

**CITY OF
GREATER
DANDENONG**



Melbourne's 2nd City

CITY OF GREATER DANDENONG

1998/99 Annual Report

OUR VISION

Greater Dandenong, Melbourne's 2nd City, is a thriving and successful regional centre that has attracted substantial private investment and is home to a large residential population. Our focus for the next year will be to continue to develop the City's potential by attracting further investment, improving infrastructure and capitalising on our multicultural vitality.

We will continue to create a clean, attractive, and safe City where people are free to live, work and play.

OUR MISSION

The City of Greater Dandenong will work closely with all that have an interest in the City's future - people from the public, private and community sectors.

THE COMMUNITY CHARTER - OUR PROMISE

We will:

- ◆ Work in partnership to create a City where people feel safe and have pride in their community.
- ◆ Co-operate with our community to support aged people with disabilities, young people and families.
- ◆ Promote the City of Greater Dandenong as a major centre of commerce, industry and government for Melbourne's rapidly expanding south-east region.
- ◆ Play a lead role in developing the City as a major centre for arts, cultural and entertainment activities.
- ◆ Continue to promote the City's strong tradition in sport and recreation.
- ◆ Take action to improve the built and natural environments.
- ◆ Encourage the distinctive and lively character of local shopping centres throughout the City.
- ◆ Ensure that all citizens have the opportunity to be involved and participate in the decision-making process.
- ◆ Manage the City in the most cost-effective manner possible, and ensure that all services provided meet the needs of our citizens.

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MAYOR'S MESSAGE

An important event took place during 1998/99 which was a milestone in the development of our great City;

the launch of the City of Greater Dandenong as Melbourne's 2nd City. This launch, and the subsequent endorsement of this by the Premier of Victoria, the Hon Jeffrey Kennett, MLA, was of great significance. As with the return of democratically-elected Councillors in March 1997, I believe it was a defining moment in the history of the City.

Why was this so important? Its importance lies not just in the adoption of a marketing slogan, but in the image that Greater Dandenong as Melbourne's 2nd City conveys to the world. It portrays a City of hope and vitality, with a future that is integrally linked to the growth and prosperity of Melbourne and Victoria - truly a milestone in the evolution of our new City.

The year 1998/99 was also a period of considerable economic, social and cultural growth for the City.

The continuing high level of construction of new industrial and office buildings in Dandenong South, Springvale South and Noble Park highlights the strength of our economy. Not only does this continuing

development add to the revenue base of the municipality; more importantly, it provides job opportunities. This boost in development, combined with a positive national economic outlook, has resulted in Greater Dandenong having one of the lowest unemployment rates it has experienced for the last decade. Unfortunately, this low unemployment rate is not uniform across all sectors of our population, with unemployment still remaining high for young people and persons aged forty-five years or more. Unemployment rates in these two areas of our population are less than they were in 1997/98, but are still too high.

To address this issue, Council will continue to support the development of a vibrant local economy through economic and employment development, tourism development, planned growth and the expansion of business opportunities.

From a cultural perspective, the highlight of 1998/99 was the International Cultural Games Festival held in December 1998. Attended by representatives from thirty-four countries, more than 25,000 people participated in activities associated with the Cultural Games Festival over its eight-day program. What particularly impressed me with the games was the number of school-aged children who attended activities and took part in learning traditional and cultural games from other countries. The games festival was an overwhelming success and an event of international scale that every citizen in the City should be proud of.

Another highlight of 1998/99 was the recognition Council received for its work in community safety and diversity action planning. Council received awards from the Victorian Government and Australian Government respectively in these two important areas of activity within our City. While these awards were presented to Council, they reflect the positive contribution and attitude the whole of the City's population brings to these important activities.

Of course, there were many other highlights during the 1998/99 year, too many to mention within the constraints of these introductory remarks. A review of the information contained in this Annual Report will highlight the extent of those achievements and why I believe we should be celebrating the completion of a very successful year for our City.

While 1998/99 was certainly a year of great achievement, it would be wrong of me not to identify some of the ongoing social problems we still face. Of these, the impact of the use of illegal drugs is probably the most significant. Council spent many hours in 1998/99 determining how to best respond to the problems associated with illegal drug use. The actions Council has taken to work with its community to reduce the impact of this problem, is the best outcome I believe we can achieve in the current circumstances. We will continue to focus on our commitment to community safety, and will continue to work closely with Victoria Police to minimise any public safety issues.

Our work with other cities on this problem was instrumental in an agreement being reached by the mayors of fifteen cities across Australia to work together to reduce the impact of illegal drug use on our society. The signing of this historic agreement highlights that the problems associated with illegal drug use are neither confined to, nor unique to, the City of Greater Dandenong. Actions to continue to reduce the impact of illegal drug use will be undertaken in 1999/2000 and for many years to come.

It has also been pleasing to see a reduction in racism over the last twelve months, a matter of concern raised in the 1997/98 Annual Report by my predecessor, Cr Roz Blades. Greater Dandenong is the best example in Australia of the positive benefits of multiculturalism. Other parts of Australia look to Greater Dandenong for leadership and I am pleased that we continued to provide this during 1998/99.

1998/99 was a very successful year for the City of Greater Dandenong and again reflects the very positive future there is for this City and its community. I encourage all members of our community to actively participate in facilitating the future development of our municipality.

Cr Naim Melhem

Mayor



CHIEF EXECUTIVE OFFICER'S REPORT

*“People are
always blaming
their circumstances
for what they are.
I don't believe in*

*circumstances. The people who get on in this
world are the people who get up and look for
the circumstances they want, and, if they
can't find them, make them.”*

- George Bernard Shaw (1856-1950)

These words by George Bernard Shaw appropriately sum up the success of the City of Greater Dandenong in 1998/99. The City has continued to grow, prosper and achieve at a time when the community's attitude to government at all levels continues to be both cynical and critical. At Greater Dandenong, we have proven that by adopting a positive outlook, providing quality customer service and delivering reliable, consistent services we cannot only earn the respect of our community, but grow that respect to new levels.

As indicated by the Mayor in his introductory comments to this Annual Report, the emergence of Greater Dandenong as Melbourne's 2nd City signals its importance to the economy of Melbourne and Victoria, and the pride and sense of purpose of the whole of our community. Greater Dandenong is not just a good place to live, work and play - it is a dynamic community with a leadership role in the economic, social

and cultural development of Melbourne. The significant part Greater Dandenong has to play in Melbourne's future will become even more obvious over the next few years.

1998/99 was a year of achievement in many areas of Council endeavour as evidenced by the achievements recorded in this Annual Report. The one disappointing aspect of our performance during 1998/99 was the failure to complete all capital works by June 30, 1999. While the completion rate was disappointing, it was higher than in the previous year which indicates improvements are continuing to be made. A higher target has been set for the 1999/2000 year and staff are confident this will be achieved.

Results of the 1999 Office of Local Government Community Satisfaction Research reinforces the positive gains made by Greater Dandenong in all areas of activities. These results, detailed later in this Annual Report, reflect the level of effort put in by all staff to more closely meet community expectations in the provision of information and services. It was particularly pleasing to see a continuing improvement in resident satisfaction with the advocacy provided by Council on their behalf and with our direct response to their requests for information and services. This latter improvement reflects the positive action taken to improve the operations of our telephone call centre and responses to correspondence. While there is still room for improvement in these areas, it is nevertheless pleasing to see that the improvements we have made are recognised by our community.

Another highlight of the 1998/99 year was

the release of Council's *General Service Charter* and individual service charters for forty-four of our business units. Greater Dandenong is a leader in this area of local government across Australia, a fact recognised by the Minister for Local Government when launching the General Charter and the first group of individual business unit service charters in December 1998. In his speech at the launch, the Minister praised the foresight of Councillors in supporting the development of the Service Charter program and the courage of staff in being prepared to declare to the community the level of service they can expect when dealing with Council. Council's Service Charter program has drawn praise from all around Australia and will continue to do so as service charters for the remaining thirty-three businesses are released during the 1999/2000 year.

A further highlight of 1998/99 was the gazettal of Council's new Planning Scheme. This gazettal, in April 1999, marked the end of nearly three years of development work by Council staff, including extensive consultation with the community. The new scheme offers surety and certainty for residents, business operators and developers. The scheme will be reviewed on an annual basis and amendments made if aspects of the scheme are found to be not in accord with the requirements of the community.

One aspect of the new scheme which was particularly pleasing to see implemented was recognition of the heritage of our City. This City has a remarkable social and physical heritage and it is great to see this recognised

and protected in the new Planning Scheme. Stage 2 of Council's Heritage Study will be completed during 1999/2000 and will further reinforce the importance of heritage to our future.

As indicated earlier, 1998/99 was a year of great achievement for the City of Greater Dandenong. This report details, albeit in summary form, a large number of those achievements as well as some failures. It is indicative of the open style of government adopted by the Councillors of our City that this report details failures as well as achievements. Both are seen as an opportunity for further growth by all staff of the City. Greater Dandenong is a City of pride and achievement, and this is reflected in the work and attitudes of all Greater Dandenong staff.

In conclusion, I would like to thank all staff of the City of Greater Dandenong for their efforts during 1998/99. Through a team approach, we have seen considerable further improvement in the level of service delivery to the Greater Dandenong community and I am confident this will flow through to the 1999/2000 year and beyond.

Greater Dandenong is truly Melbourne's 2nd City in all aspects of its operations and services.

Warwick Heine

Chief Executive Officer

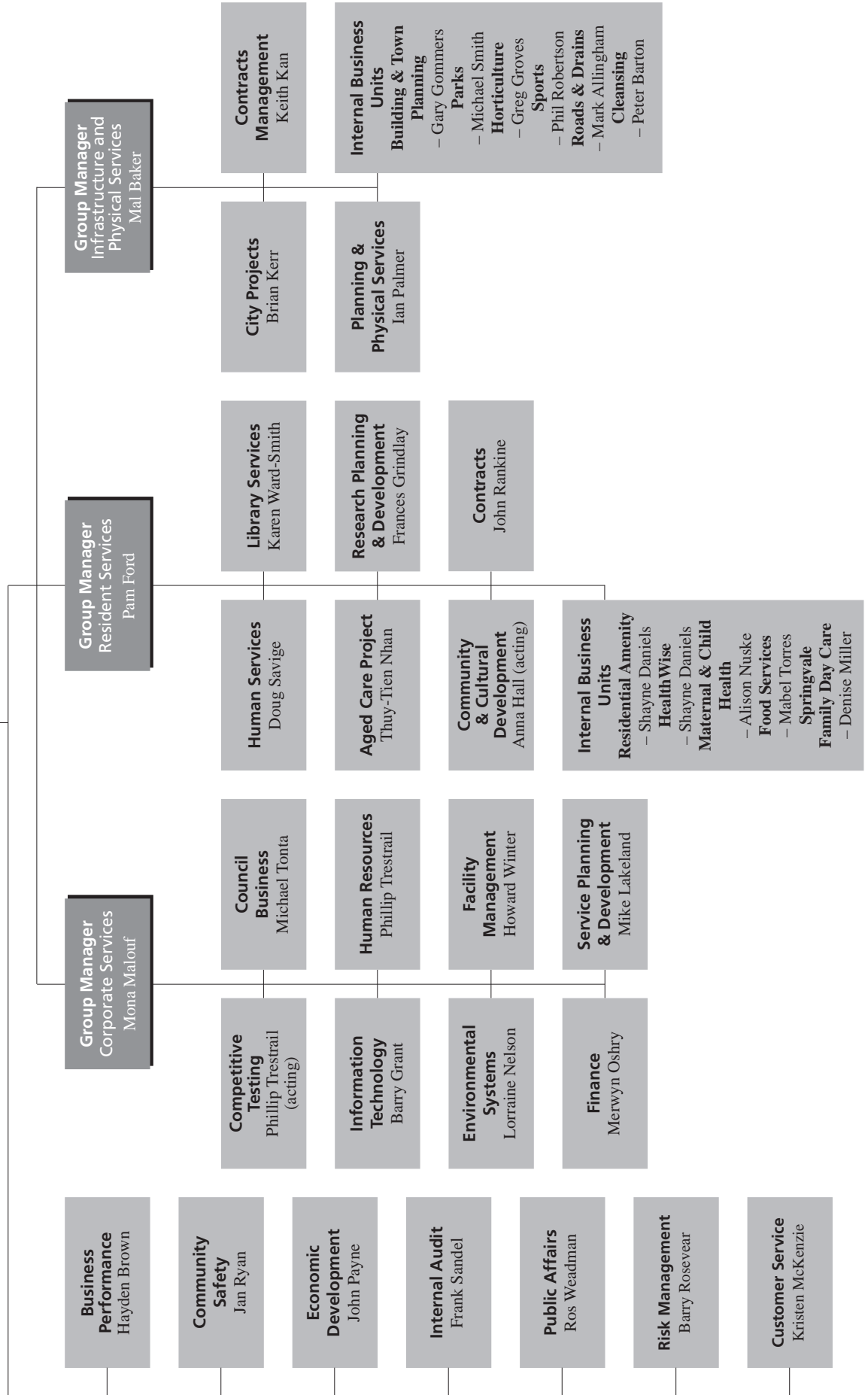
OUR COUNCIL

Councillors

		<i>Elected</i>	<i>Retires</i>
	Springvale North: Cr Naim Melhem (Mayor) Ph: 0407 451 916 Fax: 9790 0736	15 March 1997	15 March 2000
	Cleeland: Cr Paul Donovan Ph: 0408 251 926 Fax: 9794 8831	15 March 1997	15 March 2000
	Dandenong: Cr Greg Harris Ph: 9791 2168 Fax: 9792 2527	15 March 1997	15 March 2000
	Dandenong North: Cr John Kelly Ph: 0418 350 743 Fax: 9793 1777	15 March 1997	15 March 2000
	Keysborough: Cr Roz Blades Ph: 0417 053 612 Fax: 9701 5821	15 March 1997	15 March 2000
	Keysborough South: Cr Dale Wilson Ph: 0407 251 925 Fax: 9769 1356	15 March 1997	15 March 2000
	Lyndale: Cr Angela Long Ph: 0408 251 910 Fax: 9795 6446	15 March 1997	15 March 2000
	Noble Park: Cr Philip Reed Ph: 9562 3734 Fax: 9562 4583	15 March 1997	15 March 2000
	Noble Park North: Cr Sharon Harris Pager: 132 222 Quote: 277346 Fax: 9791 6906	15 March 1997	15 March 2000
	Springvale Central: Cr Youhorn Chea Ph: 0417 320 645 Fax: 9562 4802	15 March 1997	15 March 2000
	Springvale South: Cr Yvonne Herring Ph: 0417 951 915 Fax: 9558 4827	15 March 1997	15 March 2000

Organisational Structure

Chief Executive Officer
Warwick Heine



Council Addresses

Dandenong Office

39 Clow Street, Dandenong 3175

Tel: 9239 5100

Fax: 9238 1405

Springvale Office

397 - 405 Springvale Road, Springvale 3171

Tel: 9239 5100

Fax: 9239 5196

Economic Development Unit

4th Floor, 329 Thomas Street,

Dandenong 3175

Tel: 9238 1550

Fax: 9706 9543

Parkmore Customer Service Centre

Shop A7, North West Mall

Parkmore Shopping Centre

Cheltenham Road, Keysborough 3173

Tel: 9238 1485

Fax: 9796 1157

Council Depot

Cnr. Greaves Street and Cheltenham Road,

Dandenong 3175

Tel: 9797 1754

Fax: 9791 2679

Dandenong Library and Information Service

Stuart Street, Dandenong 3175

Tel: 9791 6400

Fax: 9791 9075

Springvale Library and Information Service

411 Springvale Road, Springvale 3171

Tel: 9547 1044

Fax: 9547 4761

Market

Dandenong Produce Market

Cnr Cleeland and Clow Streets,

Dandenong 3175

Tel: 9701 3850

Fax: 9769 2629

Major Sporting Facilities

Dandenong Basketball Association

Dandenong Indoor Sports Stadiums

270 Stud Road, Dandenong 3175

Tel: 9794 7192

Fax: 9706 9631

Dandenong Oasis

Aquatic and Leisure Centre

Cnr Cleeland Street and Heatherton Road,

Dandenong 3175

Tel: 9706 9299

Fax: 9791 8178

Noble Park Heated Swim Centre

Cnr Memorial Drive and Heatherton Road,

Noble Park 3174

Tel: 9546 7955

Fax: 9546 8980

Springers Leisure Centre

Tattersson Park

400 Cheltenham Road, Keysborough 3173

Tel: 9701 5900

Fax: 9701 5844

Staff Analysis

as at 30 June 1999

	MALE		FEMALE		TOTAL	
	NUMBER	EFT	NUMBER	EFT	NUMBER	EFT
FULL-TIME	174	174	133	133	307	307
PART-TIME	40	14.72	151	66.83	191	81.55
CASUAL	15	3.99	39	10.77	54	14.76
TOTAL	229	192.71	323	210.60	552	403.31

	MALE	FEMALE	TOTAL
MANAGERS	13	7	20
PROFESSIONAL	44	55	99
PARAPROFESSIONAL	45	79	124
TRADES	22	3	25
CLERKS	23	94	117
PLANT OPERATORS	33	1	34
LABOURERS	49	84	133
TOTAL	229	323	552

Equal Employment Opportunity

During 1998/99, the City of Greater Dandenong reinforced its position as a leader in local government in the implementation of equal employment opportunity (EEO) principles and practices. The following initiatives and strategies were implemented in 1998/99:

Training

- ◆ Following a training needs analysis conducted in 1997/98, approximately 420 staff attended EEO/harassment awareness training in July 1998.
- ◆ “Contact Officer” training was conducted by the Equal Opportunity Commission of Victoria to assist EEO Committee members to better respond to enquiries and grievances from staff.

Communication

- ◆ An information brochure was developed and distributed to all staff to raise awareness about staff rights and responsibilities in relation to EEO.
- ◆ A timetable was developed for inclusion of regular EEO articles in staff newsletters.
- ◆ Staff information brochures were published on the 48/52 model of employment, and teleworking to raise awareness amongst staff about entitlements that assist with balancing work and family life.

Work and Family Initiatives

- ◆ All staff were surveyed in October 1998 to assess the needs of staff with family responsibilities.
- ◆ An application was made to the 1999 Corporate Work and Family Awards conducted by the Council for Equal Opportunity in Employment Limited. The City of Greater Dandenong has been shortlisted for judging in these awards. (The awards will be announced by the Minister for Employment, Workplace Relations and Small Business in September 1999.)

Complaints and Grievances

- ◆ Three grievances were received during the year. Two of these grievances were satisfactorily resolved. The third grievance became the subject of a formal complaint.
- ◆ Three complaints were received during the year (including one which was originally lodged as a grievance). Following internal investigation, two of the complaints have been satisfactorily resolved. The third complaint is still under investigation.
- ◆ No formal complaints were referred to external agencies.

Policy Review

- ◆ Council's Recruitment Guidelines were reviewed by the EEO Committee, to ensure that recruitment practices are consistent with the requirements of EEO legislation and Council's EEO Policy.

Priorities for 1999/2000

- ◆ Develop a program of meetings with business units to raise awareness about EEO issues.
- ◆ Investigate options for implementation of flexitime provisions to assist staff with family responsibilities.
- ◆ Implement 'teleworking' guidelines.
- ◆ Develop a database to maintain a detailed demographic profile of Council's workforce.
- ◆ Conduct training for managers and business unit leaders to improve implementation of policies and entitlements designed to assist staff with family responsibilities.
- ◆ Survey staff to assess the level of awareness regarding work/family and work/life initiatives.

1998/99 ACTIVITY SUMMARY

SERVICES PROVIDED	TYPICAL USERS	INDICATOR	USAGE
Arts			
Arts Directory	Residents, arts community, general community	No. of copies distributed	Biennial publication, reprint due in Year 2000
Short Story competition	National audience, general community, residents, people from Non-English speaking backgrounds	Total number of entries	1,464 – a 7.5% increase on previous year
Public art projects	Residents, business, community	No. of projects developed	Falkiner Reserve – Bike Path Sculpture, Facade Improvement in Thomas Street, Dandenong – Beijing Gardens Chinese Restaurant
Artalk newsletter	Arts community	No. of copies distributed	4,000 newsletters
Dandenong Community Arts Centre	Residents and arts community	Total number of visitors	25,000 visitors to the centre
Walker St Gallery	Residents, business and arts community	Total number of visitors	4,562 visitors to the Gallery
Building Services			
Building applications	Builders, owner/builders, architects, draftpersons	No. applications received	847 – up from 625 the previous year
Building permits	Builders, owner/builders, architects, draftpersons	No. of building permits issued	635 – up from 479 the previous year
Private building permits received	Private building surveyors	Private building permits received	1,048 – down from 1,058 the previous year
Formal building regulation complaints	General community	No. of complaints	123 – down from 182 the previous year
Property information requests (sect. 32 Sale of Land Act)	Solicitors, conveyancing companies	No. of requests processed	1,385 – down from 2,326 the previous year

SERVICES PROVIDED	TYPICAL USERS	INDICATOR	USAGE
City Projects			
City Improvement Program	Other authorities, staff, residents	No. of projects	225 new applications evaluated – up from 118 the previous year
		Budget	\$8.01 million – up from \$6.7 million the previous year
Geographic Information Services	Council staff, consultants, residents, real estate agents	No. of GIS users No. of customer requests	35 staff 225 requests – up from 120 the previous year
		No. of new maps	24 new maps – up from 15 the previous year
Community Safety			
Community safety audits	Residents, schools, community organisations	Safety audits completed	4 audits – down from 6 the previous year
Community safety presentations	Schools, community organisations, community groups, service clubs, business groups	No. of presentations	20 presentations – down from 25 the previous year
Program development	Greater Dandenong community	No. of programs	Safe Shop campaign and Retailers Kit developed and launched
Strategy reviews	Greater Dandenong Community Safety Committee, general community, State and Federal governments	Review documented	3 strategies reviewed and 2 documented
Community safety documents published	Greater Dandenong residents, businesses, community organisations, community groups, service clubs, schools, local, State and Federal governments	No. of documents	5 major documents published and distributed
Greater Dandenong Community Safety Committee facilitation	Members of the Greater Dandenong Community Safety Committee	No. of meetings	12 meetings
Springvale Drug Action Committee facilitation	Members of the Springvale Drug Action Committee	No. of meetings	12 meetings

SERVICES PROVIDED	TYPICAL USERS	INDICATOR	USAGE
Dandenong Drug Action Committee facilitation	Members of the Dandenong Drug Action Committee	No. of meetings	6 meetings
Customer Service			
3 Service Centres Dandenong, Springvale Parkmore	General community, visitors to the city, business	No. of visitors	164,615 – up from 126,183 the previous year
Telephone Call Centre	General community, visitors to the city, business	No. of phone calls	170,163 – up from 143,360 the previous year
Economic Development			
Preparation of Economic Development Strategy	Business community, public sector agencies, investors, developers and real estate agents, community business organisations	Strategy completed September 1998	5,000 printed
Assistance to existing manufacturers	Local business community, public sector agencies, community business organisations	In-office interviews	203
		Proactive/ reactive visits	54/73
Assistance to retail businesses	Local business community, public sector agencies, community business organisations	In-office interviews	34
		Proactive/ reactive visits	262/132
		Impromptu visits	2,513
		Springvale business liaison visits	1,393
		Retail training programs	7 – down from 15 the previous year
Business investment attracted and facilitated (new & existing businesses)	Business community, public sector agencies, investors, developers and real estate agents	Projects committed – fast-tracked/\$ value	29/\$71.405m – down from \$169.4m the previous year.
		New job opportunities/jobs retained	650/242 – compared to 299/666 the previous year
Referrals to business services providers (manufacturing and retail)	Business community, public sector agencies, private sector organisations, community business organisations	Referrals from interviews and visits	377
		Referrals from telephone enquiries	325

SERVICES PROVIDED	TYPICAL USERS	INDICATOR	USAGE
Promotion and marketing	Business community, public and private sector organisations	Editions of <i>Greater Dandy Trader/ED Review</i>	4/3
		Displays	8 – up from 4 the previous year
		Media opportunities initiated	33 – down from 38 the previous year
Business databases and directories	Business community, public sector agencies, private sector organisations	Entries updated	5,619
		Update visits	853
		No. of directories/databases sold	140/35 – up from 117/28 the previous year
		Value of directories/databases sold	\$4,238.95/\$8,657 – up from \$3,195/\$7,500 the previous year
Professional development of staff	EDU staff	Training programs undertaken	45
Emergency Management			
Displan	General community and business community	Displan initiated	Recovery aspect of Displan initiated in response to state-wide gas crisis
English Language and Literacy			
Advice and referral	People who wish to improve their English language and/or literacy proficiency	No. of assessment interviews	966 conducted
Open Learning Centres	People who wish to improve their English language and/or literacy proficiency using computer-assisted language learning	No. of people accessing Open Learning Centres	550 people
		No. of computer hours used	12,868 hours
Environmental Health			
Food sampling	Food businesses	No. of food samples taken	441 food samples were taken. Of these, 84 or 19% (compared to 21.6% the previous year) failed to comply with the prescribed standard, which resulted in 4 prosecutions and 2,589 food items being seized

SERVICES PROVIDED	TYPICAL USERS	INDICATOR	USAGE
Complaint investigation	General community	No. of complaints investigated	1,357 complaints were responded to within 48 hours (compared to 1,150 the previous year). Complaint investigation accounted for 1,138 man-hours (compared to 1,457 the previous year)
Food/health inspections	Food businesses	No. of inspections	5,102 inspections were carried out (compared to 4,707 the previous year), 3,162 notices were issued of which 317 non complying premises resulted in 8 prosecutions
Immunisation	Adults and children	No. of immunisations and immunisation rates	25,339 vaccinations were administered (compared to 16,292 the previous year) with a current immunisation rate for children under two years of age of 84%
Headlice	School children	No. of children checked and infestation rate	9,661 children were checked, with 677 or 6% found to have headlice (compared to 6.5% the previous year)

SERVICES PROVIDED	TYPICAL USERS	INDICATOR	USAGE
Facility Management			
Property and Enterprise Management			
Dandenong Cemetery	General community	No. of burials	18 – down from 26 the previous year
Multideck carparks	General community	Fees collected	\$96,695 – up from \$95,000 the previous year
Municipal Saleyards (Note: the Saleyards relocated to Shire of Cardinia on 31/12/98)		No. of cattle sold	54,268 (6 months)
Building Maintenance			
All Council-owned buildings	Internal Council business units, community groups	No. of maintenance jobs completed	2,221
		No. of jobs due to vandalism	1,720
Halls and meeting rooms hire	General community	No. of hall bookings	1,486 – up from 1,404 the previous year
Property disposals and acquisitions	Council	No. of property sales	13 – up from 7 the previous year
Contract Management			
◆ Dandenong Produce Market ◆ Oasis Aquatic Centre ◆ Springers Leisure Centre	General community	No. of visitors	More than 2.5 million
Shared-cost fencing	Residents	No. of fencing jobs completed	80 – down from 101 the previous year
Graffiti Control Program	General community, shopkeepers, traders	No. of graffiti removal jobs	949 – down from 1,079 the previous year
Capital Works Project Management	Council, community groups	No. of projects completed	13 – up from 9 the previous year
		Value of projects completed	\$511,000 – up from \$395,850 the previous year

SERVICES PROVIDED	TYPICAL USERS	INDICATOR	USAGE
Food Services			
Meal on Wheels	Aged and disabled people	No. of clients	1,066
		No. of meals	82,500 (same as previous year)
Heritage Hill			
Minimum of 4 change-over/new exhibitions p.a.	Residents/non-residents	Visitation figures	1,558 - down from 1,637 the previous year
Tour guide provided for every tour	Primary, secondary and tertiary institutions community, service and special needs groups	No. of bookings	24 booked tours – down from 32 the previous year
Educational kits provided for school visitation	Primary, secondary and tertiary institutions	Visitation figures	9 school groups – down from 13 the previous year
Volunteer induction workshops	Residents/non-residents, students	Community participation figures	4 volunteer workshops p.a. 40 Friends of Heritage Hill 25 Volunteers (2 more than previous year)
Picturesque gardens for hire. Wedding attendant to ensure exclusivity of hire of grounds	Residents/non-residents	Venue hire figures	18 – wedding photography (down from 26 the previous year) 8 – wedding ceremonies (up from 6 the previous year)
Access to the collections for research purposes	Residents/non-residents including: Project workers primary, secondary and tertiary students	No. of requests for access to collections p.a.	26 – up from 25 the previous year
Information on oral/local history	Residents/non-residents	No. of requests for information p.a.	155 – up from 150 the previous year
Outreach activities to the community through a program published in the calendar of events	Residents/non-residents	Visitation figures	2 calendars p.a. 4 volunteer induction days 1,558 visitors

SERVICES PROVIDED	TYPICAL USERS	INDICATOR	USAGE
Human Services			
Auda House			
Auda House Residential Care Unit	Disabled persons	No. of people with disabilities living in the unit	100% occupancy
Adult Day Activity and Support Services (ADASS)	Frail elderly, people with disabilities	No. of users	220
Volunteer Program	Frail elderly, people with disabilities	No. of volunteers No. of users	180 1,500
Senior Citizens Centres	Older people, people with disabilities	No. of users	9,000
Community Bus			
Community Bus service to residents and groups with a door-to-door service	Frail elderly and/or people with a disability	No. of hours	Door-to-door service is approx. 7.5 hours per weekday.
Hire buses	Community clubs and groups	% productivity	Hire buses are out 80% - 90% of the time all year round.
Youth Services			
Youth activities services	Young people aged 11-16 yrs who are at risk of leaving school	No. of participants in programs, school visits and workshops	8,460 young people
Youth outreach services	Young people aged 11-25 yrs who are at risk, disadvantaged or isolated	No. of clients serviced in the Springvale Outreach Service, on Ken's Bus, home visits, youth centres, schools and other locations away from the office	13,131 young people and their families
Muso Network	Young people aged 11-25 yrs who are interested in the live entertainment industry	Participation rate in the committee of management, Jam Nights, "FREEZA" events and other special activities	5,844 young people per year
School Holiday Program	Young people aged 11-16 yrs interested in recreational activities	Participation rate in the school holiday activities	500 young people per year

SERVICES PROVIDED	TYPICAL USERS	INDICATOR	USAGE
Danvale	Young people aged 13-25 yrs with a disability who take part in recreational activities	No. of participants in the fortnightly program	15 young people per fortnight
Centre-based assistance	Young people aged 11-25 yrs and their families requiring information, support, assistance and referral	No. of young people and their families accessing the service	20,880 young people and their families
Family Support & Counselling			
In-home support	Families with children aged 0-18 years	Service hours provided	1,952 compared with Dept. Human Services target of 1,687 hours
Family counselling	Families with children aged 0-18 years	Service hours provided	806 compared with DHS target of 655 hours
Parent Support Group	Parents of children aged 0-18 years	Participation rate	8 group members on average. Service hours included in above
Parenting courses	Parents of children aged 0-18 years	No. of courses	2 courses per annum on average
		Participation rate	10 participants on average
General counselling and material aid	Residents	Ability to accept referrals	415 client contacts
Community Aged Care Packages			
Community Aged Care Packages	Older people with complex needs, or living at home instead of residential facilities	Approved packages	30
Maternal and Child Health			
	Families with children aged 0-6 years	No. of consultations provided	30,389
		No. of new mothers' groups conducted	39

SERVICES PROVIDED	TYPICAL USERS	INDICATOR	USAGE
Family Day Care			
Child care in the homes of registered Family Day Care providers	Children aged 0-12 years	No. of hours of service provided	300,000 hrs
<i>New Program:</i> Social Connections			
Increase social options for young people with disabilities	People with a disability over the age of 16 years living with a carer	No. of units	2,758 per year
Libraries			
Dandenong Library & Information Service	Residents, students, non-residents	Total loans	644,431 (8.9% decrease on previous year)
Springvale Library & Information Service	Residents, students, non-residents	Total loans	719,680 (9.89% increase on previous year)
Greater Dandenong Mobile Library	Residents, students, non-residents	Total loans	64,806 (6.2% decrease on previous year)
Parks and Horticulture			
Community tree planting days	Residents, council-owned parks	No. of participants	203 participants over 13 days
		No. of plants	3,600 plants planted
Street tree plantings		No. of trees planted	1,000 trees planted throughout the City
Planning and Physical Services			
Open Space Planning			
Reserves	General community	No. of projects developed	2 areas of open space reclaimed for park land 1 open space strategy completed 2 landscape plans implemented 1 art project completed 20 playgrounds upgraded

SERVICES PROVIDED	TYPICAL USERS	INDICATOR	USAGE
Bike paths	General community	Bike paths	Network of paths extended by 2 kilometres
Technical advice	General community, staff, authorities, Councillors	No. of requests	1,017 requests handled – up from 793 the previous year
		No. of reports to Council	17 reports to Council – down from 18 the previous year
Civil and Transport Planning			
Roads	General community	No. of projects	39 roads treated – up from 25 the previous year 65 roads investigated – up from 60 the previous year
Drains	General community	Drains investigated	225 areas investigated (legal points of discharge, unit developments, flood levels, flooding) – compared to 200 the previous year
Pedestrian facilities	General community	Route investigated	17 routes investigated (missing sections, upgrade programs)
		No. of new paths	6 new paths installed – compared to 4 the previous year
Public lighting	General community	Issues handled	50 matters handled (individual lights, lighting schemes) – down from 75 the previous year

SERVICES PROVIDED	TYPICAL USERS	INDICATOR	USAGE
Technical advice	Service authorities, developers, Council staff	Advice provided	665 town planning application comments, 126 subdivision comments, 81 easement applications processed
Internal referrals	Council business units	No. of enquiries	144 service authority enquiries – up from 110 the previous year 12 subdivision plans checked – up from 7 the previous year
Public Affairs			
Community newsletter (<i>2nd City News</i>)	Residents, businesses	Newsletters distributed	8 distributed to 45,000 premises
Council columns in local newspapers (<i>2nd City News in Brief</i>)	General community	Newspaper columns published	27 in 3 local papers
Media coverage	General community	Media releases distributed	363 to both daily and local media
Community radio shows	General community	Radio time slots presented	10 on radio station Southern FM 88.3
Completion of budget brochure	Residents, ratepayers	Budget brochure published	Completed
Completion of New Residents Kit	New residents	New Residents Kit published	Completed
Recreation			
Allocation of sporting reserves and pavilions	Sporting clubs - athletics, baseball, aussie rules football, cricket, rugby, softball and soccer	No. of clubs	77
		No. of participants for year	10,286 – down from 10,391 the previous year

SERVICES PROVIDED	TYPICAL USERS	INDICATOR	USAGE
Training sessions	Active Australia	Attendances	8 people
	Financial	Attendances	37 people
Noble Park Heated Swim Centre	Schools, general public, swimming lessons, Dandenong Triathlon Club	Patronage	School attendance 18,500, public attendance 51,677
Residential Amenity			
Community education	General community and primary schools	Information presentations delivered	18 presentations on Residential Amenity issues were delivered to various schools and community groups
Local Laws	General community	Customer requests	5,454 requests responded to within 48 hours – up from 3,252 the previous year
		Compliance notices issued	782 notices issued – up from 494 the previous year
		Derelict vehicles impounded	40 vehicles impounded – up from 32 the previous year
		Permits issued	486 permits issued - same as previous year
		Offence warnings	1,059 warnings issued – down from 2,464 the previous year
		Infringements issued	66 infringements issued – down from 409 the previous year
		Court proceedings	16 cases prosecuted – down from 23 the previous year

SERVICES PROVIDED	TYPICAL USERS	INDICATOR	USAGE
Animal control	General community and business sector	Customer requests	2,479 customer requests responded to within 48 hours
		Dog registrations	10,989 dogs registered – up from 10,589 the previous year
		Cats registered	5,868 cats registered – up from 5,867 the previous year
		Dogs impounded	199 dogs impounded – down from 459 the previous year
		Cats impounded	102 cats impounded – down from 161 the previous year
		De-sexing vouchers issued	340 vouchers issued – up from 190 the previous year
		Dogs declared dangerous	2 dogs declared dangerous – down from 11 the previous year
		Offence warnings	976 warnings issued – up from 752 the previous year
		Infringements issued	295 infringements issued – up from 285 the previous year
Court proceedings	36 cases prosecuted – down from 76 the previous year		

SERVICES PROVIDED	TYPICAL USERS	INDICATOR	USAGE
Parking control	General community, visitors and the business sector	Fines issued	\$1,027,415 issued
		Infringements issued	19,159 issued – up from 17,321 the previous year
		Offence warnings	2,414 warnings – down from 4,049 the previous year
		Customer requests	2,343 customer requests responded to within 48 hours – up from 1,124 the previous year
Fire prevention	General community and business sector	Properties inspected	1,475 properties inspected
		Hazard notices issued	565 – down from 717 the previous year
		Clearance notices complied with	528 – up from 20 the previous year
		Properties cleared by Council	37 properties cleared by Council – down from 73 the previous year
		Number of prosecutions	7 cases prosecuted – up from 3 the previous year
School crossing supervision	School-aged children	Patrols by Residential Amenity Officers	1,037 crossings patrolled
		Supervised crossings	87 crossings supervised – up from 85 the previous year
		Accidents at supervised crossings	Nil

SERVICES PROVIDED	TYPICAL USERS	INDICATOR	USAGE
Litter control	General community and business sector	Customer requests	262 requests responded to within 48 hours
		No. of infringements issued	20 – down from 21 the previous year
		No. of warnings issued	40 warnings – down from 77 the previous year
		No. of prosecutions	3 cases were prosecuted
No. of “Clean-up” Campaigns carried out	One 3-month campaign completed		
Roads and Drains			
Complaints investigated	General community	Action Management System (AMS) requests received	4,131
Drainage pits inspected	General community	No. of Pits	21,411
Potholes repaired	General community	Metres square laid	2,739 m.
Asphalt edge repairs	General community	Lineal meters	5.4 m.
Dig down road repairs	General community	Metres square done	788 m.
Foot path asphalt trip ramps	General community	Lineal metres	1,176 m.
Statutory Planning Services			
Planning applications	Builders, architects, draftpersons, property owners and occupiers	No. of applications received	783
		No. of applications processed	724
Subdivision applications	Builders, architects, draftpersons, property owners	No. of applications received	180
Formal Planning regulation complaints	General community	No. of complaints	142

SERVICES PROVIDED	TYPICAL USERS	INDICATOR	USAGE
Urban Planning / Urban Design			
Finalisation of new Greater Dandenong Planning Scheme	Council business units, especially Town Planning, Building, Finance and Economic Development, developers, general community	Finalised within deadline	Achieved
Greater Dandenong Heritage Study – Part 2	Town Planning, Building and Finance business units, developers, general community	No. of sites assessed for heritage protection	78 under interim Council protection until completion of Stage 2 Heritage Study
		Formal inclusion of sites in the Planning Scheme	Upon completion of Stage 2 Heritage Study – June 2000
Preparation of planning policies for the non-urban area	Council business units, especially Town Planning and Building, developers, general community	Formal inclusion of policies in the Planning Scheme	Achieved
Urban Design Strategy	Council business units, especially Town Planning, Building, City Projects and Civil Planning, developers	Formal inclusion of strategy in the Planning Scheme	Achieved
Springvale retail area Design Strategy	Town Planning, Building, City Projects and Civil Planning business units, developers	No. of participants at community forums	Approx. 30
		Public submissions received	50 received
Technical advice and assistance	Most Council business units, outside authorities, developers and general community	Planning Scheme amendments processed	Daily by one or more of the users
Urban Designs prepared	Town Planning, Building, City Projects and Civil Planning business units, outside authorities, developers and general community	No. of designs prepared	8 designs prepared
		No. of designs implemented	Frequent reference to the designs by all users

SERVICES PROVIDED	TYPICAL USERS	INDICATOR	USAGE
Waste Services			
Domestic garbage collection	Residential households	No. of bins “lifted” per week	Approx. 38,900 (ie. 88% presentation rate)
Domestic recycling collection	Residential households	No. of households	44,350
Hard waste collection	Residential households	No. of households	44,350
Commercial waste collection	Commercial / industrial properties	No. of services / week	Approx. 2,800
Tipping	Residential and commercial waste	Tonnes per annum	33,543

MAJOR CAPITAL WORKS

Civil

PROJECT LOCATION	PROJECT DESCRIPTION	COST
Municipality-wide	Bus Shelter Program	\$39,265
Thomas St, Clow St to Foster St	Drainage	\$42,073
Tamar Road	Drainage	\$66,467
Municipality-wide	Drainage	\$69,436
Thomas St	Drainage and sewerage	\$59,828
Cheltenham Rd, south side, Springvale Rd to Springers	Footpath and bicycle path	\$64,779
Shopping Centre, Police Rd	Footpath and landscape	\$51,099
Foster St	Footpaths	\$58,043
Walker St, from Langhorne to McCrae Sts	Footpaths	\$100,480
Dandenong Sale Yards	Make safe	\$72,346
Springvale Shopping Centre	Redevelopment	\$29,256
Noble Park Shopping Centre	Redevelopment	\$41,828
Municipality-wide	Upgrade street signs and linemarking	\$62,233
	Total	\$757,132

Facilities

PROJECT LOCATION	PROJECT DESCRIPTION	COST
Dandenong, Springvale and Mobile Libraries	Library materials	\$511,330
Dandenong Oasis	Plant replacement	\$85,878
Springvale Council Offices	Reburbishment	\$281,556
Keysborough Reserve Hall	Upgrade	\$399,126
Dandenong Community Art Centre and Walker Street Gallery	Upgrade heating facilities	\$32,352
Springvale City Hall	Refurbish public toilets	\$47,135
	Total	\$1,357,377

Open Space, Environment

PROJECT LOCATION	PROJECT DESCRIPTION	COST
Lois Twohig Reserve	Drainage improvements	\$54,093
Oakwood Park Reserve	Footpath	\$43,208
Greaves Reserve	Irrigation system	\$29,725
Noreen Cox Reserve	Landscaping and seats	\$30,000
Regent Avenue Reserve	Landscaping and seats	\$30,000

Greaves Reserve	Master plan	\$122,484
Tirhatuan Park	Master plan	\$147,871
Municipality-wide	Planting - Main roads trees	\$98,791
Warner Reserve	Sprinkler system	\$29,980
Keysborough Reserve	Upgrade change rooms	\$40,514
Norman Luth Reserve	Redevelop former hockey pitch	\$43,866
	Total	\$670,532

Road Pavement Management Program

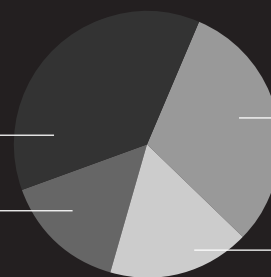
PROJECT LOCATION	PROJECT DESCRIPTION	COST
Ellendale Rd	Reconstruct	\$220,425
Walker St, Thomas St - Lonsdale St	Reconstruct	\$104,910
Abbotts Rd, near Chain 1812. m - 2162 m Sth Gipps Hwy-Rail Line-Part 2	Reconstruct	\$349,991
Buckingham Ave.	Remove and recompact	\$47,556
Newcomen Rd, Springvale Rd - Regal Dr	Remove and recompact	\$54,450
Sandown Rd	Remove and recompact	\$72,209
Ordish Road, south end	Remove and recompact	\$234,259
Thomas St, Scott St - Clow St	Remove and recompact	\$255,765
Halton Rd, Eloner Rd - Bakers Rd	Reseal	\$37,535
Herbert St, Ann St - Day St	Reseal	\$63,326
Arnold St	Resurface	\$31,679
Agnes St	Resurface	\$39,166
Kingsclere Ave, Bundeena - Woollahra	Resurface	\$111,758
	Total	\$1,623,029

GRAND TOTAL \$4,408,070

1998/1999 - CITY IMPROVEMENT PLAN FUNDING OF MAJOR PROJECTS

Road
Pavement
Management
37%

Open Space,
Environment
15%



Facilities 31%

Civil 17%

LOCAL LAWS

NO. 1	MEETING PROCEDURE
Division 1	Preliminary Provisions
Division 2	The Common Seal
Division 3	The Council
Division 4	Meeting Procedure
Division 5	Advisory and Special Committees
Division 6	Suspension of Local Law

NO. 2	ENVIRONMENTAL
Division 1	Preliminary Provisions
Division 2	Safety, Health and Amenity
Division 3	The Environment
Division 4	Animals and Birds
Division 5	Waste Management
Division 6	Fencing of Land Holding Livestock
Division 7	Consumption and Possession of Alcohol
Division 8	General Provisions

NO. 3	ROAD MANAGEMENT AND PROTECTION OF PHYSICAL ASSETS
Division 1	Preliminary Provisions
Division 2	Vegetation
Division 3	Road Names and Property Numbers
Division 4	Shopping Trolleys
Division 5	Secondary Activities on Roads and Other Places
Division 6	Protection of Roads and Road Users
Division 7	Abandoned and Derelict Vehicles
Division 8	Heavy and Large Vehicles
Division 9	Motorised Vehicles
Division 10	Council Assets
Division 11	Livestock and Horses on Roads
Division 12	Sewers and Drains
Division 13	Vehicle Crossings
Division 14	Other Activities on Roads
Division 15	Street Parties, Festivals and Processions
Division 16	Parking
Division 17	Spray on Roads
Division 18	General Provisions

NO. 4	MUNICIPAL PROPERTY
Division 1	Preliminary Provisions
Division 2	Municipal Places
Division 3	Municipal Buildings
Division 4	Municipal Swimming Pools
Division 5	Reserves
Division 6	General Provisions

COMPETITIVE TESTING

Council achieved its Compulsory Competitive Testing target for 1998/99, with \$29.56 million of operating expenditure exposed to competitive arrangements. This represents 54% of eligible operating expenditure, compared with a statutory target of 50%.

During 1998/99, tenders were invited for the provision of Home and Community Care (HACC) Services and the management and operation of the Noble Park Heated Swim Centre. The contract for HACC Services was awarded to Silver Circle, commencing 24 May 1999, and the swim centre pool contract was awarded to RANS Management Group Pty Ltd, commencing 1 August 1999.

The Food Services contract, which had been in operation since March 1997, was re-tendered in October 1998 owing to a significant decline in the number of meals requested through the service, despite very high levels of customer satisfaction. The City of Greater Dandenong Food Services Team, who were successful in bidding for the original contract, retained the contract for an initial three year period commencing 1 February 1999.

Following the expiry of in-house agreements for the provision of Street Cleansing and Maternal and Child Health Services, tenders were advertised in April 1999. Evaluation of tenders commenced in May 1999 and contracts for these services are expected to commence in September 1999.

Council's Competitive Testing Program has been reviewed and the following services will be subject to a market testing process in 1999/2000:

- ◆ Development Services
- ◆ Specialised Community Transport
- ◆ Building Maintenance
- ◆ Roads and Drains
- ◆ Parks
- ◆ Sportsgrounds
- ◆ Horticulture
- ◆ Fleet
- ◆ Human Resources
- ◆ Infrastructure and Physical Services
- ◆ Environmental Health
- ◆ Family Day Care
- ◆ Information Technology
- ◆ Library Services

During the year, two contract management training courses and a refresher course were conducted with contract superintendents and superintendents' representatives to improve the standard of contract management. Four National Competition Policy awareness sessions were completed during 1998/99.

INFORMATION AVAILABLE FOR INSPECTION

- ◆ Details of current salaries and allowances fixed for the Councillors.
- ◆ Details of senior officers' gross salaries, allowances and other benefits for the current financial year and two previous financial years.
- ◆ Details of overseas or interstate travel (with the exception of interstate travel to a neighbouring municipality undertaken in an official capacity) for Councillors or any member of Council staff in the previous twelve months.
- ◆ Names of Council officers who were required to submit a return of interest during the financial year and the dates the returns were submitted.
- ◆ Agenda for and minutes of Ordinary and Special Council Meetings kept under section 93 of the *Local Government Act 1989* (the Act) except where such minutes relate to parts of meetings which have been closed to members of the public under section 90 of the Act.
- ◆ A list of all major committees established by Council and the purpose for which each committee was established.
- ◆ A list of all major committees established by Council which were abolished or ceased to function during the financial year.
- ◆ Minutes of meetings of Special Council Committees established under section 86 of the *Local Government Act 1989* (the Act) except where such minutes relate to parts of meetings which have been closed to members of the public under section 89 of the Act.
- ◆ Application for enrolment on the voters' roll under section 12 and 13 of the *Local Government Act 1989* for the immediate past roll and the next roll being prepared.
- ◆ Register of delegations kept under section 87 of the *Local Government Act 1989*.
- ◆ Register of delegations kept under section 88 of the *Local Government Act 1989*.
- ◆ Register of delegations kept under section 98 of the *Local Government Act 1989*.
- ◆ Submissions received under section 223 of the *Local Government Act 1989* during the previous 12 months.
- ◆ Agreement to establish regional corporations under section 197 of the *Local Government Act 1989*.
- ◆ Guarantees given by a Council under section 197 of the *Local Government Act 1989*.
- ◆ Register of authorised officers appointed under section 224 of the *Local Government Act 1989*.
- ◆ Council and Councillors are required to register their pecuniary interests. A register of these is held by the Council Business Department.

To inspect any of the above information, please contact the Council Business Department on 9239 5100.

RELATED PARTY DISCLOSURES - NOT REPORTED IN THE FINANCIAL STATEMENTS

The following disclosures are in addition to those forming part of the Financial Statements 1998/99.

(i) 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 accord with that Act. The Register is available for public inspection. The following declarations were made:

Councillor P. Reed in regards to Budget, Rates & Charges for 1998/99 as his daughter attends the Noble Park Community Child Care Centre and he also serves as the President of the Yarraman Community Child Care Inc.

Councillor G. Harris in regards to Budget, Rates & Charges for 1998/99 as his Company has a contract with the Dandenong Agricultural and Pastoral Society.

Councillor S. Harris in regards to Budget, Rates & Charges for 1998/99 as her Company has a contract with this organisation.

Councillor Y. Chea in regards to a community grant to the Cambodian Association of Victoria, Cambodian Women's Group of Victoria, and the Cambodian Association of Victoria Youth Group as he is an employee of the Cambodian Association of Victoria.

Councillor S. Harris in regards to a community grant to the Dandenong Agricultural and Pastoral Society as her Company has a contract with this organisation.

Councillor S. Harris in regards to a community grant to the Dandenong Community Advisory Bureau as she is a Committee member for this organisation.

Councillor G. Harris in regards to a community grant to Dandenong Agricultural and Pastoral Society as his Company has a contract with this organisation.

Councillor R. Blades in regards to a community grant to the Dandenong Community Health Service as she is employed by Southern Health Care Network who form part of the Dandenong Community Health Service.

Councillor P. Donovan in regards to a community grant to Wellsprings as a member of his family is employed by this organisation.

Councillor Y. Herring in regards to a community grant to the Springvale Benevolent Society as she is a committee member of this organisation.

Councillor A. Long in regards to a community grant to the Dandenong & District Benevolent Society and Springvale Benevolent Society as she is a committee member for both these organisations.

Councillor G. Harris in relation to Town Planning application 98/078 as his property abuts the subject site.

Councillor S. Harris in relation to Town Planning application 98/078 as her property abuts the subject site and she is a signatory to the petition.

Councillor D. Wilson in relation to Town Planning application 98/145 as he owns CSR shares.

Councillor Y. Herring in relation to Town Planning application 98/145 as she lives and owns property in close proximity to the subject site.

Councillor Y. Chea in relation to the Cambodian Association of Victoria Inc. - Application for CIP program funding for Queens Avenue property as he is employed by the Cambodian Association of Victoria.

Councillor R. Blades in relation to Expression of Interest 98014 as she an employee of Southern Health Care Network.

Councillor G. Harris in relation to Town Planning application 98/098 as his property is opposite the subject site.

Councillor S. Harris in relation to Town Planning application 98/098 as her property is opposite the subject site.

Councillor J. Kelly in relation to Town Planning application 98/387 as he holds an existing contract at the subject site.

Councillor G. Harris in relation to Dandenong Agricultural & Pastoral Society's proposal to use the pavilion for the sale of poultry as he is a director of the company that has a contract with the Dandenong Agricultural and Pastoral Society.

Councillor S. Harris in relation to Dandenong Agricultural & Pastoral Society's proposal to use the pavilion for the sale of poultry as her husband is a director of the company that has a contract with the Dandenong Agricultural and Pastoral Society.

Councillor R. Blades in relation to Town Planning application 98/361 as she owns shares in Coles/Myer.

Councillor P. Donovan in relation to Town Planning application 98/361 as he is the owner of a Coles/Myer discount card.

Councillor A. Long in relation to Town Planning application 98/361 as she is the owner of a Coles/Myer discount card.

Councillor D. Wilson in relation to Town Planning application 98/361 as he owns shares in Coles/Myer.

Councillor D. Wilson in relation to Joint Letter - Alteration to the Contours of the Clarke Road, Tip as he owns shares in CSR, operators of the Tip.

Councillor R. Blades in relation to Town Planning application 98/361 as she owns shares in Coles/Myer.

Councillor P. Donovan in relation to Town Planning application 98/361 as he owns shares in Coles/Myer.

Councillor A. Long in relation to Town Planning application 98/361 as she is the owner of a Coles/Myer discount card.

Councillor D. Wilson in relation to Town Planning application 98/361 as he owns shares in Coles/Myer.

Councillor A. Long in relation to Town Planning application 98/361 as she holds a discount card with Coles/Myer.

Councillor D. Wilson in relation to Town Planning application 98/361 as he owns shares in Coles/Myer.

Councillor P. Donovan in relation to Town Planning application 98/361 as a family member owns a Coles/Myer discount card.

Councillor R. Blades in relation to Town Planning application 98/361 as she owns shares in Coles/Myer and is the owner of a Coles/Myer discount card.

Councillor D. Wilson in relation to Town Planning application 98/503 as he owns shares in the Commonwealth Bank.

Councillor P. Reed in relation to Town Planning application 98/503 as his partner is employed by the Commonwealth Bank.

Councillor J. Kelly in relation to Town Planning application 98/453 as he has submitted a tender to undertake works at the subject site.

Councillor J. Kelly in relation to Town Planning application 98/292 as he periodically undertakes plumbing work at the subject site.

Councillor P. Reed in relation to the Child Care Centres Review as his daughter attends the Noble Park Community Child Care Centre.

Councillor J. Kelly in relation to Town Planning application 98/492 as he has a current contract with the applicant KD Harris & Associates.

Councillor J. Kelly in relation to Town Planning application 98/458 as he owns shares in Telstra and National Mutual.

Councillor R. Blades in relation to Town Planning application 98/458 as she owns shares in Telstra.

Councillor P. Donovan in relation to Town Planning application 98/458 as he owns shares in Telstra.

Councillor D. Wilson in relation to Town Planning application 98/458 as he owns shares in Telstra.

Councillor A. Long in relation to Town Planning application 98/458 as she owns shares in National Mutual.

Councillor P. Donovan in relation to Town Planning application 98/458 as he owns shares in Telstra.

Councillor J. Kelly in relation to Town Planning application 98/458 as he owns shares in Telstra and National Mutual.

Councillor D. Wilson in relation to Town Planning application 98/458 as he owns shares in Telstra.

Councillor A. Long in relation to Town Planning application 98/458 as she owns shares in National Mutual.

Councillor R. Blades in relation to Town Planning application 98/458 as she owns shares in Telstra.

Councillor D. Wilson in relation to Town Planning application 98/543 as he shares in CSR, owners of the landfill.

Councillor J. Kelly in relation to Town Planning application 98/642 as he has previously undertaken work with the applicant at a different location.

Councillor Y. Chea in relation to Town Planning application 96/260 as he is an employee of the Cambodian Association of Victoria.

Councillor D. Wilson in relation to contract 97042 as he owns shares in Simsmetal.

Councillor J. Kelly in relation to Town Planning application 99/011 as he has a tender with K.D. Harris & Associates at another location.

Councillor R. Blades in relation to contract 98076 as she is employed by one of the contract tenderers - Southern Health Care Network.

Councillor R. Blades in relation to Town Planning application 98/591 as she owns shares in Telstra.

Councillor J. Kelly in relation to Town Planning application 98/591 as he owns shares in Telstra.

Councillor D. Wilson in relation to Town Planning application 98/591 as he owns shares in Telstra.

Councillor R. Blades in relation to Town Planning application 98/728 as she owns shares in Telstra.

Councillor P. Donovan in relation to Town Planning application 98/728 as he is employed by Coles Supermarket.

Councillor D. Wilson in relation to Town Planning application 98/728 as he owns shares in Telstra.

Councillor A. Long in relation to Town Planning application 98/728 as she holds a discount card with Coles/Myer.

Councillor R. Blades in relation to a 10 year lease agreement totaling \$43,150, for the Tom Houlahan Community Support Centre, 186 Foster Street, Dandenong, as she is an employee of the tenant, the Southern Health Care Network.

Councillor P. Reed in relation to two loan agreements under the Documents for Sealing for the Commonwealth Bank as a family member works for that organisation and he also holds home and other accounts with that organisation.

Councillor D. Wilson in relation to two loan agreements under the Documents for Sealing for the Commonwealth Bank as holds shares in the Commonwealth Bank.

Councillor D. Wilson in relation to Town Planning application 98/710 as he owns shares in Telstra.

Councillor P. Donovan in relation to Town Planning application 98/710 as he owns shares in Telstra.

Councillor R. Blades in relation to Town Planning application 98/710 as she owns shares in Telstra.

Councillor P. Donovan in relation to Town Planning application 98/710 as he owns shares in Telstra.

Councillor P. Donovan in relation to proposed Liquor Licensing for Coles Liquorland as he is employed by Coles/Myer.

Councillor R. Blades in relation to proposed Liquor Licensing for Coles Liquorland as she holds shares in Coles.

Councillor A. Long in relation to proposed Liquor Licensing for Coles Liquorland as she holds a discount card with Coles/Myer.

Councillor D. Wilson in relation to proposed Liquor Licensing for Coles Liquorland as he holds shares in Coles/Myer.

Councillor Blades in relation to Town Planning application 99/125 as she owns shares in Telstra.

Councillor Donovan in relation to Town Planning application 99/125 as he owns shares in Telstra.

Councillor Kelly in relation to Town Planning application 99/125 as he owns shares in Telstra.

Councillor Wilson in relation to Town Planning application 99/125 as he owns shares in Telstra.

The aggregate amounts in respect of the following types of transactions with Responsible Persons were:

	1997/98 \$'000	1998/99 \$'000
Contracted Services	580	15,404
Consulting Services	-	-
Supply of Plant	-	-
Total	580	15,40

The Council has entered into the above transactions with Responsible Persons and Responsible Person related parties within normal customer or employee relationships on terms and conditions no more favourable than those available in similar arm's length dealings.

- (ii) (a) Aggregate amounts of revenue or expense for the reporting period that resulted from transactions with Responsible Persons of the Council or their Responsible Person related parties include:

	1997/98 \$'000	1998/99 \$'000
Consulting Services	-	-
Contracted Services	635	8,655
Total	635	8,655

- (b) Other Receivables from and payables to Responsible Persons of the Council or their Responsible Persons related parties recognised as at reporting date include: Nil.
- (c) The Council recognises the following other benefits derived during the reporting period by the Responsible Persons of the Council or their Responsible Person related parties:

		1997/98 \$'000	1998/99 \$'000
Greg Harris:	Out-of-pocket expenses	1.2	0.1
	Telephone costs	1.7	1.2
Sharon Harris:	Out-of-pocket expenses	0.7	0.8
	Telephone costs	1.2	2.4
John Kelly:	Out-of-pocket expenses	-	-
	Telephone costs	-	-
Angela Long:	Out-of-pocket expenses	1.1	1.3
	Telephone costs	1	1.5
Phil Reed:	Out-of-pocket expenses	0.01	.06
	Telephone costs	0.5	.8
Dale Wilson:	Out-of-pocket expenses	-	.02
	Telephone costs	0.7	0.7
Roz Blades:	Out-of-pocket expenses	0.1	0.1
	Telephone costs	2.3	4.8
Yvonne Herring:	Out-of-pocket expenses	0.7	0.6
	Telephone costs	1	0.9
Youhorn Chea:	Out-of-pocket expenses	-	.02
	Telephone costs	0.7	0.9
Naim Melhem:	Out-of-pocket expenses	0.05	0.3
	Telephone costs	1.1	2.0
Paul Donovan:	Out-of-pocket expenses	-	.03
	Telephone costs	1.1	0.9
Warwick Heine:	Out-of-pocket expenses	2.5	3.3
	Telephone costs	3.8	3.0
	TOTAL	21.4	25.7

ORGANISATIONS COUNCIL IS A MEMBER OF

ORGANISATION	MEMBERSHIP FEES	OTHER SUPPORT OR INVOLVEMENT
Association for Children with a Disability	\$25	Nil
Association of Development of Executives of Victoria	\$120	Staff representation on Committee
Association of Risk and Insurance Managers of Australasia	\$550	Staff representation on State Chapter Committee
Ausdance	\$90	Nil
Australian Early Childhood Association	\$64	Nil
Australian Early Intervention	\$70	Nil
Australian Institute of Family Studies	\$45	Nil
Australian Institute of Management	\$900	Nil
Australian Resuscitation Council	\$45	Nil
Children's Services Resource and Development Officers Association	\$90	Nil
Committee for Economic Development of Australia	\$3,400	Nil
Committee for Greater Dandenong	Nil	Staff representation on Committee
Community Arts Network of South Australia	\$45	Nil
Community Business Centres Victoria	\$100	Nil
Community Child Care Association	\$550	Nil
Contemporary Sculptors Association	\$60	Nil
Cultural Tourism Industry Group	\$100	Nil
Dandenong Community Health Service Community Reference Group	Nil	Staff and Councillor representation on Committee
Dandenong District Historical Society	\$15	Nil
Dandenong Police and Community Consultative Committee	Nil	Staff representation on Committee
Dandenong Retail Traders Association	\$20	Staff representation on Committee
Dandenong Valley Catchment Action Committee	Nil	Staff representation at meetings
Down Syndrome Association of Victoria	\$30	Nil
Facility Management Association of Australia	\$360	Nil
FKA/Multicultural Resource Centre	\$60	Nil
Greater Dandenong Chamber of Business and Industry	\$100	Staff representation on Committee

ORGANISATION	MEMBERSHIP FEES	OTHER SUPPORT OR INVOLVEMENT
Greater Dandenong Community Safety Committee	Nil	Staff representation on Committee
Greater Dandenong Hand Brake Turn Advisory Committee	Nil	Staff representation on Committee
GreenLink Oakleigh	\$20	Nil
Housing Industry of Australia	\$250	Nil
Institute of Internal Auditors - Australia	\$220	Nil
InterCouncil Aboriginal Consultative Committee	Nil	Councillor and staff representation on Committee
International Committee on Museums	\$85	Nil
International Year of Older Persons Committee	Nil	Council representation on Committee
Lactation Resource Centre	\$50	Nil
Local Planners Association - South East Metropolitan Region	Nil	Staff representation at meetings
Lady Gowrie Resource Centre	\$60	Nil
Mills Reserve Hockey Group Incorporated Committee	Nil	Councillor representation at meetings
Multicultural Arts Victoria	\$50	Nil
Multicultural Prime Timers	Nil	Council representation on Committee
Municipal Association of Victoria	\$42,300	Councillor representation at meetings
Museums Australia	\$65	Nil
National Family Day Care Council (Aus) Inc	\$109	Nil
Noah's Ark	\$100	Nil
Noble Park Chamber of Commerce	Nil	Staff representation at meetings
Nuclear Free Zones and Toxic Industries Secretariat	\$500	Nil
Parks and Leisure Australia	\$180	Nil
Police Paddocks Advisory Committee	Nil	Staff and Councillor representation on Committee
Public Health Association	\$570	Nil
Records Management Association of Australia	\$200	Nil
Retail Traders Association Victoria	\$20	Nil
Royal Historical Society	\$80	Nil
Royal Society of Victoria	\$110	Nil
Sandbelt Chain of Parks Committee	Nil	Staff and Councillor representation on Committee
South East Development	Nil	Staff representation on Committee
South East Migrant Resource Centre	Nil	Staff representation on Committee

ORGANISATION	MEMBERSHIP FEES	OTHER SUPPORT OR INVOLVEMENT
South East Non-Urban Areas Planning Group	Nil	Nil
South East Region Gas Company	\$15,399 <i>income</i>	Shareholder through South Eastern Region Waste Management Group
South Eastern Historical Association Inc	\$20	Nil
South Eastern Region Bicycle Committee	Nil	Staff and Councillor representation on Committee
South Eastern Regional Waste Management Group	\$22,229	Staff and Councillor representation on Committee
Springvale Asian Business Association	Nil	Staff representation at meetings
Springvale Benevolent Society	Nil	Councillor representation at meetings
Springvale Community Health Service Community Reference Group	Nil	Staff and Councillor representation on Committee
Springvale and District Historical Society	\$20	Nil
Springvale Drug Action Committee	Nil	Staff representation on Committee
Springvale Indochinese Mutual Assistance Association	Nil	Staff representation at meetings
Springvale Police and Community Consultative Committee	Nil	Staff representation on Committee
Springvale Traders Association and Communities	\$50	Staff representation on Committee
Stage Whispers	\$36	Nil
Standards Association of Australia	\$320	Nil
State Immunisation Advisory Group	Nil	Staff representation on Committee
Tourism Council of Victoria	\$500	Nil
Turf Grass Association of Australia (Vic)	\$30	Staff representation on Committee
Victorian Municipal Saleyards Association	\$3,646	Greater Dandenong market community member representation on Committee
Victoria Employers Chamber of Commerce and Industry	\$7,000	Nil
Victorian Tourism Operators Association	\$200	Nil
Victoria University of Technology - Local Management Group - Public Sector Management Course	Nil	Staff representation on Committee
Family Day Care - Victoria	\$220	Nil
Victorian Health Promotion Foundation (VicHealth) Partnerships with Healthy Industry	\$730	Nil
Victorian Local Governance Association	\$15,000	Councillor representation at meetings
Worklife Association	\$90	Nil

COMMUNITY GRANTS PROGRAM

1998/99 funded grants to individuals and organisations

ORGANISATION	TOTAL \$ PER ORGANISATION
Afghan Australian Association of Victoria Inc	2,000
Afghan Australian Welfare Association	1,500
African Women's Group	500
Argentinean Social Circle "Mia Casa-Tu Cas" Community House	100
AIDS Prevention and Support Unit	15,625
Alan Lowery - Special Olympics	450
Alcoholics Anonymous	3,660
Al-Kamal Arabic School	1,250
Al-Montazar Association	1,000
Argentinian Social Circle	2,420
Armenian Community Senior Citizens Association	400
Armenian Relief Society Nayiri Chapter	700
Australia Ceylon Fellowship	2,845
Australia/Sri Lanka Welfare Guild Inc.	600
Australian Albanian Community Association Dandenong	1,800
Australian Oromo Community	2000
Australian Turkish Association	10,000
Avellino Circolo Pensioner Group	2,000
Azad Gharibian Dance	1,000
Bakers Road Playgroup	400
Battle of the Bands - OSEYSA	300
Blythe, Daniel	200
Blythe, Rohan	300
Buckley Ridges Cricket Club	269
Bunurong Medical Centre	400
Cambodian Association of Victoria	29,090
Cambodian Association of Victoria Youth Group	1,000
Cambodian Association Youth Group	650
Cambodian Chinese Friendship Association of Victoria	500
Cambodian Women's Group of Victoria	1,000
Carwatha Community Centre	7,000
Ceylonese Welfare Organisation Inc.	300
Chandler Community Centre	34,500
Chandler Cricket Club	1,650
Chilean Folk Dance Group	1,110
Chinese XinJiang Association of Australia	2,370

ORGANISATION	TOTAL \$ PER ORGANISATION
Chinese Ziajiang Association of Australia	700
City of Greater Dandenong Band	5,000
City of Greater Dandenong Cluster of Community Centres and Neighbourhood Houses	5,450
City of Greater Dandenong District Scout Association	3,000
Cody N Coster	200
Colombo Sports Club	210
Combined Probus Club of Sandown	250
Coomoora (Springvale South) Safety House Committee	500
Coomoora Community Centre	5,000
Cornerstone Drop-In Centre - Local Churches Urban Mission	3,000
Country Women's Association - Springvale Branch	930
Country Women's Association Noble Park Branch	1,000
Country Women's Association of Victoria - Dandenong Branch	4,565
Dandenong Agricultural and Pastoral Society	25,000
Dandenong and District Benevolent Society	10,041
Dandenong and District Toy Library	1,000
Dandenong and Endeavour Hills Club de los ABUELOS	13,544
Dandenong Art Club	1,000
Dandenong Basketball Association	2,000
Dandenong Casey Palliative Care	4,000
Dandenong Central Rotary Club	10,000
Dandenong Central Seniors Centre	11,520
Dandenong Chess Club Inc	880
Dandenong Choral Society	1,780
Dandenong City Junior Sporting Club	270
Dandenong Club Bowls Club	150
Dandenong Community Advisory Bureau	93,500
Dandenong Community Health Service	116,707
Dandenong District Girl Guides	700
Dandenong Dutch Senior Club	4,300
Dandenong Eisteddfod of Dance	12,460
Dandenong Festival of Music and Art for Youth	23,000
Dandenong High School	650
Dandenong High School Chaplaincy Committee	3,000
Dandenong Hockey Club	500
Dandenong Housewives Club	768
Dandenong Life Saving and Swimming Club	500
Dandenong North Senior Citizens Club	17,860

ORGANISATION	TOTAL \$ PER ORGANISATION
Dandenong North Turkish Senior Citizens Club	2,080
Dandenong North Youth Club	500
Dandenong Performers Club	400
Dandenong Performers Club	100
Dandenong Police - E District	200
Dandenong Public Tenants Group	65
Dandenong Red Cross Unit	1,860
Dandenong Retail Traders Association	2,000
Dandenong Returned Services League	1,000
Dandenong Schools Arts Extravaganza	2,330
Dandenong Science Fiction Society	240
Dandenong Soccer Club	1,790
Dandenong South Primary School	5,000
Dandenong Toastmasters Club	1,575
Dandenong Turkish Education and Aid Assoc	2,600
Dandenong Valley Guides	3,000
Dhamaram Buddhist Temple Inc Victoria Australia	600
Eastern Regions Mental Health Association Leonard Centre	800
Elderly Italian Friendship Club	5,760
ESL Week 1998	1,190
Friends of the Forgotten Aged	600
Friends of the Melbourne Colorectal Service	700
Goodman, David - Blind Athletics	300
Greater Dandenong Australia Day Committee	18,000
Greater Dandenong Boxing Club	13,000
Greater Dandenong Chamber of Business and Industry	11,000
Greater Dandenong Environment Group	350
Greater Dandenong Table Tennis Association	600
Greek Community of Noble Park - Keysborough and Districts	795
Greek Orthodox Community of Dandenong - Senior Citizens	3,180
Greek Community of Springvale - Senior Citizens	2,880
Guide Dog Association of Victoria	50
Halton Road Youth Drop-In Centre	500
Hand Brake Turn	5,000
Hararian Community Association	1,279
Heatherhill Kindergarten	900
Hungarian Senior Citizens Club of Greater Dandenong	4,860
Hutchings, Trevor	400

ORGANISATION	TOTAL \$ PER ORGANISATION
Inter-Faith Network	5,000
Jan Wilson Community Centre	19,500
Keegan, Laim	400
Kelly-Watts, Chris - Melbourne Vicentre Swimming Club Inc	300
Keysborough and District Senior Citizens Club	2,880
Keysborough Learning Centre	27,100
Keysborough Open Door	2,000
Keysborough Turkish Islamic and Cultural Centre	3,550
Khmer Community of Victoria	2,500
Latin American Association of Community Development and Welfare Services	3,548
Lebanese Cultural Club	1,525
Leeside Rotary House	4,000
Leisure Link-Up	7,000
Life Activities Club Dandenong	900
Life Education Dandenong/Springvale Chelsea	3,000
Lyndale Cricket Club	800
Macedonian Pension Group	500
Macedonian Senior Citizens	400
Maltese Seniors South-Eastern Suburbs	1,030
Maranatha Methodist Cricket Club	500
Masciulli, Linda	200
Mauritian Golden Age Club	10,940
McAleer, Fiona and Claire	650
Mills Reserve Hockey Group	12,150
Molnar, Hayden	100
Moodemere Scout Group	262
Morris, Graeme	350
Multicultural Primetimers	2,820
Nadroga Soccer Club (Dandenong Soccer Club)	250
Napoli Family Club	11,302
Narcotics Anonymous	1,060
Neighbourhood Watch - Area E3-E4, Rosewood Downs	600
Neighbourhood Watch Area D56	600
Neighbourhood Watch Group E35	600
Noble Park Bowls Club Inc	150
Noble Park Chamber of Commerce and Industry	1,700
Noble Park Chamber of Commerce and Industry	6,200
Noble Park Combined Pensioners Assoc.	1,320

ORGANISATION	TOTAL \$ PER ORGANISATION
Noble Park Community Centre	7,500
Noble Park Community Drop-In Centre	2,760
Noble Park CPA Pensioners Club	200
Noble Park English Language School	400
Noble Park Friendly Indoor Bowls Group	120
Noble Park Hungarian Senior Citizen Club	3,000
Noble Park Italian Elderly Citizens Club	8,090
Noble Park Legacy Widows Club	1,160
Noble Park PreSchool	200
Noble Park Public Hall Trust	600
Noble Park Senior Citizens Centre	7,540
Noble Park/Keysborough Lions Club	250
North Dandenong Cricket Club	390
North Dandenong Dolphins Netball Club	200
Oakleigh Clayton Group of Nursing Mothers Association	150
Oakwood Park 1st Scout Group	500
Outer South East Youth Services Association	23,300
Parkmore Basketball Club	288
Parkmore Cricket Club	200
Parkmore Junior Football Club	150
Paterson, Shane	400
Paul Mathison - Indoor Netball Victoria	200
Paul Rutgers	200
Polish Senior Citizens Club	1,620
Praxis Workskills Inc.	750
Red Cross Blood Service - Victoria	20,480
Riddiford, Ashley	200
Rosswood Playgroup	800
Rotary Club of Noble Park	6,000
Royal Childrens Hospital Southern Rainbows Auxiliary	300
Russian Orthodox Church	800
Sandown Park Cricket Club	400
Sandown Scout Group	710
Save Waverly Park Group	150
Scott Street Day Centre	4,150
Serapiglia, Antonella	200
Serbian Australia Pensioner Association	300
Silverton Cricket Club	450

ORGANISATION	TOTAL \$ PER ORGANISATION
Silverton Junior Football Club	400
Society for Growing Australian Plants (Heathland Group)	350
South East Yugoslav Pensioner Group	2,000
South Eastern Australian - Arabic Club	1,100
South Eastern Region Migrant Resource Centre	47,515
South Eastern Region Polio Support Group	350
Spanish Speaking Friendship Club of Springvale - Third Age Group	1,440
Spastic Society of Victoria	150
Special Olympics Victoria	500
Special Olympics - Steven White	100
Special Soccer School	500
Springers Indoor Bowls Club	1,000
Springvale Alevi Cultural Association	200
Springvale Alevi Cultural Centre	2,105
Springvale and District Historical Society	2,000
Springvale Arthritis Self Help Group	2,600
Springvale Asian Business Association	11,600
Springvale Benevolent Society	2,377
Springvale Bicentennial Youth Concert Band	300
Springvale Bicentennial Youth Music Association	10,325
Springvale City Soccer Club	545
Springvale Combined Pensioners and Superannuants Association	4,734
Springvale Community Aid and Advice Bureau	148,400
Springvale Community Centre	19,500
Springvale Community Health Services	200
Springvale Dandenong United Bicycle Users Group	250
Springvale Festival of Dance	550
Springvale Hockey Club	250
Springvale Indo-Chinese Elderly Citizen Association Inc.	900
Springvale Indochinese Mutual Assistance Association (SICMAA)	3,140
Springvale Italian Senior Citizens	1,750
Springvale Legal Service	11,000
Springvale Neighbourhood House	100,210
Springvale North Drop-In Centre	11,290
Springvale RSL Sub Branch	535
Springvale Senior Citizens Club	3,132
Springvale South Kindergarten	900
Springvale South Kindergarten Playgroup	300

ORGANISATION	TOTAL \$ PER ORGANISATION
Springvale South Primary School	550
Springvale Toy Library	1,795
Springvalley Kindergarten	900
St John of Kronstadt Russian Welfare Society	3,900
St Mary's Playgroup	500
St Vincent de Paul Society Dandenong Regional Council	15,000
Starlight Children's Foundation Australia	100
State Council of the YMCA's of Victoria	3,000
Support of Mother and Child Multicultural Association	250
Sweeney, Rikki	500
Tamil Library and Community Centre	500
Terek, Leigh	100
Tremayne, Aurelia	700
Trewint Day Therapy Centre	5,880
United Filipino Elderly Group	360
Van Chat, Mai	1,750
Victoria Police	350
Victoria State Emergency Service Springvale Unit	1,800
Victorian Baseball Assoc. Inc. Junior League	200
Victorian Foundation for Survivors of Torture	5,000
Victorian Tamil Cultural Association	1,000
Vovinam Martial Arts	600
Wallarano Primary School	16,400
Wellington Secondary College	100
Wellsprings	20,000
Westernport Family Violence Network	500
White, Steven	800
Windermere Child and Family Services	8,000
Windsor Brothers Soccer Club	1,000
World Vision	500
Yarraman Child Care Centre	501
Yarraman Park 8th Scout Group Venturers and Rovers	700
Young Muslims of Australia	500
Youth Advocacy and Legal Service	3,400
YWCA Dandenong Neighbourhood House	9,000
YWCA of Dandenong and Western Port	20,400
TOTAL	1,377,136

COMPLIANCE WITH STATUTORY REQUIREMENTS

Risk Management

Risk management procedures are in accordance with the requirements under the *Local Government Act 1989* and are based on the Australian Standard AS/NZS4360:1999.

National Competition Policy

The City of Greater Dandenong is a party to the 1999 Competition Principles Agreement with the State Government. In accordance with that agreement, Council has implemented clauses 2, 3, 4, and 5 of the Agreement during 1998/99 as set out below:

Clause 2 Competition Code:

Council has maintained a trade practices compliance program during 1998/99 to raise awareness of conduct that is prohibited as anti-competitive under the Competition Code and to promote behaviour that complies with the Code. No complaints were received about Council's trade practices.

Clause 3 CCT:

54% of Council's operating expenditure was subjected to competitive tendering in accordance with Section 208A of the *Local Government Act 1989*.

Clause 4 Competitive Neutrality:

Competitively-neutral pricing was applied to all in-house tenders during the year. Council fees and charges have been reviewed applying NCP principles. There were no competitive-neutrality complaints received during the year.

Clause 5 Review of Local Laws:

A review of Local Laws to identify any restrictions on competition was completed and reported to the State Government in June 1999.

Year 2000 Compliance and Readiness

Greater Dandenong completed a full financial year in 1998/99 of Year 2000 activities which were all “signed off” by the consultant as being Year 2000-ready, according to the State Government’s criteria. These criteria included:

- ◆ Physical audit of all assets and their 2000 compliance
- ◆ Risk assessment
- ◆ Systems testing
- ◆ Contingency and continuity plans
- ◆ Year 2000 awareness programs

While the Millennium Bug is not a difficult task to address, it is a large one as it entails a vast amount of checking and testing and ensuring alternative plans are in place “just in case”. Council completed an asset audit early in 1999 including a small amount of asset upgrading or replacement due to non-compliance.

Major computer systems testing underwent substantial testing into the future on a separate computer system. These tests ranged from 30 June 1998 through to 1 March 2001, ensuring all the critical dates were checked and the systems performed as expected.

At the time of writing, there is a set of business continuity plans available should critical business operations be disrupted by internal or external factors, eg. electricity, telephones.

Council will be as ready as any organisation for the Millennium changeover. There will be minor disruptions to the community of various types. The challenge is to ensure the minor disruptions are identified and dealt with before they become major problems.

Freedom of Information

The Freedom of Information Act 1982 (as amended) gives everyone a right of access to all Council documents, unless there is a specific reason why the document should be exempt from public release (which may include documents affecting the privacy of a person).

To find out more about how Freedom of Information works and to discuss making an application for access to Council documents under the Freedom of Information Act, contact Council’s Freedom of Information Officer on 9239 5100.

There is an application fee of \$20 and requests must be in writing. Requests should contain enough information to enable the documents you wish to access to be identified.

Written applications for access to documents under the Freedom of Information Act should include the \$20 application fee and be sent to:

Freedom of Information Officer
City of Greater Dandenong
PO Box 200
Springvale 3171

PERFORMANCE REPORT

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- ◆ Corporate Plan: Progress Against Five Year Targets
- ◆ Comparative Indicators
- ◆ Financial Statements
 - Financial Statements
 - Notes to and forming part of the Financial Statements
 - Annual Plan: Progress against one year targets

Corporate Plan: Progress Against Five Year Targets

1. Create a Safe, Clean and Livable City

OUTPUTS	MEASURES	TARGETS
Community Safety Program	Documentation	Publish 5-year Community Safety Program by 30 June 1999. Review annually. Draft Safety Program 1999/2000-2000/04 prepared in consultation with the Greater Dandenong Community Safety Committee. Scheduled for publication in 1999/2000.
	Achievements	Update and publish <i>Community Safety Achievements Report</i> by 31 December of each year. <i>Community Safety Achievements Report for 1998/99 published September 1998. Council's record in community safety recognised by an award from VicSafe September 1998.</i>
Fear of crime and crime statistics	Report	Publish report by 30 September of each year. Findings of a 1997 Police Board of Victoria survey of perceptions of crime and public safety published in February 1999. Results of March 1999 survey to be published 1999/2000.

Community perceptions of safety (Police Board Victoria)	Annual survey	<p>Raise perceptions of safety in public places and the home to the same as the state's average.</p> <p>March 1999 Police Board of Victoria survey of perceptions of crime and safety reported higher levels of concern with safety than in March 1998. Concern with safety was highest at night in local neighborhoods, shops and on buses. Levels of concern by Greater Dandenong residents at night were nearly double the State average. Results to be published 1999/2000. Annual plan targets from 1999/2000 to be reviewed.</p>
Safer roads	Reduction in number of blackspots	<p>Reduce blackspots within the City by 50% (based upon 30/6/97 statistics).</p> <p>697 casualty accidents recorded in 1998/99, a slight increase from 1997/98 (683 casualty accidents). VicRoads works in Westall Road, Greens Road and Hutton Road may assist in reducing the accident rate in 1999/2000. Blackspot reduction remains a priority for Council advocacy.</p>
Road infrastructure	Improvements	<p>Complete Westall Road (Springvale By-pass) by 30 June 2000.</p> <p>Westall Road construction is expected to commence in 1999/2000. Project to take approximately 2 years to complete. Cost estimate \$37 million.</p> <p>Complete Dingley By-pass by 30 June 2003.</p> <p>Section of Dingley By-pass within Greater Dandenong is not presently on the VicRoads program. Further advocacy required.</p> <p>Complete first stage of Scoresby Arterial by 30 June 2004.</p> <p>Environmental Impact Statement completed in 1998/99 and with the Minister for Planning for review. Release date not yet announced.</p>
Public transport	Documentation	<p>Complete 2000/2020 public transport plan by 30 June 2000.</p> <p>Municipal Transport Strategy study to commence 1999/2000 is a precursor to the Public Transport Plan. Public Transport Plan to commence in of 1999/2000.</p>

2. Support a Caring City

OUTPUTS	MEASURES	TARGETS
Aged accommodation	Completion	Complete three new aged accommodation projects for elderly residents whose language is other than English by 30 June 2004. The Greater Dandenong Multicultural Aged Care Association was formed in June 1999. In partnership with Council, the association to apply in 1999/2000 for Commonwealth funding to develop a 60-bed care facility. The association is also exploring the possibility of developing independent units for older residents.
Resources	Resource allocation	Increase allocation of resources for aged services from Commonwealth and State Governments by 25% by 30 June 2003 (1998/99 base). Identification of resource allocation to aged services from Commonwealth and State governments not completed 1998/99. Submission to be prepared 1999/2000.
Information provision	Action taken	Publish one story in each edition of <i>2nd City News</i> community newsletter explaining an aspect of another culture or faith. At least one story on the City's multicultural diversity was featured in each edition of <i>2nd City News</i> in 1998/99.
	Action taken	Publish one story in each edition of <i>2nd City News</i> or other Council publication on a community cultural festival. At least one story on a community festival was featured in each edition of <i>2nd City News</i> in 1998/99.

3. Promote Local Employment and Economic Growth

OUTPUTS	MEASURES	TARGETS
Private sector	\$s invested	\$500 million by 30 June 2004. Investment in private and public construction in 1998/99 totalled more than \$200 million. This is expected to continue in 1999/2000.
Public sector	\$s invested	\$100 million by 30 June 2004. \$99 million investment by State Government in 1998/99. Target to be reviewed in 1999/2000.

City infrastructure	\$s invested	\$60 million by 30 June 2004. \$5.2 million spent in 1998/99. \$9 million allocated for 1999/2000. Projected target of \$60 million by 30 June 2004 is unlikely to be achieved. Target to be reviewed due to financial situation.
Employment	Permanent jobs created	1,250 new jobs by 30 June 2004. Estimated 410 jobs created in 1998/99 as a direct or indirect result of Council's economic development activities. Trend to continue in 1999/2000. Target of 1,250 jobs by 30 June 2004 is expected to be exceeded. Target to be reviewed in 1999/2000.
	Traineeships and apprenticeships created	1,250 new traineeships or apprenticeships by 30 June 2004. Data from industry and training sources not available. Target to be reviewed in 1999/2000.
Internet	Web-site online	Ensure Council homepage is updated monthly. Council's web page updated November 1999. New site to be launched 1999/2000.
Industrial Directory	Published	Publish and distribute directory every two years by 31 March, commencing 31/3/2000. Database maintained. Directory to be accessible on the internet in 1999/2000.
Business confidence and job prospects	Survey	Undertake business confidence and job prospects survey every two years, commencing July 1999. Preliminary work completed 1998/99. Survey now scheduled for 1999/2000.
Greater Dandenong Planning Scheme	Currency	Review the Municipal Strategic Statement annually. Municipal Strategic Statement adopted as part of new Planning Scheme in August 1998 and gazetted in March 1999. Review to be completed 1999/2000.
Regional infrastructure	Advocacy	Advocate for the development of the following regional infrastructure:
◆ South-East Airport		Following closure of Western Port Development Corporation, the Shire of Cardinia has assumed responsibility for co-ordination of this project. There appears to be continuing interest in the project from regional airlines but no support from the Victorian or Commonwealth governments. Business in the south-east region continues to support the concept, but proposes to review the need following the opening of City Link in August 1999.

- ◆ Port of Hastings

Feasibility studies for the extension of the Port of Hastings are still being completed. There remains strong regional support for the development of this project.
- ◆ Very Fast Train (VFT) from Sydney to Melbourne along coastal route

The South East Australia Transport Study (SEATS) group continues to advocate for the development of the VFT along the coastal route. This has the support of the Committee for Melbourne and the Committee for Greater Dandenong. A preliminary feasibility study was released during 1998/99, supporting the coastal route. The Commonwealth Government has supported the development of a VFT link between Melbourne and Sydney via Canberra, along an inland route.

4. Develop Arts and Culture

OUTPUTS	MEASURES	TARGETS
Library service	Improvements	<p>Extend hours of operation of libraries by 50% by 30 June 2004.</p> <p>Operating hours of the Springvale and Dandenong Libraries were increased by 15% (750 hours annually), from March 1999. Further review in 1999/2000.</p> <p>Increase Internet access by 200% by 30 June 2004.</p> <p>Access to the Internet has increased by 50% in 1998/99 due to increase in library opening hours. Further review in 1999/2000.</p> <p>Expand library materials collection by 100% by 30 June 2004 with an emphasis on special collections.</p> <p>The materials collections increased by 13% in 1998/99. Similar expansion planned for 1999/2000.</p>
Performance venues	Completion	<p>Construct one new "AA" facility by 30 June 2004.</p> <p>An internal working party established in 1998/99 to redevelop Dandenong Town Hall for this purpose. Design brief being developed. Further reports to Council 1999/2000.</p>

Street art works	Installation	Install one new piece of street art each year for five years. One piece of street art, Bicycle Sculpture, installed at the Falkiner Reserve in November 1998.
Heritage study	Completeness	Complete heritage study by 30 June 1999. Stage One completed in 1998/99. 396 potential heritage sites identified. Stage Two commenced 1999/2000.
	Implementation	Adopt policy directions from Heritage study by December 31, 1999. The results of Stage One Heritage Study adopted. Interim protection provided for 78 sites in 1998/99.
Dandenong Town Hall	Retention	Complete plans for renovation/restoration by 31 December 1999. In principle agreement by Council to investigate refurbishment of the Dandenong Town Hall to include performance areas, gallery space, conference facilities and meeting rooms May 1999. In-house project team formed to consider development consistent with heritage controls. A draft brief to appoint architects to this project to be considered by Council in 1999/2000.

5. Promote Participation in Sport and Recreation

OUTPUTS	MEASURES	TARGETS
Investment in facilities	Resources committed	Increase resource allocation by \$1million per year, each year for five years. Strategies for investment in cyclical building maintenance programs and capital investments in Council facilities completed 1998/99. Discussion of resources to be finalised 1999/2000.
Increase in participation rates	Participation rates	Complete annual survey of sports participation by September 30 each year. A preliminary survey of sporting clubs revealed a 1% rise in participation levels in 1998/99. A wider survey scheduled for 1999/2000.
		Define annual target for increase in participation rates, for inclusion in Annual Plan, by 30 April each year. Target of 2.5% set for 1999/2000.

		<p>Develop annual strategies for increased participation in non-traditional sports, based upon participation survey.</p> <p>Strategies to increase community participation in sport and other leisure activities during 1998/99 included partnership with the Active Australia Local Government Network, support for new activities and promotion of the benefits of physical activity. Range of non-traditional activities promoted, including walking clubs, sports for disabled people, Bocce, Fast Pitch and Petanque.</p>
Open Space	Policy development	<p>Review current open space strategy by 30 June 1999.</p> <p>Open Space Strategy was adopted in June 1999. A review scheduled for 1999/2000.</p>
	Implementation	<p>Progressively implement open space strategies through the annual City Improvement Program.</p> <p>The 1998/1999 CIP program incorporated a variety of open space projects, including extensions of the bicycle paths, further development of a number of parks and playgrounds, the installation of seats and other equipment in public parks, planting of indigenous trees and the reclamation of Falkiner Reserve and Oakwood Park into public open space.</p>
Major leisure facilities	Strategy	<p>Complete future strategy for each major leisure facility owned by Council by 30 June 2000.</p> <p>Proposals for strategic developments at Dandenong Indoor Sports Stadium, the Oasis Aquatic and Leisure Centre and Springers Leisure Centre due for completion in 1999/2000. Master plan for Tatterson Park also to be completed in 1999/2000.</p>
Bicycle path network	Kilometres constructed	<p>Extend bicycle path network by a minimum of 5km by 30 June 2003.</p> <p>Extensions were made to the off-road Cheltenham Rd path and the off-road path on Springvale Rd in 1998/99. Dandenong Creek path upgraded. Gravel path constructed along the creek in Tirhatuan Park. Total distance extended less than 3 kilometres. Target yet to be reached.</p>

6. Enhance Natural and Urban Environments

OUTPUTS	MEASURES	TARGETS
Environment targets	Targets met	Ensure environmental targets are met by June 30 each year. 85% of environmental targets met 1998/99.
State of the Environment	Report	Publish <i>State of the Environment Report</i> by 31 December of each year. 1998/99 report published February 1999.
Housing development	Policy development	Adopt policy to encourage diversity in the built environment by 30 June 1999 and review annually. Not achieved. Reprogrammed for 1999/2000.
	Implementation	Implement housing diversity policy by 30 September 1999. Preliminary work completed 1998/99.
Non-urban land retention	Conservation	Complete planning scheme amendments to conserve non-urban land by 30 June 2000. Keysborough amendments to be advertised 1999/2000.

7. Promote the Unique Strength of Our Retail Centres

OUTPUTS	MEASURES	TARGETS
Streetscape improvement	Forward plan	Develop and implement a 5-year plan for streetscape improvements in shopping centres. Streetscape improvement works in Dandenong CBD, Noble Park and the Springvale shopping precinct commenced 1998/99, to be completed 1999/2000. Forward plan for Springvale retail precinct adopted 1998/99.
“Retail” and “Hospitality” Directories	Published	Publish and distribute directories every two years by 30 September, commencing 30/9/2000. Directories published. Directories to be available on the Internet 1999/2000.
Dandenong Produce Market	Investment and asset development	Complete a 5-year strategic plan for the Dandenong Produce Market by 30 June 1999. Not achieved. Delayed to allow for resolution of a number of management issues including a review of tenancy arrangements. To be completed 1999/2000.

8. Promote Dynamic Council/ Community Partnerships

OUTPUTS	MEASURES	TARGETS
Council meetings accessible	Community awareness	<p>Advertise to the community all Council meetings at least 14 days prior to meeting dates.</p> <p>All Council meetings advertised in 2nd City News in Brief newspaper column or bimonthly in 2nd City News. List of meeting dates, times and venues also available through Customer Service Centres.</p>
	Meetings outside of Chamber	<p>Hold a minimum of four Council meetings each year in locations other than the Council Chamber.</p> <p>Four external meetings of Council were held during 1998/99 at the following locations:-</p> <ul style="list-style-type: none"> ◆ Jan Wilson Community Centre, Noble Park North ◆ St James Parish Church Hall, Dandenong ◆ Noble Park Football Social Club, Noble Park ◆ Springvale Heights Primary School, Springvale.
Consumer research feedback	Feedback	<p>Publish results of all consumer feedback research within 90 days of being undertaken.</p> <p>During 1998/99, 80 surveys, focus groups and other activities designed to provide Council with information about the needs and preferences of residents, were conducted. The research involved 6,500 residents and provided valuable information to improve services and service specifications. Findings from the research were published, 64% within 90 days of completion.</p>
Council representation	Participation	<p>Ensure Council is represented on all community organisations requesting representation.</p> <p>Representatives appointed as required and in accord with Council policy.</p>
Community consultation	Completeness	<p>Provide opportunity for community consultation on all major policy decisions.</p> <p>Consultation routinely occurs following Council resolution, or as part of development of policy and strategy, depending upon the issue.</p>

Corporate Plan	Progress against Corporate Plan targets	Publish half-yearly report of progress against Corporate Plan by 31 January and 31 July each year. Half-yearly report not published in 1998/99 due to delays in completion of the reporting system. A full-year report was tabled at Council meeting of 26 July 1999. Target will be met in 1999/2000.
Annual Plan	Progress against Annual Plan targets	Provide monthly report of progress against Annual Plan to Council at second meeting of each month. Monthly reports were provided at second Council meeting of each month, throughout 1998/99.
Single administrative centre	Consolidation	Ensure Council administration is housed in one location by 30 June 2004. Council has agreed to work towards this objective and has requested the Chief Executive Officer to prepare a discussion paper to address this in the context of extending service opportunities to the community at a neighbourhood level. Report is to be presented 1999/2000.

9. City Management

OUTPUTS	MEASURES	TARGETS
Annual Budget	Adoption	Adopt annual budget by 30 June each year. 1999/2000 Budget adopted on 5 July 1999.
Five-Year Forward City Improvement Program	Adoption	Review and publish City Improvement Program by 30 September of each year. A draft 5-year City Improvement Program prepared for review. Scheduled for publication in 1999/2000.
Annual Plan	Completeness	Complete Annual Plan by 30 May each year, and submit to the Minister for Local Government. 1999/2000 Annual Plan adopted and submitted by 30 May 1999. Publish Annual Plan by 30 September each year. The 1998/99 Annual Plan published November 1998.
Corporate Plan	Completeness	Review and publish Corporate Plan by 30 September each year. 1999/2000 - 2003/04 Corporate Plan adopted in December 1998.

Annual Report	Completeness	Complete Annual Report by 30 September each year, and submit to the Minister for Local Government. The 1997/98 Annual Report was submitted to the Minister by 30 September 1998.
Service charters	Currency	Review all service charters by 30 June each year. Forty-four Charters released in 1998/99. No Charter due for review in 1998/99.
Complaints resolution	Complaints resolved	Ensure 5% annual reduction in complaints. Complaints recording system developed during 1998/99. No complaints recorded. Ensure 100% of complaints are resolved. No complaints registered in 1998/99.
Consumer research	Completed feedback activities	Publicly release one general survey and a minimum of 50 individual service feedback activities by 30 June each year. Community-wide survey undertaken in 1998/99. Results published in November 1998 and distributed to residents in December 1998. Eighty service feedback activities completed and reported in 1998/99.
Call Centre operations	Response times	Ensure 97% of calls received answered within 15 seconds. 243,000 calls and enquiries received in 1998/99. 76% of calls answered within target. Improvements being made. 95% of calls answered within target in the final quarter of 1998/99.
	Drop-out rate	Ensure call drop-out rate is reduced to 3% of all calls received. Average call drop-out rate for 1998/99 was 1.2%.
Marketing	Activities	Review and implement marketing plans by June 30 each year. Major marketing initiative for 1998/99 the launch of the City's brand name 'Melbourne's 2nd City'. This initiative favourably received. The Premier endorsed the concept in State Parliament in response to a question from a local parliamentarian. Concept to be further reinforced in 1999/2000. Other key marketing achievements in 1998/99 included two major features on economic development in the metropolitan and national print media.

Electronic service delivery	Services available	Implement system to access all Council services via the Internet by 30 June 2003. Web site launched November 1998 with ten services put online.
Awareness by local Parliamentary representatives	Programmed meetings and written advice	Hold minimum of two briefing meetings with local representatives each year. Meetings held in December 1998 and June 1999. Forward advice of all applications for grants and government assistance to local representatives within 14 days of submission. Not fully achieved. Focus placed on major applications only. Forward copy of all publications forwarded to local representatives within 7 days of publication. Not fully achieved. Focus placed on major publications only.
Take advantage of new government policies	Awareness of new directions	Submit briefing papers to Council of new government initiatives within 30 days of receiving advice. New government initiatives reported in 1998/99 included: <ul style="list-style-type: none"> ◆ Dept. of Human Services reform of housing, primary care and youth programs (PHACS); ◆ Suburb names responsibilities and boundary changes; ◆ Planning scheme amendments for gaming venues S69/S70; ◆ Changes to the <i>Health Act 1958</i> following review; ◆ <i>Food Act</i> changes; and ◆ Aged care accreditation and certification changes.
Interaction with peak local government organisations	Involvement	Ensure Councillor and/or staff involvement with a minimum of two industry working parties each year. Council maintains membership of peak industry associations, including Municipal Association of Victoria and Victorian Local Governance Association. In addition, Councillors and staff are involved as required. 1998/99 activities included representation on the Gaming and Primary Health Care Reform (PHACS) working parties.
Compulsory Competitive Tendering compliance	Statutory target	Ensure 50% of eligible operating expenditure meets with statutory targets. Achieved.

National Competition Policy compliance	Statutory targets met	Ensure 100% compliance. Achieved.
	Local Laws review	Complete Local Laws review by 30 June 2001. Achieved.
Team effectiveness	Audit	Complete external audit by 31 October each year. External audit of team effectiveness completed November 1998.
Telephone translating service	Operation	Increase use of the telephone translating service by 50% by 30 June 1999. 1998/99 was the first full year of the use of this service. Use of the service doubled from an initial level of 128 calls each month, to 292 per month during the final quarter of the year.
Business plans	Completeness	Complete internal audit of business plans by 30 September each year. Audit completed December 1998. Complete external audit of business plans by 31 October each year. Audit completed December 1998.
Risk management	Insurance premiums paid	Reduce annual insurance premium costs by 5% annually. A 15.79% reduction in premium costs achieved.
	Insurance payments below excess levels	Reduce costs of claims paid below excess by 10% annually. 33% reduction in cost of claims paid achieved.
	Insurance claims	Reduce number of claims received by 5% annually. 55 claims were received in 1998/99, 23.3% less than in 1997/98.

Comparative Indicators

		1997/98	1998/99	DIFFERENCE
TOWN PLANNING				
TP.1	Average time taken to process a planning application	32	37	5
TP.2	% Achievement of 'due date' performance targets for planning applications	100%	100%	0%
TP.3	Number of planning applications decided during the year under delegation by officers	640	678	38
TP.4	Number of planning applications decided during the year by Council	28	46	18
TP.5	Number of planning applications decided during the year through appeal	5	12	7
TP.6	% of Victorian Civil and Administrative Appeals Tribunal decisions which upheld Council's decision to refuse or grant a planning application.	40%	17%	-23
TP.7	Cost per planning application.	\$3,832	\$729	\$-3,103
WASTE MANAGEMENT				
WM.1	Weight of household waste collected and deposited in land fill per tenement	0.68	0.80	0.12
WM.2	Community satisfaction rating for waste management services	69	73	4
WM.3	% of household waste recycled	26%	18%	-8%
WM.4	Cost of non-recyclable waste collection and disposal per tenement receiving service	\$45.6	\$46.0	\$0.40
WM.5	Cost of recyclable waste collection per tenement receiving service	\$31.7	\$32.6	\$0.9

		1997/98	1998/99	DIFFERENCE
MUNICIPAL CLEANING AND PARKS MANAGEMENT				
MC.1	Community satisfaction rating for appearance of public areas	59	63	4
MC.2	Cost of municipal cleaning per assessment	\$20	\$33	\$13
MC.3	Cost of parks and gardens maintenance per capita	\$17	\$25	\$8
PUBLIC LIBRARY AND INFORMATION SERVICES				
PL.1	Average number of library visits per capita	6.4	6.4	0
PL.2	Library lending stock turnover rate - times per annum	7.8	7.9	0.1
PL.3	Average number of Internet access sites provided in libraries per thousand population	0.06	0.10	0.04
PL.4	Average number of loans per visit to libraries	1.5	1.7	0.2
PL.5	Average cost of library services per loan	\$2.0	\$2.0	\$0
PL.6	Average cost of library services per visit	\$3.0	\$3.3	\$0.3
PL.7	Average cost of library services per hour of operation	\$395	\$374	\$-21
PL.8	Library materials expenditure as a % of total cost of library services	25%	19%	-7%
ROAD CONSTRUCTION AND MAINTENANCE				
RC.1	% of road network assessed for asset condition	5%	10%	5%
RC.2	% of road capital expenditure projects completed	94%	84%	-10%
RC.3	Community satisfaction rating for local roads and footpaths	57	59	2
RC.4	Cost of maintenance for sealed roads per kilometre	\$883	\$1555	\$672
RC.5	Cost of maintenance for unsealed roads per kilometre	\$3127	\$2336	\$-791
RC.6	Ratio of roads capital expenditure to roads depreciation	0.23	0.30	0.07

		1997/98	1998/99	DIFFERENCE
FAMILY, CHILDREN'S AND YOUTH SERVICES				
FCY.1	% of eligible infant immunisations completed	84%	85%	1%
FCY.2	Average number of maternal and child health consultations per equivalent full-time nurse per month	166	209	44
FCY.3	% of first birth non-attendees for maternal and child health consultations	4%	7%	-4%
FCY.4	Net cost of family day care per utilised child care place	\$17	\$144	\$127
FCY.5	Net cost of centre based day care per utilised childcare place	NA	NA	NA
FCY.6	Net cost of maternal and child health per consultation	\$21	\$28	\$7
ENVIRONMENTAL HEALTH AND REGULATORY SERVICES				
EH.1	Number of registered pets per thousand population	125	117	-7
EH.2	% of complying inspections for register premises subject to environmental health inspections	100%	100%	0%
EH.3	Cost of environmental health services per capita	\$3.7	\$4.0	\$0.3
EH.4	Cost of animal control per capita	\$2.0	\$1.0	-\$1
AGED AND DISABLED SERVICES				
AS.1	Average number of days to respond from referral to delivery for aged and disabled services	18	6	-12
AS.2	Actual contact hours provided as a % of actual assessed contact time for aged and disabled services	83%	94%	11%
AS.3	Cost of home care per contact hour	\$30	\$27	-\$3
AS.4	Cost of meals on wheels per meal	\$7	\$8	\$1

		1997/98	1998/99	DIFFERENCE
ADMINISTRATION				
A.1	% of actual contract expenditure incurred to budgeted contract price at commencement of year	109%	107%	-2%
A.2	Cost of administration as a % of total operating expenditure	22%	26%	4%
A.3	Cost of governance as a % of total operating expenditure	4%	5%	1%

