

COVID-19 Recovery Plan



MAYORAL FOREWORD

On 8 March 2020, International Women's Day, 86,174 people attended the MCG to watch the Australian Women's Team win the T20 World Cup.

At that time, there had been a sprinkling of COVID-19 cases in Australia but to a very large extent we, as a population, were blissfully unaware of what was to come.

Just five days later our lives were to change with the cancellation of the Melbourne Grand Prix being the first tangible event that the pandemic was very real and very much an issue for Australia.

Since that point we have endured the first and the much harder second waves, lockdowns one, two and three and some all too brief periods of 'COVID-normal'. What we have not ever returned to however is 'normal' life.

COVID-19 has had a significant adverse impact on all Australian communities and this has been particularly relevant to the City of Greater Dandenong. With already high unemployment figures, the pandemic saw the number of people accessing JobSeeker and JobKeeper in this city amongst the highest in the state.

Council further recognised that it has a large population of people who via their citizenship status became unemployed but were ineligible for government assistance under these packages.

Greater Dandenong City Council was quick to acknowledge that together with Federal and State Governments, local government also had to play a key role in the response and recovery from the pandemic. This document has been prepared to provide a single report where residents and interested readers can understand the actions undertaken by Council and some of the initiatives moving forward out of the pandemic.

It should be noted however that this is a 'point-in-time' report and Council must remain agile in how it reacts to quickly changing circumstances as we saw with the third lockdown.

Finally, one area that is not generally well-understood is the financial impact of COVID-19 on Council. Greater Dandenong, like all Councils, is a not for profit entity in that all funds raised are re-invested back into services and facilities for the benefit of the community. Financial forecasts prepared at December 2020 indicate that cost of the pandemic over the past two financial years (through to June 2021) is estimated at \$16.13 million. This figure will further increase as impacts are expected to continue for several years after this point.

To a large extent, Council has funded these impacts by reducing funding available for capital works (new and renewed infrastructure projects) with \$6.8 million being deferred in April 2020 and a further \$4.4 million deferred during the December 2020 mid-year budget process.

In closing, the City of Greater Dandenong has been extremely active on a wide variety of fronts to support its community through this pandemic and this report provides an outline of those actions.

The future impacts of the pandemic do not however end now both on our wider community and on Council itself.

Council is committed to providing ongoing support across a range of areas to its residents as outlined in this plan.

Mayor Angela Long

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1. SUPPORTING OUR RATEPAYERS

Council's response to the pandemic

At the commencement of the pandemic, Greater Dandenong City Council quickly responded with immediate rate relief to its community. Most other Councils looked towards their 2020-21 Budgets with their community relief rating efforts.

With immediate food shortages as lockdown one commenced and rising food prices, Council granted immediately a \$100 rate waiver to its 10,713 pensioners on the fourth-rate instalment in May 2020. This was at a total cost of \$1.071 million.

Council further provided an immediate \$200 rate waiver on application to any Council ratepayer in receipt of the Jobseeker allowance with rebates accessible from May 2020. Council then extended this program into the 2020-21 year through until the end of November.

Greater Dandenong Council is also one of very few Councils that has a Rates Hardship Policy which provides access for ratepayers to apply for a rate waiver of up to \$500 for financial hardship. Given the circumstances of many ratepayers, this was important as there was a ratepayer niche that were suffering hardship but were ineligible for either Jobseeker or Jobkeeper payments.

Council suspended all legal action on the collection of outstanding rates from March 2020 through until January 2021.

All interest on outstanding rates was waived between 1 March 2020 and 31 October 2020 with interest on all residential properties further waived through until 31 December 2020.

In all Council waived \$196,400 in rates for those ratepayers on the Jobseeker allowance and a further \$34,539 for ratepayers experiencing hardship but were not eligible for that program. Combined with the pensioner rate waiver, Council provided rate assistance to 11,852 assessments.

The forgone revenue in interest waivers was estimated at \$475,000.

Helping our ratepayers moving forward

Moving forward out of the pandemic it is well understood that some ratepayers will continue to experience financial difficulties in paying Council rates and Council's Rates Hardship Policy will continue to apply for these residents. Applications for rate waivers up to a maximum of \$500 will still be available.

Where residents are experiencing financial difficulties, it remains very important that they remain in communication with Council who can assist with flexible repayment arrangements that recognise these difficulties.

Residents in this situation are urged to contact Council's Rates & Revenue Co-ordinator Paul Jones at paul.jones@cgd.vic.gov.au



2. SUPPORTING OUR PEOPLE IN NEED OF FOOD

Council's response to the pandemic

The City of Greater Dandenong is home to many residents who are ineligible for government assistance via the Jobseeker or Jobkeeper programs. When the pandemic caused the closure of many businesses Council had a high number of residents who were in immediate need of urgent assistance to just simply manage to survive on a daily and weekly basis.

Council immediately recognised this situation and in partnership with 14 local relief agencies commenced a program of material aid, delivering much needed food packages to those who would otherwise have had no access to this basic need.

Since April 2020 Council has contributed \$490,000 to purchase and distribute over 275 tonnes of material aid food relief.

Local businesses played a big part in the response donating an additional \$54,000 worth of produce and personal protective equipment (PPE) to support the work. The pandemic dramatically increased the demand for food relief and at its height approximately 3000 people per week were being delivered fresh, healthy and culturally appropriate food relief bought in bulk through local traders and distributed from the Springvale Town Hall, and more recently Springvale Reserve.

The program is supported by two full time administration staff supporting agency's orders, purchasing and other logistics. A further 10 redeployed Council staff support the one day per week distribution work every Tuesday.

Helping our residents moving forward

Whilst Council is moving from being a direct provider of material aid, it will continue to work with its partner agencies to ensure service to those in need is ongoing.

The Victorian State Government has been supportive of the program by injecting another \$204,000 to aid procurement. Additional funding is being sought to support the transition phase until 30 June 2021.



3. SUPPORTING OUR LOCAL MARKET TO CONTINUE TO PROVIDE AFFORDABLE FOOD AVAILABILITY

Council's response to the pandemic

The City of Greater Dandenong is the home of one of Victoria's oldest Markets in the Dandenong Market which is managed by Dandenong Market Pty Ltd. The market is a cornerstone of the region and acts a community meeting space for the vast amount of various cultures within Greater Dandenong.

The Market further provides a key food source to the community at competitive pricing which is critical to a low socio-economic clientele.

The Market comprises over 200 traders who make rental payments to DMPL, which then subsequently provide a financial return to Council.

When the pandemic hit the impacts on the market were quite extreme. General merchandise was simply not allowed to trade at all and ready to eat food providers were significantly hit with the closure of any spaces to eat food.

Whilst fresh food providers (fruit and vegetable, meat, fish, poultry, deli) could continue to trade through the various lockdowns, customer numbers were strongly impacted during each of the lockdown periods.

With Council's financial support, DMPL provided an immediate rent-free period between 1 April – 30 June 2020 to all market traders. From 1 July 2020, DMPL worked closely with each trader section in providing graduated rents that recognised the level of trade and foot traffic in those areas.

In all Council's financial investment in supporting trader rent rebates for the Market has been \$2.894 million. This investment has allowed the Market to remain open and providing a vital service to the community and retaining its trader base. This compares to other markets such as Caribbean Market which has now permanently closed due to the pandemic.

By remaining open this will further assist the Market in being able to quickly rebound through the recovery phase.

Keeping the market operating into the future

Moving forward, DMPL continues to work with individual traders on their financial circumstances and has in place some rental arrangements to recognise disadvantage.

The DMPL Board will shortly further consider rental rebates for those traders required to close for the third lockdown period.

Outside of this the Market is continuing to rebound strongly in terms of customer numbers who are growing in confidence to shop at the Market. The Market plays a key role in terms of bringing our community together and celebrating the movement to a more normal post COVID-19 life.



4. LOOKING AFTER COUNCIL COMMERCIAL TENANTS

Council's response to the pandemic

Council has a wide range of commercial tenants who trade from Council owned premises including several food businesses, financial services, accounting services, party hire, etc.

Through the pandemic these businesses were impacted upon to quite different extents with some food business completely closing for long periods to others that continued to trade in trying circumstances and finally others that were only minimally impacted.

Council worked closely with each trader on the circumstances that applied in their case. Where businesses were forced to close a full rental abatement was offered with many others trading in difficult circumstances paying only 50 per cent of rent. Further support was also offered in various ways to tenancies that were minimally impacted.

Forgone commercial revenue is currently forecast at \$545,000.

Taking care of our commercial tenants into the future

Council continues to work with individual traders and many have not yet returned to paying full rent at this point in time.

Even as Victoria returns during 2021 to a more normal existence post COVID-19 work trends will have changed forever with many more workers carrying out their duties from home. This significantly impacts on the viability of businesses that have been built on servicing the work foot traffic that existed prior to the pandemic.

Council will remain mindful of these circumstances during rental reviews with it being important for activity centres to remain viable and with positive traders offering reasons for the community to visit these areas.



5. SUPPORTING OUR SPORTING CLUBS

Council's response to the pandemic

With the closure of many facilities and access to sporting competitions closed early in 2020, the winter sports season was essentially eradicated.

Council supported its sporting clubs by fully waiving all winter season ground rental charges at a cost to Council of \$110,445. The current summer ground rentals have further been reduced by 50 per cent at a cost of \$87,184.

From 1 April - 30 November 2020 sports clubs were provided support for their utility charges at a cost to Council of \$35,382.

The Sport and Recreation team engaged with clubs during the winter season by holding two webinars which were well attended by clubs, entitled:

- Engaging and Retaining Members during COVID
- Club Development Webinar: Marketing in your Club Post-COVID.

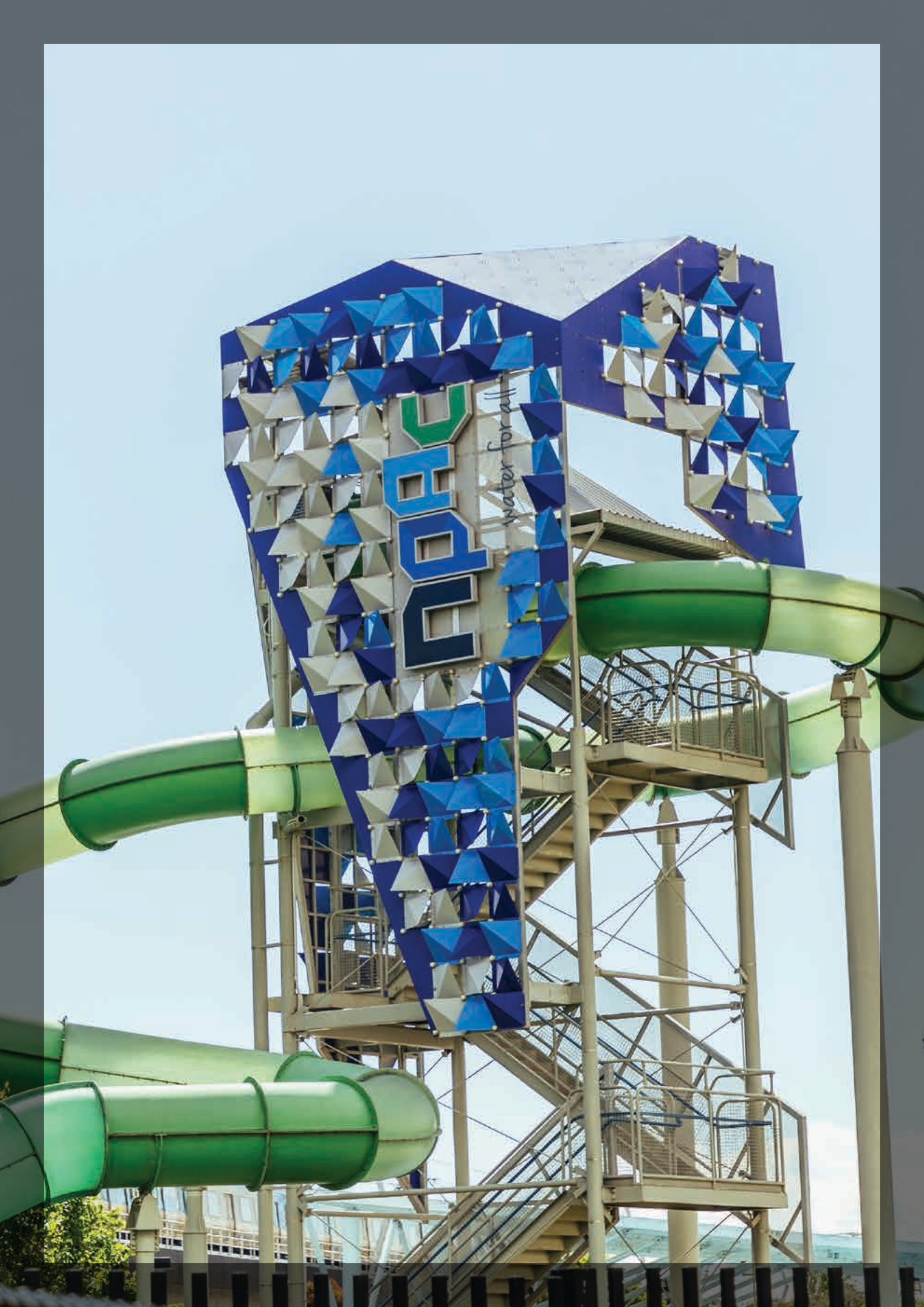
Ensuring support for our sporting clubs continues

Continued support with four future tailored Webinar sessions on various topics depending on clubs' needs.

One-on-one support will be reviewed with clubs who may be experiencing challenges or difficulties due to COVID-19.

Council has contacted all winter season clubs to offer support and a 'club health check in'.

Council officers are consistently liaising with State Sporting Associations directly and advocating for clubs who may be experiencing challenges with participation numbers or financial distress.



6. LOOKING AFTER OUR MAJOR LEISURE CENTRES

Council's response to the pandemic

Council provided rent relief to both Dandenong and District Netball Association and Dandenong Basketball Association. Rental fees were waived for the period March 2020 through to January 2021. In addition, Council assisted with the development of COVIDSafe Plans, provided advice and support and worked with the Associations and State Sporting Associations to implement State Government restrictions and directions.

Throughout closures and partial re-openings Council continued to work with YMCA Victoria to change and adapt operating contracts to minimise impacts on service provision. QR scanning codes were introduced to keep records of visitors to help stay safe and stay open.

Centre COVID-19 signage and information was translated to assist people from culturally and linguistically diverse backgrounds.

Council supported the YMCA's introduction of 'virtual Y' that provided the community access to fitness, nutrition, wellbeing, family, and youth content free of charge during closure periods.

Council approved the YMCA to place all memberships on hold during closure and restricted operating periods at no charge and delayed annual fee increases until full operating hours resumed.

Council committed to undertake significant infrastructure works whilst facilities were closed.

The importance of our major leisure centres moving forward

Our major leisure centres play an extremely important role in the health of our community both physically and mentally. Council is continuing to work with its service providers about maximising the usage of the centres with a Covid-safe environment.



MAJLIS KEMENTERIAN KESEHATAN MALAYSIA

UNLIMITED Toppings

D.I.Y. BUBBLE TEA

TOPPING & TEA

Halal KITCHEN

7. SUPPORTING OUR SMALL BUSINESS OPERATORS

Council's response to the pandemic

Small businesses within the City of Greater Dandenong were amongst the hardest hit by the pandemic.

In order to provide support for these businesses, in addition to the levels of support put in place by Federal and State Governments, Council established a Business Grants Program aimed to provide immediate financial assistance to eligible Greater Dandenong small to medium sized businesses affected by COVID-19.

The grants were provided to businesses who could demonstrate how the financial support would assist their business to retain current employees or support business sustainability throughout the pandemic. The grants complemented the other, non-financial, business recovery measures currently provided by Council.

The Economic Development Unit (EDU) ran two rounds of applications. Combining the two rounds, a total of 360 successful grants were awarded. This equaled an investment of over \$600,000 from Council and we understand that this was on par or well in excess of what was delivered by other metropolitan Councils.

Council further deferred the health registration fees of small businesses from 1 July 2020 to 31 December 2020.

Continuing Council support for small business

Council has developed a number of strategies to assist local businesses in the recovery process, these include:-

Extended Outdoor Dining opportunities that are designed to actively support hospitality venues safely expand their outdoor dining areas into approved public spaces, and operate within the health restrictions advised by the Victorian Government.

Established a Business Recovery Taskforce to advocate to all levels of government on key matters requiring intervention.

Undertaking a business audit of all industrial land use in our municipality via the Working for Victoria program.

Pursuing grant opportunities to stimulate local investments, procurement and employment. The Noble Park Revitalisation project is a prime example of such an initiative which will via the Revitalisation support a number of such projects within and surrounding the Noble Park activity centre.

Work in partnership with Development Victoria to Revitalise Central Dandenong, including development facilitation for the Foster Street precinct.

Continue to provide current and relevant information to our business community via various communication channels including the Talking Business magazine and eNews bulletins.

Investing in capital projects that drive local employment and procurement including the Springvale Boulevard, Vanity Lane and Greater Dandenong Gallery of Art projects.



8. SUPPORTING OUR ARTS/LIBRARIES/EVENTS

Council's response to the pandemic

One of the most immediate consequences of the pandemic was the loss of public access to arts, Council libraries, the Drum Theatre and the cancellation of planned community events.

This required Council to be agile in continuing to deliver services in this space and Council rapidly moved to alternate delivery models and on-line services.

The Libraries reverted to online and over the phone delivery with over 1500 enquiries received for 'Ask a Librarian', Online Tech Assist, Conversation Buddies and Learning help for adults. Library programs such as Storytime, Reading Buddies, School Holiday Programs, Emerging Writers' Festival, Melbourne Writers' festival and the Steam Festival were delivered online with over 25,000 engagements.

Over 900 deliveries of books were provided through the BookMatch Plus and Family Fun Bundle Services, and online resources were expanded to enable access to Library resources.

Access was provided to arts workshops online with over 5000 engagements in this service to date. Many of these great workshops were provided by local artists and creatives.

Remote artist residencies continued to support artists and other new programs were developed. An online mentorship opportunity for local young people to be mentored by an established artist resulted in the creation of a digital public artwork.

Heritage Programs such as a history of GMH, 'Words of Wisdom' and 'What's in a name' were delivered online with over 800 engagements. Regular contact was also maintained with local historical societies to offer support and assistance.

The Drum Theatre Digital program was developed, including performances from local artists, visiting artists and content from touring partners.

Work continued with local performing artists engaged in the 'Our Beat' program to establish an online presence and forum via the Our Beat Community Facebook page. Other digital programs were developed or modified, including the 'Our Story' local theatre project involving 40 young people aged 13-30. This project continued via online workshops, weaving COVID-19 experiences into story development.

Council events were significantly impacted by the pandemic which has an impact on the wellbeing of our community – given that these events are what brings the community together to celebrate various occasions. Events include ones in which Council plays a sponsoring role (such as Lunar New Year, World Food Fare) and others where Council is the organising body such as Snow Fest. All these large-scale events could not be delivered during 2020.

Council was however able to respond by producing the following:

- Greater Dandenong Children's Festival – became an online presentation of 22 live and pre-recorded online workshops and activities.
- Big Day In – (previously the Little Day Out) – two-hour live online Zoom event
- Greater Dandenong Carols – together online – a live online Zoom event also featuring pre-recorded performances at the Drum
- Children's Week – facilitated an interactive online event
- Youth and Family Services conducted a range of online events including: three FReeZA music events for young people; a Youth Showcase celebrating the contributions of young people; and the Take Over Melbourne event showcasing young peoples' stories. In addition, weekly engagement programs for young people including Young Leaders, Unite LGBTIQ and Leadership committees.

The role of Arts, Libraries and Events in our recovery from the pandemic

Council will continue to assist local arts, culture and library services recover through targeted programming, venue hire support packages, and nimble service delivery approaches.

The Libraries are working in partnership with Mission Australia, Dandenong West Primary School, and Wooranna Park Primary School to deliver a reading intensive program for the early primary school years to assist with catching up on reading and literacy skills. The Libraries continue to offer free deliveries of books through BookMatch Plus Service, and an expanded range of e-books as community members gradually feel confident in returning to public spaces such as Libraries.

In terms of public programming, smaller activations and programs will be scheduled more frequently, to allow for community connections and participation. The Libraries also provide free advice on resume preparation and job searching, as well as free public access computers.

Council's community grants program continues to support the arts and artists through their grant stream dedicated to Arts, Festivals and Events. Artist opportunities will also be released throughout the year to activate the municipality with public art. This program will aim to support artists and delight our community with creative installations.

A COVID-19 Recovery fees and charges package has been developed for Drum Theatre, easing venue hire affordability to aid local sector recovery. This includes a discounted fee package for local schools. Video cameras have also been installed in the Drum Theatre to enable live streaming of theatre performances and improve programming and venue hire confidence through ongoing COVID-19 volatility.

It is hoped that some public events can return in 2021 but this needs constant monitoring and adjustment in accordance with government directions. Council is active in engaging with the event organisers network to provide support and assistance in understanding how to deliver a COVID-safe event.



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1.5 Metres



**THANK YOU
FOR KEEPING
YOUR DISTANCE**

9. SUPPORTING MENTAL HEALTH

Council's response to the pandemic

The impacts of COVID-19 have been far reaching on aspects of community life and have essentially disrupted all normal living patterns. With this change has come a significant increase in the stress created on community mental health.

Whilst Council is not a direct provider of mental health services it plays a key role in linking its community to local service providers.

Youth and Family Services reoriented its service provision through health and wellbeing consults to young people. The team provided approximately 1300 consults to support young people's mental health and ensure referral pathways to specialist services were facilitated where required.

Previously provided face-to-face services were changed to tele health support – ensuring vulnerable families were receiving necessary referrals support and services. In excess of 10,000 contact hours were provided to families through the Child First Family Support Program.

Social media campaigns were facilitated to inform young people and families on a range of mental health strategies related to the impact of COVID-19 including how to maintain self-care, mental health forums to secondary school students, information to young people and families on relevant mental health services available in the community.

The Greater Dandenong Youth Network went online, with specific and reoccurring focus of mental health content. It included self-help strategies and key information on relevant supports and services within the community, so that the sector can better respond to mental health concerns during COVID-19.

A range of presentations were facilitated by universities on research unfolding, revealing current impacts and trends resulting from COVID-19 on the community.

A COVID-19 Research Project was further implemented, consulting with over 260 young people and parents/carers on the impacts of the pandemic and priority areas of focus as we go into recovery, of which mental health has been highlighted as an area of priority.

Our continued support for mental health

In acknowledgement of Council's role to facilitate mental health, Council resolved on 8 February 2021 to undertake the following actions:

- Promote existing mental health services to the community via Council's website and social media pages;
- In partnership with mental health networks and key stakeholders, review any localised research findings on the impacts of COVID-19 on mental health including any gaps in the provision of services; and
- Report back to Council in April 2021 on the outcomes of the Royal Commission into Mental Health and on any identified gaps for which Council may advocate to State and Federal Government for additional support.

Youth and family Services will continue to profile the importance of mental health in 2021, including a recovery focus of social connection.

Activities will include:

- Extending health and wellbeing checks
- Providing family support services to vulnerable families
- Working with The Orange Door
- Social media campaigns on mental health
- Activation of public space
- Working with schools to ensure young people understand the impact of mental health and support COVID-19 recovery
- School-based workshops on building resilience
- Young people leading projects identified during COVID-19.



**MENTAL
HEALTH
MATTERS**

10. COUNCIL SUPPORT FOR EMERGENCY MANAGEMENT EFFORTS

Council's response to the pandemic

Responses to the pandemic has required all levels of government to work cooperatively together in the emergency management space and the City of Greater Dandenong has been particularly active.

Much of what Council has done in assisting emergency management efforts in the community are not highly visible. The list below highlights just some of the key emergency management efforts provided by Council and it should be noted that this is one area that continues to evolve weekly.

Testing Sites: Council partnered with the Department of Health and Human Services and Monash Health to establish two permanent drive through COVID19 Testing Facilities at Springers Leisure Centre, Keysborough and Carrol Lane, Dandenong.

Council has also assisted DHHS to establish three more temporary "pop up" testing sites in Ross Reserve, Noble Park, The Palm Plaza Meeting Hall, Dandenong and The Jan Wilson Centre in Noble Park.

High Risk Accommodation Response (HRAR) program: In partnership with DHHS and Each, Council established a program to visit every Rooming House (116), Caravan Park (5) and Support Residential Service or SRS (9) in Greater Dandenong.

This program was due to the high risk of a COVID19 outbreak in these locations.

Council designed and implemented a COVID19 mitigation program. Every location was visited at least twice by Council to provide education and advice relating to health messages and safe practices. This also included Council designed and produced information material and infection control kits.

Personal Protective Equipment (PPE): Early in the pandemic Council centralised our procurement for all COVID19 related material to be faster and more efficient in procuring essential supplies, such as PPE, sanitiser, sneeze guards and thermometers. To date Council has received and distributed over 153,000 face masks and 715 litres of sanitiser to our community.

Council also managed a program to distribute 1000 infrared thermometers to local businesses to assist with temperature checking internal staff.

Dandenong Market Operation: From late October to mid-December 2020, in partnership with Monash Health, Worksafe, DHHS, VICPOL, Dandenong Market and individual market stallholders, our Emergency Management and Health teams conducted an operation to ensure the Dandenong Market remained open during the phased easing of COVID19 restrictions after the second wave of infections across Victoria.

This key asset was identified as critical to the welfare of thousands of residents across South-East Melbourne but huge challenges were faced as a result of changing health directions. Council staff were on duty every day the market was open to distribute PPE and sanitiser to the public, provide signage and advice to business owners. Meetings and planning sessions were conducted with each stallholder and the procedures developed were shared as learning across the state.

Because of the work and support of Council and partner agencies, the Dandenong Market was able to keep operating at full capacity to serve our community.

How will Council continue to assist the recovery process from here?

Council's efforts in emergency management continue as we work closely with State agencies and react quickly to any identified needs for testing stations. Council will continue to distribute face masks where required and particularly support any needs in high-risk accommodation facilities.



Hand sanitizer

Wash-free & clean Moisturizing

- Contains Ethoxymethyl Alcohol - Clean hands, Long-lasting moisturizer
- Fresh scent. Apply lightly. Dry with clean towel.

• Protect the health of you and your family

Active ingredients and easy Ethyl alcohol 70% (v/v) and Glycerin. Contains Benzyl Alcohol. **42** (antibacterial category). **50** (antibacterial category). **62** (antibacterial category). **62** (antibacterial category).

Usage: Take appropriate amount of this product on the palm of one hand and rub the back of hands, between back of fingers, back of the hand and wrists, until hands are dry. No need to rinse with water.

11. SUPPORTING LOCAL EMPLOYMENT

Council's response to the pandemic.

One of the immediate impacts of the pandemic due to the economic shutdown was the loss of jobs and this was particularly evident in Greater Dandenong.

The City of Greater Dandenong has been an active participant in the State Government program entitled "Working for Victoria".

The initiative involved providing people impacted by job loss during the COVID-19 pandemic an opportunity to work in roles directly benefiting the local community for a period of up to six months. These roles will continue through until May 2021.

A total of 102 Working for Victoria positions have been filled at the City of Greater Dandenong with the initiative providing local residents with greater employment opportunities.

Employment opportunities have included working in a range of meaningful roles such as:

- Parks maintenance crews planting, mulching, pruning and collecting litter, enhancing the municipalities open space environment.
- Waste management and conservation crews keeping the city clean and improving the environment
- Data capture and analysis staff have supported the planning for Council's support of business recovery.

Overall the initiative played a role in providing local employment opportunities whilst keeping the city clean and improving the environment.

Our continued support for local employment

Council is now in the process partnering with Chisholm TAFE to recruit up to 20 trainees to work in the Community Care area of Council. These roles will be heavily focused on providing local employment opportunities for residents within our city.



12. UNDERSTANDING OTHER AREAS OF FINANCIAL IMPACT ON COUNCIL

As noted in the introduction, whilst Council has been at the forefront of providing community support through the pandemic, it itself has not been immune from being adversely impacted upon in other ways.

Between areas where Council has chosen to support its community through deliberate decisions and areas where Council has been impacted upon beyond its control, the total adverse financial impact to 30 June 2021 has been estimated at \$16.13 million.

As Council is a not-for-profit entity and cannot legitimately run large deficits into the future, these funds can only be found by reducing capital spending, operational spending and using Council reserve funds.

Some of the other key areas of Council operations which have been adversely impacted upon (outside of the areas contained in this report) are:

- Loss of parking related income (fees, fines, permits) \$4.136 million
- Loss of revenue on interest on investments \$1.266 million
- Loss of revenue for hire of civic facilities \$641,000
- Loss of planning permit revenue \$420,000
- Loss of revenue from building, regulatory services and health \$1.085 million

How the pandemic will continue to impact on Council in the future years

The financial impacts of the pandemic will continue to impact on Council for several years to come. In particular:

- Council's revenue from investments will remain over \$1.0 million below normal for several years with extremely low interest rates
- Revenues from parking will remain low until a full return to activity in Council's business centre
- Revenues at Dandenong Market will continue to be lower than normal
- Revenues from supplementary rates are expected to remain low





(03) 8571 1000



council@cgd.vic.gov.au



greaterdandenong.vic.gov.au



TTY: 133 677

Speak and listen: 1300 555 727

Online: relayservice.gov.au



TIS: 13 14 50

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