
4.2.3 Council Performance Report End of Year 2019-20 (Cont.)

POLICY AND STRATEGY

COUNCIL PERFORMANCE REPORT END OF YEAR 2019-20

ATTACHMENT 1

**COUNCIL PLAN PERFORMANCE REPORT
END OF YEAR 2019-20**

PAGES 60 (including cover)

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

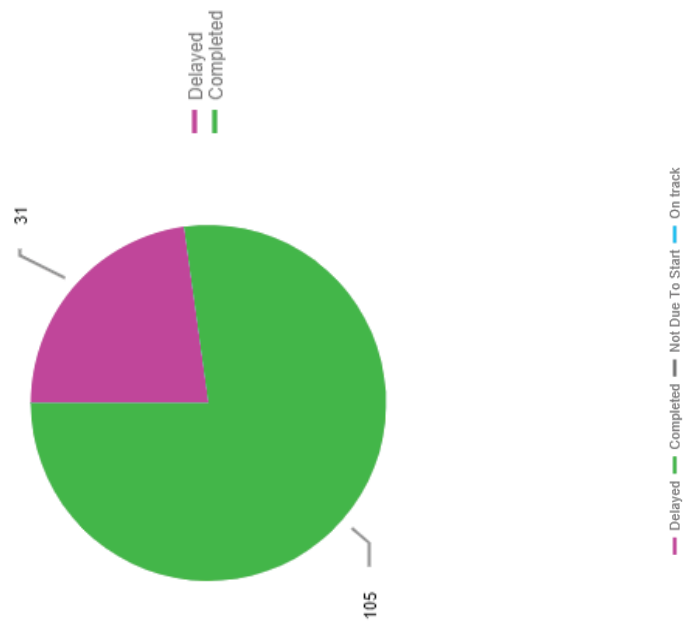
4.2.3 Council Performance Report End of Year 2019-20 (Cont.)



**Council Plan
End of Year Performance Report
2019-20**


4.2.3 Council Performance Report End of Year 2019-20 (Cont.)

2019-20 Council Plan/Annual Plan Performance



4.2.3 Council Performance Report End of Year 2019-20 (Cont.)


Strategic Objective 1: A vibrant, connected and safe community
A city with high community participation

Priority	Action	Progress	Status
Advocate for increased employment opportunities, particularly for vulnerable community groups	Deliver initiatives which enhance the employment capability of young people	Youth and Family Services delivered the Work Inspirations program as well as key volunteering initiatives (IMPACT and Make Your Mark forum) to promote skill development and enhanced employability (total 233 contacts). Other highlights included 70 youth work professionals attending the February meeting of the Greater Dandenong Youth Network to explore alternative education and employment pathways. A partnership with SEBN has also seen 30 young people consulted on how to best promote local job opportunities in the manufacturing industry.	

 Delayed
  Completed
  Not Due To Start
  On track





ORDINARY COUNCIL MEETING - MINUTES

4.2.3 Council Performance Report End of Year 2019-20 (Cont.)

Priority	Action	Progress	Status
<p>Increase community participation in physical activity through our leisure, recreation and sports services</p>	<p>Develop and deliver a program of festivals and events across the City that are accessible and inclusive, financially and environmentally sustainable and contribute to the creativity and vibrancy of Greater Dandenong</p>	<p>Six key events were held during the year:</p> <ul style="list-style-type: none"> - Springvale Snow Fest was delivered on 28 July 2019 attracting 40,000 people, with 49 per cent local residents. - Little Day Out was delivered on Sunday 6 October attracting 9,000 people with 75 per cent local residents. - Carols in Harmony Square was delivered on Friday 13 December, attracting 2,000 people, 62 per cent of whom were local residents. - New Year's Eve in the Square was delivered on Tuesday 31 December, attracting 16,000 attendees, 40 per cent of whom were local residents. - The Australia Day Festival was delivered on Sunday 26 Jan, attracting 12,000 people, 55 per cent of whom were local residents. - Cinema in the Square was delivered from Friday 7 February to Friday 13 March, attracting over 1,000 people, 70 per cent of whom were local residents. - Keysborough's Big Picnic was scheduled for Sunday 29 March but did not proceed due to the COVID-19 pandemic. 	



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

4.2.3 Council Performance Report End of Year 2019-20 (Cont.)

Priority	Action	Progress	Status
	Implement female physical activities and sporting opportunities as part of the 'Make Your Move' initiative	In late February/early March 2020, Council delivered eight activations to increase female physical activity participation in the municipality. These activations reached over 100 women, from target groups identified in the Make Your Move Physical Activity Strategy. The This Girl Can activations (scheduled for late March) were delayed due to the COVID-19 pandemic, as well as the Young Women's Gala Day. These have been rescheduled for the end of 2020. The Gender Equity Guide for Sporting Clubs has also been completed.	
	Investigate the gaps and demand for alternative sporting and physical activity opportunities in the City of Greater Dandenong to inform the new Sports and Active Recreation Strategy	The Make Your Move Physical Activity Strategy 2020-30 has been placed on public exhibition following review by Councillors. It will be presented to Council for formal endorsement in August.	
Provide quality and affordable community facilities to enable effective programs and activities for all	Manage the new permanent Pop Up Park (constructed by Development Victoria)	The Multi Sport Park is complete and was handed over to Council in April.	
Support agencies, schools, neighbourhood houses and community groups to work collaboratively to build resilience and social connectedness	Implement the new Community Partnership and Sponsorship Funding Program and review the Community Support and Response Grants policy	Officers have regularly supported current Partnership Funding recipients to submit multiple applications under the new Community Partnership Funding Program. Assessments were postponed due to the COVID-19 pandemic but are on track for Council endorsement on 14 September. The Community Support and Response Grants policies have both been reviewed and endorsed by Council on 23 September 2019. The next reviews are scheduled for June 2022.	

 Delayed
  Completed
  Not Due To Start
  On track



4.2.3 Council Performance Report End of Year 2019-20 (Cont.)

Priority	Action	Progress	Status
	Support young people to participate in civic and community activities which enhance leadership and personal development	<p>Youth and Family Services have facilitated a range of youth leadership programs and committees, including Freeze, Young Leaders, Holiday Activities Committee, Climate Changers, and Youth United Against Family Violence (total 1,278 contacts).</p> <p>Highlights include the delivery of three Young Leaders projects, two Climate Changers projects and the incorporation of youth friendly components at four community events (including Snowfest and Australia Day). Three adverts were developed and produced by young people as part of the Youth United Against Family Violence project, and launched at Council's Walk Against Family Violence in October 2019.</p>	
Support and promote volunteering through the Council volunteer program, Greater Dandenong Volunteer Resource Service and community groups	Increase opportunities for volunteering across different programs of Council and through the Greater Dandenong Volunteer Resource Service	<p>Prior to March 2020 Council's volunteer program engaged over 200 active volunteers with new volunteering opportunities being explored with the Drum Theatre and Library Services. Due to the COVID-19 pandemic all face to face volunteer activity was suspended. A new volunteering opportunity was created which engaged 17 volunteers in their home with a knitting project. Over 140 items were knitted and included beanies, knee rugs and scarves. These will be distributed to local material aid agencies and the Cancer Council of Australia. Plans are in preparation for volunteers to resume Council programs when it is safe to do so.</p>	

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

4.2.3 Council Performance Report End of Year 2019-20 (Cont.)






A safe community

Priority	Action	Progress	Status
Advocate for increased police resources for our city to assist with reducing crime	Assist Victoria Police with targeted enforcement of speeding and hoon behaviour, through ongoing liaison and data provision	Council assisted Victoria Police with three sites using the Speed Alert Mobile (SAM) trailer this year. Hooning and excessive speeding issues raised by the public were passed onto Victoria Police for enforcement.	
	Establish additional working groups to focus on the implementation of actions from the Community Safety Plan 2015-22	<p>The Police/Council Hotspots Operational Responses Group met six times, then maintained contact during COVID-19 restrictions. The Group coordinated responses to map and address homelessness in 27 public places and over 18 abandoned buildings, as well as crime and anti-social behaviour in over 15 hotspots.</p> <p>A Public Safety Infrastructure Group formed and provided strategic input into two grant applications. A CCTV Decision-making Matrix Work Group also formed to guide prioritisation and budget allocation of CCTV and consider mobile CCTV models. This approach will also be applied when assessing other hotspot infrastructure upgrades.</p> <p>Council collaborated with enliven to continue scoping the development of an alcohol impacts evidence-base to assist stakeholders to identify program gaps and support advocacy on reducing alcohol-related harm. Social Impact Assessments were provided on 21 Liquor License planning permit applications.</p>	

 Delayed
  Completed
  Not Due To Start
  On track





ORDINARY COUNCIL MEETING - MINUTES

4.2.3 Council Performance Report End of Year 2019-20 (Cont.)

Priority	Action	Progress	Status
Develop safe and well-designed public spaces which encourage public access	Implement the Domestic Animal Management Plan 2017-20	The majority of actions for the Domestic Animal Management Plan have been delivered however a small number involving public events and consultations have been affected by the COVID-19 pandemic.	
	Maintain the Safe City CCTV system in accordance with specified performance standards	The Safe City CCTV system has been maintained in accordance with specified performance standards with no major interruptions or downtime.	
	Review the Municipal Emergency Management Plan as part of ongoing continuous improvement activities	A complete revision of the Municipal Emergency Management Plan (MEMP) is due by mid next year. A draft 2021 MEMP is on track as a result of the Continuous Improvement Plan.	
	Review the Youth Strategy 2016-19 and develop a new Youth and Family Plan	Youth and Family Services undertook extensive consultation to inform the development of the new Integrated Children, Youth and Families Strategy, including benchmarking with other local government areas and conducting a workshop for internal stakeholders. A consultant was appointed in December 2019, and a draft strategy has been produced and is currently being reviewed by the project management group. The presentation of the strategy to Council has been postponed from June until November.	
Increase cyber safety awareness in the community	Maintain eSmart Libraries accreditation to equip libraries and connect communities with the skills needed for smart, safe and responsive use of technology	Esmart accreditation has been maintained with esmart messages incorporated in digital literacy Library programming and information has been provided to the community and staff.	

 Delayed
  Completed
  Not Due To Start
  On track





4.2.3 Council Performance Report End of Year 2019-20 (Cont.)

Priority	Action	Progress	Status
Provide information on road laws and ensure road safety messages are culturally sensitive and available in languages other than English	In association with RoadSafe South East, continue to advocate for and promote the implementation of programs that address road laws and highlight the impact that alcohol and drugs (legal and illegal), fatigue, speed, hoon behaviour and distractions have on driving abilities	Some uptake of Looking After Our Mates program within the financial year, although funding/delivery was carried over due to the COVID-19 pandemic.	
	Provide ongoing funds for local road safety treatments to address priority locations, where the greatest road safety risks are identified (via Council's Local Area Traffic Management prioritisation program)	This was a very successful year for the implementation of traffic calming treatments with a solid consultation process and implementation program within Keysborough South.	
Support those experiencing family violence and work with agencies and Victoria Police to address the causes	Deliver support services for vulnerable families, including those experiencing or at risk of, family violence	Family Support engaged a total of 174 families and 417 children over the year, providing 10,160 contact hours of support.	
	Host the 2019 Walk Against Family Violence	Another successful Walk Against Family Violence was organised and conducted in November 2019.	

 Delayed
 Completed
 Not Due To Start
 On track

4.2.3 Council Performance Report End of Year 2019-20 (Cont.)





A well informed and connected community with improved health and wellbeing

Priority	Action	Progress	Status
Enhance the health and wellbeing of our community through key initiatives of the Community Wellbeing Plan	In conjunction with Monash Health work with clubs to ensure the provision of healthy club environments through the implementation of programs such as the responsible service of alcohol, healthy eating and the promotion of smoke free environments	Three clubs within the municipality are involved in the project and have completed at least one of the listed healthy club environment modules. Tennis Victoria has also rolled out the program with aligned City of Greater Dandenong Tennis Clubs who aim to have their modules completed by December 2020. The Healthy Sporting Clubs project has changed its delivery model to online during the COVID-19 pandemic and will likely adapt the program following the changes in community sport as a result of this.	
	Maintain food safety - inspect all registered food premises annually and report outcomes	A total of 1,436 (100 per cent) annual food inspections were conducted throughout the municipality during 2019-20.	
	Maintain food safety and public health standards - interact with other local authorities, Environmental Health Professionals Australia (EHPA), Municipal Association of Victoria (MAV), and State Government departments	The Public Health Unit continues to work closely as a key stakeholder with MAV, DHHS, other local government agencies and Environmental Health Professionals Australia. The Public Health Unit's involvement contributes towards developing statewide based policies and regulations ranging from developing a statewide Food Act Policy through to the new Aquatic Facilities Guidelines.	
	Monitor adolescent immunisation rates and report on the number of adolescents immunised according to the National Immunisation Program (NIP) Secondary School Program	4,024 adolescents were immunised this year according to the Victorian Secondary school vaccination program	

 Delayed
  Completed
  Not Due To Start
  On track

ORDINARY COUNCIL MEETING - MINUTES


4.2.3 Council Performance Report End of Year 2019-20 (Cont.)

Priority	Action	Progress	Status
	Monitor immunisation rates and report on the number of children and adolescents under 20 years of age immunised according to the National Immunisation Program (NIP)	3,322 children under 20 years were immunised this year according to the National Immunisation program (not including the secondary school program - which was 4,024 students immunised as well)	
	Report on services and initiatives targeting vulnerable people in the community who may be at risk of being unimmunised or under immunised	The Refugee Immunisation project aimed at creating better access to vaccination has been extended into the 2020-21 financial year, as has the program delivering immunisation to the Noble Park English Language School.	
	Review the Reconciliation Action Plan 2017-19 and develop a new four year Action Plan	The Reconciliation Action Plan 2017-19 was extended with Reconciliation Australia approval until 30 June 2020. Consultation and drafting of the next Innovate two year RAP has begun with a report scheduled for Council endorsement on 14 September 2020.	
	Support vulnerable families and children through the delivery of the expanded Enhanced Maternal and Child Health Program	This process has been delayed due to both the required response to the COVID-19 pandemic and a delayed response in recruitment. The service continues to be delivered, responsive to the needs of the community and work will continue on the expansion in the next financial year.	

 Delayed
  Completed
  Not Due To Start
  On track

4.2.3 Council Performance Report End of Year 2019-20 (Cont.)


Enhanced partnerships with agencies and stakeholder groups to deliver quality services

Priority	Action	Progress	Status
Provide community funding programs to increase capacity of strategic partners and community groups	Assist organisations, funded through the existing Partnership Funding Program, transition to the new grant programs	Officers have provided regular communication and assistance for organisations to transition to the new Community Partnership Funding programs. As a result, 17 existing partner organisations developed multiple applications to Council's programs, with a large number of new agencies also supported to develop strong applications. A total of 84 applications from diverse organisations were submitted to the new programs.	

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

ORDINARY COUNCIL MEETING - MINUTES




4.2.3 Council Performance Report End of Year 2019-20 (Cont.)

Priority	Action	Progress	Status
	<p>Work with key stakeholders to develop an improved Community Transport Program for older frail residents and residents with a disability to foster greater social connectedness and health and wellbeing</p>	<p>Two forums were held in 2019 with the 14 seniors clubs that receive free transport invited. Various issues about eligibility and service demand were discussed with a particular focus on ensuring club members are informed about transport options and ways to address social isolation. Through a consultant further stakeholder engagement occurred with the Positive Ageing Advisory Committee acting as a reference group.</p> <p>A larger bus for outings has been purchased by Council and a very successful low cost trial program commenced in January. Changes to the services have been developed to meet the needs of the community and to seniors groups. A further report to Council on the future directions for Community Transport is due in August.</p> <p>Council was updated about the progress of the transport review in March with a follow up report due in August. Further work on changes to the community bus service has been delayed due to severe impacts of the COVID-19 pandemic.</p>	

 Delayed
  Completed
  Not Due To Start
  On track

4.2.3 Council Performance Report End of Year 2019-20 (Cont.)



Strategic Objective 2: A creative city that respects and embraces its diversity
A city well known for working together with its community

Priority	Action	Progress	Status
Provide community members of all abilities and backgrounds with access to community and council information, services and events	Host a Disability Expo to promote opportunities for engagement in sport and physical activity	Council hosted an all abilities sporting event in line with International Day of Persons with Disabilities at Noble Park Aquatic and Leisure Centre on 18 November. 60 people with disabilities were in attendance, participating in swimming and leisure activities. A BBQ was also provided on the day.	
	Implement Year Three actions of the Disability Action Plan 2017-23	Actions from Years One and Two (short term) of the Disability Action Plan 2017-23 were reviewed. Medium Term actions were prioritised and actions commenced with a particular focus on employment. The mid-term review of the Disability Action Plan has commenced. Key achievements of the Disability Action Plan will be included in the Council Annual Report.	
	Implement Year Three actions of the Positive Ageing Strategy 2017-25	Medium Term actions of the Positive Ageing Strategy 2017-25 have been undertaken with a particular focus on social isolation. The COVID-19 pandemic has had a significant effect on older people in the community due to the requirement to self isolate and has delayed the implementation of several actions within the plan including the trial of alternate forms of assisting the community with social isolation concerns are in place and learnings from the opportunities and needs during the pandemic will influence future actions and programs. The Positive Ageing Advisory Committee has continued to actively participate in the identification of actions to address the objectives of the plan.	

 Delayed  Completed  Not Due To Start  On track

ORDINARY COUNCIL MEETING - MINUTES



4.2.3 Council Performance Report End of Year 2019-20 (Cont.)

Priority	Action	Progress	Status
	Monitor and analyse the recommendations of the Aged Care Quality and Safety Royal Commission to advise Council of the possible impacts for older residents of Greater Dandenong into the future	The Positive Ageing Advisory Committee has contributed to a submission to the Aged Care Quality and Safety Royal Commission particularly focusing on the initial recommendations and potential solutions to the issues raised. There has also been an opportunity for PAAC members to provide feedback for the submission on the impacts of the COVID-19 pandemic for older people. The completed submission to the Aged Care Quality and Safety Royal Commission will be sent by the end of July 2020.	
Provide programs and events for people to participate in community activities and civic life	Continue to prototype collective impact grant program	The Material Aid Collective Impact Program was successfully delivered and learnings from the program will be incorporated into a two year program to develop a municipal anti-poverty strategy by June 2022.	

 Delayed
  Completed
  Not Due To Start
  On track

4.2.3 Council Performance Report End of Year 2019-20 (Cont.)



A harmonious community that celebrates diversity

Priority	Action	Progress	Status
Advocate against all forms of discrimination	Continue to review and implement approaches for LGBTQI inclusion in Council programs and services	A report on the progress of the LGBTQI inclusion approaches was submitted to Council in December 2019 with three recommendations being endorsed. Subsequently, Council has published its LGBTQI inclusion statement and a flag raising ceremony was conducted for International Day Against Homophobia, Biphobia, Intersexism and Transphobia (IDAHOBIT) 2020. Further events have been planned for 2020-21.	
Advocate for and assist Asylum Seekers and Refugees living in the community	Deliver the Home exhibition and program that features artists from refugee backgrounds including people seeking asylum	The HOME exhibition was launched on 5 October with over 100 people attending throughout the day. In total the exhibition attracted over 900 visitors, an increase on the 2018 attendance. Almost 200 people participated in the community activity run by HOME artists and delivered at IKEA Springvale. The exhibition attracted broad media attention with six print/online articles, six radio appearances and a number of print and online event listings.	

 Delayed
  Completed
  Not Due To Start
  On track

ORDINARY COUNCIL MEETING - MINUTES





4.2.3 Council Performance Report End of Year 2019-20 (Cont.)

Priority	Action	Progress	Status
Celebrate diversity through a range of cultural activities	Implement Year Two of the Greater Dandenong People Seeking Asylum and Refugee Action Plan 2018-21	<p>Progress on the Year Two Actions of the Plan includes nine completed/ongoing actions, fourteen commenced actions, and seven not commenced. Members of the Multicultural and People Seeking Asylum Advisory Committee were encouraged to investigate options to initiate further actions. In accordance with the Plan, advocacy with ministers from State and Federal Governments for additional funding to support people seeking asylum is ongoing. Recent advocacy enabled 38 mayors across Australia to sign onto an open letter to the Federal Government asking that people seeking asylum are provided access to Medicare and a liveable safety-net.</p> <p>57 community events occurred and organisers were provided with advice and support.</p> <p>A total of 22 community events were cancelled due to COVID-19 but Council continued to provide advice and support.</p>	
	Provide support and guidance to community organised festivals, events and cultural celebrations		

 Delayed
  Completed
  Not Due To Start
  On track

4.2.3 Council Performance Report End of Year 2019-20 (Cont.)


Increased participation in creative and cultural activities

Priority	Action	Progress	Status
Provide community arts participation for artists, residents and businesses through performances, exhibitions and programs	Deliver at least 12 arts and cultural heritage exhibitions and supporting programs annually through cultural facilities	The target of 12 exhibitions has been met and exceeded with a total of 23 exhibitions being presented over 2019-20. This is despite the closure of cultural facilities throughout the duration of Q4.	
	Deliver the 2019 Short Cuts Film Festival	Short Cuts 2019 was delivered successfully with a record audience.	
	Implement Year Four actions of the Greater Dandenong Arts and Cultural Heritage Strategy 2016-26	2019-20 has witnessed the adaptation of existing models to ensure our community maintain access to arts and cultural services. Programming and engagement activities have continued across the whole year, reaching new audiences and increasing outreach as the model shifted online. Partnerships and evaluation continue as a key component of delivering success with strong working group commitment and ongoing activity as supported by the Arts Advisory Board.	
	Present a season of professional performances consisting of varied genres for the Encore seniors program, family and children's program as well as general programming with broad appeal	The 2020 Drum Theatre program, launched in February, was an ambitious and high-quality program that was impacted by the COVID-19 pandemic, however, only four shows were cancelled, with the remainder of the 30 events being rescheduled into late 2020 and 2021.	

 Delayed
  Completed
  Not Due To Start
  On track

ORDINARY COUNCIL MEETING - MINUTES



4.2.3 Council Performance Report End of Year 2019-20 (Cont.)

Priority	Action	Progress	Status
	<p>Promote and support artists locally through engagement, networking, residency and development activities</p>	<p>A total of 11 Artists in Residency programs were supported throughout 2019-20.</p> <p>The artist in residency program continues to be adapted and grow beyond the confines of the studio spaces. Models to engage artists more remotely and to respond to our city have seen overwhelming responses. Work will continue to further engage artists locally in this capacity. Furthermore the associated professional development programs continue to be well attended.</p> <p>The Drum Theatre's "Our Beat" and "Our Story" program ran at the Drum Theatre and then online. This program successfully engaged with new local music and performing artists and audiences.</p>	

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

ORDINARY COUNCIL MEETING - MINUTES




4.2.3 Council Performance Report End of Year 2019-20 (Cont.)

Priority	Action	Progress	Status
	<p>Promote greater artist engagement through The Drum's programs, performances and workshops</p>	<p>The Drum Theatre 2020 program was crafted to include community engagement opportunities: community choirs, children's chorus and creative workshops were some of the events to be presented. These will continue as they are being rescheduled in 2020-21 due to the COVID-19 pandemic.</p> <p>- Our Beat continued to build momentum with the February session the largest and most vibrant to date. The artists have been continuing to work with the Drum to continue the momentum online.</p> <p>- Our Story, the group devised project with local young people has continued to develop online.</p> <p>- A new partnership was developed with Pathways, a mentoring creative development for local South Asian musicians and dancers. This is undertaken in conjunction with Bunjil Place.</p>	
	<p>Provide 20 community arts participation opportunities for artists, residents and businesses through performance and exhibition programs and other projects</p>	<p>Throughout Q1 to Q3 55 programs were delivered. Throughout Q4 a further 22 long form online engagements were delivered. In addition Council's website now accommodates capturing legacy content and the social media profile continues to grow.</p>	

 Delayed
  Completed
  Not Due To Start
  On track

ORDINARY COUNCIL MEETING - MINUTES


4.2.3 Council Performance Report End of Year 2019-20 (Cont.)

Priority	Action	Progress	Status
Provide opportunities for children and young people to participate in civic and community activities	Host the 2019 Children's Forum	The 2019 Children's Forum was held on Wednesday 24 October with 80 students from 14 local primary schools attending. Students were consulted on the Open Space Strategy, The Drum Theatre, Library STEAM program, Arts in Greater Dandenong, self help skills and general health and wellbeing.	
Record, protect and promote local heritage including support of the historical societies and Cultural Heritage Advisory Committee	Enhance Council's ability to store and protect its heritage collection	A budget submission to assess the future storage needs of the Shared Archive has been submitted for the 2021-22 year. An assessment of existing storage and possible improvements to the current facility will continue in consultation with the Historical Societies and Cultural Heritage Advisory Committee. Visits to the online Cultural Heritage and Civic Collection on e-hive reached 21,541 this financial year compared to 12,657 the previous year.	
	Publish and launch the History of the City of Greater Dandenong (1994-2019)	The final draft of the book was reviewed in June 2020. It is expected to go to publication and is due for launch in the first quarter of 2020-21	

 Delayed
  Completed
  Not Due To Start
  On track





4.2.3 Council Performance Report End of Year 2019-20 (Cont.)

Strategic Objective 3: A healthy, liveable and sustainable city
A city that delivers a clean and healthy environment for people to enjoy

Priority	Action	Progress	Status
Engage with the community to increase their awareness of the environment and sustainability	Develop and deliver a 2019-20 Waste Education Program	<p>A successful annual Waste Education Plan was delivered, aside from a few activities that were postponed or cancelled due to COVID-19. Key highlights to date include:</p> <ul style="list-style-type: none"> - Primary and Secondary School delivery - 31 sessions to 960 students - Early Learning Centre Engagement - 35 sessions to 709 students - Community Engagement activities delivered to 1,116 residents - CALD Engagement to 345 residents - The Waste Minimisation School Education program strengthened relationships with primary schools <p>The Waste Education Plan is currently being reviewed and the current COVID-19 pandemic has required education and engagement activities to be delivered through interactive webinars and the development of new video material.</p>	

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




4.2.3 Council Performance Report End of Year 2019-20 (Cont.)

Priority	Action	Progress	Status
	Finalise and implement the Greater Dandenong Plastics Policy	The Single Use Plastics Policy was adopted by Council at the 9 December 2019 Council meeting. Officers across various departments have proceeded to implement the policy and liaise with community and events groups, as per the recommendations of the policy.	
	Finalise the approach for a Community Environment/Sustainability Centre	The Community Environment Centre - Implementation Report was adopted by Council at the 25 November 2019 Council meeting. This process has led to the successful funding of the establishment of a mobile Community Environment Centre in the 2020-21 financial year as a new capital works project.	
	Implement Year Four of the Greater Dandenong Sustainability Strategy 2016-30	Council continues to implement and report on the priorities and objectives outlined in the Sustainability Strategy. Two major highlights for this financial year are the development of the draft Climate Change Strategy and Action Plan which has been prepared with extensive community consultation and Council declaring a Climate Change and Ecological emergency at the 28 January 2020 Council meeting. The annual Sustainability Highlight Report 2018-19 was also a new initiative in terms of presenting the key sustainability outcomes to the community. In addition to these noted projects, the ongoing actions continued to be implemented.	
	Undertake the Sustainability Festival and awards	Due to the COVID-19 pandemic, Greater Dandenong Council regretfully had to cancel the Sustainability Festival and the Sustainability Awards for 2020.	

 Delayed
  Completed
  Not Due To Start
  On track


ORDINARY COUNCIL MEETING - MINUTES

4.2.3 Council Performance Report End of Year 2019-20 (Cont.)

Priority	Action	Progress	Status
Improve diversion from landfill rates	Investigate, in conjunction with the Metropolitan Waste and Resource Recovery Group, and report on alternate waste treatments to increase resource recovery and remove the reliance on landfill	Council participated in the Metropolitan Waste & Resource Recovery Group's working group and evaluation panel for the procurement of Alternate Waste Processing Services for 15 councils in South East Metropolitan Melbourne. The first stage of the procurement process, the EOI, has been completed with three shortlisted candidates to go into the next stage of the tender process.	
	Commence the development of the Urban Forest Strategy	The development of the Urban Forest Strategy has commenced and progress was reported to Council in December. A further discussion with Councillors on this strategy occurred in January 2020. Further development of the strategy is being undertaken which was presented to Councillors in the fourth quarter of 2019-20.	
Protect and enhance the ecological value of land within the municipality	Implement Year Five actions of the Greater Dandenong Green Wedge Management Plan 2015-35	A year five review of the actions and outcomes of the Greater Dandenong Green Wedge Management Plan 2015-35. Action Plan was reported to Council in Q3. The annual newsletter has been sent to Green Wedge residents advising of the outcomes during the year.	


 Delayed
  Completed
  Not Due To Start
  On track

4.2.3 Council Performance Report End of Year 2019-20 (Cont.)

Priority	Action	Progress	Status
	Implement Year Two of the Urban Tree Strategy 2018-23	Year two of the strategy has been successfully completed. Highlights include: <ul style="list-style-type: none"> - planting 3,338 street trees across the city, - development and publication of a set of guidelines including tree planting and tree protection, - successfully obtained \$200,000 in government grants largely for tree planting and associated works, - maintenance of the trees planted in 2018 and 2019, - development of a number of films educating the community about the importance of trees in the municipality, - continuing to work with the Level Crossing Removal Authority to minimise tree impacts wherever possible, - working with the activity centre team to identify potential planting opportunity sites, and to trial new structural soils, - successfully implementing the 2019 Electric Line Clearance Management Plan and development of the 2020 plan. 	

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


4.2.3 Council Performance Report End of Year 2019-20 (Cont.)

Priority	Action	Progress	Status
<p>Provide proactive waste 'pick up' throughout the municipality combined with a public education campaign</p>	<p>Implement Year Five of the Urban Waste and Litter Strategy 2015-20</p>	<p>26 of the 40 annual Action Plan items have been completed. Completion of others was disrupted as a result of restrictions from the COVID-19 pandemic. Key highlights include:</p> <ul style="list-style-type: none"> - The Advanced Waste Processing Service Contract procurement EOI stage was completed and shortlisted contractors confirmed, - Feasibility study completed and a plan in place for the introduction of FOGO in 2021, - A Garden Waste bin auditing & education program resulted in the lowest levels of contamination recorded for Greater Dandenong household garden waste bins at 1.62 per cent, - 1 x HomeCycle and 1 x Drop-off Recycle Re-use event were conducted with a total of 2,884 participants, - Waste and Litter education and engagement programs were further expanded into early learning centres, - Workshops were conducted and service improvement plans developed with JJ Richards (Residential garbage & recycling collection service) & WM Waste Management Service (hard waste collection). 	

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

ORDINARY COUNCIL MEETING - MINUTES



4.2.3 Council Performance Report End of Year 2019-20 (Cont.)

Priority	Action	Progress	Status
	Monitor materials recycling and green waste processing sites across the municipality	There were no joint investigations with Victoria Police or Worksafe in Q4 due to the COVID-19 pandemic. There has been one joint inspection with the EPA and a total of 41 audits for the financial year.	

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

4.2.3 Council Performance Report End of Year 2019-20 (Cont.)

A city that prepares for climate change

Priority	Action	Progress	Status
Develop and complete a Climate Change Strategy	Develop the draft Climate Change Strategy	The Climate Change Strategy and Action Plan have been developed in response to the community consultation responses that were received in Q3. The Climate Change Strategy and Action Plan will be presented to Council in Q1 2020-21 for adoption. Council has also committed to taking action on climate change and has followed other local government bodies in declaring a Climate Change and Ecological emergency at the 28 January Council meeting.	
Work regionally with the South East Councils Climate Change Alliance (SECCCA)	Publish the annual report on the Sustainability Strategy	The 2018-19 Annual Sustainability Highlight Report has been completed in its new shorter format to maximise readability and to engage more easily with the broader community on Council's achievements related to objectives and commitments included in the Sustainability Strategy.	

 Delayed
  Completed
  Not Due To Start
  On track

4.2.3 Council Performance Report End of Year 2019-20 (Cont.)


A network of quality parks, reserves and sportsgrounds

Priority	Action	Progress	Status
Upgrade Council parks and reserves through the implementation of the Capital Improvement Program	Undertake Dandenong Park improvements as per the Dandenong Park Masterplan 2017	<p>The planned works for this financial year consisted of the following elements in the Northern Precinct of the park: Construction of a new "tan track", upgrade and renewal of the Foster Street interface including the "Rotary Wheel" and other general park and landscape improvements. Construction and on ground work are well advanced with approximately 85 per cent of the planned works completed to date with the remaining 15 per cent of the project expected to be completed in the first quarter of the 2020-21 financial year. The recent high rainfall has caused a minor delay in completing the remaining 15 per cent of the planned program.</p>	

 Delayed
  Completed
  Not Due To Start
  On track

4.2.3 Council Performance Report End of Year 2019-20 (Cont.)

A range of quality streetscapes and public places that build pride

Priority	Action	Progress	Status
Implement graffiti management and hard rubbish dumping initiatives	Deliver Graffiti Clean Up Day	The 2020 Community Clean Up Day event was delayed due to COVID-19 and social distancing restrictions/requirements.	

 Delayed
  Completed
  Not Due To Start
  On track

4.2.3 Council Performance Report End of Year 2019-20 (Cont.)




Infrastructure that supports people and business

Priority	Action	Progress	Status
Increase the length and coverage of the shared path network	Deliver Council's Capital Works Program	The capital program was delivered with only a minor percentage of works delayed for completion in the new financial year.	
	Develop a policy framework for increased social activity on local streets, for example street parties and temporary playgrounds	Issues such as Public Liability Insurance and the permit process have been addressed and a process/framework has been prepared. A showcase and implementation of trials is anticipated to commence in 2020-21.	
	Implement the Active Transport Infrastructure Priority Program improving pedestrian and cycling infrastructure	The 2019-20 program has been completed and design has commenced on the 2020-21 paths to be delivered.	
	Undertake the road resurfacing program	The road resurfacing program was completed ahead of time and work has progressed on preparing for the next year's program.	
	Undertake the stormwater renewal projects program	The program has been completed and planning for the next stages in the following financial year is underway.	

Delayed
 Completed
 Not Due To Start
 On track

4.2.3 Council Performance Report End of Year 2019-20 (Cont.)







Strategic Objective 4: A city planned for the future
An adequate supply of residential, commercial and industrial development

Priority	Action	Progress	Status
Appropriately zone sufficient land for ongoing industrial growth and development in the city	Develop the Sandown Master Plan in conjunction with the Victorian Planning Authority and Melbourne Racing Club	Council is currently liaising with the Victorian Planning Authority and Melbourne Racing Club (MRC) on the development of a Sandown Master Plan. The MRC planning scheme amendment submitted to Council has been reviewed by DELWP and referred back to proponent for provision of further detail. MRC continue to refine the planning scheme amendment to meet the requirements of DELWP, this work is likely to continue into the 2020-21 reporting year.	
	Support the organisation's town planning activities by dealing with department referrals in a timely manner, in compliance with the Subdivision Act	Total number of applications received = 494, with a total of 375 completed within timeframe. Percentage completed = 76 per cent.	
	Translate the existing Local Planning Policy Framework and Municipal Strategic Statement to the Planning Policy Framework in conjunction with DEWLP	This is a DELWP led project. DELWP were to develop a policy neutral review of the Greater Dandenong Planning Scheme to the new format Planning Policy Framework in Q4 however, they have had repeated delays in the commencement of the project and have foreshadowed that it may not commence until Q2 2020-21.	

 Delayed  Completed  Not Due To Start  On track

4.2.3 Council Performance Report End of Year 2019-20 (Cont.)



Assets planned to meet future community needs

Priority	Action	Progress	Status	
Advocate for improved transport options	Develop a Multi Modal Transport Infrastructure Plan for Noble Park Activity Centre	Delays in the Department of Transport's progress with the Movement and Place Framework has led to delays with this plan. Further internal discussions and input from the Department of Transport are required prior to the design and launch.		
	Finalise a Multi Modal Transport Infrastructure Plan for Dandenong Activity Centre	There have been delays in the Department of Transport's progress with the Movement and Place Framework. Further discussions will occur with the department in 2020-21.		
	Launch the Public Transport Advocacy Statement and advocate in accordance with the Statement	The Advocacy Statement has been presented to Councillors with the launch scheduled for early in the 2020-21 financial year.		
	Investigate the development of a municipal wide developer contributions plan for application to new development across the city	Continue advocacy for the proposed 'Team 11' stadium in central Dandenong and an A League team for Dandenong and the south east	Advocacy for the Dandenong Sports and Events Centre and for a professional football team in the south east region is ongoing.	
		Deliver the second part of stage two of the Springvale Community Precinct project including the construction of the Springvale Community Hub and Library	The new building for the Springvale Community Hub was completed in June and handed over to Council while the contractor finalises the outside landscaping.	
		Finalise the acquisition of land for the Keysborough South Community Hub and undertake detailed design works for the facility	A site at the corner of Chapel and Villiers roads in Keysborough was formally chosen by Council in November 2019 following a community consultation process. A detail design and documentation process for the Community Hub is currently underway and community consultation regarding the draft design is complete.	

 Delayed
  Completed
  Not Due To Start
  On Track

ORDINARY COUNCIL MEETING - MINUTES


4.2.3 Council Performance Report End of Year 2019-20 (Cont.)

Priority	Action	Progress	Status
	<p>Finalise the Aquatic Strategy and commence implementation of priority actions, including detailed planning for the replacement of Dandenong Oasis and expansion of NPAC</p>	<p>The Aquatic Strategy was completed and adopted in September 2019. Detailed planning was undertaken to progress the implementation of priority actions including NPAC Stage 1 Redevelopment Feasibility Analysis, Dandenong Aquatic and Wellbeing Centre Partnership Investigation and the Dandenong Aquatic and Wellbeing Centre Business Case which is still underway. A stimulus funding application for the NPAC Stage 1 redevelopment was lodged with the State Government.</p>	
	<p>Review and implement the Municipal Early Years Infrastructure Plan</p>	<p>A three year old capacity report was completed for the Department of Education and Training by Ernst and Young. Further work will continue into 2020-21 for three year old kindergarten implementation by 2022. The Keysborough South Community Hub design has been completed.</p>	

 Delayed
  Completed
  Not Due To Start
  On track

4.2.3 Council Performance Report End of Year 2019-20 (Cont.)



Increased sustainability of residential, commercial, industrial and Council developments

Priority	Action	Progress	Status
<p>Ensure that both private and new developments are site responsive, innovative, and achieve high quality urban design and environmentally sustainable outcomes</p>	<p>Meet with social housing providers to investigate and facilitate local opportunities</p>	<p>A report on Social Housing Options for Greater Dandenong was presented to Council in April 2020 and further investigations with social housing service providers and private developers are ongoing. Possible options include large scale affordable housing and modular housing for transitional accommodation. Council's Private Rental Activation program has yielded two homes for the Family Violence Refuge program. Three agencies are continuing to follow up with homeowners to activate their rental properties for social and affordable housing.</p>	

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

4.2.3 Council Performance Report End of Year 2019-20 (Cont.)



Quality public open space provided across the city

Priority	Action	Progress	Status
Increase supply of open space in areas currently deficient and achieve policy benchmark of 4.5ha per 1000 head of population for each of the areas outlined in the Greater Dandenong Open Space Strategy	Complete the revised Open Space Strategy	The revised Open Space Strategy has now been developed and will be presented to Council in Q1 2020-21 for adoption.	
	Implement Open Space Acquisition Targets	Officers continue to identify opportunities to acquire properties that assist in delivering more open space in gap areas.	

 Delayed
  Completed
  Not Due To Start
  On track

4.2.3 Council Performance Report End of Year 2019-20 (Cont.)

Revitalised activity centres

Priority	Action	Progress	Status
Attend the Greater Dandenong Planning Scheme to include and update policy provisions for Noble Park and Springvale Activity Centres	Complete the Planning Scheme Amendments for Springvale and Noble Park Activity Centre Structure Plans in preparation for public exhibition	<p>The Draft Noble Park Activity Centre Structure Plan (NPSP) completed public exhibition in late April 2020. Submissions from the exhibition will be reported to Council in Q1 2020-21.</p> <p>The Springvale Activity Centre Structure Plan PSA was publicly exhibited in accordance with the requirements of the Planning and Environment Act 1989, with the closing date for submissions being the first week in December 2019. The submissions have been reported to Council, which resolved to request the Minister for Planning to authorise a Planning Panel to hear the submission and review the amendment. The Panel Report on its April hearing was received in June. A Council report in Q1 2020-21 will be recommending adoption of the Panel Report and forwarding the PSA to the Minister for Planning for approval.</p>	
	Finalise the C182 (Residential Zones Review) Part 2	<p>Planning Scheme Amendment (PSA) C213 was authorised by the Minister for Planning and subsequently exhibited. In accordance with the Council resolution it was then referred to a Planning Panel for consideration. The Planning Panel report has been presented to Council, which resolved to send the PSA to the Minister for Planning for approval. The Minister for Planning subsequently approved the PSA, with its gazettal occurring on 4 June 2020.</p>	

 Delayed
  Completed
  Not Due To Start
  On track

ORDINARY COUNCIL MEETING - MINUTES



4.2.3 Council Performance Report End of Year 2019-20 (Cont.)

Priority	Action	Progress	Status
<p>Deliver a collaborative approach to creating, enhancing and managing great people focused places that respond to and respect the unique qualities of the activity centres</p>	<p>Advocate for phase two of the Revitalising Central Dandenong project</p> <p>Implement staged delivery of the Afghan Bazaar Cultural Precinct streetscape</p> <p>Implement staged delivery of the Springvale Boulevard Project</p>	<p>RCD Phase 2 is on hold pending work which is underway aligned with proposed Dandenong Sports and Events Centre and Webster Street level crossing removal projects. These projects have been impacted by COVID-19 and City Deal discussions.</p> <p>This contract covers the undergrounding of overhead power lines, installation of new street lights, relocation of a Telstra phone booth and the relocation of a NBN asset attached to the OH power poles for the last section of the Afghan Bazaar streetscape in Thomas Street. The project was delayed in the procurement phase due to the preferred contractor not accepting Council's contract special conditions, therefore the project will not be delivered on time. A carry forward into the 2020-21 financial year has been prepared.</p> <p>This is a complex project which involves several external authorities and their associated approvals processes and time-frames. The project will deliver a revitalised public realm which integrates the community aspirations collected from over 1,100 responses to the extensive public engagement campaign. Improvements include better pedestrian access and movement, gathering spaces, public art, lighting, feature paving, intuitive way-finding measures and maximised greening opportunities. A construction tender for Stage 1 and 2 is to be considered by Council in July/August 2020.</p>	<p>●</p> <p>●</p> <p>●</p>

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



ORDINARY COUNCIL MEETING - MINUTES

4.2.3 Council Performance Report End of Year 2019-20 (Cont.)

Priority	Action	Progress	Status
	Implement the Indian Cultural Precinct Framework	Implementation of the Indian Cultural Precinct Framework included: - Business Audits (2019) completed and a report/presentation provided to stakeholders. - Place Scores (2020) undertaken. The score for Little India improved from 54/100 to 80/100 and the Net Promoter Score was one of the highest in the activity centres at +36. - A shop front improvement project to nine shops resulted in visual improvements. - A Marketing Plan developed with traders, has commenced implementation including new branding and social media overseen by a Marketing Committee. - Vehicle signage at key intersections around the cultural precincts was delivered. - The Indian Cultural Precinct Taskforce met regularly to oversee the state government grant expenditure which has been extended via a Deed of Agreement to continue implementation into the 2020-21 financial year.	
	Monitor the 10 year Infrastructure Plan for the Activity Centres	New project bids have been completed for 2020-21. Ongoing monitoring of the program is in place and a further review is planned pending a better understanding of the COVID-19 pandemic recovery implications.	

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



4.2.3 Council Performance Report End of Year 2019-20 (Cont.)

Priority	Action	Progress	Status
	Monitor, implement and promote Activity Centre parking changes	A Lonsdale Street notice of motion was a key focus with a strategy to enhance ongoing visitation to central Dandenong underway. A parking sensor tender is to be considered by Council in Q1 of 2020-21 and an ongoing review of parking in Activity Centres is in place.	
	Redevelop the Masonic Hall Art Gallery	A tender report was considered by Council and a builder has been appointed. Construction is expected to be completed in 2020-21.	

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

4.2.3 Council Performance Report End of Year 2019-20 (Cont.)


Strategic Objective 5: A diverse and growing economy
A city that is connected to the global economy

Priority	Action	Progress	Status
Continue to promote opportunities for businesses to compete and participate in the global economy	Deliver activities to business and industry that provide awareness and exposure to global trends and markets	SEBN has provided exposure to global trends and markets through a variety of activities and topics throughout the year. In addition to how Artificial Intelligence and other technological advances and components of Industry 4.0 can enhance manufacturing capability, Council also focused on trends in logistics; the future of work and best practice in human resources. Topics including 'Fit for the Future'; Leadership; Transitioning Business Models and Modern Wellness; are an example of what has been delivered. Export-oriented opportunities with the Netherlands and the EU, intended for 2020, have been delayed due to COVID-19 but will continue to be discussed with relevant partners as and when appropriate. The majority of SEBN activities are based on the future/global trends and 'good practice' which provide good insights and learning for our local companies.	
	Promote grant, trade mission and business development programs and facilitate local business participation	This is an ongoing task with opportunities promoted through the Economic Development Unit's communication channels such as Talking Business, e-Talking Business and LinkedIn. The unit will also promote at relevant events as required.	

 Delayed
  Completed
  Not Due To Start
  On track

ORDINARY COUNCIL MEETING - MINUTES




4.2.3 Council Performance Report End of Year 2019-20 (Cont.)

Priority	Action	Progress	Status
	<p>Support the Future of Manufacturing program and the development of the Manufacturing Connectivity Centre</p>	<p>2019-20 has been challenging for individual members of the group however, the closeness of this group has enabled these challenges to be openly discussed and collectively addressed - with the resulting benefit being that both the individual and their companies have become stronger, as has the group. The collaboration which is now active, including the potential to support each other and share surplus staff, is very positive as the 2020-21 financial year begins and the environment continues to be uncertain and, in some cases, will challenge business sustainability. SEBN will continue to monitor FoM and other network groups to ensure relevant support is provided in these times. The need for a Manufacturing Connectivity Centre remains strong and a request for funding has been resubmitted through SEM.</p>	

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


4.2.3 Council Performance Report End of Year 2019-20 (Cont.)

A city that supports the economic contribution, strength and diversity of its industries

Priority	Action	Progress	Status
Market business and investment success stories	Develop an Activity Centre's investment prospectus	The prospectus is on hold pending a COVID-19 recovery and alignment with City Deal discussions. Development Victoria is progressing a RFP for Foster Street sites 11-15 and an outcome is expected in late 2020.	
Support the economic sustainability of activity centres by attracting appropriate government, business and community investment	Deliver a minimum of eight events as part of a small business workshop series	The Small Business Workshop Program (SBWP) successfully reached its target of conducting a minimum of eight workshops in a financial year. However, it is to be noted there were four key events which were planned which had to be postponed as a result of the Global COVID-19 pandemic. All future workshops are on hold until Federal and State Government advice determines it safe to do so. In the meantime, webinars and podcasts are being shared with the business community via one of the Economic Development Units key communication channels, e-Talking Business (a weekly electronic newsletter). This initiative has ensured businesses are still able to access learning and development opportunities if they wish.	
	Deliver a minimum of five food manufacturers collaborative network events	Due to COVID-19 no workshops were scheduled by Council in Q4. Due to the enforced lockdown all Webinars and ZOOM, Skype, etc type workshops being offered by the industry have been shared with local businesses. A total of two workshops were delivered during the financial year to the Food Manufacturers and Processors network. These were held in Q2.	

 Delayed
  Completed
  Not Due To Start
  On track


4.2.3 Council Performance Report End of Year 2019-20 (Cont.)

Priority	Action	Progress	Status
	Host the annual Real Estate and Developer Forum	Due to the current economic situation, this event was postponed. Preparatory work is being completed to prepare for a network/forum that engages regularly, when the situation improves. This network will be an extension of the previous annual real estate and developer forum events.	

 Delayed
  Completed
  Not Due To Start
  On track

4.2.3 Council Performance Report End of Year 2019-20 (Cont.)

A city where business and community work together



Priority	Action	Progress	Status
Support, promote and facilitate local social enterprises	Develop and deliver a program for social enterprises	Social enterprises continue to be engaged and assisted by the Economic Development Unit. Further staff resources have been allocated and implementation of this program will be a focus for 2020-21.	

 Delayed
  Completed
  Not Due To Start
  On track

ORDINARY COUNCIL MEETING - MINUTES


4.2.3 Council Performance Report End of Year 2019-20 (Cont.)

A great place for business

Priority	Action	Progress	Status
Support businesses through education, awareness, collaboration, networking and trade opportunities	Host the CGD-industry "Take a Swing" golf day event to raise funds in support of local charities	The 11th 'Take a Swing for Charity' Golf Day on 26 February was one of the most successful held to date, with more than \$50,000 raised, thanks to the incredible generosity of a small group of major sponsors, together with the support of the local business and industry community and the dedication and commitment of the SEBN team. In this important Council-Industry partnership event, more than 100 golfers participated and enjoyed the fun and competition at Victoria Golf Club, benefiting Taskforce Community Agency, the Bushfire Appeal and Cornerstone. Planning for 2021 will commence in July.	
	Monitor and report the number of network activities conducted with a target of 50	A combined total of 91 business activities have been delivered this year, comprising SEBN Network Groups (44 sessions); Events (Special Activities (8); Programs (17), Community Revitalisation) One Percent Ignite Start up activities (21), and the 'Take a Swing for Charity' Golf Day.	

 Delayed
  Completed
  Not Due To Start
  On track


4.2.3 Council Performance Report End of Year 2019-20 (Cont.)

Priority	Action	Progress	Status
	Provide activities that encourage opportunities for women and promote women in business	The SEBN Women in Business network addressed a range of themes this year, including self-awareness and personal leadership with the latter focusing on topics that assist in adjusting to a different environment such as managing and supporting staff/working from home; mental health etc. The Ignite Startup Program and activities within the Community Revitalisation program have also targeted and supported women exploring opportunities to either return to work or enter the workforce and included workshops and mentoring. The International Women's Day partnership event in March was attended by 110 participants with guest speaker Annabelle Chauncy OAM embodying this year's campaign theme #EachforEqual. Women who participated in the BSL 'Stepping Stones' program as well as the Ignite program, have joined the WIB network - further enhancing their knowledge and connection to their peers.	

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

4.2.3 Council Performance Report End of Year 2019-20 (Cont.)



A resilient employment hub

Priority	Action	Progress	Status
<p>Work collectively with and across government, industry, service providers and educational organisations to facilitate long term solutions to both the supply and demand of employment</p>	<p>Deliver a key event for secondary school students that promotes diversity of career opportunities</p>	<p>Another highly successful 'Lunch with the Winners' took place in September 2019 with more than 155 students and teachers, together with several local businesses, participating and sharing career journeys. Attendees also heard from an impressive group of young panelists. Planning for the 2020 'Lunch with the Winners' event is underway, despite lock-down conditions. This years event will leverage the available technology to present a range of interactive activities as well as a panel of speakers via a digital platform. The inability to meet face to face provides challenges, including keeping students engaged, managing interactive activities and incorporating business in an online event. It will however provide an opportunity to explore and utilise a digital delivery model, potentially providing access to talent and resources from across the globe. Regardless of the delivery model, the message of this event, that there are many and varied pathways to success, remains constant.</p>	

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

ORDINARY COUNCIL MEETING - MINUTES



4.2.3 Council Performance Report End of Year 2019-20 (Cont.)

Priority	Action	Progress	Status
	<p>Oversee and implement the One Per Cent project and focus on continuing to develop the capacity of the disadvantaged/disengaged jobseekers in our community</p>	<p>This project has continued to build the capacity of priority jobseekers and advocate to employers to balance the regional supply/demand equation. 'Making: Our Future' plays a significant part by attracting young people into manufacturing. CR also builds the capacity of local organisations empowering them to provide more targeted assistance to jobseekers through the ERS program. This and more intense support through providing qualified careers counsellors will continue. Jobs Campaigns have also provided exposure to employment and priority jobseekers are a focus as the withdrawal of JobKeeper and the highly competitive job market that will emerge once lockdown restrictions ease will push those most vulnerable further down the unemployment queue requiring higher levels of support and assistance than previously required to compete for available roles. Streamlining access to employment support services will be a key focus next year.</p>	
	<p>Publish four editions of 'Talking Business' magazine and relevant e-newsletters</p>	<p>Four editions of Talking Business magazine and the weekly newsletter were published. Council's database has grown to almost 10,000. In early 2020-21 demand from the business community for a soft copy only 'Talking Business' will be investigated.</p>	

 Delayed
  Completed
  Not Due To Start
  On track

4.2.3 Council Performance Report End of Year 2019-20 (Cont.)




A tourist destination attracting new visitors

Priority	Action	Progress	Status
Undertake effective marketing, events and tourism activities to promote Greater Dandenong	Host 15 cultural and food tours across Dandenong and Springvale	There has been a 50 per cent increase in the uptake of Council's food and cultural tours which has been significantly impacted by strategic marketing initiatives. Pre COVID-19 Council was on track to meet this year's target of 15 tours however the restrictions have resulted in cancellations bringing the total number of tours for the year to eight.	
	Implement a visitor attraction marketing program to attract visitors and keep local residents aware of activities and events	Specific tourism and epicurean publications were identified for advertising which provided an increase in participation in food and cultural tours, more activity on social media and the implementation of a calendar of events across all Council social media platforms.	

 Delayed
  Completed
  Not Due To Start
  On track

4.2.3 Council Performance Report End of Year 2019-20 (Cont.)




Strategic Objective 6: An open and effective Council
A Council connected with the community, providing an effective voice on their behalf

Priority	Action	Progress	Status
Continue to be a strong advocate on issues of community importance which are beyond Council authority	Achieve an index score of 62 or higher for community consultation and advocacy (Community Satisfaction Survey)	Council received a score of 62 for both community consultation and advocacy in the 2020 Community Satisfaction Survey. These scores are considerably higher than the state-wide averages of 55 and 53 respectively.	
	Maintain a detailed advocacy register on Council's website and prepare an updated advocacy document for distribution to local Members of Parliament	A detailed advocacy register is permanently available on Council's website, and is checked and updated at least monthly. A number of updates were made this year, including Greater Dandenong Council's declaration of a 'Climate and Ecological Emergency' which involves lobbying State and Federal governments to also declare a climate emergency and take action to mitigate; various efforts to address traffic issues in the 'Springvale North-East Quadrant', an area adjacent to the Springvale level crossing removal project; the addition of information about Council supporting the 'Raise the Rate' campaign, a federal initiative to raise minimum payments for the unemployed in light of high living costs; and Council's participation in the global '16 days of Activism' campaign against Family Violence.	
Undertake proactive communication on key issues to foster community understanding	Facilitate Community Forums as requested by Councillors	Two ward meetings were held this year in Paperbark and Red Gum Wards. Two scheduled forums were cancelled due to the COVID-19 pandemic restrictions in Red Gum and Lightwood Wards.	

 Delayed
  Completed
  Not Due To Start
  On track

ORDINARY COUNCIL MEETING - MINUTES





4.2.3 Council Performance Report End of Year 2019-20 (Cont.)

Priority	Action	Progress	Status
	Grow Council's social media following by 10 per cent from a base figure of 19,000	Council's social media channels - Facebook, Twitter, Instagram, YouTube and LinkedIn - achieved a combined total annual growth of 17.3 per cent. The most popular of these, Facebook, now has 14,053 followers on Council's corporate account.	
	Implement and promote the new Community Engagement Framework	The new Community Engagement Framework was completed and made available on Council's website. It was widely promoted across Council and is being used as a resource when departments undertake community engagement activities. A Community Engagement Toolkit is also available to staff and both are proving to be very valuable resources across the organisation.	
	Review and continue implementing the Language and Communication Action Plan	All but one action of the Language and Communications Action Plan have been initiated and completed. One action on investigating a language aides program for volunteers and staff working with linguistically diverse communities has not been completed and will be evaluated in 2020-21. A review of the Language and Communication Policy is currently underway in conjunction with the review of the Diversity, Access and Equity Policy.	

 Delayed
  Completed
  Not Due To Start
  On track

4.2.3 Council Performance Report End of Year 2019-20 (Cont.)






A well-managed and high performing Council

Priority	Action	Progress	Status
Continually review service delivery methods and quality incorporating feedback from the community	Complete and implement the outcomes of the Council's Service Reviews	Council completed its initial Service Review process in July 2019. Quarterly updates against these review items are made as part of the CEO KPO's report.	
Ensure best practice risk management through the implementation of the Risk Management Strategy	Enhance the Pulse risk management system across Council for improved performance reporting, risk identification and mitigation	Priority actions identified for 2019-20 have been completed. Other actions identified to improve performance reporting, risk identification and mitigation will be implemented as part of an update to the CGD risk framework across 2020-21 - 2021-22.	
	Ensure Local Government Act general compliance across the organisation through the ongoing management of the legislative compliance system	There were no breaches of the Local Government Act 1989 identified this financial year. Council's legislative compliance framework was audited this financial year and a significant number of opportunities were identified. A draft Legislative Framework Policy has been submitted to the Executive for consideration along with a business case for consideration.	
	Review and update the Audit Advisory Committee Charter	The new Local Government Act 2020 (LGA) places requirements on Council to establish an Audit and Risk Committee and subsequently a new Charter. This will be completed in the next financial year.	

 Delayed
  Completed
  Not Due To Start
  On track

ORDINARY COUNCIL MEETING - MINUTES




4.2.3 Council Performance Report End of Year 2019-20 (Cont.)

Priority	Action	Progress	Status
Maintain and annually review Council's Long Term Financial Strategy to ensure financial sustainability	Develop a Revenue and Rating Strategy	The Local Government Act received royal assent in May 2020 which requires Council to implement a Rating and Revenue Plan. This will be undertaken in the 2020-21 financial year.	
	Maintain sound financial practices by completion of the Annual Financial Statements for the year ended 30 June 2019 and receive full audit clearance by the legislated time frame of 30 September (including compliance with the Model Financial Report)	The 2018-19 Annual Financial Statements were completed on time and received full audit clearance by the legislated time frame of 30 September.	
	Review the Long Term Financial Strategy and seek Council adoption of the revised framework	The proposed Long Term Financial Strategy (LTFS) was presented to Council in February 2020 and the final LTFS was updated as part of the 2020-21 Budget process and approved by Council at its meeting on 22 June 2020.	
Maintain Council as an employer of choice and provide a safe work environment	Complete a Workforce Management Plan	The updated LGA was finalised during the financial year. Guidance and support materials are starting to be received by the sector and work will commence on developing the CEO Remuneration Policy and Workforce Plan in the new financial year.	
	Complete the development of a CEO remuneration policy	The updated LGA was finalised during the last financial year. Guidance material is starting to be received by the sector and work will commence on developing the CEO Remuneration Policy and Workforce Plan in 2020-21.	

 Delayed
  Completed
  Not Due To Start
  On Track

ORDINARY COUNCIL MEETING - MINUTES

4.2.3 Council Performance Report End of Year 2019-20 (Cont.)

Priority	Action	Progress	Status
	Develop a professional development and training program for Councillors	Training and development opportunities for Councillors were hampered in the second half of the financial year due to the COVID-19 pandemic, however prior to this, Councillors had attended a significant number of development and networking events. Under the Local Government Act 2020, mandatory training is required for all candidates in the 2020 Council elections and mandatory induction requirements must be fulfilled by all elected Councillors post the elections.	
Provide high quality, timely customer service	Achieve an index score of 76 or higher for customer satisfaction (Community Satisfaction Survey)	Council achieved a score of 73 for customer service in the 2020 Community Satisfaction Survey, three points higher than the state-wide average of 70. Continuous improvement activities and regular training have been undertaken to assist Council in further improving on these results.	
	Maintain all public registers required in accordance with the Local Government Act and associated regulations	All Public Registers have been maintained in accordance with the current Local Government Act 1989 and associated Regulations.	

 Delayed
  Completed
  Not Due To Start
  On track

ORDINARY COUNCIL MEETING - MINUTES

4.2.3 Council Performance Report End of Year 2019-20 (Cont.)





Priority	Action	Progress	Status
<p>Seek to establish and maintain strategic partnerships and alliances which enhance Council performance</p>	<p>Manage the effective leasing of Council's commercial property portfolio including seeking new lease opportunities for spaces which are currently vacant</p>	<p>The management of Council's commercial property portfolio has been completed with all but one lettable commercial property being occupied. Commercial Property along with Community Property have suspended the investigation of options for an EOI for the leasing of an additional 'surplus to Council requirements' property being the former Yarraman Kindergarten and Early Years offices due to the property being used for COVID-19 pandemic related purposes. Commercial property has provided rent relief for those tenancies that have been forced to fully or partially close their business due to the COVID-19 pandemic. This will continue into the next financial year.</p>	

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

ORDINARY COUNCIL MEETING - MINUTES

4.2.3 Council Performance Report End of Year 2019-20 (Cont.)





An innovative and technologically connected Council

Priority	Action	Progress	Status
Implement the Digital Strategy	Complete Stage 3 of Council's intranet and corporate website redevelopment	The corporate website and intranet redevelopment project is not yet finalised due to a number of unforeseen circumstances. Both projects are nearing completion with the majority of significant work now done. Staff are now reviewing and refining content; seeking approvals; and managing the installation of new features such as a Chatbot. The project is now due for completion in September 2020.	
	Continue to develop on-line digital forms to supplement current manual processes and promote these products to the community	Council's Myapps portal has been developed further to aid staff working from home. 11 online forms have been completed	
	Continue to implement the Digital Strategy 2016-20 and undertake a review of progress to inform the development of a new strategy in 2020	The superseded Digital Strategy has been replaced by a new Digital Framework and IT Strategy, which pushed Council to prioritise digital and how it can best support our physical presence. The COVID-19 pandemic proved that having a digital first approach was crucial for our organisation and community. The new IT Strategy and Digital Framework will take the organisation into 2025. These will respond to a digital environment which is constantly changing and evolving and will allow us to move forward digitally in the most positive and effective way.	
	Deliver a second Urban Screen as part of the Springvale Community Precinct project	The Urban Screen at the Springvale Community Hub was commissioned in May 2020 and has been operating well.	

 Delayed
  Completed
  Not Due To Start
  On track

4.2.3 Council Performance Report End of Year 2019-20 (Cont.)



Decision making which is transparent and accountable

Priority	Action	Progress	Status
Continue to implement mechanisms that enhance community access and understanding of Council decision making and the role of Council	Achieve an index score of 61 or higher for making decisions in the interest of the community (Community Satisfaction Survey)	Council received a score of 63 in the 2020 Community Satisfaction Survey for making decisions in the interest of the community, an improvement on the 2019 score of 61. It is also considerably higher than the 2020 metropolitan average of 59 and the state-wide average of 53.	
	Review the Council Plan 2017-21 and develop the Annual Plan 2020-21	The Council Plan 2017-21 (Revised 2020) and Annual Plan 2020-21 were endorsed by Council on Monday 22 June and are available on Council's website, and in customer service centres and libraries.	
	Undertake community consultation for the Annual Budget 2020-21	All consultation activities for the Annual Budget 2020-21 have been completed. Council received 31 responses from residents and one response from a non-resident. The Draft Budget 2020-21 was placed on public exhibition for further comment in May and five submissions were received. The Budget 2020-21 was endorsed by Council on Monday 22 June.	
Ensure compliance with the Local Government Act and Councillor/Staff Codes of Conduct	Continue planning preparations for the 2020 Council election including the completion of an electoral review of Council's ward structure in partnership with the VEC	The Minister for Local Government, under the new Local Government Act 2020, prescribed conditions for the Council Elections on 24 October 2020 and officers have been working towards meeting all requirements with the Victorian Electoral Commission. A new ward structure will take effect from 24 October 2020.	

 Delayed
  Completed
  Not Due To Start
  On track

ORDINARY COUNCIL MEETING - MINUTES

4.2.3 Council Performance Report End of Year 2019-20 (Cont.)

Priority	Action	Progress	Status
	Finalise the review of the Meeting Procedure Local Law	The Meeting Procedure Local Law No. 1 of 2019 was reviewed in June 2019 and endorsed by Council in October 2019. New Governance Rules are required under the Local Government Act 2020 and these will be endorsed in the new financial year.	
	Produce and adopt the Annual Budget by 30 June 2020 in line with the new requirements of the Local Government Act	The 2020-21 Budget has been completed in line with the requirements of the Local Government Act 1989. The new Local Government Act 2020 requirements do not yet apply in relation to the budget. The 2020-21 Budget was approved by Council on 22 June 2020.	

 Delayed
  Completed
  Not Due To Start
  On track