARGET	STATUS
Capital Works Program for 2012–13	Complete delivery (construction/ implementation) of the various major projects in line with approved project timeframes.	Quarterly Performance Report to Council	95% of approved 1 year projects completed by 30 June 2013	Annual Target Not Achieved. Various major Capital Works projects outlined in the 2012–13 Budget reached the following milestones on the approved 1 year projects: <ul style="list-style-type: none"> • 47% – Completed • 43% – Construction/Implementation • 7% – Procurement • 3% – Design 90% of approved 1 year projects are at the stages of completion, construction and/or implementation.
Capital Works Program for 2012–13	Complete delivery (construction/ implementation) of the various major projects in line with approved project timeframes.	Quarterly Performance Report to Council	100% of approved multi year projects started by 30 June 2013	Annual Target Achieved. Various major Capital Works projects outlined in the 2012–13 Budget have seen 100% of the approved multi-year projects started prior to 30 June 2013.
Capital Works Program for 2012–13	Complete delivery (construction/ implementation) of the various major projects in line with approved project timeframes.	Quarterly Performance Report to Council	90% of approved annual budget spent by 30 June 2013	Annual Target Not Achieved. The result of 59% was impacted by a change in accounting treatment of Development Contribution Plans that occurred at 30 June 2012 which was after adoption of the 2012-13 Adopted Budget. Taking into account the change in accounting treatment, the result would have been 72.40%.
Community Infrastructure Plans for Central Dandenong & Springvale.	Production of Community Infrastructure Plans for Central Dandenong and Springvale. Consultancy Project completion by March 2013.	Annually to Council	Report to Council on key findings & recommendations for community infrastructure planning by 30 June 2013	Annual Target Not Achieved. Consultancy completed with the submission of Community Infrastructure Plans for Central Dandenong and Springvale. Council Briefing to view and consider the plans is due to occur in August 2013. These plans have informed work on the Springvale Master Plan and community facilities planning for central Dandenong.

A Thriving and Creative City

We work to create a place where people of all ages and backgrounds can reach their potential, gain the skills and education they need for success in life, and be part of a prosperous economy where trade, manufacturing and business activity flourishes.

KEY STRATEGIC ACTIVITY	PERFORMANCE MEASURE	HOW DATA IS REPORTED	PERFORMANCE TARGET	STATUS
Investment in City monitored	Monitoring residential, commercial and industrial building investment, as measured by number and value of building permits issued.	Quarterly Performance Report to Council	Quarterly reporting on number and value of building permits issued for 2012–13	Annual Target Achieved. Year End Total Residential Permits 1,128 = Value \$184,285,262 Commercial and Industrial Permits 406 = Value \$261,962,140 Year End Grand Total = Value \$446,247,402
Address current and future employment needs – support and influence improved supply and demand for labour market	Delivery of two targeted education – industry activities in partnership with stakeholders. Report on number of participants for each activity.	Quarterly Performance Report to Council (half yearly)	Two activities delivered by 30 June 2013 and number of participants reported.	Annual Target Achieved. 23 May 2013 – South East Business Networks – Industry breakfast ‘Priority Employment Areas & Impact of Demographic Change’. Attendance approximately 90 industry, education and community participants. Keynote speakers Ivan Neville from Department of Education, Employment and Workplace Relations (DEEWR) and Maria Dimpopoulos raised awareness on significant areas of skills requirement and the community’s untapped talent. Specific outcome is commitment of a small working group to develop some co-ordinated strategies arising from this event. 4 September 2012 – Lunch with the Winners Held in partnership with South East Melbourne Manufacturers Alliance (SEMMA) and South East Local Learning & Employment Network (SELLEN). Participants totalled 198, comprising approximately 180 students and teachers from 11 local secondary colleges and 18 from business/industry. There were 19 business sponsored student tables for this event.

Performance Statements

KEY STRATEGIC ACTIVITY	PERFORMANCE MEASURE	HOW DATA IS REPORTED	PERFORMANCE TARGET	STATUS
Online Engagement – Social Media uptake and usage rates	Uptake and usage rates across each social media platform (Facebook, Twitter, Youtube). Identify uptake rates and set projected targets for future years.	Quarterly Performance Report to Council	Monitor and report on the uptake and usage rates across each social media platform. Target 10% increase in uptake of Facebook by June 2013	<p>Annual Target Achieved.</p> <p>Facebook – facebook.com/greaterdandenong</p> <ul style="list-style-type: none"> Page followers increased 15.7% during quarter, from 774 in January–March 2013 to 896 in April–June 2013. <p>Total increase for 2012–13: 74%</p> <ul style="list-style-type: none"> Daily number of people talking about page on Facebook: 6 – daily average (0% increase compared to last quarter – 6 daily average). <p>Average for 2012–13: 5.3</p> <ul style="list-style-type: none"> Daily engagement directly with page: 16 – daily average (29.6% decrease compared to last quarter. 27 daily average). <p>Average for 2012–13: 19</p> <ul style="list-style-type: none"> Daily total reach across Facebook: 223 people – daily average (10.3% increase compared to last quarter. 202 daily average). <p>Average for 2012–13: 180</p> <hr/> <p>Twitter – twitter.com/greaterdandy</p> <ul style="list-style-type: none"> Followers increased 27.6% during quarter, from 692 in January–March 2013 to in 883 April–June 2013. <p>Total increase for 2012–13: 77%</p> <hr/> <p>YouTube – youtube.com/citygreaterdandenong</p> <ul style="list-style-type: none"> 781 video views for quarter (18% decrease compared to last quarter – 982 views). <p>Total for 2012–13: 3,222</p> <ul style="list-style-type: none"> 865 minutes watched for quarter (33% decrease compared to last quarter – 1,325 minutes). <p>Total for 2012–13: 3,870</p> <ul style="list-style-type: none"> 3 new channel subscribers gained. <p>Total for 2012–13: 6</p> <ul style="list-style-type: none"> Drop in figures this quarter due to the videos we promoted (Discover your own Backyard and Springvale Grade separation) were based on other organisation's channels.

KEY STRATEGIC ACTIVITY	PERFORMANCE MEASURE	HOW DATA IS REPORTED	PERFORMANCE TARGET	STATUS
Culture and Heritage Heritage Hill Museum and Historic Gardens	Increase overall public attendance	Annual	10% increase in attendance figures from previous year	Annual Target Achieved. Attendance at Heritage Hill increased by 1,707 throughout 2012–13, an increase of 47%. Visitors totals: 2011–12 3,630 visitors 2012–13 5,337 visitors



Performance Statements

A Healthy Community and Environment

We work to create a healthy and connected community, and a clean, safe and friendly environment, where people take responsibility for each other and how their lifestyles affect the rest of the world.

KEY STRATEGIC ACTIVITY	PERFORMANCE MEASURE	HOW DATA IS REPORTED	PERFORMANCE TARGET	STATUS
Delivery of Home and Community Care Services	Number of residents receiving Home and Community Care services	Quarterly Performance Report to Council	Service provision to 3,000 residents per quarter	Annual Target Achieved. Home and Community Care services comprise of home care, personal care, respite and home maintenance. Service provision to residents per quarter: <u>1st Quarter:</u> 3,342 residents <u>2nd Quarter:</u> 3,540 residents <u>3rd Quarter:</u> 3,550 residents <u>4th Quarter:</u> 3,200 residents [Annual average 3,408 residents]
Improve the appearance of City streets and open spaces	Number of trees planted in the quarter and number of indigenous plants planted.	Quarterly Performance Report to Council	Target of 1,250 trees & 18,000 indigenous plants by June 2013	Annual Target Achieved. Year End Total – Indigenous seedlings: 21,504 Street trees: 1,973
Environmental sustainability initiatives to minimise residential waste sent to landfill.	Percentage of residential waste diverted from landfill	Quarterly Performance Report to Council	Target of 47% diversion annually	Annual Target Not Achieved. Household diversion rates from landfill totalled 45.51% for this financial year.
Monitor compliance of Food Businesses operating in the municipality.	Number of premises inspections conducted	Quarterly Performance Report to Council	Food safety in local cafes and restaurants maintained. Annual target of 2,500 inspections.	Annual Target Achieved. Council inspects food business premises on a regular basis. Year end total: 2,781 inspections were conducted. Inspections per quarter: <u>1st Quarter:</u> 486 inspections <u>2nd Quarter:</u> 666 inspections <u>3rd Quarter:</u> 831 inspections <u>4th Quarter:</u> 798 inspections
Provide immunisation services to the community.	Number of children immunised	Quarterly Performance Report to Council	Annual target of 6,500 immunisations.	Annual Target Achieved Year end total: Conducted a total of 15,649 child immunisations. Childhood immunisations per quarter: <u>1st Quarter:</u> 3,049 immunisations <u>2nd Quarter:</u> 3,025 immunisations <u>3rd Quarter:</u> 3,798 immunisations <u>4th Quarter:</u> 5,777 immunisations

A City of Respect

We work to create a community where people feel secure, supported, valued and cared for; where they can take part in community and civic life; and where people enjoy each others' differences.

KEY STRATEGIC ACTIVITY	PERFORMANCE MEASURE	HOW DATA IS REPORTED	PERFORMANCE TARGET	STATUS
Strengthening volunteerism in the city.	Number of hours volunteered within the City.	Quarterly Performance Report to Council	Volunteers contributing 25,000 hours throughout the year	Annual Target Not Achieved. Volunteers contributed a total of 22,712 hours throughout this financial year. Quarterly breakdown of volunteer hours: <u>1st Quarter:</u> 6,973.4 hours <u>2nd Quarter:</u> 5,222.7 hours <u>3rd Quarter:</u> 4,610.8 hours <u>4th Quarter:</u> 5,905.1 hours
Strengthening volunteerism in the city.	Number of volunteers within the City.	Quarterly Performance Report to Council	Minimum of 220 volunteers assisting Council per annum	Annual Target Achieved. Year end annual average across the 2012–13 financial year was 241 volunteers. Average volunteers per quarter: <u>1st Quarter:</u> 224 volunteers <u>2nd Quarter:</u> 251 volunteers <u>3rd Quarter:</u> 244 volunteers <u>4th Quarter:</u> 246 volunteers
Increase library visits (both physical and virtual).	Number of visits in person (physical) and via the web (virtual) to libraries	Quarterly Performance Report to Council	238,000 visits per quarter. Target 952,000 visits by June 2013	Annual Target Achieved. Year end total across the 2012–13 financial year of library visits comprising both physical and web visits was 1,032,310. Library visits per quarter: <u>1st Quarter:</u> Physical visits 204,325 Web visits 61,916 Total 266,241 <u>2nd Quarter:</u> Physical visits 189,028 Web visits 57,440 Total 246,468 <u>3rd Quarter:</u> Physical visits 186,217 Web visits 62,115 Total 248,332 <u>4th Quarter:</u> Physical visits 207,503 Web visits 63,766 Total 271,269

We work to create a community where people feel secure, supported, valued and cared for; where they can take part in community and civic life; and where people enjoy each others' differences



KEY STRATEGIC ACTIVITY	PERFORMANCE MEASURE	HOW DATA IS REPORTED	PERFORMANCE TARGET	STATUS
Library Outreach Programs and Services.	Number of Library Outreach program participants.	Quarterly Performance Report to Council	700 participants per quarter. Target 2,800 by June 2013	Annual Target Achieved. The total number of library outreach program participants was 11,376. Outreach Program participants per quarter: <u>1st Quarter:</u> 1,257 participants <u>2nd Quarter:</u> 2,586 participants <u>3rd Quarter:</u> 4,358 participants <u>4th Quarter:</u> 3,175 participants
Maternal & Child Health Service – Participation rates for 3.5 year old visits.	Number of checks achieved in the quarter as a percentage of the number of children who have checks due	Quarterly Performance Report to Council	Target of 45% participation rate by children with checks due.	Annual Target Achieved. The Department of Education and Early Childhood Development collects data statistics regarding 3.5 year old participation rates throughout the year. Year end total: Enrolled 2,033 children Completed 1,593 children Participation rate 78.4% Participation rate per quarter: <u>1st Quarter:</u> Enrolled 522 Completed 432 (participation rate 82.7% of eligible children) <u>2nd Quarter:</u> Enrolled 512 Completed 349 (participation rate 68.2% of eligible children) <u>3rd Quarter:</u> Enrolled 509 Completed 442 (participation rate 86.8% of eligible children) <u>4th Quarter:</u> Enrolled 490 Completed 372 (participation rate 75.9% of eligible children)

Performance Statements

A Leading Council

We are a caring Council that is responsive to the community, which encourages democratic participation, involves people in decisions that affect them, strives for excellence in financial management and council services, and is always looking for better ways to do things.

KEY STRATEGIC ACTIVITY	PERFORMANCE MEASURE	HOW DATA IS REPORTED	PERFORMANCE TARGET	STATUS
Hall and Meeting Rooms managed with the City.	Number of external bookings and guests attending functions within the municipality.	Quarterly Performance Report to Council	1,800 bookings and 198,000 guests by June 2013	Annual Target Achieved. Civic Facilities managed 2,395 external bookings. 235,013 external guests attended functions and events at Council facilities.
Maintain high standards of customer service responsiveness at Service Centres and Call Centre.	Percentage of responses made within 20 seconds (Grade of Service)	Quarterly Performance Report to Council	Minimum target of 80% of calls to council answered within 20 seconds; aspirational target of 90%	Annual Target Achieved. 2012–2013 Financial Year Total: Grade of Service = 85.66% (calls answered within 20secs). 127,214 calls managed (this represents an increase of 1.67% in calls compared to 2011–2012). Grade of Service per quarter: <u>1st Quarter:</u> Grade of Service = 85.79% (calls answered within 20secs) <u>2nd Quarter:</u> Grade of Service = 85.51% (calls answered within 20secs) <u>3rd Quarter:</u> Grade of Service = 86.49% (calls answered within 20secs) <u>4th Quarter:</u> Grade of Service = 84.65% (calls answered within 20secs)
Long Term Financial Strategy	Council's Long Term Financial Strategy updated and a revised LTFS reported to and adopted by Council by June 2013.	Annually to Council	Long Term Financial Strategy updated and adopted by 30 June 2013	Annual Target Achieved. Council's Long Term Financial Strategy was adopted by Council at the 24 June 2013 Council Meeting.
Citizenship Ceremonies	Conduct regular citizenship ceremonies and monitor the number of participants quarterly and annually.	Quarterly Performance Report to Council	Report quarterly on the number of Citizenship Ceremonies and the number of people gaining citizenship. Report the percentage increase in participants from previous year total.	Annual Target Achieved. Council held a total of 11 Citizenship Ceremonies, where 1,712 received their certificates. This represents a 44.23% increase in people gaining citizenship compared to the same time last year.

KEY STRATEGIC ACTIVITY	PERFORMANCE MEASURE	HOW DATA IS REPORTED	PERFORMANCE TARGET	STATUS
Information Technology Infrastructure – Plan for the transition to the new municipal building	Develop plans for: – Data Centre – Telephony/Unified Communications – Transition of telephony services	Annually to Council	Plans developed and documented across the organisation for the transition to the new municipal building.	<p>Annual Target Achieved.</p> <p>Data Centre: Plans finalised in collaboration with WatPac and service providers. Procurement process progressed to a stage where orders for equipment can be placed.</p> <p>Unified Communications: Two tenders were shortlisted and presented their solution to a reference group of representatives from all directorates. Work on tender evaluation report in progress.</p> <p>Dark Fibre Network: A plan for changes to Council's network have been developed. A tender is being conducted for its implementation.</p> <p>Print/Copy/Fax/Scan Solution: Tender evaluation for a managed print solution in progress.</p>





Certification of the Performance Statements

In our opinion the accompanying Performance Statements of the City of Greater Dandenong in respect of the 2012–13 financial year, is presented fairly and in accordance with the Local Government Act 1989.

The statement outlines the performance targets and measures set out in relation to the achievement of the Annual Plan in respect of that year described in the Council Plan and describes the extent to which the business plan was met in that year having regard to those targets and measures.

As at the time of signing, we were not aware of any circumstance which would render any particulars in the statement to be misleading or inaccurate.

Cr Angela Long
Mayor
Dated: 9 September 2013

Cr Youhorn Chea
Councillor
Dated: 9 September 2013

John Bennie
Chief Executive Officer
Dated: 9 September 2013



Victorian Auditor-General's Office

Level 24, 35 Collins Street
Melbourne VIC 3000
Telephone 61 3 8601 7000
Facsimile 61 3 8601 7010
Email comments@audit.vic.gov.au
Website www.audit.vic.gov.au

INDEPENDENT AUDITOR'S REPORT

To the Councillors, City of Greater Dandenong

The Performance Statement

The accompanying performance statement for the year ended 30 June 2013 of the City of Greater Dandenong which comprises the statement, the related notes and the certification of the performance statement has been audited.

The Councillors' Responsibility for the Performance Statement

The Councillors of the City of Greater Dandenong are responsible for the preparation and fair presentation of the performance statement in accordance with the *Local Government Act 1989* and for such internal control as the Councillors determine is necessary to enable the preparation and fair presentation of the performance statement that is free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

As required by the *Local Government Act 1989*, my responsibility is to express an opinion on the performance statement based on the audit, which has been conducted in accordance with Australian Auditing Standards. Those standards require compliance with relevant ethical requirements relating to audit engagements and that the audit be planned and performed to obtain reasonable assurance about whether the performance statement is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the performance statement. The audit procedures selected depend on judgement, including the assessment of the risks of material misstatement of the performance statement, whether due to fraud or error. In making those risk assessments, consideration is given to the internal control relevant to the entity's preparation and fair presentation of the performance statement in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the overall presentation of the performance statement.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.

Auditing in the Public Interest

Independent Auditor's Report (continued)

Independence

The Auditor-General's independence is established by the *Constitution Act 1975*. The Auditor-General is not subject to direction by any person about the way in which his powers and responsibilities are to be exercised. In conducting the audit, the Auditor-General, his staff and delegates complied with all applicable independence requirements of the Australian accounting profession.


Auditor's Opinion

In my opinion, the performance statement of the City of Greater Dandenong in respect of the 30 June 2013 financial year presents fairly, in all material respects, in accordance with the *Local Government Act 1989*.

Matters Relating to the Electronic Publication of the Audited Performance Statement

This auditor's report relates to the performance statement of the City of Greater Dandenong for the year ended 30 June 2013 included both in the City of Greater Dandenong's annual report and on the website. The Councillors of the City of Greater Dandenong are responsible for the integrity of the City of Greater Dandenong's website. I have not been engaged to report on the integrity of the City of Greater Dandenong's website. The auditor's report refers only to the subject matter described above. It does not provide an opinion on any other information which may have been hyperlinked to/from this statement. If users of the performance statement are concerned with the inherent risks arising from publication on a website, they are advised to refer to the hard copy of the audited performance statement to confirm the information contained in the website version of the performance statement.

MELBOURNE
11 September 2013


John Doyle
Auditor-General

Financial Overview

9



Financial Overview

Understanding Council's financial performance from financial statements prepared in accordance with Australian Accounting Standards can frequently be problematic and the purpose of this overview is to provide readers with greater clarity about the financial outcomes for the 2012–13 financial year.

Council's 2012–13 Income Statement highlights that Council achieved an overall surplus for the financial year of \$52.79 million. This result is, however, impacted upon by a combination of items – some of which are operational in nature and occur every year and others which are highly dynamic and change significantly each year.

The most important outcome from Council's perspective is the underlying operational outcome and ensuring that the operational activities that Council conducts on an annual basis results in a surplus result. Whilst the one-year result is not of any great consequence, it is essential for Council's long-term financial viability that provision of annual operating services is not eroding the net asset value of Council.

It should be kept in mind that the underlying result (or 'Net Result prior to capital and asset items') is not a cash based result but remains an accounting surplus which includes non-cash items such as depreciation and excludes cash items such as capital expenditure and loan repayments.

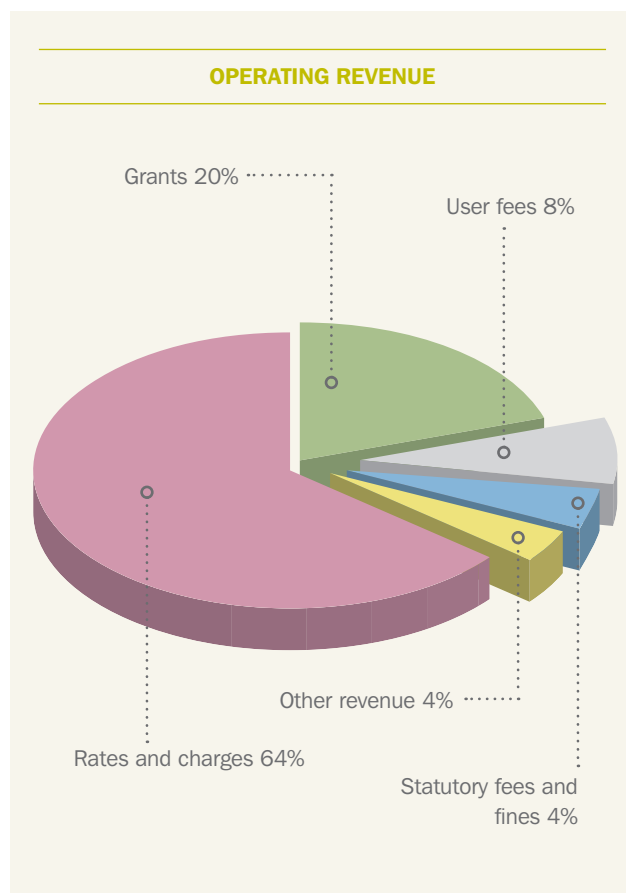
The City of Greater Dandenong recorded an underlying surplus in 2012–13 of \$4.95 million (deficit of \$1.17 million in 2011–12). Council's underlying operating result has improved by \$6.12 million on the 2011–12 result. This improvement was due to the 2011–12 result including the recognition of the defined benefits superannuation liability in its entirety (\$10.57 million).

Beyond the underlying net result for the year, Council received \$7.38 million in capital grant funding and \$5.19 million in capital contributions. A further \$22.95 million was received in the contribution of non-monetary assets from developers leading to a net surplus accounting result for the year of \$36.59 million.

Finally a review of Council's asset valuations led to a revaluation increment of \$16.20 million in the value of Council's assets (bridges) leading to a comprehensive income statement outcome of a surplus of \$52.79 million.

Revenue

Council's operating revenue for 2012–13 was \$150.96 million (\$145.32 million in 2011–12) including rates and charges revenue (\$96.34 million), operating grants (\$30.92 million), and fees and charges (\$18.33 million). The breakdown of operating revenue by major categories is depicted in the graph below:



Council's non-operating revenue for 2012–13 was \$35.98 million (\$24.46 million in 2011–12) including capital grants (\$7.38 million), capital contributions (\$5.18 million) gain on sale of assets (\$0.46 million) and contributions of non monetary assets, mainly from sub division activity (\$22.95 million).

Rate revenue (including waste collection charges) – general rate revenue is based on the Capital Improved Value of properties and a 'rate in the dollar' applied against each category of property. Waste collection charges are based on the number of bins and frequency of collections. Council's rate revenue for the year was in line with budget expectations. Refer note 3 of Financial Report for further details on rate revenue.

Grants and contributions – Operational grant revenue comprises a general purpose grant of \$10.11 million (which included \$1.24 million for local roads), and tied grants of \$20.81 million which were essentially for community care and community wellbeing services. Capital grants received were \$7.38 million of which \$2.93 million related to the Municipal Building Project. These grants are expended on these services in addition to the funds allocated by Council from other sources of revenue. (Refer Note 4 of Financial Report). Cash contributions of \$5.19 million received were mainly for works completed in accordance with Development Contribution Plans and public open space development. Non-monetary contributions of \$22.95 million were mainly from “gifted” assets from developer activity.

Fees, charges and fines – Revenue from these sources were \$18.33 million for the year (\$17.49 million in 2011–12). The major sources of revenue are:

Dandenong Market stall income	\$5.32 million
Hire of council facilities	\$1.72 million
Aged care services	\$1.73 million
Parking fees and fines	\$3.89 million
Statutory and other fees (building permits, infringements, infringement court recoveries, etc.)	\$3.70 million

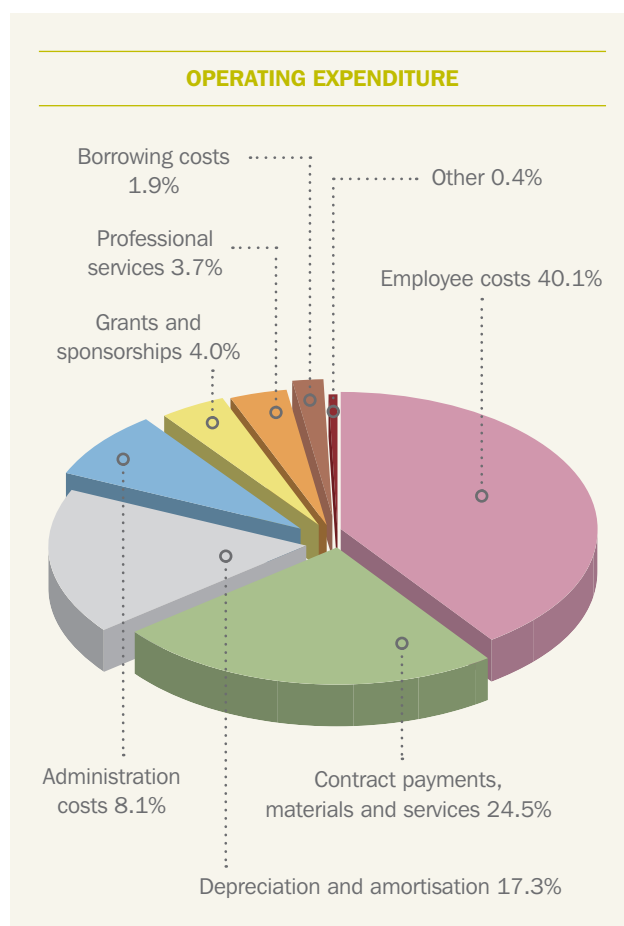
Other income (\$5.37 million) – This item of income essentially relates to fees for provision of valuation data to State Revenue Office, interest received on investments and other sundry income.

The most important outcome from Council's perspective is the underlying operational outcome and ensuring that the operational activities that Council conducts on an annual basis results in a surplus result.

Expenditure

Total operating expenditure for 2012-13 including depreciation was \$146.01 million (\$146.49 million in 2011–12).

The major items of operating expenditure are depicted in the graph below:



Employee costs (\$58.52 million) – Employee and labour costs including salary-oncosts such as WorkCover premium, provision for long service leave entitlements and Council's superannuation contributions on behalf of employees.

Contract payments, materials & services (\$35.71 million) – Included in this category are the following major costs relating to:

Waste collection and disposal	\$10.14 million
Maintenance and repairs of roads, drains and buildings	\$6.10 million
Park services	\$4.95 million
Dandenong Market	\$3.33 million
Street lighting	\$1.76 million
Street cleansing	\$0.89 million

Financial Overview

Grants, sponsorships and contributions – (\$5.79 million) – Council provides grants to various sporting and cultural bodies to assist in promoting the city's diversity. It also provides an annual amount towards Council's Family Day Care program.

Professional fees and other expenses (\$5.39 million) – Mainly includes consultancy costs, and legal costs for various services (\$4.73 million). Other costs include statutory fees and audit costs. Refer note 14 of the Financial Report.

Administration costs (\$11.80 million) – Administration costs include information management expenses (\$1.90 million), insurance costs (\$1.22 million), printing, publications and promotions of \$2.05 million and motor vehicle maintenance of \$1.31 million. It also includes occupancy costs (\$2.68 million) for rent, electricity, gas, telephone and water. Refer to note 15 in the Financial Report.

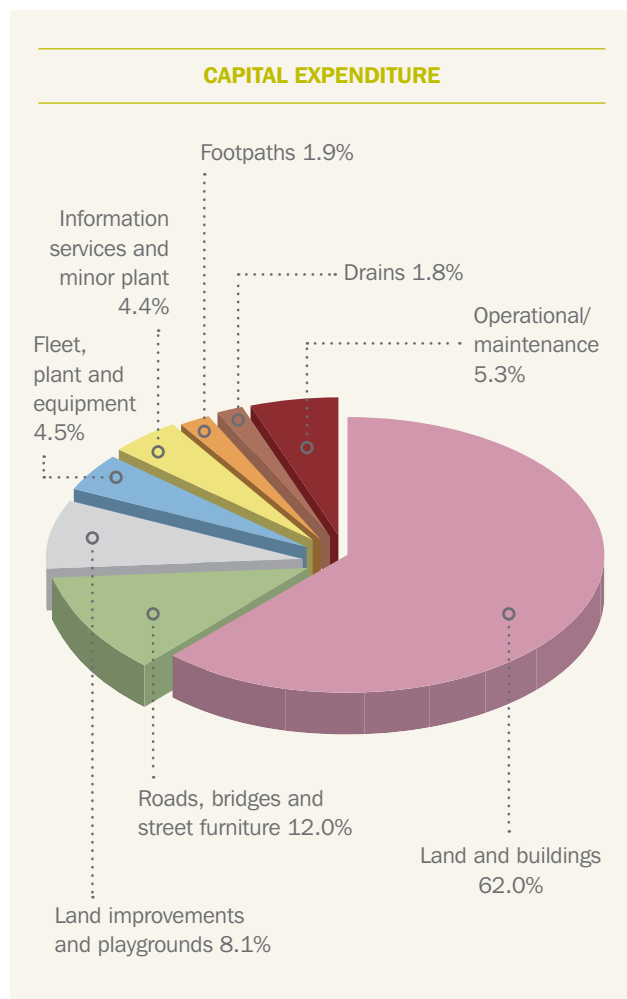
Borrowing costs (\$2.84 million) – represents interest on Council's long term borrowings.

Depreciation and amortisation (\$25.33 million) – The depreciation expense reflects the diminution in the value of assets due to wear and tear and obsolescence. It has no impact on the cash position of Council. Cash flow is impacted only at the time of purchase and sale of assets.

Council's 2012–13 Income Statement highlights that Council achieved an overall surplus for the financial year of \$52.79 million. This result is, however, impacted upon by a combination of items – some of which are operational in nature and occur every year and others which are highly dynamic and change significantly each year.

Capital Expenditure (as per the Capital Works Standard Statement)

The major items of expenditure are depicted in the chart below:



Council spent \$50.032 million on capital expenditure during the year. This comprises expansion/upgrade (\$4.17 million), renewal (\$16.60 million) and new assets (\$26.63 million).

The major projects include:

Municipal Building Project (\$23.16 million);

Springvale Civic Project (\$1.14 million);

Pavilion upgrade program (\$0.24 million);

Tattersson Park Northern Precinct (\$1.25 million);

Coomoora Reserve (\$0.16 million);

Cash Flows (Refer Standard Cash Flow Statement)

Net inflows from operating activities – Council generated a net cash inflow from operating activities of \$40.26 million. Included in this result are:

- higher interest on investments received \$2.89 million against a budget of \$1.67 million, resulting from higher cash holdings during the year due to expenditure delays for major capital projects in 2012–13 and part due to the drawdown of borrowings \$33.10 million in early April 2013.
- government grants received \$38.25 million (against a budget of \$33.40 million) due to the receipt of additional operational funding for home and community care \$0.43 million and National Disaster Relief funding for the remediation of the Hammond Road bridge \$0.68 million. Council was also successful in the receipt of additional capital grant funding that was not provided for in the adopted budget including funding for the new Municipal Building and Community Complex totalling \$2.93 million.
- contributions were less than the budget due to the change in accounting treatment of Development Contribution Plan (DCP) cash contributions being recognised as a liability rather than income. This change occurred after adoption of the 2012–13 budget; and
- higher than expected cash payments to employees during the financial year due to Council directing an early payment of \$5.50 million towards its share of the Local Authorities Defined Benefits Superannuation Scheme shortfall (\$10.57 million). An early payment discount of \$0.22 million was received. The remaining balance of \$4.85 million was subsequently paid in full in July 2013.

Note: The specific line items making up the cash flows from operations in the Financial Report differs from the Standard Statements in that the cash flows in the financial report are inclusive of Goods and Services Tax.

Net outflows from investing activities – Investing activities refer mainly to Council's sale and purchase of non-current assets and payments for financial assets (term deposit investments with a maturity date greater than three months at 30 June 2013). Council spent a net amount of \$42.57 million in purchase of assets and \$39.55 million in payment for financial assets.

Financing activities – Financing activities refer to Council's borrowings. Council repaid \$3.26 million of its long term debt during the year and borrowed \$33.10 million for Municipal Building Project.

Borrowings

Council's borrowing at 30 June 2013 was \$65.89 million, which is 68.39% of rate revenue (Government prudential limit is 80%). \$6.75 million of further borrowings are planned in 2013–14 for the Municipal Building Project and balance of the superannuation liability. Loan repayments of \$21.04 million are planned over the next five years under Council's borrowing strategy.

Council intends to retire these debts through cash flows generated from operations.

Council's Financial Position

Council's financial position improved by \$52.79 million during the year, made up of a surplus of \$36.59 million and an asset revaluation increment of \$16.20 million. The net worth of Council at 30 June 2013 was \$1.38 billion (\$1.32 billion in 2012), made up of the following assets and liabilities:

Council's assets (what Council owns) comprise:

	\$M	%
Assets:		
Land and land improvements	629.20	42.20
Roads and bridges	303.41	20.35
Buildings (including leasehold improvements)	159.24	10.68
Drainage	125.77	8.44
Cash and other assets	107.53	7.21
Footpaths and bike paths	72.02	4.85
Works in progress	37.89	2.54
Land under roads	20.44	1.37
Plant, furniture and playground equipment	20.39	1.37
Car parks	11.07	0.74
Investment property	3.70	0.25
Other non-current assets	0.24	0.02
	1,490.90	100.00

Council's financial position improved by \$52.79 million during the year, made up of a surplus of \$36.59 million and an asset revaluation increment of \$16.20 million. The net worth of Council at 30 June 2013 was \$1.38 billion...

Financial Overview

Council's liabilities (what Council owes) comprise:

	\$M	%
Long term borrowing	65.89	58.00
Creditors	17.81	15.68
Employee entitlements	14.59	12.84
Trust funds and deposits	10.47	9.21
Superannuation liability	4.85	4.27
	113.61	100.00

The difference between the assets and liabilities amounting to \$1.38 billion is the net worth of the Council to its ratepayers and community.

Note: *The above financial report summary does not form part of the statutory reporting and hence not subject to audit certification. It has been written to assist the Greater Dandenong community in better understanding the financial operations and financial position of their Council. Commentary must be read in conjunction with the Financial Report and Standard Statements.*

Annual Financial Report
For The Year Ended 30 June 2013

10



Table of Contents

Financial Statements

Comprehensive Income Statement	124
Balance Sheet	125
Statement of Changes in Equity	126
Cash Flow Statement	127

Notes to Financial Statements

Introduction	128
Note 1 Significant accounting policies	128
Note 2 Underlying operational result	136
Note 3 Rates and charges	137
Note 4 Grants – recurrent and non-recurrent	137
Note 5 Contributions	139
Note 6 Statutory fees and fines	139
Note 7 User fees	140
Note 8 Net gain on disposal of assets	140
Note 9 Other income	140
Note 10 Employee costs	141
Note 11 Contract payments, materials and services	141
Note 12 Depreciation and amortisation	142
Note 13 Grants, sponsorships and contributions	142
Note 14 Professional services	142
Note 15 Administration costs	142
Note 16 Finance costs	142
Note 17 Other expenses	143
Note 18 Cash and cash equivalents	144
Note 19 Trade and other receivables	144
Note 20 Inventory-property	144
Note 21 Property, plant and equipment, infrastructure	150
Note 22 Trade and other payables	150
Note 23 Employee provisions	151
Note 24 Trust funds and deposits	152
Note 25 Interest-bearing loans and borrowings	152
Note 26 Reserves	154
Note 27 Commitments	156
Note 28 Financial instruments	162
Note 29 Superannuation	162
Note 30 Contingent liabilities and contingent assets	163
Note 31 Related party transactions	164
Note 32 Reconciliation of cash flows from operating activities to surplus	165
Note 33 Reconciliation of cash and cash equivalents	165
Note 34 Financial ratios	166
Note 35 Capital expenditure	168
Note 36 Adjustments directly to equity	169
Certification of the Financial Report	170
Auditor-General's Office – Independent Auditor's Report	171

Comprehensive Income Statement

For the year ended 30 June 2013

	Note	2013 \$'000	2012 \$'000
Income			
Rates and charges	3	96,343	89,608
Grants – operating (recurrent)	4	28,501	32,315
Grants – operating (non-recurrent)	4	2,420	659
Statutory fees and fines	6	5,774	5,484
User fees	7	12,555	12,009
Other income	9	5,366	5,245
Total income		150,959	145,320
Expenses			
Employee costs	10	(58,522)	(56,030)
Employee costs – additional call defined benefits fund	10	–	(10,569)
Contract payments, materials and services	11	(35,714)	(31,673)
Depreciation and amortisation	12	(25,327)	(23,508)
Grants, sponsorships and contributions	13	(5,792)	(5,751)
Professional services	14	(5,394)	(5,323)
Administration costs	15	(11,804)	(11,353)
Finance costs	16	(2,836)	(1,654)
Other expenses	17	(618)	(625)
Total expenses		(146,007)	(146,486)
Net surplus (deficit) result prior to capital income and asset items	2	4,952	(1,166)
Net gain on disposal of assets	8	458	3,076
Grants – capital (recurrent)	4	743	741
Grants – capital (non recurrent)	4	6,641	5,078
Capital contributions	5(a)	5,189	2,155
Contributions – non-monetary assets	5(b)	22,954	13,413
Assets written off	21	(4,345)	(847)
Net surplus for the year		36,592	22,450
Other comprehensive income			
Net asset revaluation increment	26(a)	16,199	17,142
Total comprehensive result		52,791	39,592

The above comprehensive income statement should be read in conjunction with the accompanying notes.

Balance Sheet

As at 30 June 2013

	Note	2013 \$'000	2012 \$'000
Assets			
Current assets			
Cash and cash equivalents	18(a)	52,363	69,278
Other financial assets	18(b)	39,546	–
Trade and other receivables	19(a)	14,792	14,446
Prepayments	19(b)	453	487
Inventory property	20	377	251
Total current assets		107,531	84,462
Non-current assets			
Property, plant and equipment	21(a)	813,317	805,682
Infrastructure assets - realisable	21(b)	6,589	3,530
Infrastructure assets - non-realisable	21(c)	559,526	513,715
Inventory property	20	3,698	3,824
Trade and other receivables	19(a)	246	–
Total non-current assets		1,383,376	1,326,751
Total assets		1,490,907	1,411,213
Liabilities			
Current liabilities			
Trade and other payables	22	17,812	13,715
Employee provisions	23	13,947	12,769
Trust funds and deposits	24	10,471	13,016
Superannuation liability	29	4,847	–
Interest-bearing loans and borrowings	25	4,039	3,254
Total current liabilities		51,116	42,754
Non-current liabilities			
Employee provisions	23	643	593
Superannuation liability	29	–	10,569
Interest-bearing loans and borrowings	25	61,848	32,788
Total non-current liabilities		62,491	43,950
Total liabilities		113,607	86,704
Net assets		1,377,300	1,324,509
Equity			
Accumulated surplus		601,762	565,079
Asset revaluation reserve	26(a)	753,593	737,394
Other reserve	26(b)	21,945	22,036
Total equity		1,377,300	1,324,509

The above balance sheet should be read in conjunction with the accompanying notes.

Annual Financial Report

Statement of Changes in Equity

For the year ended 30 June 2013

		Total	Accumulated	Asset	Other
		2013	Surplus	Revaluation	Reserves
		\$'000	2013	Reserve	2013
2013	Note		\$'000	\$'000	\$'000
Balance at beginning of the financial year		1,324,509	565,079	737,394	22,036
Surplus for the year		36,592	36,592	–	–
Transfers to other reserves	26(b)	–	(17,989)	–	17,989
Transfers from other reserves	26(b)	–	18,080	–	(18,080)
Net asset revaluation increment	26(a)	16,199	–	16,199	–
Balance at end of the financial year		1,377,300	601,762	753,593	21,945

		Total	Accumulated	Asset	Other
		2012	Surplus	Revaluation	Reserves
		\$'000	2012	Reserve	2012
2012			\$'000	\$'000	\$'000
Balance at beginning of the financial year		1,268,509	532,131	720,252	16,126
Adjustment directly to equity	36	16,408	16,408	–	–
Adjusted balance beginning of the financial year		1,284,917	548,539	720,252	16,126
Surplus for the year		22,450	22,450	–	–
Transfers to other reserves	26(b)	–	(15,997)	–	15,997
Transfers from other reserves	26(b)	–	10,087	–	(10,087)
Net asset revaluation increment	26(a)	17,142	–	17,142	–
Balance at end of the financial year		1,324,509	565,079	737,394	22,036

The above statement of changes in equity should be read in conjunction with the accompanying notes.

Cash Flow Statement

For the year ended 30 June 2013

	Note	2013 Inflows/ (Outflows) \$'000	2012 Inflows/ (Outflows) \$'000
Cash flows from operating activities			
Rates and charges		96,007	88,133
Fees, charges, fines and other (inclusive of GST)		19,675	20,241
Contributions (inclusive of GST)		4,943	2,245
Grants – (inclusive of GST)		39,893	40,411
Interest received		2,893	3,070
Payments to suppliers (inclusive of GST)		(68,255)	(60,670)
Payments to employees		(57,355)	(54,344)
Payments to superannuation liability		(5,500)	–
Net GST refund		7,963	6,782
Net cash provided by operating activities	32	40,264	45,868
Cash flows from investing activities			
Payments for property, infrastructure, plant and equipment		(45,331)	(43,803)
Proceeds from sale of property, infrastructure, plant and equipment		2,763	3,024
Payments for other financial assets		(39,546)	–
Trust funds and deposits		(2,545)	(1,514)
Net cash used in investing activities		(84,659)	(42,293)
Cash flows from financing activities			
Finance costs		(2,365)	(1,672)
Proceeds from interest-bearing loans and borrowings		33,100	15,200
Repayment of interest-bearing loans and borrowings		(3,255)	(2,806)
Net cash provided by financing activities		27,480	10,722
Net increase in cash and cash equivalents		(16,915)	14,297
Cash and cash equivalents at the beginning of the financial year		69,278	54,981
Cash and cash equivalents at the end of the financial year	18 & 33	52,363	69,278
Financing arrangements	18		
Restrictions on cash assets	18		

The above cash flow statement should be read in conjunction with the accompanying notes.

Notes to the Financial Report

Introduction

The City of Greater Dandenong was established in December 1994 with the amalgamation of the former City of Springvale and former City of Dandenong, and is a body corporate. The Council's main offices are located at 397–405 Springvale Road, Springvale 3171.

The purpose of the Council is to:

- Provide for the peace, order and good government of the city;
- To promote our cultural diversity, and economic, social and environmental viability;
- To build partnerships with its citizens;
- To promote business and employment opportunities;
- To ensure transparency and accountability in Council decision making;
- To improve the overall quality of life of its citizens;
- To enable all citizens to take pride in Greater Dandenong as a great place to live, work, play or visit.

The Council's external audit is conducted by the Victorian Auditor-General's Office, and its internal auditor is Crowe Horwath. The main banker for the Council is the Commonwealth Bank of Australia. The Council draws from a pool of solicitors, depending on the nature of the requirement.

The Council's website address is www.greaterdandenong.com

This financial report is a general purpose financial report that consists of a Comprehensive Income Statement, Balance Sheet, Statement of Changes in Equity, Cash Flow Statement, and notes accompanying these financial statements. The general purpose financial report complies with Australian Accounting Standards, other authoritative pronouncements of the Australian Accounting Standards Board, Interpretations, the *Local Government Act 1989*, and the *Local Government (Finance and Reporting) Regulations 2004*.

Note 1 Significant accounting policies

(a) Basis of accounting

The financial report is prepared on the accrual and going concern basis under the historical cost convention, except for certain assets as disclosed in notes 1(d), (i) and (p).

Unless otherwise stated, all accounting policies are consistent with those applied in the prior year. Where appropriate, comparative figures have been amended to accord with current presentation, and disclosure has been made of any material changes to comparatives.

(b) Basis of consolidation

Dandenong Market Pty Ltd is a wholly owned subsidiary, incorporated within Australia on the 24 September 2012, of the City of Greater Dandenong. From 1 July 2013, Dandenong Market Pty Ltd will manage the retail activities of the Dandenong Market for the City of Greater Dandenong on terms set out in a management services agreement between both parties, dated 30 November 2012.

The consolidated financial statements comprise the financial statements of Council and those entities over which Council has the power to govern the financial and operating policies so as to obtain benefits from their activities. The financial statements of Council's controlled entities are prepared for the same period as Council, using consistent accounting policies. The assets, liabilities, incomes and expenses of all controlled entities of Council have been included at the values shown in their unaudited financial reports. In preparing the consolidated financial statements all inter-entity balances and transactions, income and expenses and profit and losses from intra-group transactions have been eliminated in full. At balance date, there are no material differences between the Council and consolidated figures in the notes to the financial statements, and therefore the consolidated figures are not displayed.

(c) Revenue recognition

Rates

Rates and service charges are recognised as revenue at the declaration of the rate, levy or service charge, at commencement of the rating year as it is an enforceable debt linked to the rateable property. The Council uses Capital Improved Value (CIV) as the basis of valuation of all properties for rating purposes. CIV includes the value of land and buildings and improvements made to them. A rate in the dollar for different types of properties is applied to the CIV to arrive at the declared rates (refer note 3).

Grants, donations and other contributions

Grants, donations and other cash contributions are recognised as revenue upon receipt or upon prior confirmation that they have been secured.

Where grants or contributions recognised as revenue during the financial year were for a specific purpose and remained unspent at balance date, the unspent amount of the grant or contribution is disclosed in notes 4 and 5. Any amount of a grant that was received in prior years and was spent during the current year is disclosed in note 4.

User fees, charges and fines

User fees and charges are recognised as revenue upon such fees and charges being raised for services provided or payment received, whichever occurs first. Fines are recognised as revenue upon issuance of infringement notices.

A provision for doubtful debts is recognised when collection in full is no longer probable.

Sale of property, plant and equipment

Revenue arising from the sale of assets is recognised when control of the asset has unconditionally passed to the buyer.

Interest and rents

Interest and rents are recognised as revenue when the payment is due, the value of the payment is notified, or the payment is received, whichever occurs first.

Assets from new developments

Council acquires infrastructure assets such as land, roads, drains and footpaths from developers through new subdivision activity. These assets are initially recognised as non-monetary contributions at their current valuations.

(d) Recognition and measurement of non-current assets

The Council has adopted the following in relation to the acquisition and depreciation of non-current assets. During the 2012–13 financial year, Council performed a review of the classification of capital expenditure in terms of asset class in line with Council's Fixed Asset Accounting Policy. As a result, there was a movement of some assets between asset classes and this has been reflected in the comparative financials for the 2011–12 financial year. The asset classes affected were buildings, leasehold improvements (previously included in the buildings category), land improvements and recreational equipment. The changes have been reflected in Note 12 Depreciation and Amortisation, Note 21 Property, infrastructure, plant and other (2011–12).

The change in Asset Accounting Policy also resulted in the derecognition of items previously included in trees (Infrastructure assets – non-realisable). These items have been expensed during the 2012–13 financial year and are shown under the category “assets written off” in the Comprehensive Income Statement.

Note 36 “Adjustments to equity” discloses amendments resulting from the discovery of found and gifted assets relating to and prior to the 2011–12 financial year.

Acquisition

Assets are initially recorded at cost, being the fair value of the assets provided as consideration at the date of acquisition. Costs incidental to their acquisition, such as architects' fees and engineering design fees, that are incurred in preparing the asset for use are also capitalised. Fair value is the amount for which the asset could be exchanged between knowledgeable willing parties in an arm's length transaction.

Where assets are constructed by Council, cost of construction includes all direct materials and labour, and an appropriate amount of directly attributable variable and fixed overheads.

Assets acquired from developers through subdivision activity are initially recognised at their current valuation (refer Note 1 (c)).

Thresholds for asset recognition

The following classes of assets have been recognised in note 21 with threshold limits as shown below and have not changed from the prior year except for land improvements (where the threshold has increased from \$1,000 in 2011–12 to \$5,000 in 2012–13), buildings (where the threshold has increased from nil in 2011–12 to \$10,000 in 2012–13), recreational equipment (where the threshold has increased from \$1,000 in 2011–12 to \$2,000 in 2012–13) and street furniture (where the threshold has decreased from \$10,000 in 2011–12 to \$5,000 in 2012–13).

Class of assets	Threshold
<i>Land and buildings</i>	
Land	Nil
Land under roads	Nil
Land improvements (including irrigation and sprinkler systems and fencing)	5,000
Buildings	10,000
Leasehold improvements	10,000
<i>Plant and equipment</i>	
Plant and equipment	2,000
Minor plant, furniture and equipment	2,000
<i>Infrastructure assets (non-realisable)</i>	
Roads	20,000
Kerb and channel	5,000
Footpaths/bike paths	1,000
Bridges	5,000
Drains	5,000
<i>Infrastructure assets (realisable)</i>	
Recreational equipment (playgrounds)	2,000
Street furniture	5,000

Depreciation and amortisation of non-current assets

Land improvements, buildings plant and equipment, infrastructure and other assets having limited useful lives are systematically depreciated over their useful lives to the Council in a manner which reflects consumption of the service potential of those assets. Estimates of remaining useful lives and residual values are made on a regular basis with major asset classes reassessed annually. Depreciation rates and methods are reviewed annually.

Where infrastructure assets have separate identifiable components with distinct useful lives, a separate depreciation rate is determined for each component.

The following table shows the major categories of assets and associated useful lives which has not changed from the prior year with the exception of land improvements which has been amended to 10–20 years (2011–12, 10 years), leasehold improvements which has been included for the life of the lease and roads – pavements and seal which has been amended to 12–30 years (2011–12, 12–20 years).

<i>Property</i>	
Land	
– Land, land under roads, parks, reserves, ovals	N/A
Land improvements	10–20 years
Buildings	10–100 years
Leasehold improvements	life of lease
Plant and equipment	
<i>Plant and equipment</i>	
Plant and equipment	5 years
Minor plant, furniture and equipment	
– Fine art and heritage assets	N/A
– Furniture and equipment	6–15 years
– IT devices and software	3–5 years
– Street signs/traffic control and parking meters	10–20 years
– Library books and resources	5–20 years
<i>Infrastructure</i>	
Roads	
– Pavement and seal	12–30 years
– Substructure	100 years
– Kerb and channel	80 years
Earthworks	N/A
Footpaths/bike paths	10–50 years
Bridges	20–100 years
Drains	10–100 years
Off street car parks	15–20 years
Recreational equipment (playgrounds)	10–20 years
Street furniture	10–20 years

Revaluation of non-current assets

Subsequent to initial recognition, all non-current assets other than plant, equipment, realisable infrastructure assets and land under roads are measured at fair value. Fair value for most asset categories is represented by their current replacement cost less accumulated depreciation.

Valuation assessments are carried out by the Council each year to ensure that each asset category is represented at fair value at the reporting date. Formal revaluations are generally carried out at rolling four yearly intervals to confirm these assessments, except for land and buildings which are formally valued every two years. Council uses index movements to establish fair value in the years between formal valuations. The Council's internal experts or independent valuers carry out these formal valuations. Where the carrying value materially differs from the fair value, that class of asset is revalued.

Where assets are revalued, the revaluation increment is credited to the asset revaluation reserve, except where such increment reverses a previous valuation decrement of the same class of asset. In that event, the increment is recognised as revenue

in the Comprehensive Income Statement to the extent of the previous revaluation expense.

A valuation decrement is recognised as an expense in the Comprehensive Income Statement, except where such a decrement is a reversal of a previous increment of the same class of asset. In such cases, the decrement is charged against the asset revaluation reserve to the extent of the previous increments.

Land under roads:

In accordance with options available under Australian Accounting Standards Council has opted to recognise all land under roads acquired after 30 June 2008 using the cost basis. Council does not recognise land under roads that it controlled prior to that period in its financial report.

In July 2011, the Department of Planning and Community Development (DPCD) issued a Guidance Circular (15/11) regarding the recognition and measurement of land under roads. The DPCD recommended that Councils should recognise all land under roads (both pre and post 1 July 2008) and that these assets should be accounted for at fair value. A transitional period has been proposed and DPCD expects Councils to be compliant by the 2014–15 financial year.

Realisable and non-realisable infrastructure assets

Infrastructure assets comprising street furniture and recreational equipment are considered by their nature to be realisable assets. All other infrastructure assets are considered to be non-realisable. Non-realisable assets are excluded from the calculations of financial ratios (refer note 34).

Existing assets not previously recognised

Non-current assets not previously recognised are classified as though they had always been recognised by an adjustment through equity and a restatement of the previous year's Comprehensive Income Statement if applicable.

(e) Trust monies

Amounts received as tender deposits, bonds and retention monies are recognised as Trust monies until they are refunded or forfeited (refer note 24). Amounts received from developers relating to the Development Contribution Plans (DCP) are held as deposits and are a surety for the construction of DCP infrastructure. Upon completion of the infrastructure, Council will refund the developer the deposit. Due to the uncertainty of when the developer may submit a claim for refund, the monies held are treated as a current liability.

(f) Employee costs

Salary and wages

Liabilities for wages and salaries and rostered days off are recognised and measured as the amount unpaid at balance date and include appropriate oncosts such as workers compensation.

Annual leave

Annual leave entitlements are determined up to balance date as amounts expected to be paid when the obligation is settled, inclusive of leave loading and associated oncosts. Annual

leave expected to be paid within twelve months is measured at nominal value based on the amount, including appropriate oncosts. Annual leave entitlements expected to be settled after twelve months are measured at the present value of the estimated future cash outflows. Commonwealth bond rates are used for discounting future cash flows.

Long service leave

Long service leave entitlements are assessed at each balance date having regard to length of service, estimated future movements in rates of pay, oncosts and other factors including experience of employee departures and their periods of service. Long service leave expected to be paid within twelve months is measured at nominal value based on the amount expected to be paid when settled. Long service leave entitlements expected to be settled after twelve months are measured at the present value of the estimated future cash outflows. Commonwealth bond rates are used for discounting future cash flows.

Classification of employee costs

An employee benefit liability is classified as a current liability if the Council does not have an unconditional right to defer settlement of the liability for at least twelve months. All annual leave and unconditional long service leave entitlements after seven years of continuous service have been classed as current.

Superannuation

The superannuation expense for the reporting year is the amount of the statutory contribution the Council makes to the superannuation plan which provides benefits to its employees. In addition Council may, periodically be required to contribute to the defined benefits schemes for current and former employees. Details of these arrangements are recorded in note 29.

(g) Recognition of payables

Liabilities are recognised for amounts to be paid in the future for goods and services received as at balance date, whether or not invoices have been received (refer notes 22 and 27).

(h) Leases

Operating leases

Operating lease payments are expensed in the year in which the payments are made as they reflect the pattern of benefits derived by the Council.

Operating lease receivables are recognised in the year in which they are invoiced or when Council becomes entitled to the income from the lease, whichever is earlier.

Leasehold improvements

Leasehold improvements are recognised at cost and are amortised over the unexpired period of the lease or the estimated useful life of the improvement, whichever is the shorter. At balance date, leasehold improvements are amortised over the life of the lease.

(i) Inventory property

Properties that are earmarked for future development and sale are shown at the lower of cost and net realisable value.

Properties that are likely to be sold within twelve months of balance date are shown as current assets. This classification between current and non-current is reviewed each year in line with future sales program (see also note 1 (o)).

(j) Recognition of receivables

Receivables are recognised for amounts owed to the Council for goods and services provided at balance date, whether or not invoices have been issued. Provision is made for doubtful debts after considering collectability. No provision is made in respect of rates debtors (refer notes 19 and 28).

(k) Cash and cash equivalent assets

For the purpose of the statement of cash flows, cash and cash equivalent assets include cash on hand, deposits at call and other highly liquid investments with short periods to maturity (less than three months). They are subject to insignificant risk of changes in value and include cash available for day to day cash management activities and those restricted for specific purposes either under regulations or Council's obligations for delivery of services or capital works (refer notes 18 and 33).

(l) Managed funds

Managed funds are valued at fair value, being market value, at balance date. Any unrealised gains and losses on holdings at balance date are recognised as either a revenue or expense.

(m) Maintenance and repairs

Maintenance, repair costs and minor renewals are recognised as expenses. Where the repair relates to the replacement of a component of an asset and the cost exceeds the recognised threshold and results in an extension of the life of the asset, that cost is capitalised to that asset. The carrying value of the replaced asset is expensed.

(n) Interest-bearing liabilities

Interest-bearing liabilities represent overdrafts, short term loans, long term loans and other liabilities which accrue interest on the balance outstanding. The carrying amounts of these liabilities represent the amounts payable in future years (refer notes 25 and 28).

Interest accrued on these liabilities is treated as finance costs (refer note 28).

(o) Allocation between current and non-current

In the determination of whether an asset or liability is current or non-current, consideration is given to the time when each asset or liability is expected to be settled. The asset or liability is classified as current if it is expected to be settled within the next twelve months, or if Council does not have an unconditional right to defer settlement of a liability for at least twelve months after the reporting date.

(p) Impairment of assets

At each reporting date, the Council reviews the carrying value of its assets to determine whether there is any indication that these assets have been impaired. If such an indication

Annual Financial Report

exists, the recoverable amount of the asset, being the higher of the asset's fair value less costs to sell and value in use, is compared to the assets carrying value. Any excess of the assets carrying value over its recoverable amount is expensed to the Comprehensive Income Statement.

(q) Finance costs

Finance costs are recognised as an expense in the period in which they are incurred.

(r) Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office. In these circumstances the GST is recognised as part of the cost of acquisition of the asset or as part of an item of expense. Receivables and payables in the balance sheet are shown inclusive of GST.

Cash flows are presented in the cash flow statement on a gross basis.

(s) Contingent assets, contingent liabilities and commitments

Contingent assets and contingent liabilities are not recognised in the Balance Sheet, but are disclosed by way of a note and, if quantifiable, are measured at nominal value. Contingent assets and liabilities are presented inclusive of GST receivable or payable respectively.

Commitments are not recognised in the Balance Sheet. Commitments are disclosed at their nominal value and inclusive of the GST payable.

(t) Financial assets

Financial assets are valued at fair value, being market value, at balance date. Any unrealised gains and losses on holdings at balance date are recognised as either a revenue or expense.

(u) Rounding

The figures in the financial report are rounded to the nearest thousand dollars.

(v) Pending Accounting Standards

The following Australian Accounting Standards have been issued or amended and are assessed as to their applicability to Council as stated below, but are not yet effective. They have not been adopted in preparation of the financial statements at reporting date.

PRONOUNCEMENT	WHAT'S NEW?	IMPACT/ACTION	TRANSITION	EFFECTIVE DATE
AASB 9 Financial Instruments	AASB 9 standard is one of a series of amendments that are expected to eventually completely replace AASB 139. During 2010-11, the standard was expanded to include new rules on measurement of financial liabilities and hedge accounting. Currently the existing provisions of AASB 139 will continue to apply in these areas. AASB 9 simplifies the classifications of financial assets into those to be carried at amortised cost and those to be carried at fair value – the 'available for sale' and 'held-to-maturity' categories no longer exists. AASB 9 also simplifies requirements for embedded derivatives and removes the tainting rules associated with held-to-maturity assets. The new categories of financial assets are:	The impact is not likely to be extensive in the local government sector. Although it will vary considerably between entities. While the rules are less complex than those of AASB 139, the option to show equity instruments at cost has been largely removed, which is likely to lead to greater volatility within the income statement. However it may also lead to an improved financial position for some entities. This will also create a requirement to measure some instruments annually that has not previously existed.	Transitional arrangements are extensive – in general retrospective restatement is required, but there are exceptions. Early-adoption of the standard before 1 January 2014 removes the requirement for restatement of comparatives	Periods beginning on or after 1 January 2015. The standard was amended in 2012 to delay the effective date by two years (previously 1 January 2013).

PRONOUNCEMENT	WHAT'S NEW?	IMPACT/ACTION	TRANSITION	EFFECTIVE DATE
	<ul style="list-style-type: none"> • Amortised cost – those assets with 'basic' loan features'. • Fair value through other comprehensive income – this treatment is optional for equity instruments not held for trading (this choice is made at initial recognition and is irrevocable). <p>The following changes also apply:</p> <ul style="list-style-type: none"> • Investments in unquoted equity instruments must be measured at fair value. However, cost may be the appropriate measure of fair value where there is insufficient more recent information available to determine a fair value. • There is no longer any requirement to consider whether 'significant or prolonged' decline in the value of financial assets has occurred. The only impairment testing will be on those assets held at amortised cost, and all impairments will be eligible for reversal. • Similarly, all movements in the fair value of a financial asset now go to the income statement, or, for equity instruments not held for trading, other comprehensive income. There is no longer any requirement to book decrements through the income statement, and increments through equity. 			

PRONOUNCEMENT	WHAT'S NEW?	IMPACT/ACTION	TRANSITION	EFFECTIVE DATE
AASB 10 Consolidated Financial Statements	<p>The standard introduces a single model of control, which is used to determine whether an investee must be consolidated. The existence of control is determined based on:</p> <ul style="list-style-type: none"> • Power to direct the activities of an investee (irrespective of whether such power is exercised). • Exposure, or rights, to variable returns from its involvement with the investee. • The ability to use its power over the investee to affect the amount of the investor's returns 	<p>The definition of 'control' is based on various factors, and is wider than just those entities in which an investee holds greater than 50% of the voting rights. While the effects of this standard are not expected to be significant in the local government sector, there may be some increase in the number of entities required to be consolidated as subsidiaries.</p>	<p>Early adoption is permitted, but AASB 10, AASB 11, AASB 12, AASB 127 (revised) and AASB 128 (revised) must all be adopted simultaneously.</p>	<p>Periods beginning on or after 1 January 2013</p>
AASB 13 Fair Value Measurement	<p>AASB 13 replaces the existing IFRS guidance on fair value measurement and disclosure. It applies whenever another standard permits or requires the use of fair value measurements. It sets out a fair value hierarchy for such measurements:</p> <ul style="list-style-type: none"> • Level 1 – quoted prices in active markets for identical assets and liabilities, which can be accessed at the measurement date. • Level 2 – inputs other than quoted market prices included within Level 1, which are observable for the asset or liability, either directly or indirectly. • Level 3 – unobservable inputs for the asset or liability. <p>There are also extensive disclosure requirements relating to each of the three levels within the hierarchy.</p>	<p>The standard determines 'how to' rather than 'when' in respect of fair value measurements, and summarises the existing IFRS guidance in one place. This standards may assist those councils that have equity investments that are no longer able to be held at cost.</p>	<p>Early adoption is permitted.</p>	<p>Periods beginning on or after 1 January 2013</p>

PRONOUNCEMENT	WHAT'S NEW?	IMPACT/ACTION	TRANSITION	EFFECTIVE DATE
AASB 127 Separate Financial Statements	AASB 127 has been amended to ensure consistency with the new requirements of AASB 10 Consolidated Financial Statements (see above). It now deals only with the preparation of separate company financial statements.	Where separate financial statements are prepared, investments in subsidiaries, associates, and joint ventures must be accounted for either at cost, or in accordance with AASB 9 Financial Instruments. These changes are not expected to impact significantly on Councils.	Early adoption is permitted, but AASB 10, AASB 11, AASB 12, AASB 127 (revised) and AASB 128 (revised) must all be adopted simultaneously.	Periods beginning on or after 1 January 2013
AASB 119 Employee Benefits	AASB 119 Employee Benefits, AASB 2011-10 Amendments to Australian Accounting Standards arising from AASB 119 and AASB 2011-11 Amendments to AASB 119 (September 2011) arising from Reduced Disclosure Requirements	The standards require the recognition of all re-measurements of defined benefit liabilities/assets immediately in other comprehensive income (removal of the so-called "corridor" method), the immediate recognition of all past service cost in profit or loss and the calculation of a net interest expense or income by applying the discount rate to the net defined benefit liability or asset	1 January 2013/ 1 July 2013	Where adequate information is available, the entity will apply the new standard from 1 July 2013 when the new standard applies to Council.
AASB 12 Disclosure of Involvement with Other Entities	AASB 12 requires the disclosure of information to enable users to evaluate the nature of, and risks associated with, its interests in other entities and The effect of those interests on its financial position, financial performance, and cash flows. AASB 12 applies to all entities that have subsidiaries, joint arrangements, associates, or unconsolidated structured entities, and requires disclosures grouped into four categories: <ul style="list-style-type: none"> Significant judgments and assumptions, including how control, joint control, or significant influence has been determined. 	The disclosures required will be both qualitative and quantitative. In particular, management should document and be able to justify its key judgments concerning control and significant influence. In the local government context this is likely to require increased disclosures around the operations of Library Corporations as well as other activities that Council have an interest in.	Early adoption is permitted, but AASB 10, AASB 11, AASB 12, AASB 127 (revised) and AASB 128 (revised) must all be adopted simultaneously.	Periods beginning on or after 1 January 2013

Annual Financial Report

PRONOUNCEMENT	WHAT'S NEW?	IMPACT/ACTION	TRANSITION	EFFECTIVE DATE
	<ul style="list-style-type: none"> Interests in subsidiaries, including details of the composition of the group, the interests held by any non-controlling interest, any changes in control, and the nature of any associated risks. Interests in joint arrangements and associates, including their nature and extent, the effects on the group, and any associated risks. Interests in unconsolidated structured entities, including their nature and extent, any changes during the year, and the associated risks. 			

Note 2 Underlying operational result for the year

		2013 \$'000	2012 \$'000
Net surplus for the year	Note	36,592	22,450
<i>Less non-operating income</i>			
Net gain on disposal of assets	8	458	3,076
Capital grants (recurrent and non-recurrent)	4	7,384	5,819
Capital contributions	5(a)	5,189	2,155
Contributions – non-monetary assets	5(b)	22,954	13,413
<i>Add non-operating expenses</i>			
Assets written off	21	4,345	847
Underlying operational result*		4,952	(1,166)

Greater Dandenong City Council measures its underlying operational result* to assist in the determination of whether it is operating in a sustainable fashion or not. The underlying result is an important indicator of Council's long-term financial sustainability, together with other indicators as shown in note 34 Financial Ratios (Performance Indicators). Whilst an underlying deficit in one financial year is not significant, the continued recording of deficits over a sustained period from Council's operations gradually erodes the net assets of Council.

The underlying result from operations excludes a number of transactions which are either 'non-recurring' or not operational in nature. These items are frequently unpredictable and typically can change from one year to the next. The best examples of these items are assets (roads, footpaths etc) that are given to Council by developers once a new subdivision is completed. There are also other accounting adjustments for 'found assets' (when assets that have not been previously recognised by Council are identified), 'lost assets' (when existing assets are written off) or when existing ones are re-valued.

The aim of an underlying result is to determine whether Council's operational costs/income result is in a surplus or deficit outcome. In this way, Council can, in long-term financial planning, aim for an outcome where pure operational outcomes assist Council in achieving a sustainable organisation.

Greater Dandenong City Council's underlying operating result significantly improved by \$6.12 million to a surplus result of \$4.95 million in 2012–13. This improvement was due to the 2011–12 result including the recognition of the defined benefits superannuation liability in its entirety (\$10.57 million).

* The concept and measurement methodology of an underlying operational result is not defined by Australian Accounting Standards.

Note 3 Rates and charges

Council uses the Capital Improved Value (CIV) as the basis of valuation of all properties within the municipal district. The CIV of a property is the value of the land and all improvements on it, and is determined by independent valuers and certified by the Valuer General Victoria. The valuation base used to calculate general rates for 2012-13 was \$28.871 billion (\$25.996 billion in 2011-12).

	2013 \$'000	2012 \$'000
Residential	39,254	36,856
Commercial	9,314	7,963
Industrial	32,521	30,356
Farm	422	514
Supplementary rates and adjustments	918	1,342
Maintenance levy	716	582
Residential waste	13,198	11,995
	96,343	89,608

The date of the latest general revaluation of land for rating purposes within the municipal district was 1 January 2012 and the valuation first applied to the rating period commencing 1 July 2012.

Note 4 Grants – recurrent and non-recurrent

Grants were received in respect of the following:

Operational grants

Recurrent

Victoria Grants Commission – general purpose*	8,863	11,660
Victoria Grants Commission – local roads*	1,244	1,572
Community Care	9,488	8,988
Community Wellbeing	6,308	7,746
Community Engagement	1,314	798
Cultural Facilities	722	811
Regulatory Services	451	407
Community Development	99	104
Asset Management Services	12	43
Business Networking	–	72
Revitalisation of Central Dandenong	–	66
Sport and recreation	–	43
Infrastructure Planning	–	3
Building	–	2
Total recurrent	28,501	32,315

* The movement in Victoria Grants Commission funding is due to the timing of early payments made by the Commission between past and current financial years. The 2012-13 financial year represents a full year allocation of funding whilst the 2011-12 financial year includes 50% or \$5.43 million early receipt of the 2012-13 allocation and 75% of the 2011-12 allocation (25% of 2011-12 or \$2.696 million was received in 2010-11).

Annual Financial Report

Note 4 Grants – recurrent and non-recurrent (cont)

	2013 \$'000	2012 \$'000
Non-recurrent		
Community Wellbeing	973	–
National Disaster Relief funding	684	329
Community Engagement	504	280
Cultural Facilities	83	50
Infrastructure Planning	71	–
Business Networking	50	–
Asset Management Services	42	–
Worksafe	13	–
Total non-recurrent	2,420	659
Total operational grants	30,921	32,974
Capital grants		
Recurrent		
Commonwealth Government – Roads to Recovery	651	653
Community Care	50	50
Cultural Facilities	42	38
Total recurrent	743	741
Non-recurrent		
Capital grants	6,641	5,078
Total non-recurrent	6,641	5,078
Total capital grants	7,384	5,819
Total operational and capital grants received	38,305	38,793
Conditions on grants		
Grants recognised as revenue during the year that were obtained on condition that they be expended in a specified manner that had not occurred at balance date were:		
Operational grants		
Victoria Grants Commission	5,401	5,433
Community Engagement	1,204	994
Community Wellbeing	681	624
Public Health and Wellbeing	35	89
Community Care	211	506
Planning and design	17	–
Asset Management Services	14	–
Community Development	–	–
Property, Leisure and Environment	–	10
Capital grants	1,674	105
Total unexpended grants	9,237	7,761

Note: Comparatives for various grant categories in the 2011–12 financial year have been amended. They mainly relate to grants in the Community Engagement and Cultural Facilities areas which have been reclassified.

Note 5 Capital contributions

	2013 \$'000	2012 \$'000
(a) Cash contributions – capital		
Development Contribution Plan - works completed	3,213	–
Public open space	1,444	1,737
Infrastructure	396	237
Re-vegetation	136	181
Total cash contributions	5,189	2,155
(b) Non-monetary		
Bridges	17,374	–
Land under roads (refer note 21)	2,148	6,607
Roads	1,660	2,723
Land	1,133	3,833
Bike paths / footpaths	334	131
Car parks	134	–
Buildings	117	119
Playgrounds	54	–
Total non-monetary contributions	22,954	13,413
Unexpended contributions (note)		
Public open space	1,444	1,737
Re-vegetation reserve	–	181
Other	–	50
Total unexpended contributions	1,444	1,968

Note: \$1.00 million of the unexpended contributions from previous years have been expended before the end of the 2012–13 financial year.

Note 6 Statutory fees and fines

Parking fines	2,075	1,819
Building and town planning	1,204	1,187
Infringements and costs	1,683	1,695
Infringement (Perin) court recoveries	735	706
Land information certificates	77	77
	5,774	5,484

Note 7 User fees

Market stall rental	5,320	4,877
Other fees and charges	1,286	1,481
Parking fees	1,816	1,754
Hire of facilities	1,723	1,740
Aged care services	1,732	1,606
Multideck car parking	678	541
Recreation and leisure	–	10
	12,555	12,009

Annual Financial Report

Note 8 Net gain on disposal of assets

	2013 \$'000	2012 \$'000
<i>Land and buildings</i>		
Proceeds from sale of assets	418	5,476
Less Places Victoria share of Metro 3175 sales to trust*	–	(1,114)
<i>Less carrying amount of assets sold</i>		
Land	–	(1,410)
Infrastructure assets	(60)	–
Selling costs of assets sold	(7)	(74)
Net gain on disposal of land and buildings	351	2,878
<i>Plant and fleet sales</i>		
Proceeds from sale of assets	426	662
Less: Carrying amount of assets sold	(319)	(464)
Net gain on disposal of plant and fleet	107	198
Total net gain on disposal of assets	458	3,076

* Council has entered into an agreement with Places Victoria for a residential development of the former Dandenong sale yards. Places Victoria is responsible for the development of the land under this agreement, and is entitled to 74.53% of the proceeds of this developed land. The amount transferred to trust represents Places Victoria's share of the sales proceeds. No sale settlements occurred during the 2012–13 financial year.

Note 9 Other income

Interest received on investments	3,003	2,778
Recoveries – other	701	726
Sundry income	699	516
Interest received on rates	442	382
Town Hall income	380	366
Recoveries – State Revenue Office (supply of valuation data)	141	477
	5,366	5,245

Note 10 Employee costs

Salaries and wages	45,808	43,748
Annual leave and long service leave	6,181	5,923
Superannuation	4,329	4,066
Casual staff	1,444	1,435
Workcover	760	858
	58,522	56,030
Defined benefits superannuation contribution*	–	10,569
	58,522	66,599

* During the prior period (2011–12) Council was required to make an additional contribution to Vision Super to meet our obligations to members of the defined benefit plan.

Note 11 Contract payments, materials and services

	2013 \$'000	2012 \$'000
Maintenance and repairs	1,276	491
Contract payments		
Waste collection	10,140	9,246
Parks Services	4,171	3,561
Dandenong Market	3,333	3,154
Building maintenance	3,218	2,813
Roads and drains	2,248	1,391
Street lighting	1,756	1,563
Other contract payments	1,101	1,232
Cleansing	817	718
Plant / fleet management	758	791
Capital works	584	523
Property valuation contract	261	319
Community Aged Care Program	7	8
Aquatic and Leisure Centres	321	264
Materials and services		
Other materials and services	2,025	2,359
Community Aged Care program	1,918	1,571
Parks Services	781	610
Roads and drains	406	413
Cultural Facilities	290	313
Building maintenance	228	194
Cleansing	75	139
	35,714	31,673

Note 12 Depreciation and amortisation

Land improvements	2,088	1,704
Leasehold improvements	126	137
Buildings	4,896	4,637
Car parks	290	271
<i>Plant and Equipment</i>		
Plant and equipment	1,787	1,887
Minor plant, furniture and equipment	1,935	2,045
IT software	473	487
<i>Infrastructure</i>		
Bike paths/footpaths	1,862	1,777
Bridges	296	144
Roads	9,067	8,144
Drains	1,918	1,837
Street furniture	168	154
Playgrounds	421	284
	25,327	23,508

Annual Financial Report

Note 13 Grants, sponsorships and contributions

	2013 \$'000	2012 \$'000
Sponsorships – Family Day Care	3,238	3,121
Community grants	1,295	1,349
Sponsorships – other	1,099	897
Contributions	160	384
	5,792	5,751

Note 14 Professional services

Consultants	3,697	3,888
Legal costs	1,030	619
Statutory fees	421	408
Internal audit fees – Crowe Horwath	145	123
Audit fee to conduct external audit – Victorian Auditor-General	66	63
Strategic Asset Management Project	4	66
Other	31	156
	5,394	5,323

Note 15 Administration costs

Occupancy costs	2,680	2,358
Printing, publications and promotion	2,047	1,989
Information management costs	1,904	2,037
Motor vehicle maintenance	1,310	1,242
Insurance	1,223	1,643
Bad and doubtful debts	808	912
Council election	567	–
Postage	499	506
Other administration costs	412	316
Councillors allowances	354	350
	11,804	11,353

Note 16 Finance costs

Interest on borrowings	2,836	1,654
	2,836	1,654

Note 17 Other expenses

Bank charges	170	143
Sundry expenses	448	482
	618	625

Note 18 (a) Cash and cash equivalents

		2013 \$'000	2012 \$'000
Term deposits		41,306	54,458
Money market at call account		7,520	4,840
Cash at bank and on hand		1,684	7,012
Managed funds		1,653	2,768
Shares		200	200
	33	52,363	69,278

(b) Other financial assets

Term deposits greater than three months	1(t)	39,546	–
		39,546	–
		91,909	69,278

Represented by:

Operating cash*		44,903	20,864
Restricted cash**			
Employee provisions		14,590	13,362
Trust funds and deposits		10,471	13,016
Council funded development contribution plan reserve		8,559	2,692
Public open space reserve		4,950	4,548
Major Projects reserve		3,020	9,414
Municipal Building Project reserve		2,925	3,450
Insurance reserve		1,016	972
Re-vegetation reserve		624	678
Keysborough South maintenance levy		496	282
Spring Valley landfill rehabilitation		220	–
Dandenong Market		135	–
		91,909	69,278

* As at 30 June 2013, Council has set aside a total of \$39.41 million of the operating cash amount to fund the completion of capital works in progress (\$31.22 million) and unexpended grant funds (\$8.19 million).

** Restricted cash represents funds that are set aside for specific purposes and users of the financial report should refer to note 26(b) for details of funds held in reserve and note 27 for details of existing Council commitments.

Financing arrangements

Overdraft facility		2,500	2,500
Used amount		–	–
Unused overdraft facilities at reporting date		2,500	2,500
Used borrowing facilities at reporting date		65,887	36,042
Unused borrowing facilities at reporting date		–	–

Annual Financial Report

Note 19 (a) Trade and other receivables

		2013 \$'000	2012 \$'000
Current			
Rates debtors	1(c)	4,965	4,652
Parking infringement debtors		5,074	4,695
Provision for doubtful debts – parking infringements		(1,907)	(1,662)
General debtors		7,297	7,459
Provision for doubtful debts – general debtors		(637)	(698)
		14,792	14,446
Non-current			
Development contribution plan – works completed		246	–
		246	–
		15,038	14,446
(b) Prepayments			
Prepayments		453	487
		453	487
Note 20 Inventory – property*			
Properties held for sale – current		377	251
Properties held for sale – non-current		3,698	3,824
		4,075	4,075

* Property held for sale represents the value of properties held for development and resale, and essentially includes the Metro 3175 properties.

Note 21 Property, plant and equipment, infrastructure

(a) PROPERTY, PLANT AND EQUIPMENT

PLANT AND EQUIPMENT

Plant and equipment

At cost	13,308	11,617
Less accumulated depreciation	(7,996)	(6,931)
	5,312	4,686

Minor plant, furniture and equipment

At cost	34,774	32,461
Less accumulated depreciation	(26,440)	(24,505)
	8,334	7,956

IT software

At cost	2,879	2,811
Less accumulated depreciation	(2,720)	(2,247)
	159	564

Total plant and equipment

At cost	50,961	46,889
Less accumulated depreciation	(37,156)	(33,683)
Total	13,805	13,206

Note 21 Property, plant and equipment, infrastructure (cont.)

	2013 \$'000	2012 \$'000
PROPERTY		
Land		
At cost	4,772	2,888
At fair value as at 1 January 2012 (i)	607,593	607,593
	612,365	610,481
Car parks		
At cost	1,483	615
At Council valuation as at 30 June 2011 (i)	14,013	14,013
Less accumulated depreciation	(4,430)	(4,140)
	11,066	10,488
Land improvements		
At cost	36,607	28,792
Less accumulated depreciation	(19,765)	(17,687)
	16,842	11,105
Leasehold improvements		
At cost	1,235	1,231
Less accumulated amortisation	(486)	(360)
	749	871
Buildings		
At cost	23,175	20,648
At fair value as at 1 January 2012 (i)	249,850	249,850
Less accumulated depreciation	(114,535)	(110,967)
	158,490	159,531
Total Property		
At cost	67,272	54,174
At Council valuation/at fair value	870,970	871,456
Less accumulated depreciation	(138,730)	(133,154)
Total	799,512	792,476
Total property, plant and equipment		
At cost	118,233	101,063
At Council valuation/at fair value	870,970	871,456
Less accumulated depreciation	(175,886)	(166,837)
Total	813,317	805,682
(b) INFRASTRUCTURE ASSETS – REALISABLE		
Street furniture		
At cost	7,640	7,489
Less accumulated depreciation	(6,679)	(6,510)
	961	979
Recreational equipment (playgrounds)		
At cost	10,869	7,523
Less accumulated depreciation	(5,241)	(4,972)
	5,628	2,551

Annual Financial Report

Note 21 Property, plant and equipment, infrastructure (cont.)

	2013 \$'000	2012 \$'000
Total infrastructure assets – realisable		
At cost	18,509	15,012
Less accumulated depreciation	(11,920)	(11,482)
Total	6,589	3,530
(c) INFRASTRUCTURE ASSETS – NON-REALISABLE		
Trees		
At cost	–	1,064
	–	1,064
Bike paths		
At cost	283	35
At Council valuation as at 30 June 2011 (iii)	4,382	4,382
Less accumulated depreciation	(1,284)	(1,116)
	3,381	3,301
Footpaths		
At cost	4,088	3,535
At Council valuation as at 30 June 2011 (iii)	78,935	78,935
Less accumulated depreciation	(14,387)	(12,809)
	68,636	69,661
Bridges		
At cost	–	271
At independent valuation as at 30 June 2013	54,148	–
At Council valuation as at 30 June 2006 (iv)	–	12,162
Less accumulated depreciation	(12,935)	(4,518)
	41,213	7,915
Land under roads		
At cost (ii)	20,441	18,293
	20,441	18,293
Roads		
Sub-structure		
At cost	5,419	5,281
At Council valuation as at 30 April 2011 (v)	238,855	238,855
Less accumulated depreciation	(90,263)	(88,015)
	154,011	156,121
Seal		
At cost	9,754	6,055
At Council valuation as at 30 April 2011 (v)	79,387	79,387
Less accumulated depreciation	(40,604)	(35,349)
	48,537	50,093
Kerb and channel		
At cost	5,218	3,230
At Council valuation as at 30 April 2011 (v)	82,090	82,090
Less accumulated depreciation	(27,656)	(26,462)
	59,652	58,858

Note 21 Property, plant and equipment, infrastructure (cont.)

	2013 \$'000	2012 \$'000
Total roads		
At cost	20,391	14,566
At Council valuation	400,332	400,332
Less accumulated depreciation	(158,523)	(149,826)
	262,200	265,072
Drains		
At cost	5,182	5,003
At Council valuation as at 30 June 2011 (v)	190,869	190,869
Less accumulated depreciation	(70,286)	(68,383)
	125,765	127,489
Works in progress at cost	37,890	20,920
	37,890	20,920
Total infrastructure assets – non-realisable		
At cost	88,275	63,687
At Council valuation	728,666	686,680
Less accumulated depreciation	(257,415)	(236,652)
Total	559,526	513,715
Total non-current assets		
At cost	225,017	179,762
At Council valuation/at fair value	1,599,636	1,558,136
Accumulated depreciation and amortisation	(445,221)	(414,971)
Total non-current assets	1,379,432	1,322,927

Note (i) Property

The basis of valuation is site value for land and written down replacement value for buildings as at 1 January 2012. The valuation for land and buildings was based on information provided by ProVal (Vic) Pty Ltd certified practising valuers.

The basis of valuation for car parks is written down replacement cost as at 30 June 2011. The valuation was undertaken by Council's qualified engineers.

Note (ii) Land under roads

Land under roads is valued at cost based on Council valuation for acquisitions after 30 June 2008. Valuations have been undertaken by using site values, adjusted for englobo (undeveloped/unserviced) characteristics, access rights and private interests of other parties and entitlements of infrastructure assets and services. The acquisitions for the year include new assets from subdivision activity.

Note (iii) Bike paths/footpaths

The basis of valuation is written down replacement value as at 30 June 2011. The valuation was undertaken by Council's qualified engineers.

Note (iv) Bridges

The basis of valuation is written down replacement value as at 30 June 2013 and represents the most recent independent valuation.

Note (v) Roads and drains

The basis of valuation is written down replacement value. The valuation was undertaken by Council's qualified engineers as at 30 April 2011 for roads (sub structure, seal, kerb and channel) and as at 30 June 2011 for drains.

Annual Financial Report

Note 21 Property, plant and equipment, infrastructure

2013	Balance at beginning of financial year	Acquisition of assets including gifted assets	Assets written off*	Transfers to/from non current assets	Written down value of disposals	Depreciation/ amortisation (note 12)	Revaluation increments (decrements) (note 26(a))	Transfers & WIP mvmt	Balance at end of financial year
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Plant and equipment									
Plant and equipment	4,686	2,232	-	-	(319)	(1,787)	-	500	5,312
IT software	563	-	-	-	-	(473)	-	69	159
Minor plant, furniture and equipment	7,958	1,220	-	-	-	(1,935)	-	1,091	8,334
Total plant & equipment	13,207	3,452	-	-	(319)	(4,195)	-	1,660	13,805
Property									
Land	610,481	1,884	-	-	-	-	-	-	612,365
Car parks	10,488	370	-	-	-	(290)	-	498	11,066
Land improvements	11,105	2,357	(1)	-	-	(2,088)	-	5,469	16,842
Leasehold improvements	871	4	-	-	-	(126)	-	-	749
Buildings	159,531	1,965	(795)	-	-	(4,896)	-	2,685	158,490
Total property	792,476	6,580	(796)	-	-	(7,400)	-	8,652	799,512
Infrastructure									
Realisable									
Street furniture	978	124	-	-	-	(168)	-	27	961
Recreational equipment	2,551	611	-	-	-	(421)	-	2,887	5,628
Non-realisable									
Bike paths	3,301	62	(2)	-	-	(168)	-	188	3,381
Footpaths	69,661	1,060	(512)	-	(17)	(1,694)	-	138	68,636
Bridges	7,915	17,381	-	-	-	(296)	16,199	14	41,213
Road sub-structure	156,121	928	(572)	-	(26)	(2,440)	-	-	154,011
Road seal	50,093	3,828	(90)	-	(8)	(5,367)	-	81	48,537
Roads kerbs and channel	58,858	1,925	(158)	-	(9)	(1,260)	-	296	59,652
Land under roads	18,293	2,148	-	-	-	-	-	-	20,441
Drains	127,489	-	(39)	-	-	(1,918)	-	233	125,765
Trees	1,064	-	(1,064)	-	-	-	-	-	-
Total infrastructure	496,324	28,067	(2,437)	-	(60)	(13,732)	16,199	3,864	528,225
Work in progress									
Total works in progress	20,920	32,258	(1,112)	-	-	-	-	(14,176)	37,890
Total plant & equipment, property and infrastructure	1,322,927	70,357	(4,345)	-	(379)	(25,327)	16,199	-	1,379,432

*Assets written off totalling \$4.35 million were expensed to the Comprehensive Income Statement of which \$1.06 million relates to tree assets due a change in Council's Fixed Asset Accounting Policy during the 2012-13 financial year. This policy change resulted in the derecognition of items previously included in trees (Infrastructure assets – non-realisable) category.

Note 21 Property, plant and equipment, infrastructure

2012	Balance at beginning of financial year	Acquisition of assets including gifted assets	Assets written off*	Transfers to/from non current assets	Written down value of disposals	Depreciation/ amortisation (note 12)	Revaluation increments (decrements) (note 26(a))	Changes due to transfers	Balance at end of financial year
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Plant and equipment									
Plant and equipment	5,177	1,845	-	-	(464)	(1,887)	-	15	4,686
IT software	974	29	-	-	-	(487)	-	47	563
Minor plant, furniture and equipment	8,980	1,376	(6)	-	-	(2,045)	-	(347)	7,958
Total plant & equipment	15,131	3,250	(6)	-	(464)	(4,419)	-	(285)	13,207
Property									
Land	582,802	6,661	(88)	-	(598)	-	21,704	-	610,481
Car parks	10,605	107	(40)	-	-	(271)	-	87	10,488
Land improvements	4,888	1,212	-	-	-	(1,704)	-	6,709	11,105
Leasehold improvements	-	-	-	-	-	(137)	-	1,008	871
Buildings	150,067	519	(309)	200	-	(4,637)	(4,532)	18,223	159,531
Total property	748,362	8,499	(437)	200	(598)	(6,749)	17,172	26,027	792,476
Infrastructure									
Realisable									
Street furniture	963	145	-	-	-	(154)	-	24	978
Recreational equipment	9,676	10	-	-	-	(284)	-	(6,851)	2,551
Non-realisable									
Bike paths	3,424	36	-	-	-	(159)	-	-	3,301
Footpaths	70,329	876	(96)	-	-	(1,618)	-	170	69,661
Bridges	7,787	218	-	-	-	(144)	-	54	7,915
Road sub-structure	156,919	1,640	(32)	-	-	(2,390)	-	(16)	156,121
Road seal	49,946	4,725	(22)	-	-	(4,576)	-	20	50,093
Roads kerbs and channel	58,365	1,636	(30)	-	-	(1,178)	-	65	58,858
Earthworks	56	-	(56)	-	-	-	-	-	-
Land under roads	11,685	6,608	-	-	-	-	-	-	18,293
Drains	128,715	619	(82)	-	-	(1,837)	-	74	127,489
Trees	812	104	-	-	-	-	-	148	1,064
Total infrastructure	498,677	16,617	(318)	-	-	(12,340)	-	(6,312)	496,324
Work in progress									
Total works in progress	13,562	27,911	(116)	(1,007)	-	-	-	(19,430)	20,920
Total plant & equipment, property and infrastructure	1,275,732	56,277	(877)	(808)	(1,062)	(23,508)	17,172	-	1,322,927

*Assets written off totalling \$0.88 million includes \$0.85 million expensed to the Comprehensive Income Statement and a \$0.03 million reversal to the asset revaluation reserve relating to land.

During the 2012–13 financial year, Council performed a review of the classification of capital expenditure in terms of asset class in line with Council's Fixed Asset Accounting Policy. As a result, there was a movement of some assets between asset classes and this has been reflected in the comparative financials for the 2011–12 financial year. The asset classes affected were buildings, leasehold improvements (previously included in the buildings category), land improvements and recreational equipment.

Annual Financial Report

Note 22 Trade and other payables

	2013 \$'000	2012 \$'000
Current		
Trade creditors	11,051	10,757
Other creditors	–	267
Prepaid income	121	103
Accrued expenses	6,640	2,588
	17,812	13,715

Note 23 Employee provisions

	Annual leave \$'000	Long service leave	Other \$'000	Total \$'000
2013				
Balance at beginning of the financial year	5,240	7,579	543	13,362
Additional provisions	4,637	1,544	–	6,181
Amounts used	(4,214)	(579)	(84)	(4,877)
Increase in the discounted amount arising because of time and the effect of any change in the discount rate	–	(76)	–	(76)
Balance at the end of the financial year	5,663	8,468	459	14,590
2012				
Balance at beginning of the financial year	5,246	6,850	–	12,096
Additional provisions	4,455	1,467	543	6,465
Amounts used	(4,461)	(1,228)	–	(5,689)
Decrease in the discounted amount arising because of time and the effect of any change in the discount rate	–	490	–	490
Balance at the end of the financial year	5,240	7,579	543	13,362

Note: Additional provisions and amounts used for the comparative year 2011–12 have been amended. The amendment reflects the grand total of amounts provided for and used in the financial year for long service leave and annual leave.

	2013 \$'000	2012 \$'000
(a) Employee provisions		
Current (i)		
Annual leave	5,663	5,240
Long service leave	7,825	6,986
Other	459	543
	13,947	12,769
Non-current (ii)		
Long service leave	643	593
	643	593

Note 23 Employee provisions (cont.)

	2013 \$'000	2012 \$'000
(i) Current		
All annual leave and long service leave entitlements representing seven or more years of service include:		
– Short-term employee benefits, that fall due within 12 months after the end of the period measured at nominal value.	6,122	5,783
– Other long-term employee benefits that do not fall within 12 months after the end of the period measured at present value.	7,825	6,986
	13,947	12,769
The following assumptions were adopted in measuring the present value of employee benefits:		
Average increase in employee costs	3.50%	3.25%
Average discount rates between	2.47%-3.85%	2.40%-3.13%
Average settlement period (years)	7	7
(ii) Non-current		
Long service leave representing less than 7 years of continuous service measured at present value.	643	593
(b) Other		
Provision for rostered days off		
Current	459	543
	459	543
Aggregate carrying amount of employee benefits:		
Current	13,947	12,769
Non-current	643	593
	14,590	13,362

Note 24 Trust funds and deposits

Road deposits	743	1,394
Tree deposits	1,813	1,805
Open space contributions	569	677
Development contribution plans (DCP)	6,727	8,223
Other deposits *	619	917
	10,471	13,016

*includes contractors' deposits, subdivision deposits and monies held on behalf of South Eastern Healthy Community Partnership.

Annual Financial Report

Note 25 Interest-bearing loans and borrowings

	2013 \$'000	2012 \$'000
Current		
Borrowings – secured	4,039	3,254
	4,039	3,254
Non-current		
Borrowings – secured	61,848	32,788
	61,848	32,788
Total interest-bearing loans and borrowings (refer note 28 (a))	65,887	36,042
Borrowings are secured over the General Rates of Council as per section 141 of the Local Government Act 1989.		
The maturity profile for Council's borrowings is:		
Not later than one year	4,039	3,254
Later than one year and not later than five years	14,818	13,366
Later than five years	47,030	19,422
	65,887	36,042

Note 26 Reserves

	Balance at beginning of reporting period \$'000	Reversal of previous revaluations for assets disposed \$'000	Increment (decrement) \$'000	Balance at end of reporting period \$'000
(a) Asset revaluation reserves				
2013				
Property				
Land	421,235	–	–	421,235
Buildings	12,692	–	–	12,692
Car parks	3,621	–	–	3,621
	437,548	–	–	437,548
Infrastructure non-realizable				
Bike paths	2,425	–	–	2,425
Footpaths	33,744	–	–	33,744
Bridges	400	–	16,199	16,599
Roads	192,948	–	–	192,948
Drains	70,329	–	–	70,329
	299,846	–	16,199	316,045
Total asset revaluation reserves	737,394	–	16,199	753,593
2012				
Property				
Land	399,561	(30)	21,704	421,235
Buildings	17,224	–	(4,532)	12,692
Car parks	3,621	–	–	3,621
	420,406	(30)	17,172	437,548

Note 26 Reserves (cont.)

	Balance at beginning of reporting period \$'000	Reversal of previous revaluations for assets disposed \$'000	Increment (decrement) \$'000	Balance at end of reporting period \$'000
Infrastructure non-realizable				
Bike paths	2,425	–	–	2,425
Footpaths	33,744	–	–	33,744
Bridges	400	–	–	400
Roads	192,948	–	–	192,948
Drains	70,329	–	–	70,329
	299,846	–	–	299,846
Total asset revaluation reserves	720,252	(30)	17,172	737,394

Nature and purpose of reserve**Asset revaluation reserve:**

The asset revaluation reserve is used to record increments and decrements on the revaluation of non-current assets, as described in accounting policy note 1(d).

	Balance at beginning of reporting period \$'000	Transfer to accumulated surplus \$'000	Transfer from accumulated surplus \$'000	Balance at end of reporting period \$'000
(b) Other reserves				
2013				
Insurance reserve	972	(621)	665	1,016
Re-vegetation reserve	678	(190)	136	624
Public open space reserve	4,548	(1,040)	1,442	4,950
Keysborough South maintenance levy	282	(502)	716	496
Major projects reserve	9,414	(6,812)	418	3,020
Municipal Buildings Project reserve	3,450	(8,650)	8,125	2,925
Council funded development contribution reserve	2,692	–	5,867	8,559
Dandenong Market	–	(265)	400	135
Spring Valley landfill rehabilitation	–	–	220	220
Total other reserves	22,036	(18,080)	17,989	21,945
2012				
Insurance reserve	1,016	(294)	250	972
Re-vegetation reserve	516	(215)	377	678
Unexpended grants reserve	6,677	(6,677)	–	–
Public open space reserve	3,021	(542)	2,069	4,548
Keysborough South maintenance levy	–	(300)	582	282
Major projects reserve	2,240	(2,045)	9,219	9,414
Municipal Buildings Project reserve	1,750	–	1,700	3,450
Council funded development contribution reserve	906	(14)	1,800	2,692
Total other reserves	16,126	(10,087)	15,997	22,036

Annual Financial Report

Note 26 Reserves (cont.)

Nature and purpose of other reserves:

Insurance reserve

The insurance reserve has been created to meet large and unexpected policy excesses on multiple insurance claims.

Re-vegetation reserve

The purpose of this reserve fund is to meet native re-vegetation requirements on Council's reserves.

Public open space reserve

Funds set aside in this reserve will be utilised exclusively for allocation towards enhancing the City's open space.

Keysborough South maintenance levy

This reserve fund has been established to ensure full accountability of the levies received for the Keysborough and Summerfield Estates reflecting costs of maintaining an additional 15% open space beyond that of traditional estates.

Major projects reserve

The major projects reserve will hold funds realised from the sale of Council's property assets and will be utilised for investing in other properties.

Municipal Building Project reserve

This reserve is to set aside future resources for the construction of the new Municipal Building and Community Complex.

Council funded development contributions reserve

The reserve for Council funded development contribution plans holds funds in respect of Council's contribution to the two major developments in Dandenong South (C87) and Keysborough (C36).

Dandenong Market

This reserve will set aside market surplus returns at a percentage to be established by Council for future capital works. In 2012–13, outflows comprised of the establishment costs of the Dandenong Market Pty Ltd Board and marketing costs.

Spring Valley rehabilitation reserve

The purpose of this reserve is to rehabilitate the Spring Valley landfill site at Clarke Road, Springvale South.

Note 27 Commitments

	2013 \$'000	2012 \$'000
(a) Operating lease commitments		
Not later than one year	274	280
Later than one year and not later than five years	399	376
	673	656
Lease payments are in respect of the revolving operating lease facility for Council's computer equipment from the Commonwealth Bank of Australia (CBA).		
(b) Operating lease receivables		
Future minimum rentals receivable under non-cancellable operating leases are as follows:		
Not later than one year	887	921
Later than one year and not later than five years	2,917	3,153
Later than five years	2,517	3,164
	6,321	7,238

The Council has entered into commercial property leases on selected properties. These properties held under operating leases have remaining non-cancellable lease terms of between 1 and 50 years.

Note 27 Commitments (cont.)

	Not later than 1 year \$'000	Later than 1 year and not later than 5 years \$'000	Later than 5 years \$'000	Total \$'000
(c) Contracted commitments				
2013				
Works and services contracts				
Building maintenance services	3,819	11,779	–	15,598
Parking management	155	20	–	175
Animal management	96	33	–	129
Waste services	3,611	14,223	20,155	37,989
Works (roads and drains) services	1,470	–	–	1,470
Fleet services	1,078	–	–	1,078
Landfill maintenance services	3,816	3,950	–	7,766
Open space management	4,117	1,762	–	5,879
Leisure centres management services	459	–	–	459
Other maintenance	1,247	1,326	–	2,573
	19,868	33,093	20,155	73,116
Capital				
Construction works – Municipal Building Project	38,086	–	–	38,086
Construction works – other buildings	1,666	–	–	1,666
Design and consultancy – DCP works	133	–	–	133
	39,885	–	–	39,885
2012				
Works and services contracts				
Building maintenance services	457	363	–	820
Parking management	175	97	–	272
Animal management	46	–	–	46
Waste services	5,880	1,183	–	7,063
Works (roads and drains) services	2,328	553	–	2,881
Fleet services	1,303	548	–	1,851
Landfill maintenance services	4,068	7,845	–	11,913
Open space management	4,778	3,554	–	8,332
Leisure centres management services	350	414	–	764
Other maintenance	575	718	–	1,293
	19,960	15,275	–	35,235
Capital				
Construction works – Municipal Building Project	587	29	–	616
Construction works – other buildings	413	–	–	413
Roads resurfacing works	5,700	–	–	5,700
	6,700	29	–	6,729

Note 28 Financial Instruments

(a) Accounting policy, terms and conditions

RECOGNISED FINANCIAL INSTRUMENTS	NOTE	ACCOUNTING POLICY	TERMS AND CONDITIONS
Financial assets			
Cash and cash equivalents	18	Cash on hand and at bank and money market call account are valued at face value. Interest is recognised as it accrues. Managed funds are measured at market value.	Funds on call returned floating interest rates between 2.65% and 3.40% (3.40% and 4.65% in 2011–12). Withdrawals are either immediate or within 24 hours. Managed funds provided a return between 2.18% and 4.40% net of fees (4.87% and 5.01% in 2011–12) excluding unrealised gains or losses.
Trade and other receivables, other debtors	19	Receivables are carried at nominal amounts due less any provision for doubtful debts. A provision for doubtful debts is recognised when collection in full is no longer probable. Collectability of overdue accounts is assessed on an ongoing basis.	General debtors are unsecured and arrears do not attract interest. Credit terms are based on 60 days.
Financial liabilities			
Trade and other payables	22	Liabilities are recognised for amounts to be paid in the future for goods and services provided to Council as at balance date whether or not invoices have been received.	General creditors are unsecured, not subject to interest charges and are normally settled within 30 days of invoice receipt.
Interest-bearing loans and borrowings	25	Loans are carried at their principal amounts, which represent the present value of future cash flows associated with servicing the debt. Interest is accrued over the period it becomes due and recognised as part of payables.	Borrowings are secured by way of mortgages over the general rates of the Council. The weighted average interest rate on borrowings is 6.60% (6.76% in 2011–12).

(b) Interest rate risk

The exposure to interest rate risk and the effective interest rates of financial assets and financial liabilities, both recognised and unrecognised, at balance date are as follows:

Fixed interest maturing in:						
2013	Floating interest rate \$'000	1 year or less \$'000	Over 1 to 5 years \$'000	More than 5 years \$'000	Non-interest bearing \$'000	Total \$'000
Financial assets						
Cash and cash equivalents	10,848	41,306	–	–	209	52,363
Trade and other receivables	–	–	–	–	5,928	5,928
Other financial assets	–	39,546	–	–	–	39,546
Total financial assets	10,848	80,852	–	–	6,137	97,837
Range of effective interest rate	2.25% to 2.65%	3.77% to 4.50%	N/A	N/A	N/A	
Financial liabilities						
Trade and other payables	–	–	–	–	17,812	17,812
Trust funds and deposits	1,412	–	–	–	8,485	9,897
Superannuation liability	–	–	–	–	4,847	4,847
Interest-bearing loans and borrowings	–	4,039	14,818	47,030	–	65,887
Total financial liabilities	1,412	4,039	14,818	47,030	31,144	98,443
Range of effective interest rate	2.65%	6.50% to 6.86%			N/A	
Net financial assets (liabilities)	9,436	76,813	(14,818)	(47,030)	(25,007)	(606)

Fixed interest maturing in:						
2012	Floating interest rate \$'000	1 year or less \$'000	Over 1 to 5 years \$'000	More than 5 years \$'000	Non-interest bearing \$'000	Total \$'000
Financial assets						
Cash and cash equivalents	14,608	54,458	–	–	212	69,278
Trade and other receivables	–	–	–	–	6,585	6,585
Total financial assets	14,608	54,458	–	–	6,797	75,863
Range of effective interest rate	3.00% to 5.01%	3.65% to 5.30%	N/A	N/A	N/A	
Financial liabilities						
Trade and other payables	–	–	–	–	13,715	13,715
Trust funds and deposits	–	–	–	–	12,335	12,335
Superannuation liability	–	–	–	–	10,569	10,569
Interest-bearing loans and borrowings	–	3,254	13,366	19,422	–	36,042
Total financial liabilities	–	3,254	13,366	19,422	36,619	72,661
Range of effective interest rate	N/A	6.12% to 7.83%			N/A	
Net financial assets (liabilities)	14,608	51,204	(13,366)	(19,422)	(29,822)	3,202

*In prior periods it was identified that there were some assets and liabilities that were statutory in nature and included in trade & other receivables and trade & other payables however are not classified as financial instruments. These items have been excluded and notes 28 (b) and (c) for 2011–12 have been amended to reflect this correction.

Note 28 Financial Instruments (cont.)

(c) Net fair values

The aggregate net fair values of financial assets and financial liabilities, both recognised and unrecognised, at balance date are as follows:

Financial instruments	Total carrying amount as per Balance Sheet		Aggregate net fair value	
	2013 \$'000	2012 \$'000	2013 \$'000	2012 \$'000
<i>Financial assets</i>				
Cash and cash equivalents	52,363	69,278	52,363	69,278
Trade and other receivables	5,928	6,585	5,928	6,585
Other financial assets	39,546	–	39,546	–
Total financial assets	97,837	75,863	97,837	75,863
<i>Financial liabilities</i>				
Trade and other payables	17,812	13,715	17,812	13,715
Trust funds and deposits	9,897	12,335	9,897	12,335
Superannuation liability	4,847	10,569	4,847	10,569
Interest-bearing loans and borrowings	65,887	36,042	65,887	36,042
Total financial liabilities	98,443	72,661	98,443	72,661

(d) Credit risk

The maximum exposure to credit risk at balance date in relation to each class of recognised financial asset is represented by the carrying amount of those assets as indicated in the Balance Sheet.

(e) Risks and mitigation

The risks associated with our main financial instruments and our policies for minimising these risks are detailed below.

Market risk

Market risk is the risk that the fair value or future cash flows of our financial instruments will fluctuate because of changes in market prices. The Council's exposures to market risk are primarily through interest rate risk with only insignificant exposure to other price risks and no exposure to foreign currency risk. Components of market risk to which we are exposed are discussed below.

Interest rate risk

Interest rate risk refers to the risk that the value of a financial instrument or cash flows associated with the instrument will fluctuate due to changes in market interest rates. Interest rate risk arises from interest bearing financial assets and liabilities that we use. Non derivative interest bearing assets are predominantly short term liquid assets. Our interest rate liability risk arises primarily from long term loans and borrowings at fixed rates which exposes us to fair value interest rate risk.

Our borrowings are sourced from major Australian banks. We manage interest rate risk on our debt portfolio by:

- ensuring access to diverse sources of funding;
- reducing risks of refinancing by managing in accordance with target maturity profiles; and
- setting prudential limits on interest repayments as a percentage of rate revenue.

We manage the interest rate exposure on our net debt portfolio by appropriate budgeting strategies and obtaining approval for borrowings from the Department of Planning and Community Development each year.

Investment of surplus funds is made with approved financial institutions under the Local Government Act 1989. We manage interest rate risk by adopting an investment policy that ensures:

- conformity with State and Federal regulations and standards,
- capital protection and appropriate liquidity,
- diversification by credit rating, financial institution and investment product,
- monitoring of return on investment,
- benchmarking of returns and comparison with budget.

Maturity will be staggered to provide for interest rate variations and to minimise interest rate risk.

(e) Risks and mitigation

Credit risk

Credit risk is the risk that a contracting entity will not complete its obligations under a financial instrument and cause us to make a financial loss. We have exposure to credit risk on some financial assets included in our balance sheet. To help manage this risk:

- we have a policy for establishing credit limits for the entities we deal with;
- we may require collateral where appropriate; and
- we only invest surplus funds with financial institutions which have a recognised credit rating specified in our investment policy.

Trade and other receivables consist of a large number of customers, spread across the consumer, business and government sectors. Credit risk associated with the Council's financial assets is minimal because the main debtor is the Victorian Government. Apart from the Victorian Government we do not have any significant credit risk exposure to a single customer or groups of customers. Ongoing credit evaluation is performed on the financial condition of our customers and, where appropriate, an allowance for doubtful debts is raised.

We may also be subject to credit risk for transactions which are not included in the balance sheet, such as when we provide a guarantee for another party. Details of our contingent liabilities are disclosed in note 30.

Movement in provisions for doubtful debts

	2013 \$'000	2012 \$'000
Balance at the beginning of the year	698	499
New provisions recognised during the year	55	299
Amounts already provided for and written off as uncollectible	(116)	(100)
Amounts provided for but recovered during the year	–	–
Balance at end of year	637	698

Ageing of trade and other receivables

At balance date other debtors representing financial assets with balances outstanding beyond Council's terms of trade were past due but not impaired. These amounts relate to a number of independent customers for whom there is no recent history of default. The ageing of the Council's trade and other receivables excluding provisions for doubtful debts was:

	2013 \$'000	2012 \$'000
Current (not yet due)*	3,279	4,634
Past due by up to 30 days	442	779
Past due between 31 and 180 days	536	353
Past due between 181 and 365 days	838	82
Past due by more than 1 year*	833	737
Total trade and other receivables	5,928	6,585

*The prior period (2012) for "current (not yet due)" has been amended to include accrued income which is classified as a financial instrument. "Past due by more than 1 year" has been amended to exclude provision for doubtful debts which is not classified as a financial instrument.

Liquidity risk

Liquidity risk includes the risk that, as a result of our operational liquidity requirements:

- we will not have sufficient funds to settle a transaction on the date;
- we will be forced to sell financial assets at a value which is less than what they are worth; or
- we may be unable to settle or recover a financial assets at all.

To help reduce these risks we:

- have readily accessible standby facilities and other funding arrangements in place;
- monitor budget to actual performance on a regular basis;
- preparing cash flow projections to estimate future cash requirements; and
- set limits on borrowings relating to the percentage of loans to rate revenue and percentage of loan principal repayments to rate revenue

Annual Financial Report

Liquidity risk (cont.)

The Councils exposure to liquidity risk is deemed insignificant based on prior periods' data, the nature of investments, monitoring of investments and current assessment of risk.

The table below lists the contractual maturities for financial liabilities.

These amounts represent undiscounted gross payments including both principal and interest amounts.

2013	6 months or less \$'000	6–12 months \$'000	1–2 years \$'000	2–5 years \$'000	>5 years \$'000	Contracted Cash Flow \$'000	Carrying Amount \$'000
Trade and other payables	17,812	–	–	–	–	17,812	17,812
Trust funds and deposits	6,534	3,363	–	–	–	9,897	9,897
Superannuation liability	4,847	–	–	–	–	4,847	4,847
Loans and borrowings	1,972	2,067	4,330	10,487	47,031	65,887	65,887
Total financial liabilities	31,165	5,430	4,330	10,487	47,031	98,443	98,443
2012	6 months or less \$'000	6–12 months \$'000	1–2 years \$'000	2–5 years \$'000	>5 years \$'000	Contracted Cash Flow \$'000	Carrying Amount \$'000
Trade and other payables	13,450	265	–	–	–	13,715	13,715
Trust funds and deposits	8,905	3,430	–	–	–	12,335	12,335
Superannuation liability	–	–	10,569	–	–	10,569	10,569
Loans and borrowings	1,592	1,662	3,496	9,870	19,422	36,042	36,042
Total financial liabilities	23,947	5,357	14,065	9,870	19,422	72,661	72,661

(f) Sensitivity disclosure analysis

Taking into account past performance, future expectations, economic forecasts, and management's knowledge and experience of the financial markets, the Council believes the following movements are 'reasonably possible' over the next 12 months (Base rates are sourced from Reserve Bank of Australia (RBA)):

– A parallel shift of +1% and -2% in market interest rates (AUD) from year-end rates of 2.75%.

Market risk exposure	Interest rate risk				
	Carrying amount subject to interest	1% 100 basis points		-2% -200 basis points	
		Profit	Equity	Profit	Equity
		\$'000	\$'000	\$'000	\$'000
2013					
Financial assets:					
Cash and cash equivalents	52,363	524	524	(1,047)	(1,047)
Trade and other receivables*	N/A	N/A	N/A	N/A	N/A
Financial liabilities					
Superannuation liability**	N/A	N/A	N/A	N/A	N/A
Interest-bearing loans and borrowings***	N/A	N/A	N/A	N/A	N/A

Market risk exposure	Interest rate risk				
	Carrying amount subject to interest	1% 100 basis points		-2% -200 basis points	
		Profit	Equity	Profit	Equity
		\$'000	\$'000	\$'000	\$'000
2012					
Financial assets:					
Cash and cash equivalents	69,278	693	693	(1,386)	(1,386)
Trade and other receivables*	N/A	N/A	N/A	N/A	N/A
Financial liabilities					
Interest-bearing loans and borrowings***	N/A	N/A	N/A	N/A	N/A

*Trade and other receivables are not subject to interest.

**Interest on the superannuation liability does not accrue until 1 July 2013 (in arrears). The outstanding balance was paid in full in July 2013.

***All current interest-bearing loans and borrowings have fixed interest rates and are not subject to interest rate movements.

Note 29 Superannuation

Council makes its majority of employer superannuation contributions in respect of its employees to the Local Authorities Superannuation Fund (the Fund). This Fund has two categories of membership, accumulation and defined benefit, each of which is funded differently. The defined benefit section provides lump sum benefits based on years of service and final average salary. The defined contribution section receives fixed contributions from the council and the council's legal or constructive obligation is limited to these contributions.

Obligations for contributions to the Fund are recognised as an expense in Comprehensive Income Statement when they are due.

Accumulation funds

The Fund's accumulation category, Vision Super Saver, receives both employer and employee contributions on a progressive basis. Council contributions are normally based on a fixed percentage of employee earnings (for the year ended 30 June 2013, this was 9% required under Superannuation Guarantee Legislation). No further liability accrues to the employer as the superannuation benefits accruing to employees are represented by their share of the net assets of the Fund.

Effective from 1 July 2013, the Superannuation Guarantee contribution rate will increase to 9.25%, and will progressively increase to 12% by 2019.

Defined Benefit Plan

The Fund's Defined Benefit Plan is a multi-employer sponsored plan. As the Fund's assets and liabilities are pooled and are not allocated by employer, the Actuary is unable to allocate benefit liabilities, assets and costs between employers. As provided under paragraph 32(b) of AASB 119, Council does not use defined benefit accounting for these defined benefit obligations.

Council makes employer contributions to the defined benefit category of the Fund at rates determined by the Trustee on the advice of the Fund's Actuary. On the basis of the results of the most recent full actuarial investigation conducted by the Fund's actuary as at 31 December 2011, Council makes contributions to the Fund's Defined Benefit category at rates determined by the Fund's Trustee. This rate is currently 9.25% of members' salaries (9.25% in 2011–12).

In addition, Council reimburses the Fund to cover the excess of the benefits paid as a consequence of retrenchment above the funded resignation or retirement benefit (the fund resignation or retirement benefit is calculated as the vested benefits index (VBI) multiplied by the benefit).

Council is also required to make additional contributions to cover the contribution tax payable on the contributions referred to above.

Employees are also required to make member contributions to the Fund. As such, assets accumulate in the Fund to meet member benefits, as defined in the Trust Deed, as they accrue.

Shortfall amounts

The Local Authorities Superannuation Fund's latest actuarial investigation as at 31 December 2011 identified an unfunded liability of \$406 million (excluding contributions tax) in the defined benefit category of which Council is a contributing employer. Council was made aware of the expected shortfall during the 2011–12 year and was informed of its share of the shortfall on 2 August 2012. Council has not been advised of any further adjustments.

The value of Council's contribution to the shortfall at 30 June 2012 (including contributions tax) amounted to \$10.569 million which was accounted for in the 2011–12 Comprehensive Income Statement within employee costs (see note 10) and in the Balance Sheet in non-current liabilities – Superannuation liability.

In December 2012, Council made an early payment of \$5.50 million and received an early payment discount of \$222,329. This has been accounted for in the 2012–13 Comprehensive Income Statement within other income (see note 9) and in the Balance Sheet in current liabilities – superannuation liability (see note 29).

The Fund surplus or deficit (ie the difference between fund assets and liabilities) is calculated differently for funding purposes (ie calculating required contributions) and for the calculation of accrued benefits as required in AAS 25 to provide the values needed for the AASB 119 disclosure in the council's financial statements. AAS 25 requires that the present value of the defined benefit liability be calculated based on benefits that have accrued in respect of membership of the plan up to the measurement date, with no allowance for future benefits that may accrue.

The amount of the unpaid shortfall at 30 June 2013 is \$4.847 million (\$10.569 million for 2011–12). This unpaid amount is included in the Balance Sheet in current liabilities – superannuation liability. This amount was subsequently paid in full in July 2013.

Note 29 Superannuation (cont.)

	2013 \$'000	2012 \$'000
Superannuation liability (current)	4,847	–

Retrenchment increments

During 2012–13, Council was not required to make payments to the Fund in respect of retrenchment increments.

Superannuation contributions

Contributions by Council (excluding any unfunded liability payments) to the above superannuation plans for the financial year ended 30 June 2013 are detailed below:

Scheme	Type of Scheme	Rate	2013 \$'000	2012 \$'000
Vision Super	Defined Benefit	9.25%	547	576
			547	576
Vision Super	Accumulation Fund	9.00%	2,930	2,760
Other Funds	Accumulation Fund	9.00%	831	666
			3,761	3,426

There were no contributions outstanding to the above schemes at 30 June 2013.

Note 30 Contingent liabilities and contingent assets**Contingent liabilities***Defined benefit superannuation scheme*

Council has obligations under a defined benefit superannuation scheme that may result in the need to make additional contributions to the scheme to ensure that the liabilities of the fund are covered by the assets of the fund (refer note 29). As a result of the volatility in financial markets the likelihood of making such contributions in future periods exists. At this point in time it is not known if additional contributions will be required, their timing or potential amount.

Bank Guarantees

The Council has agreed to guarantee bank loans taken out by the Dandenong Basketball Association (DBA). The original loan (and extent of possible Council exposure) was \$2 million. At balance date the amount outstanding balance is \$0.46 million (\$0.57 million as at 30 June 2012).

Commonwealth Bank of Australia, Council's banker, has, at the request of the Council, issued guarantees in favour of Urban Renewal Authority of Victoria for \$1.24 million in respect of development works of the Dandenong Municipal Building project. At balance date Council is contingently liable for \$1.24 million (\$1.24 million as at 30 June 2012).

Legal actions

Council is presently involved in a number of confidential legal matters, which are being conducted through Council's solicitors. The estimated potential financial effect of these matters may be up to \$0.48 million (\$0.18 million as at 30 June 2012).

Development Contribution Plans (DCP)

Council has three sites that are subject to formal development contribution plans, two are in Keysborough and one in Lyndhurst. All three sites are covered by a Development Contribution Plan that is published on the Department of Planning and Community Developments (DPCD) website.

A Development Contribution Plan (DCP) provides the framework for the provision and funding of infrastructure to facilitate the set development area and the purpose of a DCP is to provide a "fair distribution of costs for works and services, including roads, traffic management and community facilities to all the proper servicing in the area".

New development in each of the areas is required to meet its share of the total cost of delivering the required infrastructure works – as measured by its projected share of usage – through development contributions collected under the DCP's. The balance of works not covered by development contributions have been agreed to be funded by Council. The total value of these works is estimated to be around \$17.80 million.

Annual Financial Report

Note 30 Contingent liabilities and contingent assets (cont.)

Contingent assets

Development Contribution Plans (DCP)

Under the two Development Contribution Plans noted previously, developers construct infrastructure assets which are vested with Council when Council issues a Statement of Compliance. These assets are brought to account as revenue (Contributions – Non Monetary Assets) and capitalised. At reporting date, developers had commenced construction of assets that will eventually be transferred to the Council subject to Council issuing a Statement of Compliance. Council cannot reliably measure the value of the assets involved prior to completion and the timing.

Note 31 Related party transactions

Names of persons holding the position of a Responsible Person at the Council at any time during the year are:

Councillors

Councillor Roz Blades
 Councillor Peter Brown
 Councillor Youhorn Chea – (Mayor 05/12/11 – 27/10/12)
 Councillor Paul Donovan – (01/07/12 – 27/10/12)
 Councillor Yvonne Herring – (01/07/12 – 27/10/12)
 Councillor John Kelly
 Councillor Matthew Kirwan – (07/11/12 – current)
 Councillor Angela Long – (Mayor 07/11/12 – current)
 Councillor Jim Memeti
 Councillor Sean O'Reilly – (07/11/12 – current)
 Councillor Maria Sampey
 Councillor Heang Tak – (07/11/12 – current)
 Councillor Loi Truong
 Councillor Pinar Yesil – (01/07/12 – 28/08/12)

Chief Executive Officer

John Bennie

Remuneration of responsible persons in bands of \$10,000

	2013 No	2012 No
Less than \$10,000	3	–
\$10,001 – \$20,000	3	–
\$20,001 – \$30,000	6	9
\$40,001 – \$50,000	1	–
\$50,001 – \$60,000	–	1
\$60,001 – \$70,000	1	1
\$350,001 – \$360,000	1	1
Total	15	12
	\$'000	\$'000
Total remuneration for the reporting year, for responsible persons included above, amounted to:	711	721

No retirement benefits were made by the Council to a responsible person during the reporting year (Nil in 2011–12).

No loans were made, guaranteed or secured by the Council to a responsible person during the reporting year (Nil in 2011–12).

No transactions were entered into by the Council with responsible persons, other than remuneration and reimbursement of expenses during the reporting year (Nil in 2011–12).

Note 31 Related party transactions (cont.)

A number of responsible persons have minority shareholdings in public companies, which have dealings with the Council from time to time. These and other transactions with responsible persons who also hold the office of councillor are required to be declared under section 81 of the Local Government Act 1989 (as amended) and are held in a register in accordance with that Act. The register is available for public inspection.

Senior officers remuneration

A Senior Officer other than a Responsible Person, is an officer of Council who has management responsibilities and reports directly to the Chief Executive Officer or whose total annual remuneration exceeds \$130,000 (2011–12 \$127,000).

The number of Senior Officers other than the Responsible Persons, are shown below in their relevant income bands:

Income range:	2013 No	2012 No
Less than \$130,000	3	2
\$130,000 – \$139,999	4	6
\$140,000 – \$149,999	9	5
\$150,000 – \$159,999	2	6
\$160,000 – \$169,999	4	1
\$190,000 – \$199,999	–	1
\$200,000 – \$209,999	1	–
\$210,000 – \$219,999	1	5
\$220,000 – \$229,999	3	–
\$230,000 – \$239,999	1	–
	28	26
	\$'000	\$'000
Total remuneration for the reporting year for Senior Officers included above, amounted to:	4,164	3,735

Note 32 Reconciliation of cash flows from operating activities to surplus

	Note	2013 \$'000	2012 \$'000
Net result as per Comprehensive Income Statement		36,592	22,450
Depreciation	12	25,327	23,508
Contributions of non-monetary assets	5(b)	(22,954)	(13,413)
Assets written off and works in progress unable to capitalised (expensed)		4,345	847
Finance costs		2,836	1,654
Gain on disposal of property, infrastructure, plant and equipment	8	(458)	(3,076)
Change in assets and liabilities			
Increase in trade and other receivables	19	(2,519)	(1,071)
Decrease in prepayments		34	–
Increase in trade and other payables	22	1,555	3,134
Decrease in superannuation liability		(5,722)	–
Increase in employee provisions	23	1,228	11,835
Net cash provided by operating activities		40,264	45,868

Note 33 Reconciliation of cash and cash equivalents

Cash and cash equivalents (see note 18)	52,363	69,278
	52,363	69,278

Annual Financial Report

Note 34 Financial ratios

	2013 \$'000	2013 (%)	2012 \$'000	2012 (%)	2011 \$'000	2011 (%)
--	----------------	-------------	----------------	-------------	----------------	-------------

(a) Underlying result (surplus ratio)

Underlying surplus (deficit)	4,952	= 3.28%	(1,166)	= -0.80%	3,157	= 2.33%
Underlying revenue	150,959		145,320		135,557	

This is a measure of Council's underlying surplus (or deficit) as a percentage of its underlying revenue. In arriving at the surplus and revenue, capital grants, contributions, non-cash revenue (such as roads and drains from developers) gain on sale of assets and other one-off items of revenue and expenditure are excluded.

A key contributor to the 2011–12 result of -0.80% is the recognition of \$10.57 million as an expense relating to Council's requirement to contribute to the defined benefits superannuation shortfall and \$5.43 million or 50% early receipt of the 2012–13 Victoria Grants Commission allocation (2010–11, 25% or \$2.70 million)". After adjusting for these items, the ratio would result in a favourable 2.56% (2010–11, 1.98%).

(b) Indebtedness

Non-current liabilities	62,491	= 41.40%	43,950	= 30.24%	21,310	= 15.72%
Total revenue	150,959		145,320		135,557	

(less capital grants, contributions and non-cash revenue)

This is a longer term measure that compares non-current liabilities (which mainly comprises borrowings and employee benefit provisions) to revenue excluding capital grants, contributions and non cash revenue that cannot be used to retire debt.

(c) Self financing

Net cash from operating activities	40,264	= 26.67%	45,868	= 31.56%	34,719	= 25.61%
Total revenue	150,959		145,320		135,557	

(less capital grants, contributions and non cash revenue)

This is a measure of local governments' ability to fund the replacement of assets from cash generated by their operations.

Note: The lower result in 2012–13 is mainly due to an early payment of \$5.5 million which occurred during the financial year towards Council's superannuation liability.

(d) Investment gap ratio

Capital expenditure	47,403	= 187.16%	42,864	= 182.34%	33,881	= 151.89%
Depreciation	25,327		23,508		22,307	

This is a measure of whether Council is spending on infrastructure at a greater rate than the infrastructure is depreciating.

(e) Debt servicing ratio (to identify the capacity of Council to service its outstanding debt)

Debt servicing costs	2,836	= 1.88%	1,654	= 1.14%	1,753	= 1.29%
Total revenue	150,959		145,320		135,557	

Debt servicing costs refer to the payment of interest on loan borrowings, finance lease, and bank overdraft.

The ratio expresses the amount of interest paid as a percentage of Council's total revenue.

(f) Debt commitment ratio (to identify Council's debt redemption strategy)

Debt servicing and redemption costs	6,091	= 6.32%	4,460	= 4.98%	4,382	= 5.33%
Rate revenue	96,343		89,608		82,218	

The strategy involves the payment of loan principal and interest, finance lease principal and interest.

The ratio expresses the percentage of rate revenue utilised to pay interest and redeem debt principal.

(g) Revenue ratio (to identify Council's dependence on non-rate income)

Rate revenue	96,343	= 61.08%	89,608	= 56.60%	82,218	= 56.97%
Total revenue	157,735		158,318		144,317	

The level of Council's reliance on rate revenue is determined by assessing rate revenue as a proportion of the total revenue of Council.

Note 34 Financial ratios (cont.)

	2013 \$'000	2013 (%)	2012 \$'000	2012 (%)	2011 \$'000	2011 (%)
(h) Working capital ratio						
(to assess Council's ability to meet current commitments)						
Current assets	107,531	= 210.37%	84,462	= 197.55%	67,981	= 164.02%
Current liabilities	51,116		42,754		41,446	

The ratio expresses the level of current assets the Council has available to meet its current liabilities.

(i) Debt exposure ratio (to identify Council's exposure to debt)

Total liabilities	88,546	= 10.80%	60,326	= 7.46%	35,187	= 4.55%
Total realisable assets	819,906		809,212		773,669	

For the purpose of the calculation of financial ratios, realisable assets are those assets which can be sold and which are not subject to any restriction on realisation or use.

Any liability represented by a restricted asset (note 18) is excluded from total indebtedness.

The following assets are excluded from total assets when calculating Council's realisable assets: land and buildings on Crown land; restricted assets; heritage assets; total infrastructure assets;

This ratio enables assessment of Council's solvency and exposure to debt. Total indebtedness refers to the total liabilities of Council. Total liabilities are compared to total realisable assets which are all Council assets not subject to any restriction and are able to be realised. The ratio expresses the percentage of total liabilities for each dollar of realisable assets.

Annual Financial Report

Note 35 Capital expenditure

	Note	2013 \$'000	2012 \$'000
Capital works areas			
Roads, bridges and street furniture		5,989	7,305
Land and buildings		31,040	25,340
Drains		923	969
Land improvements and playgrounds		4,055	4,700
Information services and minor plant		2,211	1,546
Fleet plant and equipment		2,233	1,846
Footpaths and bike paths		952	1,158
Total capital works		47,403	42,864
Represented by:			
Expansion	(a)	915	2,307
Renewal	(b)	16,602	18,244
Upgrade	(c)	3,258	3,938
New	(d)	26,628	18,375
Total capital works		47,403	42,864
Property, plant & equipment and infrastructure movement			
The movement between the previous year and the current year in property, plant & equipment and infrastructure as shown in the Balance Sheet links to the net of the following items:			
Total capital works		47,403	42,864
Depreciation and amortisation		(25,327)	(23,508)
Capital works expenditure unable to be capitalised and scrapped		(4,345)	(2,034)
Written down value of assets sold (excluding selling costs)		(379)	(1,062)
Contributions – non-monetary assets		22,954	13,413
Asset revaluation movement		16,199	17,172
Non-cash debtor transferred to asset register		–	380
Asset written down to revaluation reserve		–	(30)
Net movement in property, plant & equipment and infrastructure		56,505	47,195

(a) Expansion

Expansion expenditure extends an existing asset, at the same standard as is currently enjoyed by residents, to a new group of users. It is discretionary expenditure which increases future operating and maintenance costs, because it increases Council's asset base, but may be associated with additional revenue from the new user group.

(b) Renewal

Expenditure on an existing asset which returns the service potential or the life of the asset up to that which it had originally. It is periodically required expenditure, relatively large (material) in value compared with the value of the components or sub-components of the asset being renewed. As it reinstates existing service potential, it has no impact on revenue, but may reduce future operating and maintenance expenditure if completed at the optimum time.

(c) Upgrade

Expenditure which enhances an existing asset to provide a higher level of service or expenditure that will increase the life of the asset beyond that which it had originally. Upgrade expenditure is discretionary and often does not result in additional revenue unless direct user charges apply. It will increase operating and maintenance expenditure in the future because of the increase in the Council's asset base.

(d) New

Expenditure on the creation of a new asset to provide future economic benefits and meet demand for services.

Note 36 Adjustments directly to equity

In the 2012–13 financial year, it was identified that Council had received ownership and control of assets (found and gifted assets) prior to and during the 2011–12 financial year. The majority of the assets (\$13.7 million) related to gifted infrastructure assets by developers of new subdivisions, with the remainder being assets gifted by Places Victoria, an amount of land and land under roads and a small number of drainage assets owned by and Council not previously recognised. This adjustment to equity occurred in the 2012–13 financial year, but was adjusted against opening equity and assets of the prior year (2011–12).

	2013	2012
	\$'000	\$'000
Land	60	–
Car parks	403	–
Footpaths	2,560	–
Road substructure	5,119	–
Road seal	1,805	–
Road kerbs and channel	1,969	–
Drains	4,082	–
Land under roads	410	–
	16,408	–



Certification of the Financial Statements

In my opinion the accompanying financial statements have been prepared in accordance with the Local Government Act 1989, the Local Government (Finance and Reporting) Regulations 2004, Australian Accounting Standards and other mandatory professional reporting requirements.

Michelle Hansen CPA
Principal Accounting Officer
Date: 9 September 2013

In our opinion the accompanying financial statements present fairly the financial transactions of the City of Greater Dandenong for the year ended 30 June 2013 and the financial position of the Council as at that date.

As at the date of signing, we are not aware of any circumstances which would render any particulars in the financial statements to be misleading or inaccurate.

We have been authorised by the Council on 9 September 2013 to certify the financial statements in their final form.

Cr Angela Long
Mayor
Date: 9 September 2013

Cr Youhorn Chea
Councillor
Date: 9 September 2013

John Bennie
Chief Executive Officer
Date: 9 September 2013

VAGO

Victorian Auditor-General's Office

Level 24, 35 Collins Street
Melbourne VIC 3000
Telephone 61 3 8601 7000
Facsimile 61 3 8601 7010
Email comments@audit.vic.gov.au
Website www.audit.vic.gov.au

INDEPENDENT AUDITOR'S REPORT

To the Councillors, City of Greater Dandenong

The Financial Report and Standard Statements

The accompanying financial report for the year ended 30 June 2013 of the City of Greater Dandenong which comprises the comprehensive income statement, balance sheet, statement of changes in equity, cash flow statement, notes comprising a summary of the significant accounting policies and other explanatory information, and the certification of the financial statements have been audited.

The accompanying standard statements for the year ended 30 June 2013 of the Council which comprises standard income statement, standard balance sheet, standard cash flow statement, standard statement of capital works, the related notes and the certification of the standard statements have been audited.

The Councillors' Responsibility for the Financial Report and Standard Statements

The Councillors of the City of Greater Dandenong are responsible for the preparation and the fair presentation of:

- the financial report in accordance with Australian Accounting Standards, and the financial reporting requirements of the *Local Government Act 1989*
- the standard statements in accordance with the basis of preparation as described in Note 1 to the statements and the requirements of the *Local Government Act 1989*.

The Councillors are responsible for such internal control as the Councillors determine is necessary to enable the preparation and fair presentation of the financial report and standard statements that are free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

As required by the *Audit Act 1994* and the *Local Government Act 1989*, my responsibility is to express an opinion on the financial report and standard statements based on the audit, which has been conducted in accordance with Australian Auditing Standards. Those standards require compliance with relevant ethical requirements relating to audit engagements and that the audit be planned and performed to obtain reasonable assurance about whether the financial report and standard statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report and standard statements. The audit procedures selected depend on judgement, including the assessment of the risks of material misstatement of the financial report and standard statements, whether due to fraud or error. In making those risk assessments, consideration is given to the internal control relevant to the entity's preparation and fair presentation of the financial report and standard statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control.

An audit also includes evaluating the appropriateness of the accounting policies used and the reasonableness of accounting estimates made by the Councillors, as well as evaluating the overall presentation of the financial report and standard statements.

Auditing in the Public Interest

Independent Auditor's Report (continued)

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.

Independence

The Auditor-General's independence is established by the *Constitution Act 1975*. The Auditor-General is not subject to direction by any person about the way in which his powers and responsibilities are to be exercised. In conducting the audit, the Auditor-General, his staff and delegates complied with all applicable independence requirements of the Australian accounting profession.

Opinion

In my opinion:

- (a) the financial report presents fairly, in all material respects, the financial position of the City of Greater Dandenong as at 30 June 2013 and of its financial performance and its cash flows for the year then ended in accordance with applicable Australian Accounting Standards, and the financial reporting requirements of the *Local Government Act 1989*
- (b) the standard statements present fairly, in all material respects, in accordance with the basis of preparation as described in Note 1 to the statements and the requirements of the *Local Government Act 1989*.


Basis of Accounting for Standard Statements

Without modifying my opinion, I draw attention to Note 1 to the standard statements, which describes the basis of accounting. The standard statements are prepared to meet the requirements of the *Local Government Act 1989*. As a result, the standard statements may not be suitable for another purpose.

Matters Relating to the Electronic Publication of the Audited Financial Report and Standard Statements

This auditor's report relates to the financial report and standard statements of the City of Greater Dandenong for the year ended 30 June 2013 included both in the City of Greater Dandenong's annual report and on the website. The Councillors of the City of Greater Dandenong are responsible for the integrity of the City of Greater Dandenong's website. I have not been engaged to report on the integrity of the City of Greater Dandenong's website. The auditor's report refers only to the subject matter described above. It does not provide an opinion on any other information which may have been hyperlinked to/from these statements. If users of the financial report and standard statements are concerned with the inherent risks arising from publication on a website, they are advised to refer to the hard copy of the audited financial report and standard statements to confirm the information contained in the website version of the financial report and standard statements.

MELBOURNE
11 September 2013


John Doyle
Auditor-General

2

Auditing in the Public Interest

Standard Statements

For The Year Ended 30 June 2013

11

Dandenong Market is one
of Victoria's oldest markets
having begun trading in 1866



Standard Statements

Table of Contents

Standard Statements

Standard Income Statement	176
Standard Balance Sheet	177
Standard Cash Flow Statement	178
Standard Statement of Capital Works	179

Notes to the Standard Statements

Note 1 Basis of preparation of Standard Statements	180
Note 2 Explanation of material variances	180
(a) Standard Income Statement	180
(b) Standard Balance Sheet	180
(c) Standard Cash Flow Statement	181
(d) Standard Statement of Capital Works	183
Certification of the Standard Statements	185

Standard Statements

Standard Income Statement

For the Year Ended 30 June 2013

	Note	Actual \$'000	Budget \$'000	Variance \$'000	%
Income					
Rates and charges		96,343	96,121	222	0.2
Grants – recurrent		30,921	29,664	1,257	4.2
Statutory fees and fines		2,931	2,482	449	18.1
User fees		14,661	15,378	(717)	(4.7)
Interest received	1(a)	3,445	1,669	1,776	106.4
Other income		2,658	2,712	(54)	(2.0)
Total income		150,959	148,026	2,933	2.0
Expenditure					
Employee benefits		58,522	59,532	1,010	1.7
Employee benefits – additional call defined benefits	1(b)	–	3,000	3,000	100.0
Contract payments, materials		35,714	33,015	(2,699)	(8.2)
Depreciation		25,327	24,720	(607)	(2.5)
Grants and sponsorships		5,792	5,597	(195)	(3.5)
Professional services	1(c)	5,394	4,367	(1,027)	(23.5)
Administration costs		11,804	12,263	459	3.7
Finance costs		2,836	3,121	285	9.1
Other		618	657	39	5.9
Total expenditure		146,007	146,272	265	0.2
Underlying operating result		4,952	1,754	3,198	182.3
Non-operating income and expenditure					
Net gain on disposal of assets		458	808	(350)	(43.3)
Capital grants	1(d)	7,384	3,732	3,652	97.9
Capital contributions	1(e)	5,189	18,355	(13,166)	(71.7)
Contributions – non-monetary assets		22,954	24,085	(1,131)	(4.7)
Assets written off	1(f)	(4,345)	–	(4,345)	100.0
Surplus result for the year		36,592	48,734	(12,142)	(24.9)

The above statement should be read with the accompanying notes

Standard Balance Sheet

For the Year Ended 30 June 2013

	Note	Actual \$'000	Budget \$'000	Variance \$'000	%
ASSETS					
Current assets					
Cash and cash equivalents	2(a)	52,363	41,263	11,100	26.9
Trade and other receivables	2(b)	15,245	10,989	4,256	38.7
Other financial assets	2(c)	39,546	–	39,546	100.0
Inventory-property		377	758	(381)	(50.3)
Total current assets		107,531	53,010	54,521	102.9
Non-current assets					
Property, plant & equipment and infrastructure		1,379,432	1,415,742	(36,310)	(2.6)
Inventory-property		3,698	3,360	338	10.1
Non current debtor		246	–	246	100.0
Total non-current assets		1,383,376	1,419,102	(35,726)	(2.5)
Total assets		1,490,907	1,472,112	18,795	1.3
LIABILITIES					
Current liabilities					
Trade and other payables	2(d)	17,812	12,480	5,332	42.7
Employee benefits		13,947	13,168	779	5.9
Superannuation liability	2(e)	4,847	3,000	1,847	61.6
Trust funds and deposits	2(f)	10,471	3,800	6,671	175.6
Interest-bearing liabilities		4,039	3,927	112	2.9
Total current liabilities		51,116	36,375	14,741	40.5
Non-current liabilities					
Employee benefits		643	517	126	24.4
Interest-bearing liabilities		61,848	61,941	(93)	(0.2)
Total non-current liabilities		62,491	62,458	33	0.1
Total liabilities		113,607	98,833	14,774	14.9
Net assets		1,377,300	1,373,279	4,021	0.3
Equity					
Accumulated surplus		601,762	633,497	(31,735)	(5.0)
Asset revaluation reserve		753,593	720,254	33,339	4.6
Reserves	2(g)	21,945	19,528	2,417	12.4
Total equity		1,377,300	1,373,279	4,021	0.3

The above statement should be read with the accompanying notes

Standard Statements

Standard Cash Flow Statement

For the Year Ended 30 June 2013

	Note	Actual \$'000	Budget \$'000	Variance \$'000	%
Cash flows from operating activities					
Receipts from ratepayers		95,407	95,851	(444)	(0.5)
Fees, charges, fines and other	3(a)	18,856	21,029	(2,173)	(10.3)
Contributions	3(b)	4,943	18,355	(13,412)	(73.1)
Government grants	3(c)	38,249	33,396	4,853	14.5
Interest received	3(d)	2,893	1,669	1,224	73.3
Payments to employees		(62,855)	(58,948)	(3,907)	6.6
Payments to suppliers		(57,229)	(55,420)	(1,809)	3.3
Net cash provided by operating activities		40,264	55,932	(15,668)	(28.0)
Cash flows from investing activities					
Payments for property and other non-current assets	3(e)	(45,331)	(84,592)	39,261	(46.4)
Proceeds from sale of property, plant & equipment	3(f)	2,763	1,608	1,155	71.8
Payments for other financial assets	3(g)	(39,546)	–	(39,546)	100.0
Repayment of trust monies and deposits	3(h)	(2,545)	–	(2,545)	100.0
Net cash used in investing activities		(84,659)	(82,984)	(1,675)	2.0
Cash flows from financing activities					
Finance costs		(2,365)	(3,121)	756	(24.2)
Proceeds from borrowings		33,100	33,100	–	–
Repayment of borrowings		(3,255)	(3,221)	(34)	1.1
Net cash provided by financing activities		27,480	26,758	722	2.7
Net increase in cash and cash equivalents		(16,915)	(294)	(16,621)	5,653.4
Cash and cash equivalents at the beginning of year		69,278	41,557	27,721	66.7
Cash and cash equivalents at the end of the financial year	2(a)	52,363	41,263	11,100	26.9

The above statement should be read with the accompanying notes

Standard Statement of Capital Works

For the Year Ended 30 June 2013

	Note	Actual \$'000	Budget \$'000	Variance \$'000	%
Ongoing asset renewal programs					
Facilities group		2,558	2,536	22	0.9
Open space group		1,308	1,140	168	14.7
Plant, fleet and equipment		3,563	3,146	417	13.3
Roads group		6,509	7,346	(837)	(11.4)
Stormwater group		409	494	(85)	(17.2)
Total ongoing asset renewal		14,347	14,662	(315)	(2.1)
Major Projects					
Municipal Building Project	4(a)	23,157	38,300	(15,143)	(39.5)
Springvale Civic Project		1,143	1,000	143	14.3
Pavilion upgrade program	4(b)	244	1,702	(1,458)	(85.7)
Tattersson Park Northern Precinct		1,254	605	649	107.3
Coomoora Reserve		168	222	(54)	(24.3)
Other major projects	4(c)	890	1,953	(1,063)	(54.4)
Total Major Projects		26,856	43,782	(16,926)	(38.7)
Developer Contribution Plan (DCP)					
DCP funded works	4(d)	–	15,489	(15,489)	(100.0)
DCP Council funded works	4(e)	124	1,800	(1,676)	(93.1)
Total DCP works		124	17,289	(17,165)	(99.3)
Other capital discretionary		8,705	8,859	(154)	(1.7)
Total capital works		50,032	84,592	(34,560)	(40.9)
Asset expenditure classification					
Renewal		16,602	15,739	863	5.5
Upgrade/expansion	4(f)	4,173	7,903	(3,730)	(47.2)
New	4(g)	26,628	60,950	(34,322)	(56.3)
Operational/maintenance	4(h)	2,629	–	2,629	100.0
Total capital works		50,032	84,592	(34,560)	(40.9)

Please note that the total Capital Works expenditure of \$50.03 million includes the total expenditure on Capital Works projects. This total includes \$2.63 million of expenditure that were either operating in nature or could not be capitalised because they were below the capitalisation threshold for the relevant asset classes.

The above statement should be read with the accompanying notes

Notes to the Standard Statements

1. Basis of preparation of Standard Statements

Council is required to prepare and include audited Standard Statements within its Annual Report.

These statements and supporting notes form a special purpose financial report prepared to meet the requirements of the Local Government Act 1989 and Local Government (Finance and Reporting) Regulations 2004

The Standard Statements have been prepared on accounting bases consistent with those used for General Purpose Financial Report and the Budget. The results reported in these statements are consistent with those reported in the General Purpose Financial Report.

The Standard Statements are not a substitute for the General Purpose Financial Report, which are included in the previous section of the Annual Report. They have not been prepared in accordance with all Australian Accounting Standards or other authoritative professional pronouncements.

The Standard Statements compare Council's financial plan, expressed through its budget, with actual performance. The Local Government Act 1989 requires explanation of any material variances. The statements have been prepared on the basis of a materiality threshold of greater than \$1,000,000 and greater than 10 per cent. Explanations have not been provided for variations below the materiality threshold unless the variance is considered to be material because of its nature.

The budget figures included in the Standard Statements are those adopted by Council on 25 June 2012. The budget was based on assumptions that were relevant at the time of adoption of the budget. The Council set guidelines and parameters for revenue and expense targets in this budget in order to meet Council's business plan and financial performance targets for both the short and long term. The budget did not reflect any changes to equity resulting from asset revaluations, as their impacts were not considered predictable.

Detailed information on the actual financial results are contained in the General Purpose Financial Report located in the previous section of the Annual Report. The detailed budget can be obtained by contacting Council or through the Council's website (www.greaterdandenong.com). The Standard Statements must be read with reference to these documents.

2. Explanation of material variances

(a) Standard Income Statement

The Standard Income Statement for the Annual Report shows what has happened during the year in terms of revenue, expenses and other adjustments from all activities. The Standard Income Statement is presented in the same format as that which was presented in Council's original budget.

The Standard Income Statement separately discloses revenue items where the item is of such a size, nature or incidence that its disclosure is relevant in explaining the performance of the Council.

The Standard Income Statement for the Annual Report also shows the movement in equity, so that a separate Statement of Changes in Equity is not necessary.

Note	Item	Explanation
1(a)	Interest received	Interest received is higher than anticipated at 30 June 2013 resulting from higher cash holdings during the year due to expenditure delays for major capital projects in 2012–13 and part due to the drawdown of borrowings (\$33.10 million) in early April 2013.
1(b)	Employee benefits – additional call defined benefits	Employee benefits – additional call defined benefits less the budget due to the final shortfall of the Local Authority defined benefits superannuation scheme being bought to account as an expense in its entirety at 30 June 2012 (\$10.57 million). This was not known until late July 2013 (adoption of the 2012–13 Budget was in June 2013). Council also directed an early payment of \$5.50 million in December 2012 receiving an early payment discount. The outstanding balance of \$4.85 million was paid in full in July 2013.
1(c)	Professional services	Professional services were \$1.03 million higher than budget primarily due to the allocation of consultancy costs contained in the capital works budget that either did not meet the asset capitalisation criteria or were operating in nature and were expensed through the Standard Income Statement. The majority of these costs relate to remediation works at the site of the former depot at Springvale (environmental and electrical works) combined with professional services costs associated with carry forward expenditure from 2011–12 on externally tied grant funded programs in the Community Services directorate.

Note	Item	Explanation
1(d)	Capital grants	Capital grants were \$3.65 million higher than the original budget due to the successful receipt of \$2.93 million in State and Federal Government grant funding for the new Municipal Building Project including Living Libraries Infrastructure program \$0.68 million, Community Support grants program \$0.45 million and Department of Regional Australia (RDAF) funding \$1.80 million. Additionally, \$1.71 million in unbudgeted grants were received for works to upgrade various early learning centres throughout the municipality including Heritage Pre School, Heather Hill, Dandenong North and West kindergartens.
1(e)	Capital contributions	Capital contributions were \$13.17 million lower than the original budget mainly due to the change in accounting treatment of contributions associated with Council's Development Contribution Plans (DCP) which occurred after the 2012–13 budget was adopted. Previously, the contributions made by developers towards the construction of DCP infrastructure were recognised as income however are now recognised as a liability (deposits).
1(f)	Assets written off	The increase in the write off of capital expenditure during the year occurred due to either asset purchases under the capitalisation threshold or non capital purchases (\$2.63 million). Non capital purchases include minor repairs and maintenance, safety audits and inspections and are considered operating in nature. A further \$1.06 million relates to the decommissioning of tree assets due to a change in accounting policy that occurred during the 2012–13 financial year combined with \$1.11 million in works in progress expenditure that was unable to be capitalised due to the reasons mentioned previously.

(b) The Standard Balance Sheet

The Standard Balance Sheet for the Annual Report shows a snap shot of the financial situation as at the end of the year. It shows the total of what is owned (assets) less what is owed (liabilities). The bottom line of this statement is net assets, which is the net worth of Council. The Standard Balance Sheet is presented in the same format as that which was presented in Council's original budget.

The change in net assets between two year's Standard Balance Sheets shows how the financial position has changed over that period which is described in more detail in the Standard Income Statement.

The assets and liabilities are separated into current and non-current. Current means those assets or liabilities which will fall due in the next twelve months.

Note	Item	Explanation
2(a)	Cash and cash equivalents	Cash holdings were higher than anticipated at 30 June 2013 as a result of a recent draw down of new borrowings in April 2013 combined with timing variances in the payment of progress claims for the Municipal Building Project and other major capital projects during the 2012–13 financial year. As at 30 June 2013, Council has set aside a total of \$39.41 million of operating cash to fund the completion of capital works in progress (\$31.23 million) and unexpended grant funds (\$8.19 million). The closing cash balance also includes restricted cash that are set aside for specific purposes and users of the financial report should refer to the Financial Report note 26 (b) for details of funds held in reserve and note 27 for details of existing Council commitments.
2(b)	Trade and other receivables	The balance of trade and other receivables at the end of the financial year is higher than the original budget by \$4.26 million due to the following main reasons; outstanding pensioner rebate claim from the Department of Human Services \$0.60 million, recognition of a Development Contribution Plan debtor for works completed of \$0.71 million which was not outstanding at 30 June 2012 and a total of \$0.30 million relating to invoices for grants which were outstanding at 30 June 2013. The remaining balance relates to an increase in outstanding sundry, parking infringements and rates debtors. Additionally, budget assumptions were lower than the actual outstanding balances at 30 June 2013.

Standard Statements

Note	Item	Explanation
2(c)	Other financial assets	Payments for financial assets represent term deposits invested for greater than three months. The \$39.55 million variance is due to higher cash holdings resulting from the draw down on borrowings (\$33.1 million) in April 2013 combined with major project expenditure delays leading up to the end of the financial year. Please also refer to explanation provided at 2(a).
2(d)	Trade and other payables	Trade and other payables is higher than the original budget due to a \$3.24 million progress claim relating to the Municipal Building Project for works completed up to 30 June 2013. This amount was recognised but not yet paid at 30 June 2013.
2(e)	Superannuation liability	Superannuation liability (current) was \$1.85 million higher than budget as the final shortfall of the Local Authorities Defined Benefits Superannuation Scheme was not known at the time of the adoption of the 2012–13 budget. Council's \$3 million budget was an estimate however, Council's actual share of the shortfall was \$10.57 million. During the financial year Council also directed an early payment of \$5.50 million and received an early payment discount of \$222,329. The remaining balance of \$4.85 million is classified as a current liability at 30 June 2013 and was subsequently paid in full in July 2013.
2(f)	Trust funds and deposits	The increase in trust funds and deposits relate to the change in accounting treatment of contributions for the provision of infrastructure associated with Council's Development Contribution Plans (DCP). This change occurred after the adoption of 2012–13 budget. Contributions made by developers towards the construction of DCP infrastructure are now recognised as deposits (previously income). The movement represents reimbursements to developers during the financial year for works completed.
2(g)	Reserves	The increase in reserves is the net result of a number of inflows and outflows that occurred during the 2012–13 financial year. The most significant inflow relates to funds received for works completed by Council associated with Development Contribution Plans. Outflows mainly comprise of funds for capital works. Please refer to note 26(a) of the Financial Report for further details on reserve balances at 30 June 2013.

(c) Standard Cash Flow Statement

A Standard Cash Flow Statement for the Annual Report shows what has happened during the year in terms of cash. It explains what cash movements have resulted in the difference in the cash balance at the beginning and the end of the year.

The net cash flows from operating activities, shows how much cash remains, after paying for providing services to the community, which may be invested in things such as capital works. The Standard Cash Flow Statement is presented in the same format as that which was presented in Council's original budget.

The information in the Standard Cash Flow Statement assists users in the assessment of the ability to generate cash flows, meet financial commitments as they fall due including the servicing of borrowings, fund changes in the scope or nature of activities and obtain external finance.

Note	Item	Explanation
3(a)	Fees, charges, fines and other	Fees, charges, fines and other cash inflows are lower than budget by \$2.17 million primarily due to a higher balance of outstanding trade receivables compared to budget assumptions at 30 June 2013. Refer to explanation provided at note 2(b) earlier.
3(b)	Contributions	Contributions are \$13.41 million lower than budget due to the change in accounting treatment of Development Contribution Plans which occurred after the adoption of the 2012–13 budget (refer to note 1(e)).

Note	Item	Explanation
3(c)	Government grants	Government grants received are \$4.85 million higher than budget due to the receipt of additional operational funding for home and community care \$0.43 million and National Disaster Relief funding for the remediation of the Hammond Road bridge \$0.68 million. Council was also successful in the receipt of additional capital grant funding that were not provided for in the adopted budget including funding for the new Municipal Building and Community Complex totalling \$2.93 million. Please refer to explanation provided earlier at note 1(d).
3(d)	Interest received	Refer to explanation provided earlier at 1(a).
3(e)	Payments for property and other non-current assets	The payments for property, infrastructure, plant and equipment was \$39.26 million lower than the budget due mainly to timing variances in the payment of progress claims for major capital projects and a change in accounting treatment of Development Contribution Plans. Refer to explanation provided at 4 (a–e).
3(f)	Proceeds from sale of property, plant & equipment	Proceeds from sale of property, plant and equipment were \$1.16 million higher than budget due to the sale of 51–53 Buckley Street, Noble Park. The sale was recognised in the 2011–12 financial year however the cash settlement occurred on the 19 July 2012 (2012–13 financial year). Additionally budget assumptions provided for sale settlements relating to Metro 3175 however no sale settlements occurred during the financial year.
3(g)	Payments for financial assets	Refer to explanation provided earlier at 2(c).
3(h)	Repayments of trust funds and deposits	Refer to explanation provided earlier at 2(f).

(d) Standard Capital Works Statement

The Standard Capital Works Statement for the Annual Report sets out all the actual capital expenditure in relation to non-current assets for the year. It also shows the amount of capital works expenditure which is expected to be renewing, upgrading, expanding or creating new assets. This is important because each of these categories has a different impact on Council's future costs.

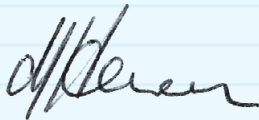
- Capital expansion expenditure extends an existing asset to a new group of users. It is discretionary expenditure which increases future operating and maintenance costs, because it increases Council's asset base, but may be associated with additional revenue from the new user group.
- Capital renewal expenditure reinstates existing assets, it has no impact on revenue, but may reduce future operating and maintenance expenditure if completed at the optimum time.
- Capital upgrade expenditure enhances an existing asset to provide a higher level of service or expenditure that will increase the life of the asset beyond that which it had originally. Upgrade expenditure is discretionary and often does not result in additional revenue unless direct user charges apply. It will increase operating and maintenance expenditure in the future because of the increase in the Council's asset base.
- New capital expenditure does not have any element of renewal, expansion or upgrade of existing assets. New capital expenditure may or may not result in additional revenue for Council and will result in an additional burden for future operation, maintenance and capital renewal.

Standard Statements

Note	Item	Explanation
4(a)	Municipal Building Project	Capital expenditure relating to the new Municipal Building and Community Complex was \$15.14 million lower than original budget expectations due to timing of expenditure outflows. The project is set to be completed mid 2014.
4(b)	Pavilion upgrade program	The pavilion upgrade program mainly comprises of three major projects, namely the Alan Carter, George Andrews and Norman Luth pavilions. Commencement of these projects were part delayed due to the timing of the grant funding approval process with additional delays relating to seasonal usage of the sporting facilities. These projects are expected to be completed in the 2013–14 financial year.
4(c)	Other major projects	The \$1.06 million favourable variance is mainly due to a delay in redevelopment works at Shepley Oval and the street light replacement program which was delayed due to the approval process of external grant funding.
4(d)	DCP funded works	Capital expenditure associated with DCP funded works relates to the construction of DCP infrastructure expected to be undertaken by various developers. During the 2011–12 financial year, a change in accounting treatment of DCP's occurred. This was not known at the time of adoption of the 2012–13 budget. The construction of DCP infrastructure undertaken by developers will be refunded to developers from amounts held by Council as deposits. Please read in conjunction with explanatory notes 1(e) and 2(f) provided earlier.
4(e)	DCP Council funded works	Relates to the timing of expenditure associated with Council's contribution to the two major Development Contribution Plans. Unspent funds have been transferred to reserves at 30 June 2013 and will fund future scheduled works in the DCP.
4(f)	Upgrade/expansion	The majority of the variance relates to delayed works at a number of pavilions previously noted in 4(b) the most significant being Norman Luth Reserve pavilion due to the timing of the grant funding approval process \$0.60 million and Thomas Street Precinct (Afghan Bazaar) street enhancements \$0.40 million which was delayed due to the sourcing of construction materials. The upgrading of Council's street lighting to energy efficient luminaires was also delayed due to the approval process of external funding. Works are expected to be completed in 2013–14.
4(g)	New	The majority of the variance relates to the new Municipal Building and Community Complex in Dandenong (see above note 4(a)).
4(h)	Operational/maintenance	The \$2.63 million variance relates to expenditure that was budgeted for in the Capital Works program however have been expensed through the Standard Income Statement as they were either operating in nature or could not be capitalised because they were below the capitalisation threshold for the relevant asset classes.

Certification of Standard Statements

In my opinion the accompanying standard statements have been prepared on accounting bases consistent with the financial statements and in accordance with the Local Government Act 1989 and the Local Government (Finance and Reporting) Regulations 2004.

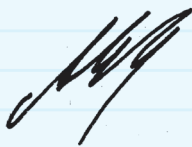


Michelle Hansen CPA
Principal Accounting Officer
Date: 9 September 2013

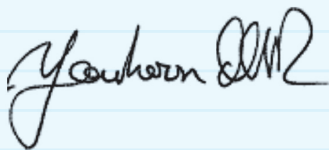
In our opinion the accompanying standard statements have been prepared on accounting bases consistent with the financial statements and in accordance with the Local Government Act 1989 and the Local Government (Finance and Reporting) Regulations 2004.

As at the date of signing, we are not aware of any circumstances which would render any particulars in the standard statements to be misleading or inaccurate.

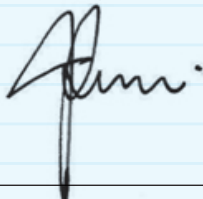
We have been authorised by the Council on 9 September 2013, to certify the standard statements in their final form on behalf of the Council.



Cr Angela Long
Mayor
Date: 9 September 2013



Cr Youhorn Chea
Councillor
Date: 9 September 2013



John Bennie
Chief Executive Officer
Date: 9 September 2013



Customer Service

Springvale

397–405 Springvale Road

Dandenong

39 Clow Street

Noble Park

18–32 Buckley Street

Keysborough

Shop A7

Parkmore Shopping Centre



Phone **8571 1000**



Fax **8571 5196**



council@cgd.vic.gov.au



TTY: 133 677

Speak and listen: 1300 555 727

Internet: www.iprelay.com.au



TIS: 13 14 50

Find us online



www.greaterdandenong.com



www.facebook.com/greaterdandenong

www.twitter.com/greaterdandy

www.youtube.com/citygreaterdandenong