

4.2.1 Q3 Council Quarterly Performance Report (Cont.)

POLICY AND STRATEGY

Q3 COUNCIL QUARTERLY PERFORMANCE REPORT

ATTACHMENT 1

**COUNCIL PLAN QUARTERLY REPORT 1
JANUARY – 31 MARCH 2020**

PAGES 51 (including cover)

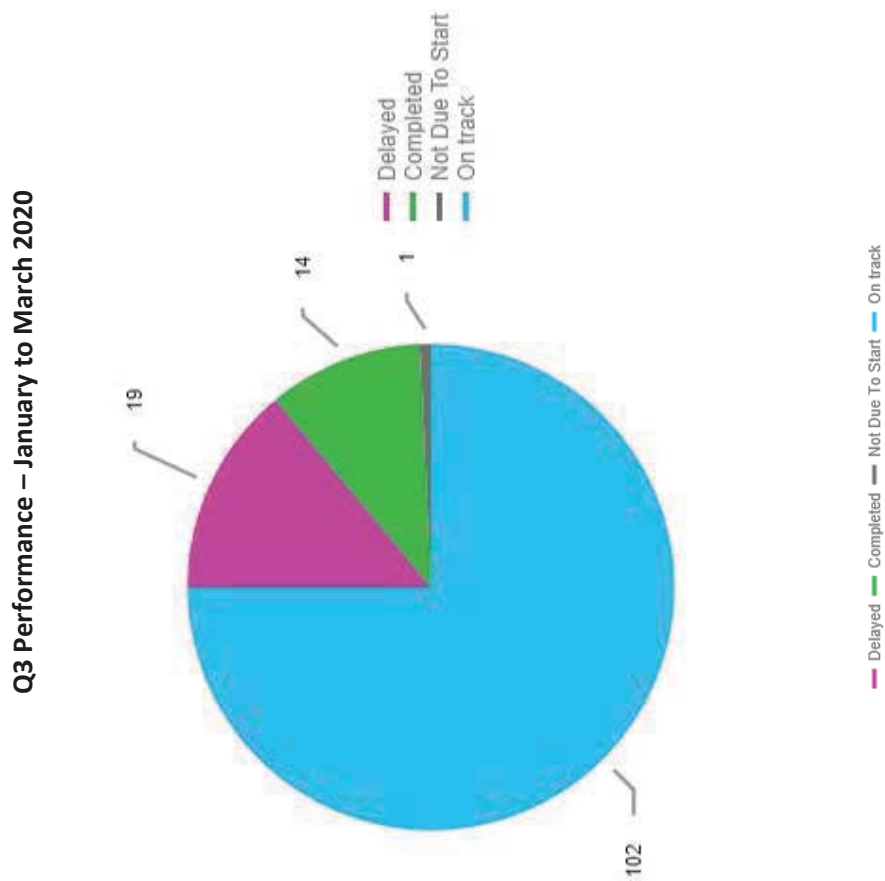
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4.2.1 Q3 Council Quarterly Performance Report (Cont.)

**Council Plan
Performance Report
Q3 2019-20**



4.2.1 Q3 Council Quarterly Performance Report (Cont.)



4.2.1 Q3 Council Quarterly Performance Report (Cont.)

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

Priority	Action	Progress	Status
Advocate for increased employment opportunities, particularly for vulnerable community groups	Deliver initiatives which enhance the employment capability of young people	Youth and Family Services partnered with the Chisholm Skills and Jobs Centre to deliver a resume writing workshop at Dandenong Library (total 11 contacts). The February 2020 Greater Dandenong Youth Network meeting focused on education and employment pathways for vulnerable young people (total 70 contacts). An IMPACT youth volunteering program was scheduled for March 2020 to support young people in developing employability skills - this has been postponed due to the COVID-19 pandemic.	

 Delayed
  Completed
  Not Due To Start
  On track

4.2.1 Q3 Council Quarterly Performance Report (Cont.)

Priority	Action	Progress	Status
Increase community participation in physical activity through our leisure, recreation and sports services	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	- The Australia Day Festival was delivered on Sunday 26 January attracting 12,000 people, 55 per cent of whom were from the local area. Satisfaction levels were recorded as 83 per cent. New attractions included the Sand Play Area and the Make Your Move Sports Zone. The event benefited from Dandenong Park's new infrastructure including a permanent stage, sports play area and new permanent toilets. - Cinema in the Square was delivered from 7-13 March, attracting over 1,000 people, 70 per cent of whom were from the local area. Satisfaction levels were recorded as 86 per cent. The event provided resident cafe Sunny & Thor with exclusive access as the sole food and beverage provider. The final screening scheduled for Fri 20 March was cancelled due to the COVID-19 pandemic. - Keysborough's Big Picnic was scheduled for Sunday 29 March but did not proceed due to the COVID-19 pandemic.	
	Implement female physical activities and sporting opportunities as part of the 'Make Your Move' initiative	This Girl Can is now on hold due to the COVID-19 pandemic however a physical activity handbook guide is being created to support this program whilst it is on hold. A Gender Equity Guide for sporting clubs is in draft.	
Provide quality and affordable community facilities to enable effective programs and activities for all	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	This task is now complete and forms part of the Draft Make Your Move Physical Activity Strategy.	
	Manage the new permanent Pop Up Park (constructed by Development Victoria)	Council is awaiting the Certificate of Compliance for goals prior to formalising a licence agreement with Development Victoria. The park is currently closed due to the COVID-19 pandemic.	

 Delayed
  Completed
  Not Due To Start
  On Track

ORDINARY COUNCIL MEETING - MINUTES

4.2.1 Q3 Council Quarterly Performance Report (Cont.)

Priority	Action	Progress	Status
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	The Community Partnership Funding and Sponsorship program was open for applications from 3 February to 10 March. A total of 84 applications were submitted, requesting over \$7.5 million in multi-year funding support (\$3.5million in 2020-21). The Community Support Grants Program opened for applications on March 10. All programs have been temporarily suspended due to the COVID-19 pandemic.	
	Support young people to participate in civic and community activities which enhance leadership and personal development	This quarter, Youth and Family Services have delivered the following leadership programs: - Freeza Committee (8 sessions, 153 contacts) - Holiday Activities Committee (4 sessions, 37 contacts. The program ceased early due to the COVID-19 pandemic) - Young Leaders program: 16 interviews have been conducted as part of the recruitment for the 2020 program. In addition, Youth and Family Services have worked with young people and community partners to deliver a range of community events/activities (Including 2K20 Soccer Tournament, Youth Sports Fest, King of Concrete and Australia Day Youth Stage). Total contacts = 7,655.	
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	Council's Volunteer Program continued to engage over 200 volunteers in 16 different service areas and new volunteering opportunities were being explored with the Drum Theatre. COVID-19 restrictions have limited these and other volunteering discussions and will be resumed in due course.	

 Delayed
  Completed
  Not Due To Start
  On Track

ORDINARY COUNCIL MEETING - MINUTES

4.2.1 Q3 Council Quarterly Performance Report (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 to tackle anti-social driving behaviour by the utilisation of the SAM trailer. Hooning & 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	A Police and Council Hotspots Response Group formed under the Community Safety Advisory Committee continues to address crime and anti-social behaviour in hotspots. Actions include coordinating stakeholder responses on the impacts of squatting in derelict houses and partnering with Police and Neighbourhood Watch to address negative media coverage regarding crime and anti-social behaviour in central Dandenong. Stakeholders of the Homelessness Working Group continue to respond to rough sleeping incidents. A review of the Group determined that due to the high number of overlapping stakeholders, issues, and actions in common with the Police and Council Hotspots Response Group, the two groups would amalgamate. enliven and Council have developed an action plan with Casey and Cardinia councils for a local Alcohol Policy and Management Working Group. The plan meets the objectives of Council's Community Safety Plan and will support collective advocacy to reduce alcohol-related harm in the region.	
Develop safe and well-designed public spaces which encourage public access	Implement the Domestic Animal Management Plan 2017-20	The actions deliverable via the DAMP are on track including inspections of dog premises, reviews of policies and procedures, ongoing subsidised de-sexing for pets of low/fixed income residents, education programs and promoting responsible pet ownership through social media messages.	

 Delayed
  Completed
  Not Due To Start
  On track

ORDINARY COUNCIL MEETING - MINUTES

4.2.1 Q3 Council Quarterly Performance Report (Cont.)

Priority	Action	Progress	Status
	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	Reviews are being done as part of the regular MEMPC meetings.	
	Review the Youth Strategy 2016-19 and develop a new Youth and Family Plan	The project management group continued to meet this quarter. The consultant has commenced preparing the background document, including literature review. The project management group completed a review of the initial draft of the integrated Child, Youth and Family Strategy in March 2020.	
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.	
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	There was no uptake of programs this quarter.	

 Delayed
  Completed
  Not Due To Start
  On Track

ORDINARY COUNCIL MEETING - MINUTES

4.2.1 Q3 Council Quarterly Performance Report (Cont.)

Priority	Action	Progress	Status
	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)	Construction of Local Area Traffic Management treatments in Keysborough South on Perry Rd, Westwood Blvd and Church Rd have commenced and are anticipated to be completed by the end of June. The treatment for Heyington Cr is out to tender and is also expected to be completed by the end of June.	
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	During this quarter, Family Support engaged 89 families and 201 children, providing 2,167 contact hours of support.	
	Host the 2019 Walk Against Family Violence	Another successful walk against family violence was organised and conducted in November 2019. Planning will commence shortly for the 2020 walk event.	

 Delayed
  Completed
  Not Due To Start
  On Track

ORDINARY COUNCIL MEETING - MINUTES

4.2.1 Q3 Council Quarterly Performance Report (Cont.)

A well informed and connected community with improved health and wellbeing

Priority	Action	Progress	Status
Enhance the health and wellbeing of our community through key initiatives of the Community Wellbeing Plan	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	The team have attended all project meetings and promotion continues to occur with sporting clubs. This will be an ongoing project where Council connects and communicates the strategy with clubs.	
	Maintain food safety - inspect all registered food premises annually and report outcomes	A total of 390 (28 per cent) of the 1,412 food premises registered in CGD received their annual inspection.	
	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 represent Council on the State Wide Policy Working Group. The team continued to participate in professional development by attending the EHPA Regional Meeting hosted by CGD, EHOA Food Special Interest Group, a food safety workshop regarding the proposed amendments to the Food Act and the DHHS Climate Change Workshop.	
	Monitor adolescent immunisation rates and report on the number of adolescents immunised according to the National Immunisation Program (NIP) Secondary School Program	The reporting process has been delayed due to the required response to the COVID-19 pandemic. Data for Q3 will be available in May 2020.	
	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)	The reporting process has been delayed due to the required response to the COVID-19 pandemic. Data for Q3 will be available in May 2020.	

 Delayed
  Completed
  Not Due To Start
  On Track

ORDINARY COUNCIL MEETING - MINUTES

4.2.1 Q3 Council Quarterly Performance Report (Cont.)

Priority	Action	Progress	Status
	Report on services and initiatives targeting vulnerable people in the community who may be at risk of being unimmunised or under immunised	The reporting process has been affected due to the required response to the COVID-19 pandemic. The current COVID-19 response has seen the initiation of an appointment based immunisation service with social distancing, appropriate hygiene procedures and time limited appointments. This program includes services to refugees, asylum seekers and the socially disadvantaged.	
	Review the Reconciliation Action Plan 2017-19 and develop a new four year Action Plan	Reconciliation Australia were formally notified of Council's intention to develop an Innovate RAP for the period 2020-22. Terms of Reference have been drafted to guide the RAP Working Group and subsequent RAP development. A proposed timeline for development and a draft operational framework have been submitted to Reconciliation Australia. Alternatives to normal community consultation activities are being sought in response to COVID-19 restrictions.	
	Support vulnerable families and children through the delivery of the expanded Enhanced Maternal and Child Health Program	This process has been delayed due to the required response to the COVID-19 pandemic.	

 Delayed
  Completed
  Not Due To Start
  On Track

ORDINARY COUNCIL MEETING - MINUTES

4.2.1 Q3 Council Quarterly Performance Report (Cont.)

Enhanced partnerships with agencies and stakeholder groups to deliver quality services

Priority	Action	Progress	Status
Provide community funding programs to increase capacity of strategic partners and community groups	Assist organisations, funded through the existing Partnership Funding Program, transition to the new grant programs	Officers have regularly communicated and met with current Partnership Funding recipients to offer advice and support to submit applications under the new Community Partnership Funding Program. The majority of organisations were effectively supported to submit multiple applications under different streams, with officers reviewing and providing advice on applications. Officers provided this support and advice to a large number of non-current recipients. Three current funding recipients did not submit applications and will be offered support to develop applications for the Community Support Grants program.	
	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	Council was updated about the progress of the transport review in March 2020. Further work is currently on hold as the bus service is severely impacted by the COVID-19 pandemic and is supporting individual members of the community with shopping support.	

 Delayed
  Completed
  Not Due To Start
  On Track

ORDINARY COUNCIL MEETING - MINUTES

4.2.1 Q3 Council Quarterly Performance Report (Cont.)

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

Priority	Action	Progress	Status
Provide community members of all abilities and backgrounds with access to community and council information, services and events	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	Medium Term actions of the Disability Action Plan have been prioritised and actions commenced with a particular focus on employment. Council has been successful in two grant opportunities through the Municipal Association of Victoria (MAV) that will allow for the employment of up to four students with disabilities to gain experience in paid work across a variety of areas of Council. One project focuses on social procurement practices with a planned forum, hosted by the City of Greater Dandenong, designed for Local Government CEOs to learn more about how to implement procurement practices that encourage diversity in employment particularly disability. The second project focuses on the consolidation of the seven disability employment projects that the City of Greater Dandenong currently participates in. Both of these projects are currently on hold due to the COVID-19 pandemic and funding will be reallocated to 2020-21.	
	Implement Year Three actions of the Positive Ageing Strategy 2017-25	Medium Term actions of the Positive Ageing Strategy 2017-25 have been prioritised and actions commenced with a particular focus on social isolation. The trial outing program is currently on hold due to the COVID-19 pandemic and alternate forms of assisting the community with social isolation concerns are in place.	

 Delayed
  Completed
  Not Due To Start
  On Track

ORDINARY COUNCIL MEETING - MINUTES

4.2.1 Q3 Council Quarterly Performance Report (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 commenced a response to the Aged Care Quality and Safety Royal Commission particularly focusing on the initial recommendations and potential solutions to the issues raised. The Royal Commission is currently on hold due to the COVID-19 pandemic.	
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 has continued successfully. Learning from the program has contributed to a proposal to continue the material aid program and develop an Anti-Poverty Strategy over a two-year period from July 2020 - June 2022. The collective impact program has also been critical for increasing Council's support for the community during the COVID-19 pandemic. This approach has initial support from Council and will see an increase in the number of organisations supported through Council-led coordination.	

 Delayed
  Completed
  Not Due To Start
  On track

ORDINARY COUNCIL MEETING - MINUTES

4.2.1 Q3 Council Quarterly Performance Report (Cont.)

<i>A harmonious community that celebrates diversity</i>			
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 rainbow flag raising ceremony has been planned to mark the International Day Against Homophobia, Biphobia, Intersexism and Transphobia (IDAHOBIT) on Monday 18 May 2020. Council's LGBTQIA+ Working Group is investigating options to broadcast the event online, with speakers to share stories of lived experience. An Arts and Culture LGBTQI Working Group has been established to develop an LGBTQI Arts Festival, a two-day event in November 2020 that delivers a diverse array of events and programming that supports LGBTQI artists, and broader LGBTQI communities. Officers have prepared an LGBTQI Inclusive Statement to be endorsed by Council. An external LGBTQI Support Group will be organising fortnightly meet ups for adults at the Dandenong Library. Council officers are also investigating possible options and feasibility for a Rainbow Road/Crossing to be installed within the Greater Dandenong municipality, similar to what Port Phillip Council and City of Greater Geelong have implemented.	
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

4.2.1 Q3 Council Quarterly Performance Report (Cont.)

Priority	Action	Progress	Status
	Implement Year Two of the Greater Dandenong People Seeking Asylum and Refugee Action Plan 2018-21	Eight actions from Part B are completed/ongoing actions, thirteen actions have commenced, and nine have not commenced. Advisory Committee members were encouraged to investigate options to initiate all actions. Greater focus has also been placed on developing a Terms of Reference document for the Multicultural Leaders Network (Action 1.3). As Chair of the Local Government Mayoral Taskforce Supporting People Seeking Asylum, Greater Dandenong officers are working in collaboration with the Refugee Council of Australia on joint advocacy and to engage Taskforce Councils to address the lack of baseline support for people seeking asylum with their respective Federal ministers.	
Celebrate diversity through a range of cultural activities	Provide support and guidance to community organised festivals, events and cultural celebrations	A total of 30 community event applicants were provided with support and guidance in Q3. Of these, 17 events were cancelled due to the COVID-19 pandemic.	

 Delayed
  Completed
  Not Due To Start
  On Track

ORDINARY COUNCIL MEETING - MINUTES

4.2.1 Q3 Council Quarterly Performance Report (Cont.)

Increased participation in creative and cultural activities

Priority	Action	Progress	Status
Provide community arts participation for artists, residents and businesses through performances, exhibitions and programs	Deliver at least 12 arts and cultural heritage exhibitions and supporting programs annually through cultural facilities	Six exhibitions were presented: - Two at Walker Street Gallery - Two Art Exhibitions at Heritage Hill - One Heritage Exhibition at Heritage Hill - One at Garnar Lane Lightboxes NOTE: The above number of exhibitions have been affected by the COVID-19 pandemic which closed venues and caused the postponement of planned exhibitions. Accordingly visitor numbers have also been significantly affected by this scenario.	
	Deliver the 2019 Short Cuts Film Festival	- The Short Cuts Film Festival was held in October 2019 with 334 people attending, the most in the event's history. -The Shorter Cuts Film Festival for a younger audience was presented at the Little Day Out as part of the Children's Festival. -The Short Cuts Production Programs, delivered in partnership with Youthworx, engaged with 16 local young people over three months to produce three new short films about life in CGD. -Festival Director Richard Moore was featured in interviews about the festival on both Artshub and Screenhub as well as RRR FM. -Radio promotion through both Smooth FM and RRR was undertaken and 10 different articles and listings appeared in local newspapers.	

 Delayed
  Completed
  Not Due To Start
  On Track

ORDINARY COUNCIL MEETING - MINUTES

4.2.1 Q3 Council Quarterly Performance Report (Cont.)

	Implement Year Four actions of the Greater Dandenong Arts and Cultural Heritage Strategy 2016-26	<u>Community Connection:</u> - Community consultation was completed in relation to the Hemmings Street Public Art project. - The Community Connections working group met. <u>Cultural Destination:</u> - All Festivals and events have been postponed as a result of the COVID-19 pandemic. <u>History and Heritage:</u> - Content for a publication capturing the history of the City of Greater Dandenong is in the process of being completed. <u>Cultural Venues:</u> - The scheduled "Get Creative Open Day" has been postponed due to the COVID-19 pandemic. - Cultural content and exhibition presentations have been moved online to provide cultural engagement opportunities for the community during isolation. <u>Partnerships and Evaluation:</u> - A series of consultation events have been held to steer the strategic direction of Arts & Culture in the city including discussions with the Arts Advisory Board, Community Connections Working Group and Public Art Working Group. - In-kind commitment to an ARC Linkage project in partnership with Deakin University (subject to grant approval) has been initiated.	
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 Delayed
  Completed
  Not Due To Start
  On Track

ORDINARY COUNCIL MEETING - MINUTES

4.2.1 Q3 Council Quarterly Performance Report (Cont.)

Priority	Action	Progress	Status
	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 Drum Theatre 2020 program was formally launched in February with a diverse range of performances: local artist Terence Vivian (AKA Trilagy) from the monthly Our Beat; Cabaret artist Jude Perl earned some new admirers; and favourite music theatre star, Michael Cormick. The Drum Theatre presented a range of theatre events including: Pavarotti, King of the High Cs; Australian classic play, Summer of The Seventeenth Doll; Classical International guitarist, Johannes Moller; American Song by Joanna Murray Smith; comedian Ross Noble; and Community Youth music theatre company Masquerade with their production of Wicked. Cancellations due to the COVID-19 pandemic were: a musical performance by international artist Toni Childs; Shades of Buble; the Encore program Sun Rising - The Songs That Made Memphis; a screening of the 2040 Documentary; and two large dance school presentations.	
	Promote and support artists locally through engagement, networking, residency and development activities	- The 'Our Beat' monthly performance platform was presented at The Drum to promote collaboration and development among local artists. - Five Artists in Residence were housed at Heritage Hill. - A remote Artist in Residency initiative EOI was released to continue to support artists in isolation.	

 Delayed
  Completed
  Not Due To Start
  On Track

ORDINARY COUNCIL MEETING - MINUTES

4.2.1 Q3 Council Quarterly Performance Report (Cont.)

Priority	Action	Progress	Status
	Promote greater artist engagement through The Drum's programs, performances and workshops	Artist engagement and community participation continued with 'Our Beat', growing in numbers and vibrancy each month. 25 artists and 85 participants attended the first two months of the year. Weekly workshops continued with the local devised production Our Story, involving two artists and 40 young people. Partnerships have been developed with SANGAM festival and pathways project for South Indian Arts, involving letters of support for future workshops and festival development at The Drum.	
	Provide 20 community arts participation opportunities for artists, residents and businesses through performance and exhibition programs and other projects	Nineteen opportunities were provided: - Life Drawing (4 - the course was originally scheduled for eight weeks and was reduced due to the COVID-19 pandemic) - Additional Get Creative workshop offerings (4) - Four artists participated in SHE Reads program (4) - Seven HOME artists past and present participated in a professional development forum hosted by CGD including speakers such as NGV's Senior Curator Simon Maidment	
Provide opportunities for children and young people to participate in civic and community activities	Host the 2019 Children's Forum	The annual Children's Forum was held on 24 October, 80 primary school students from 14 schools attended. The forum for 2020 is being planned for October.	

 Delayed
  Completed
  Not Due To Start
  On Track

ORDINARY COUNCIL MEETING - MINUTES

4.2.1 Q3 Council Quarterly Performance Report (Cont.)

Priority	Action	Progress	Status
Record, protect and promote local heritage including support of the historical societies and Cultural Heritage Advisory Committee	Enhance Council's ability to store and protect its heritage collection	Future options to expand Council's Civic Archive capacity have continued to be explored in consultation with the Cultural Heritage Advisory Committee. Visits to the Civic collection on eHive increased to 8,034 page views compared to 7,391 from the previous quarter.	
	Publish and launch the History of the City of Greater Dandenong (1994-2019)	The third draft of the book has been received and is currently in the process of being assessed. The publication is expected to be launched later in 2020.	

 Delayed
  Completed
  Not Due To Start
  On Track

4.2.1 Q3 Council Quarterly Performance Report (Cont.)

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

Priority	Action	Progress	Status
Engage with the community to increase their awareness of the environment and sustainability	Develop and deliver a 2019-20 Waste Education Program	The 2019-20 Waste Education Plan has been developed and approved. Key highlights to date include: - Primary and Secondary School delivery - 5 sessions to 50 students, YTD 31 sessions to 960 students - Early Learning Centre Engagement - 21 sessions to 322 students, YTD 65 sessions to 1,061 students - Community Engagement activities delivered to 10 residents, YTD 1,116 residents - CALD Engagement to residents, YTD 330 The Waste Education Plan will be reviewed due to the current COVID-19 pandemic. The Waste Services team is currently reviewing opportunities around delivery through interactive webinars and the development of new video material.	
	Finalise and implement the Greater Dandenong Plastics Policy	Officers are proceeding with the implementation of the Single Use Plastics Policy and liaising with various departments as per the recommendations of the policy.	
	Finalise the approach for a Community Environment/Sustainability Centre	A CIP Bid for 2020-21 has been prepared for the establishment of a mobile Community Environment Centre as per the recommendation of the Council report.	
	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.	

 Delayed
  Completed
  Not Due To Start
  On Track

ORDINARY COUNCIL MEETING - MINUTES

4.2.1 Q3 Council Quarterly Performance Report (Cont.)

Priority	Action	Progress	Status
	Undertake the Sustainability Festival and awards	The 2020 Sustainability Festival was to occur on 19 April at the Dandenong Market. The planning and final preparations for the festival were completed in February. Due to the COVID-19 pandemic, Greater Dandenong Council regretfully had to cancel the Sustainability Festival for 2020. The launch of the Sustainability Awards for 2020 will also be postponed until further notice.	
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	1. A plan is now in place for the introduction of Food Organics Garden Organics (FOGO) in 2021. 2. An Expression of Interest (EOI) to industry was advertised by the Metropolitan Waste & Resource Recovery Group in March 2020 on behalf of councils in South-East Metropolitan Melbourne to consider the introduction of Advanced Waste Processing Services. Council officers have actively participated in the workshops in support of this procurement in the past quarter. The EOI is now closed and council officers will also participate on the evaluation panel to assess these submissions. 3. The procurement processes for the Landfill & Transfer Station Services (Melbourne Metro) Contract is progressing whilst the Recyclables, Receivables & Sorting (Melbourne Metro) Contract has been deferred due to the COVID-19 pandemic impacts.	
Protect and enhance the ecological value of land within the municipality	Commence the development of the Urban Forest Strategy	The development of the Urban Forest Strategy has commenced and progress was reported to Council prior to the end of December. A further discussion with Councillors on this strategy occurred in January 2020. Further development of the strategy is being undertaken which will be presented to Council in Q4.	

 Delayed
  Completed
  Not Due To Start
  On track

ORDINARY COUNCIL MEETING - MINUTES

4.2.1 Q3 Council Quarterly Performance Report (Cont.)

Priority	Action	Progress	Status
	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 has been reported to Council. The annual newsletter will shortly be sent to Green Wedge residents advising of the outcomes.	
	Implement Year Two of the Urban Tree Strategy 2018-23	Year Two of the strategy is currently underway. Key activities completed in the last quarter include: - maintenance of the trees planted in 2018 and 2019 - worked with the activity centres team to identify planting opportunity sites and develop a planting plan in line with the street and park species list - developed tree planting and protection guidelines for distribution (for example to developers) - successfully sought \$200,000 in additional grant funding for tree planting and associated works through the federal government Community Environment Program for a number of specific parks across the municipality - continued to work with LXRA to minimise tree impacts where possible in their upcoming projects - development of the 2020 Electric Line Clearance Management Plan (ELCMP) and completed delivery of the 2019 ELCMP	

 Delayed
  Completed
  Not Due To Start
  On Track

ORDINARY COUNCIL MEETING - MINUTES

4.2.1 Q3 Council Quarterly Performance Report (Cont.)

Priority	Action	Progress	Status
Provide proactive waste 'pick up' throughout the municipality combined with a public education campaign	Implement Year Five of the Urban Waste and Litter Strategy 2015-20	Further activities across the 2019-20 Waste & Litter Strategy Action Plan continue with key activities in the last quarter including: - Participation in industry forums and consultation associated with the introduction of a Container Deposit Levy and a fourth bin for glass - Participation in workshops for the introduction of Advanced Waste Processing - Advertising of a Landfill Services contract inclusive of Transfer Station options - A Service Improvement Workshop conducted with hard waste collections contractor WM Waste Management - A review of Waste Education service delivery exploring alternate delivery options to overcome the Coronavirus isolation barriers - Continued extensive bin auditing targeting recycling contamination - Assessment of public place recycling bins and initiating an installation program for the three key CBD locations and district parks	
	Monitor materials recycling and green waste processing sites across the municipality	There were a total of 19 audits conducted on material recycling premises. Planning Compliance are continuing joint investigations in collaboration with Victoria Police specifically targeting vehicular scrap metal recyclers. A further audit was conducted on a green waste facility.	

 Delayed
  Completed
  Not Due To Start
  On Track

4.2.1 Q3 Council Quarterly Performance Report (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	Community consultation on the draft Climate Change Strategy occurred from 23 February to 20 March. Council officers are reviewing all feedback received and preparing an updated draft Climate Change Strategy and an Action Plan in response to the consultation.	
Work regionally with the South East Councils Climate Change Alliance (SECCCA)	Publish the annual report on the Sustainability Strategy	Council staff are currently preparing the Annual Sustainability Report.	

 Delayed
  Completed
  Not Due To Start
  On track

ORDINARY COUNCIL MEETING - MINUTES

4.2.1 Q3 Council Quarterly Performance Report (Cont.)

A network of quality parks, reserves and sportsgrounds

Priority	Action	Progress	Status
Upgrade Council parks and reserves through the implementation of the Capital Improvement Program	Undertake Dandenong Park improvements as per the Dandenong Park Masterplan 2017	The planned works for this financial year consist of the following elements in the Northern Precinct of the park: - Construction of a new "tan running track" - Upgrade and renewal of the Foster Street interface including the "Rotary Wheel" and other general park and landscape improvement - The tender process for the planned Northern Precinct package of work is nearing completion, construction and on ground work is expected to commence in early May.	

 Delayed
  Completed
  Not Due To Start
  On track

4.2.1 Q3 Council Quarterly Performance Report (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 has been delayed due to the COVID-19 pandemic.	

Delayed  Completed  Not Due To Start  On track 

ORDINARY COUNCIL MEETING - MINUTES

4.2.1 Q3 Council Quarterly Performance Report (Cont.)

Infrastructure that supports people and business

Priority	Action	Progress	Status
Increase the length and coverage of the shared path network	Deliver Council's Capital Works Program	The program is progressing well with 80 per cent of projects completed, under construction or in procurement.	
	Develop a policy framework for increased social activity on local streets, for example street parties and temporary playgrounds	An internal working group is meeting on an ongoing basis. Council public liability to cover such events will be procured through risk. Draft guidelines and application forms will be drafted and trials, showcase and a launch are anticipated in 2020-21.	
	Implement the Active Transport Infrastructure Priority Program improving pedestrian and cycling infrastructure	Projects budgeted for 2019-20 have commenced construction and designs for construction projects in the 2020-21 program have commenced.	
	Undertake the road resurfacing program	Road renewal works are still underway.	
	Undertake the stormwater renewal projects program	Drainage works are progressing well.	

 Delayed
  Completed
  Not Due To Start
  On track

ORDINARY COUNCIL MEETING - MINUTES

4.2.1 Q3 Council Quarterly Performance Report (Cont.)

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

Priority	Action	Progress	Status
Appropriately zone sufficient land for ongoing industrial growth and development in the city	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 the proponent for provision of further detail. MRC continue to refine the planning scheme amendment to meet the requirements of DELWP.	
	Support the organisation's town planning activities by dealing with department referrals in a timely manner, in compliance with the Subdivision Act	Total Applications received = 203, with a total of 153 completed within timeframe. Percentage completed = 75	
	Translate the existing Local Planning Policy Framework and Municipal Strategic Statement to the Planning Policy Framework in conjunction with DELWP	This is a DELWP led project. DELWP has advised that it will commence a policy neutral review, in collaboration with Council officers, of the Greater Dandenong Planning Scheme using the new format Planning Policy Framework in Q4.	

 Delayed
  Completed
  Not Due To Start
  On Track

ORDINARY COUNCIL MEETING - MINUTES

4.2.1 Q3 Council Quarterly Performance Report (Cont.)

Assets planned to meet future community needs

Priority	Action	Progress	Status
Advocate for improved transport options	Develop a Multi Modal Transport Infrastructure Plan for Noble Park Activity Centre	Discussions are ongoing with State Government. Sections not requiring State Government input have been partially drafted.	
	Finalise a Multi Modal Transport Infrastructure Plan for Dandenong Activity Centre	Some internal work has been undertaken. Discussions with the Department of Transport are ongoing.	
	Launch the Public Transport Advocacy Statement and advocate in accordance with the Statement	The Statement is scheduled to be presented to Councillors at a Councillor Briefing Session in May.	
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	Liaison and advocacy for the Stadium with State and Federal government representatives is ongoing. Work to secure a professional football team in south east Melbourne as a major tenant of the Stadium is also continuing.	
	Deliver the second part of stage two of the Springvale Community Precinct project including the construction of the Springvale Community Hub and Library	Works are progressing with a likely completion of building works in May.	
	Finalise the acquisition of land for the Keysborough South Community Hub and undertake detailed design works for the facility	Council owned land on the corner of Chapel Road and Villiers Road (Tatterson Park) has been confirmed as the site for the Community Hub. Architectural firm GSA has been appointed to prepare design and documentation for the Community Hub and this process is underway.	

 Delayed
  Completed
  Not Due To Start
  On Track

ORDINARY COUNCIL MEETING - MINUTES

4.2.1 Q3 Council Quarterly Performance Report (Cont.)

Priority	Action	Progress	Status
	Finalise the Aquatic Strategy and commence implementation of priority actions, including detailed planning for the replacement of Dandenong Oasis and expansion of NPAC	The Aquatic Strategy was adopted in September 2019. Implementation of priority actions is underway, including: 1) A detailed Feasibility Study for NPAC Gymnasium/stage 1 redevelopment - complete; 2) Partnerships Investigation for the new Dandenong Aquatic and Leisure Centre (DALC) - complete. Project specifications for the new Dandenong Aquatic and Leisure Centre for the new DALC are underway and the project is expected to commence in May.	
	Review and implement the Municipal Early Years Infrastructure Plan	The Keysborough South Community Hub design is underway. Department of Education and Training 3 year old LGA data has been returned and Council is awaiting the suburb breakdown of data.	

 Delayed
  Completed
  Not Due To Start
  On Track

4.2.1 Q3 Council Quarterly Performance Report (Cont.)

Increased sustainability of residential, commercial, industrial and Council developments

Priority	Action	Progress	Status
Ensure that both private and new developments are site responsive, innovative, and achieve high quality urban design and environmentally sustainable outcomes	Meet with social housing providers to investigate and facilitate local opportunities	A Social Housing report was submitted to Council re a proposal to activate Council owned land at 2-4 Hemmings Street, Dandenong through engagement with Housing Choices Australia (HCA). In February, a brochure detailing how homeowners and vacant land owners in Greater Dandenong could make their properties available for social and affordable housing was sent with the rates notices. Over 60 homeowners have responded and their details have been passed on to social housing service providers. Council has been advocating for increased funding from the State Government for social housing through discussions with the Housing Division of the Department of Health and Human Services and through the Inter-Council Affordable Housing Forum. Council has made a submission to the Victorian Parliamentary Inquiry into Homelessness and is one of the 14 Councils represented on the Regional Local Government Charter - Social Housing and Homelessness.	

Delayed Completed Not Due To Start On Track

4.2.1 Q3 Council Quarterly Performance Report (Cont.)

Quality public open space provided across the city

Priority	Action	Progress	Status
Increase supply of open space in areas currently deficient and achieve policy benchmark of 4.5ha per 1000 head of population for each of the areas outlined in the Greater Dandenong Open Space Strategy	Complete the revised Open Space Strategy	The draft Open Space Strategy has now been developed and presented to Councilors. The draft is now out for community consultation until mid May.	
	Implement Open Space Acquisition Targets	Officers continue to identify opportunities to acquire properties that assist in delivering more open space in gap areas. Additional potential purchases were presented to Councilors.	

 Delayed
  Completed
  Not Due To Start
  On Track

ORDINARY COUNCIL MEETING - MINUTES

4.2.1 Q3 Council Quarterly Performance Report (Cont.)

Revitalised activity centres

Priority	Action	Progress	Status
Amend the Greater Dandenong Planning Scheme to include and update policy provisions for Noble Park and Springvale Activity Centres	Complete the Planning Scheme Amendments for Springvale and Noble Park Activity Centre Structure Plans in preparation for public exhibition	The Draft Noble Park Activity Centre Structure Plan will be on public exhibition from late April and any submissions from this exhibition will be reported to Council. The outcome of Council's consideration will enable the preparation of a Planning Scheme Amendment (PSA) for public exhibition for the inclusion of the Noble Park Activity Centre Structure Plans in the Greater Dandenong Planning Scheme. The Springvale Activity Centre Structure Plan PSA was publicly exhibited in accordance with the requirements of the Planning & Environment Act 1989, with the closing date for submissions being the first week in December. The submissions have been reported to Council and the Minister for Planning has been requested to authorise a Planning Panel to hear submissions and review the amendment. The Panel will commence in late April.	
	Finalise the C182 (Residential Zones Review) Part 2	The new Planning Scheme Amendment (PSA) number designated to replace PSA C182 Part 2 was accepted and authorised by the Minister for Planning as PSA C213. PSA C213 was exhibited and in accordance with the Council resolution referred to a Planning Panel for consideration. The Planning Panel report has been reported to Council which has resolved to send the PSA to the Minister for Planning for approval, which is expected to be late in Q4.	
Deliver a collaborative approach to creating, enhancing and managing great people focused places that	Advocate for phase two of the Revitalising Central Dandenong project	This has been delayed to 2020-21 pending some strategic engagement with industry experts, which is underway, and is timed to continue post the COVID-19 pandemic.	

 Delayed
  Completed
  Not Due To Start
  On Track

ORDINARY COUNCIL MEETING - MINUTES

4.2.1 Q3 Council Quarterly Performance Report (Cont.)

Priority	Action	Progress	Status
respond to and respect the unique qualities of the activity centres	Implement staged delivery of the Afghan Bazaar Cultural Precinct streetscape	Civil works (Stage 3B) in the Afghan Bazaar Cultural precinct were completed in December including new pavements, realigned curbs, new street trees and street furniture. Quotations have been received and are under assessment for the final stage of power undergrounding. A project brief was issued in December seeking a RFQ for design refinement of the final stage of civil works. This design refinement work has been postponed until a budget is secured.	
	Implement staged delivery of the Springvale Boulevard Project	Tender for construction will close on 14 April, followed by tender evaluation. Prospective tenderers were invited to a site meeting held on 26 March - several were in attendance. The VicRoads final approval process is underway - final construction drawings will be issued once VicRoads final feedback is received.	
	Implement the Indian Cultural Precinct Framework	Stage 4 - Shop front and business signage improvement is progressing (manufacturing underway) involving approximately twelve shops in the north east section of the precinct. Most tenants have signed off their designs. A Marketing Plan for the Indian Precinct has been developed with input from traders and is ready for launch and commencement of implementation. The Indian Cultural Precinct Taskforce continues to meet and oversee the State Government grant expenditure.	
	Monitor the 10 year Infrastructure Plan for the Activity Centres	Projects for delivery in 2019-20 have been planned and are underway. 2020-21 bids have been lodged via the CIP program and are currently under review as part of the budget process.	
	Monitor, implement and promote Activity Centre parking changes	The Lonsdale Street Notice of Motion is a key focus with a strategy to enhance ongoing visitation to central Dandenong being explored. The tender for PODS closed and is under review. Marketing strategy brief quotations are under assessment.	

 Delayed
  Completed
  Not Due To Start
  On Track

4.2.1 Q3 Council Quarterly Performance Report (Cont.)

Priority	Action	Progress	Status
	Redevelop the Masonic Hall Art Gallery	The construction tender has closed and is under assessment. A Communication Plan is in preparation and a planning permit is under assessment. An additional land purchase is progressing.	

Delayed Completed Not Due To Start On Track

ORDINARY COUNCIL MEETING - MINUTES

4.2.1 Q3 Council Quarterly Performance Report (Cont.)

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

Priority	Action	Progress	Status
Continue to promote opportunities for businesses to compete and participate in the global economy	Deliver activities to business and industry that provide awareness and exposure to global trends and markets	Whilst discussions were held early February with SEMMA in relation to a potential trade visit to the Netherlands, further work on this and other export-related activities have been put on hold due to the COVID-19 pandemic. The consequential changing face of globalisation will be considered and future activities reviewed over the coming months.	
	Promote grant, trade mission and business development programs and facilitate local business participation	Online programs, eg. webinars are being promoted. Council is collaborating closely with external stakeholders to ensure as many businesses as possible are being reached and helped during the COVID-19 pandemic eg. SEM, SEMMA, and the Greater Dandenong Chamber of Commerce.	
	Support the Future of Manufacturing (FoM) program and the development of the Manufacturing Connectivity Centre	The FoM Group met in both February and March, with the latter being held online as will all sessions for the foreseeable future. The March session focused on the impacts of the COVID-19 pandemic and how companies were managing both the challenges and opportunities presented. Most participants indicated a busy first quarter for 2020 with some members anticipating a slow down from the end of May. There is no further update on the SEM Cities project outcomes and nothing to report on FoM Group #2.	

 Delayed
  Completed
  Not Due To Start
  On Track

ORDINARY COUNCIL MEETING - MINUTES

4.2.1 Q3 Council Quarterly Performance Report (Cont.)

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

Priority	Action	Progress	Status
Market business and investment success stories	Develop an Activity Centre's investment prospectus	This has been delayed until 2020-21 pending some strategic engagement with industry experts, which is underway, and is timed to continue post the COVID-19 pandemic.	
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	One workshop was completed this quarter bringing the total number of workshops conducted this financial year to eight. Another four were postponed due to the COVID-19 pandemic. These workshops are set to be rescheduled at a later date. If physical workshops are not able to be conducted due to the continuing pandemic crisis the Economic Development Unit will be exploring webinar options to facilitate these training sessions.	
	Deliver a minimum of five food manufacturers collaborative network events	This was on schedule, but now on hold until the COVID-19 restrictions are lifted. Work is in progress to deliver Webinar style workshops for business during this current environment.	
	Host the annual Real Estate and Developer Forum	Due to the current economic situation this event has been 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 past, successful, one off annual real estate and developer forum events.	

 Delayed
  Completed
  Not Due To Start
  On Track

4.2.1 Q3 Council Quarterly Performance Report (Cont.)

A city where business and community work together

Priority	Action	Progress	Status
Support, promote and facilitate local social enterprises	Develop and deliver a program for social enterprises	The program has been developed and delivery begun. There has been a delay in delivery due to staff resourcing and the recent COVID-19 pandemic. The original program has however been updated to include social enterprises in EDU's communication to all businesses re assistance with the COVID-19 pandemic and social enterprises continue to be engaged with and assisted.	

 Delayed
  Completed
  Not Due To Start
  On Track

ORDINARY COUNCIL MEETING - MINUTES

4.2.1 Q3 Council Quarterly Performance Report (Cont.)

A great place for business

Priority	Action	Progress	Status
Support businesses through education, awareness, collaboration, networking and trade opportunities	Host the CGD-industry "Take a Swing" golf day event to raise funds in support of local charities	Taskforce Community Agency, the Bushfire Appeal and others will share in approximately \$50,000 raised from the 11th Council-Industry Take a Swing for Charity golf day held on 26 February. More than 100 golfers took part and the 2020 event was one of the most successful held thanks to the continued generosity of key sponsors and the dedication and commitment of the SEBN team. Funds disbursed will be reported on when finalised.	
	Monitor and report the number of network activities conducted with a target of 50	No activities were held in January. Despite delivery interruption due to the COVID-19 pandemic, services are continuing through on-line forums. The total number of network activities for this quarter was 12 (Total YTD 51), which includes events (2); programs (3 sessions); and networks (7). Additional activities for the quarter incorporating businesses, 2 (total YTD 21), included the launch of the "This is IT" Schools Laptop program and One Percent/Community Revitalisation.	
	Provide activities that encourage opportunities for women and promote women in business	International Women's Day was held on 7 March in partnership with the Chamber of Commerce with more than 110 participants hearing how Annabelle Chauncy OAM embodied this year's International Women's Day campaign theme #EachforEqual, which speaks to individual action for maximum impact for all women. Annabelle is Founding Director and CEO of the School for Life Foundation and shared her inspirational story which has seen her Foundation use education as a tool to address Uganda's appalling levels of poverty, building two rural primary schools and a secondary college. Starting her own international NGO at 21, Annabelle is well-versed in the challenges facing women in business and in life.	

 Delayed
  Completed
  Not Due To Start
  On track

4.2.1 Q3 Council Quarterly Performance Report (Cont.)

A resilient employment hub

Priority	Action	Progress	Status
Work collectively with and across government, industry, service providers and educational organisations to facilitate long term solutions to both the supply and demand of employment	Deliver a key event for secondary school students that promotes diversity of career opportunities	SEBN's annual 'Lunch with the Winners', in partnership with SELLEN, was held on September 3 at Springvale Town Hall and attended by 155 students and teachers from Greater Dandenong Schools. Preparation for the 2020 event has been put on hold due to the current environment however, the new 'This is IT' initiative providing laptops from industry to local secondary schools for selected students was formally launched in February 2020.	

 Delayed
  Completed
  Not Due To Start
  On track

ORDINARY COUNCIL MEETING - MINUTES

4.2.1 Q3 Council Quarterly Performance Report (Cont.)

Priority	Action	Progress	Status
	Oversee and implement the One Per Cent project and focus on continuing to develop the capacity of the disadvantaged/disengaged jobseekers in our community	The quarterly One Percent project Jobs Match Campaign was conducted in partnership with Adecco, who interviewed 10 jobseekers, with seven referred for second interviews for Adecco placement. Outcomes are to be advised. The Employment Readiness Scale (ERS) project which resulted from the CEAV program continues to gather momentum with participating agencies having 12 months access to the ERS Assessment tool. The Department of Jobs, Precincts and Regions have extended the project until December to allow time to gather the maximum amount of data. Disruption to intended activities, due to the COVID-19 pandemic, prompted diverse innovative responses to enable continued progress. Activities continue online with access to student focus groups via schools' remote learning platforms being explored. With the unemployment rate rising vulnerable jobseekers will be further disadvantaged by competition from a larger, more experienced pool of jobseekers when business again seeks to recruit. Our priority jobseekers will require ongoing support in this competitive environment.	
	Publish four editions of 'Talking Business' magazine and relevant e-newsletters	The June edition is currently being prepared. Weekly newsletters are also being delivered to help keep businesses informed during the COVID-19 pandemic. EDU is planning to leverage off Council's LinkedIn & Instagram accounts to strengthen council's reach with local businesses during the pandemic.	

 Delayed
  Completed
  Not Due To Start
  On Track

4.2.1 Q3 Council Quarterly Performance Report (Cont.)

A tourist destination attracting new visitors

Priority	Action	Progress	Status
Undertake effective marketing, events and tourism activities to promote Greater Dandenong	Host 15 cultural and food tours across Dandenong and Springvale	Food tours have been cancelled due to the COVID-19 pandemic. These will be resumed when the pandemic situation changes.	
	Implement a visitor attraction marketing program to attract visitors and keep local residents aware of activities and events	This plan continues to be implemented and EDU is currently working with the Placemaking team to undertake a 'Visitor Attraction Plan' specifically for Dandenong.	

 Delayed
  Completed
  Not Due To Start
  On Track

ORDINARY COUNCIL MEETING - MINUTES

4.2.1 Q3 Council Quarterly Performance Report (Cont.)

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

Priority	Action	Progress	Status
Continue to be a strong advocate on issues of community importance which are beyond Council authority	Achieve an index score of 62 or higher for community consultation and advocacy (Community Satisfaction Survey)	The results for the 2020 Community Satisfaction Survey are expected to be released in June.	
	Maintain a detailed advocacy register on Council's website and prepare an updated advocacy document for distribution to local Members of Parliament	A detailed advocacy register is available on Council's website, and is checked and updated at least monthly. The most recent addition was Greater Dandenong Council's declaration of a 'Climate and Ecological Emergency', which includes advocacy to State and Federal Governments to also declare a climate emergency and take action to mitigate. Other updates this year include 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.	
	Facilitate Community Forums as requested by Councillors	The forum scheduled for Tuesday 24 March was cancelled due to the COVID-19 pandemic.	

 Delayed
  Completed
  Not Due To Start
  On track

ORDINARY COUNCIL MEETING - MINUTES

4.2.1 Q3 Council Quarterly Performance Report (Cont.)

Priority	Action	Progress	Status
Undertake proactive communication on key issues to foster community understanding	Grow Council's social media following by 10 per cent from a base figure of 19,000	Total quarterly growth (Facebook, Twitter, Instagram, YouTube and LinkedIn CGD Official Channels combined) = 2.2 per cent Facebook – 13,643 total followers, 173 posts sent, 21,985 engagements, 241,600 post reach (organic and paid). Total growth = 2.7 per cent Twitter – 4,543 total followers, 55 tweets sent, 284 engagements, 76 link clicks, 23 retweets. Total growth = 1 per cent Instagram – 3,426 total followers, 56 posts, 1,147 engagements, 31 comments, 20 average engagements per post. Total growth = 3.3 per cent YouTube – 138 total subscribers, 22,285 views, 27,176 minutes watched. Total growth = 51 per cent LinkedIn – 5,075 followers, 26 posts, 1,033 engagements, 789 clicks. Total growth = 10 per cent	
	Implement and promote the new Community Engagement Framework	The new Community Engagement Framework is now complete and available on Council's website. Council has also promoted this to staff via the Staff Induction process, intranet and the internal Community Engagement Roundtable. A new Community Engagement Toolkit is also available internally to staff.	

 Delayed
  Completed
  Not Due To Start
  On track

4.2.1 Q3 Council Quarterly Performance Report (Cont.)

Priority	Action	Progress	Status
	Review and continue implementing the Language and Communication Action Plan	All actions of the Language and Communications Action Plan have been initiated. Six actions have been completed and nine actions relate to ongoing work. One action on investigating a language aide program for volunteers and staff working with CALD communities has not been completed. This action will be evaluated during the review of the Language and Communications Framework and incorporated into the next action plan if required.	

Delayed Completed Not Due To Start On track

ORDINARY COUNCIL MEETING - MINUTES

4.2.1 Q3 Council Quarterly Performance Report (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 provided as part of the CEO KPO's report.	
	Enhance the Pulse risk management system across Council for improved performance reporting, risk identification and mitigation	The review of Council's risk register continues. Council has a good opportunity to conduct a holistic review of the entire risk register with the view of consolidating or theming up risks and removing the duplication of similar risks.	
	Ensure Local Government Act general compliance across the organisation through the ongoing management of the legislative compliance system	A report was provided to the Executive team in December for direction on the ongoing management of Council's in-house legislative compliance system which is yet to be determined. A range of other internal audit recommendations continue to be implemented to solidify Council's legislative compliance framework.	
Maintain and annually review Council's Long Term Financial Strategy to ensure financial sustainability	Review and update the Audit Advisory Committee Charter	The Audit Advisory Committee will review its charter now the Local Government Act 2020 is in place and according to its new timelines.	
	Develop a Revenue and Rating Strategy	Following the adoption of the new Local Government Act, work will commence on this project in October 2020.	
	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 and the final LTFS will be updated as part of the 2020-21 Budget process.	

 Delayed
  Completed
  Not Due To Start
  On Track

ORDINARY COUNCIL MEETING - MINUTES

4.2.1 Q3 Council Quarterly Performance Report (Cont.)

Priority	Action	Progress	Status
Maintain Council as an employer of choice and provide a safe work environment	Complete a Workforce Management Plan	The updated LGA has now been finalised. Guidance material is starting to be received by the sector and work will commence on developing the CEO Remuneration Policy and Workforce Plan once the COVID-19 pandemic settles down.	
	Complete the development of a CEO remuneration policy	The updated LGA has now been finalised. Guidance material is starting to be received by the sector and work will commence on developing the CEO Remuneration Policy and Workforce Plan once the COVID-19 pandemic settles down.	
	Develop a professional development and training program for Councillors	No further progress has been made on this action in this quarter.	
Provide high quality, timely customer service	Achieve an index score of 76 or higher for customer satisfaction (Community Satisfaction Survey)	The results for the 2020 Community Satisfaction Survey are expected to be released in June.	
	Maintain all public registers required in accordance with the Local Government Act and associated regulations	All public registers have been maintained and updated as required in accordance with the Local Government Act 1989 and associated regulations.	
Seek to establish and maintain strategic partnerships and alliances which enhance Council performance	Manage the effective leasing of Council's commercial property portfolio including seeking new lease opportunities for spaces which are currently vacant	The management of the effective leasing of Council's commercial property portfolio has been completed this quarter with all lettable commercial properties being occupied. Commercial Property along with Community Property will also investigate options for an EOI for the leasing of an additional 'surplus to Council requirements' property being the former Yarraman Kindergarten and Early years offices.	

 Delayed
  Completed
  Not Due To Start
  On Track

ORDINARY COUNCIL MEETING - MINUTES

4.2.1 Q3 Council Quarterly Performance Report (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	Work on the new website and intranet is progressing well. The corporate website has been gradually populated as content is reviewed and edited, and integration with Council's document management system has been a key focus over the past couple of months. The COVID-19 pandemic has certainly had a negative impact on the project but the team is working hard to make up lost time.	
	Continue to develop on-line digital forms to supplement current manual processes and promote these products to the community	Further development has been made to the MyApps portal to support the increased need for staff to work remotely. Online Forms completed this quarter include Petty Cash Reimbursement, Customer Service Immunisation Booking, Customer Service Syringe Bin Delivery, and the JobSeeker Rebate Application.	
	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 Digital Strategy is now in its final few months, and will soon be superseded by a new Digital Framework and IT Strategy that will take the organisation into 2025. These will respond to a digital environment which is constantly changing and evolving, never more so than in the unprecedented pandemic situation the world is currently faced with. This has highlighted the need for Council to innovate quickly to meet the needs of a growing online community with projects such as Libraries and Arts online. Others such as the new website and intranet and Better Approvals project are helping Greater Dandenong be a leading digital first Council.	
	Deliver a second Urban Screen as part of the Springvale Community Precinct project	The screen has been installed and will be activated at the building opening.	

 Delayed
  Completed
  Not Due To Start
  On track

ORDINARY COUNCIL MEETING - MINUTES

4.2.1 Q3 Council Quarterly Performance Report (Cont.)

Decision making which is transparent and accountable

Priority	Action	Progress	Status
Continue to implement mechanisms that enhance community access and understanding of Council decision making and the role of Council	Achieve an index score of 61 or higher for making decisions in the interest of the community (Community Satisfaction Survey)	The results for the 2020 Community Satisfaction Survey are expected to be released in June.	
	Review the Council Plan 2017-21 and develop the Annual Plan 2020-21	The review of the Council Plan 2017-21 and the drafting of the Annual Plan 2020-21 have commenced. Draft documents will be presented to Council for consideration in April prior to being placed on public exhibition from 30 April until 28 May for community comment.	
	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 will be placed on public exhibition for further comment in May.	
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	While continued requests have been received by the VEC for the CEO's List, no work could be done on voters rolls until a decision has been made on ward composition.	
	Finalise the review of the Meeting Procedure Local Law	New Governance Rules will need to be considered under the Local Government Act 2020.	
	Produce and adopt the Annual Budget by 30 June 2020 in line with the new requirements of the Local Government Act	The budget process is on track and this action is expected to be completed during the last quarter of the financial year.	

 Delayed
  Completed
  Not Due To Start
  On Track