



City of Greater Dandenong

2009-2010 Annual Report



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Great Place

- Dynamic and diverse city
- Recognised as the capital of the south east
- Victoria's manufacturing heartland
- Home to 9000 businesses
- Variety of bushwalks and talks held on regular basis
- Revitalisation of Central Dandenong underway
- 170 parks and reserves
- Multi-million dollar Drum Theatre
- Land area of 129.5 square kilometres

Great People

- Over 135,000 residents
- People from 156 nations
- More than half our residents born overseas
- Over 70,000 people employed locally
- Over 400 local community groups and service clubs
- An active and committed volunteer community
- Gabriella Cilmi named Ambassador for Council's Youth Service Centre

Great Times

- Arts events and Festivals held monthly
- Sandown Racing – cars, horses and greyhounds
- Scenic bike paths stretching from Jells Park to Carrum beach
- 200 active sports clubs
- Largest basketball and volleyball stadium in the southern hemisphere
- Indoor and outdoor swimming pools
- Victoria's largest Lunar New Year festival

Great Shops

- Redeveloped Dandenong Market
- Little India and Afghan Bazaar cultural precincts
- Modern shopping complexes at Dandenong and Keysborough
- Wide variety of fresh produce, seafood and meat
- Over 50 Asian restaurants and specialty supermarkets
- Extensive range of factory outlets





Our Vision:

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

Our Goals:

A city planned for the future

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

A thriving and creative city

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

A healthy community and environment

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

A city of respect

- Community pride
- Living and working together
- The generations

A leading Council

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



Mayor's Report by Councillor Jim Memeti

This year significant progress was made on a number of key developments throughout the City of Greater Dandenong.

While the last few years have been challenging ones, Council has sought to achieve a balance between enhanced service delivery, infrastructure renewal and increased community support, all while working within the constraints of a challenging economic climate.

Dandenong Market celebrated the opening of its new General Merchandise Hall, transforming it from a construction site to a vibrant shopping experience.

The market redevelopment, when complete, will provide broad economic benefits to the entire city, positioning Greater Dandenong as the regional shopping destination of the south-east and cementing the market's long-term future.

Council's partners VicUrban have made significant inroads into works in central Dandenong, the most noticeable of which involves the \$20 million transformation of Lonsdale St into a pedestrian friendly boulevard. The changes to the streetscape are already clearly visible with new trees, improved lighting and wider footpaths. The next wave of change will see the completion of the George St Bridge and improved road connections throughout Dandenong.

Springvale enjoyed the completion of several key projects including Buckingham Avenue streetscape works and the \$7.7 million Springvale Service for Children.

This integrated early-years project includes a kindergarten, child care, toy library, maternal and child health and community based support services for children and families.

The enhanced program has delivered fantastic opportunities for children and families within the Greater Dandenong community, making it easier for families and the community to engage with a number of different services at one location.

The year also signalled the beginning of the 'number 8' development in Balmoral Ave, which when complete will bring additional car parking to the Springvale business district.

The Budget provided for a total capital works program of \$48.993 million including \$19.728 million for major projects and \$8.426 million in asset renewal works.

Council recognises the community's need for quality facilities and invested significantly in projects that would add to the enjoyment of residents who live, work and play in Greater Dandenong.

Together with the Dandenong Market Redevelopment and the Springvale Service for Children other vital projects were completed including the redevelopment of the Shepley Oval Pavilion and a new state-of-the art pavilion at Springvale Reserve.

Council also confirmed significant improvements to the Noble Park Pool through the "More than Just a Pool" Project.

The \$17.7 million project has received \$10 million from Council, \$7.2 million from the Australian Government and an additional \$500,000 from the Victorian Government.

Works will include a new 50-metre outdoor pool, new water play areas for children and youth, multi-purpose community spaces, new barbecue and picnic areas and shading. This project will not only be an enormous community asset but will also attract visitors from the whole south-east region.

Renowned as a city offering exciting festivals and events, Council was again home to a variety of community festivals, ranging from the Dandenong Show, to the Lunar New Year, Australia Day and Carols by Candlelight.

This year also saw Dandenong showcased as part of the Melbourne Food and Wine Festival. Cultural tours of both Little India and the Afghan Precinct proved a hit, with people coming from across the state to enjoy the culinary delights Greater Dandenong has to offer.

The vibrancy and diversity of celebrations in Greater Dandenong is one of our key strengths and we look forward to expanding this program and growing the community spirit already alive and well in our city.



Please take the time to read over the many highlights of 2009-2010 throughout this report. These are the results of the combined efforts of councillors, the executive team, staff, residents and our strategic partners, who I thank and congratulate.

This year has not only proved an exciting one for our city but an incredibly rewarding one for me on a personal note.

It has truly been an honour to be Mayor of this city, during what undoubtedly we will look back on as one of the most significant in Greater Dandenong's history.

I have such enormous pride in our city and I look forward to seeing it flourish and develop as we embark on this exciting era of change.

Cr Jim Memeti
Mayor

Chief Executive Officer's Report By John Bennie

2009-2010 has seen the continuation of the exciting, yet challenging journey that Council has now been on for a number of years.

The excitement of 'revitalising' our city's prominent places, facilities and activity centres is balanced by the ongoing challenges associated with enhanced 'delivery' partnerships with other spheres of government; increased support to meet the reasonable needs of a diverse community; and, greater flexibility in service delivery.

Consistently however, Council is stimulated by the opportunities to grow and enhance the city and stands ready for the challenges it faces. The Greater Dandenong City Council remains a sector leader in the way it responds to each and every one of these matters.

Central Dandenong has changed significantly in the period of this overview – the Dandenong Market is no longer a construction site but once again, the vibrant shopping experience for which it has always been known; Council's 'partners' VicUrban are transforming Lonsdale Street into one of Melbourne's great boulevards; 'Arkana' has re-opened as a signature accommodation, office and dining option; and, prominent cranes highlight the work underway on the new Government Services building.

Council's established partnership with VicUrban and the Department of Planning and Community Development continues to yield exciting results for the city. The next wave of change will emerge shortly with the opening of the George Street Bridge and the finalisation of road connections throughout the activity centre.

Springvale has seen the finalisation of major street upgrades in Buckingham Avenue and, the commencement (and near completion in the same period) of the long awaited decked car park at 'number 8' Balmoral Avenue.

Noble Park celebrated its centenary as a township – a wonderful community based, organised and delivered festivity - and welcomed the announcement of significant improvements to the Noble Park Pool supported by the allocation of \$7.27 million from the Federal Government.

Residential development on Council's 'Metro 3175' is about to move to its next stage with planned, higher density developments along and adjacent to Cheltenham Road.

The community's needs for quality facilities and modern, flexible spaces was epitomised by the completion of the Springvale Integrated Children's Services Centre; the Springvale Sports Ground pavilion; and, Shepley Oval pavilion. In addition, further improvements have been made to the very popular Tattersall Park and long awaited plans were finalised for the construction in 2010-2011 of a new multi-purpose pavilion at Warner Reserve.

'Advocacy' remains very high on Council's agenda – advocating for grade separation of the rail line and Springvale Road; advocating for State funds to accelerate an 'indoor pool' stage of the Noble Park Pool project; advocating for a community health assessment in Dandenong South; and, advocating for a balanced outcome in the delivery of the Dingley Bypass being just some of the major initiatives on which traction has been gained, or success achieved.

Council remains financially sound but is always mindful of the challenges which lie ahead. It is critical that Council remains vigilant in the management of activity and expenses to ensure we continue to successfully meet the growing demands of our community.

An underlying operational surplus of \$2.577 million was achieved in 2009-2010. After considering non-operating income and expenditure, the surplus was \$48.423 million against a budget of \$22.638 million.

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

Council spent \$33.495 million on capital improvements during the year, \$29.007 million of which was on renewal and upgrades to existing infrastructure assets and \$4.488 million on major projects.

The funding of basic infrastructure – roads, paths and drains – remains a challenge but it is pleasing to report that in addition to the \$2.451 million spent on municipal wide road renewal works in 2008-2009, a further \$5.118 million was spent on this essential area in 2009-2010. This significant investment continues to underpin the importance of Council's maintenance and protection of current assets.



The 2009-2010 stage of this ongoing journey of re-discovery of our city has now passed and we immediately focus on 2010-2011 and beyond. Whatever we might have achieved becomes a new benchmark as we strive to exceed the community's expectations and consolidate this city's emerging position as a prominent city in an increasingly sustainable region.

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

John Bennie
Chief Executive Officer

Performance Highlights



Springvale Service for Children opened January 2010

A City Planned for the Future

Highlights

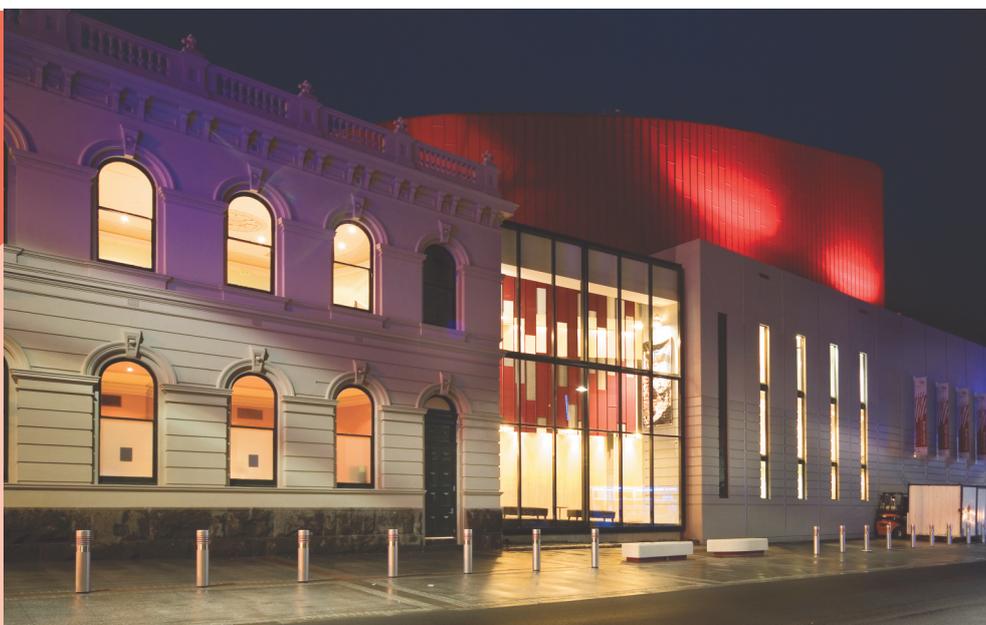
- Implementation of the Dandenong Market Redevelopment Stage 2 continued to improve ongoing management. A new database for market leases and licences has been prepared, separate from the Savills database. This will enable Council to monitor and compare the market budget against the monthly income and expenditure figures reported by Savills.
- Revitalising Central Dandenong Urban Masterplan has achieved numerous milestones including; the Lonsdale Street Project has begun with an anticipated completion date of December 2010; work on City Street and Station Plaza has begun with buildings demolished aligning City Street; and the George Street Bridge is expected to reach practical completion by July 2010.
- The Langers development 'number 8' project commenced and is on track for completion within a budget of \$3.42 million by December 2010.
- The Springvale Service for Children Integrated Children's Centre was completed and is now operational. This project was achieved within a \$4.55 million construction budget and meets community expectations.

Challenges

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

The Year Ahead

- Completion of the Warner Reserve Multipurpose Facility.
- Commence construction of the Noble Park Swim Centre project.
- Provide ongoing support for the 'number 8' development in Springvale.
- Development of a Freight Transport Strategy.
- Prepare the Community Facility Action Plan.
- Adoption of the Strategic Five Year Action Plan for the Drum Theatre.
- Implement the New Parking Management Plan.
- Annual inspection of playgrounds undertaken to ensure compliance with current specifications.
- Implementation of the Best Start and Early Years Action Plans to improve integrated service delivery.



Drum Theatre

A Thriving and Creative City



2010 Australia Day Celebrations at Dandenong Park

Highlights

- The 'Showcasing Women in Business' breakfast series achieved four key events throughout this financial year. Workshops on Leadership and Communications; Different Roads to Success, A View of Success and the Business of Making a Difference were key topics of these events, and the opportunity was taken to present an overview of 'What's Happening in Greater Dandenong' which highlighted both social and economic issues. Secondary students were sponsored to attend these Showcasing Events to inspire young women to pursue their chosen pathway.
- Council provided a total of 20,345 passengers with specialised transport throughout the year.
- Investment in residential, commercial, and industrial properties on building approvals totalled \$646,936,081. This consisted of 400 commercial/industrial building permits being issued at a total of \$473,376,512 and 400 residential permits being issued at a total of \$173,559,569.
- The ongoing "Destination Dandenong" campaign is a key action in promoting Central Dandenong as an investment destination for commercial and residential developments. The Lonsdale Street development, George Street

Bridge, City Street and Station Plaza are the current projects Council is working on together with VicUrban.

Challenges

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

The Year Ahead

- Implementation of the Economic Development Strategy.
- Implementation of Revitalising Central Dandenong strategies relating to shopfront improvement, parking, the Market precinct and Walker Street car park studies.
- Strengthening of volunteerism in the community.
- Improving accessible transport options for residents requiring specialised transport.
- Improving child care options for residents.
- Strengthening council's engagement with schools and educational institutions.

A Healthy Community and Environment

Highlights

- A total of 18,039 immunisation services were conducted throughout the year.
- Council introduced the “Dob in a Dumper” campaign which was designed and implemented to reduce rubbish dumping. The campaign was introduced into charity shops which were identified as hot spots, including sites in Menzies Avenue, Dandenong North and Springvale Road, Springvale. Both sites received “Dob in a Dumper” signage and increase surveillance by the Regulatory Services Department.
- Council removed 95.8% of reported graffiti from council property.
- Residential waste diversion from landfill totalled 50.49%.
- Services provided by the Home and Community Care Unit totalled 123,000 hours of service. This included 60,509 hours of home care; 41,761 hours of personal care; 12,711 hours of respite care and 8,319 hours of home maintenance.

Challenges

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

The Year Ahead

- Implementation of two year pilot CCTV monitoring in public places (North Dandenong) to enhance community perceptions of safety.
- Environmental sustainability initiatives to minimise residential waste sent to landfill, and minimise water usage on sports grounds.
- Implementation of the Asset Renewal Program to ensure the long term sustainability of the city’s infrastructure.
- Continue high response standards for removal of graffiti to ensure the good appearance of public places.
- Completion of major building works at Warner Reserve.
- Implementation of the Leafy Legacy Tree Strategy.
- Ongoing implementation of Council’s campaign to reduce rubbish dumping.
- Prepare and plan for the implementation of the new Local Laws, which will be introduced in July 2011.



Music in the Park at Burden Park

A City of Respect

Highlights

- Volunteers provide an invaluable service to the community, supporting a range of Council managed activities. Over the year 249 volunteers gave a significant contribution, culminating to an average 2095 hours per month.
- A range of community engagement activities and mental health projects have been developed with key stakeholders to ensure the Youth Strategy objectives and key priorities are addressed. These included the Cyber Bullying project, Skate and Arcade Anarchy event, activities in schools for Youth Week, Binge Drinking project for Mental Health Week; Grounded and Listen UP for Refugee Week and Summer Sensation.
- Family and Children's Services delivered a comprehensive Early Years Children's Week program in October 2009. A highlight of the week was the Children's Services Expo at the Springvale Town Hall.
- The number of visits in person or via the web to our library service totaled 1,092,044 visits. This increased by 7.5% compared to the last financial year.

Challenges

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

The Year Ahead

- Delivery of home and community care services in line with growth in the elderly population.
- Implementation of the Diversity Plan.
- Develop and adopt an Indigenous Plan.
- Manage the implementation, collection of data and reporting of the new Essential Services Commission key performance indicators for local government.
- Develop a Lifelong Learning Strategy.
- Expand the Library Outreach Programs and Services to the community.



Volunteers providing an invaluable service to the community

A Leading Council

Highlights

- Council's halls and meeting rooms managed 2,546 external bookings at which 273,617 guests attended. Additionally, 5,370 internal bookings were managed at which 62,961 staff attended.
- Calls managed by Customer Service and the Call Centre totalled 123,475 for the year of which 86.61% were answered within 15 seconds.
- Council conducted thirteen (13) Citizenship Ceremonies throughout the year at which 1876 attendees received their certificate.
- The Information Technology Unit successfully implemented a number of integrated modules between the new Electronic Document and Records Management System (EDRMS-Objective), the Property and Rating System (Proclaim) and the Customer Request System (Merit), as well as the purchase of Information Technology infrastructure and additional licences for the projects.

Challenges

Improving as a Council to be responsive to the community, which encourages democratic participation, involving people in decisions that affect them, strive for excellence in financial management and council services, and is always looking for better ways to do things.

The Year Ahead

- Implementation of the Organisational Development Strategy to improve the professional capacity and culture of the Council.
- Official launch of the Greater Dandenong Community Plan.
- Launch and promote the Multicultural Communications Plan.
- Implementation of the Information Technology Strategy to improve operational efficiency and broaden on-line services to the community.
- Maintain high standards of customer service responsiveness.
- Implementation of the Vehicle Fleet Policy to minimise Council's carbon footprint.
- Implementation of a Continuous Improvement 'Breakthrough' Project.
- Increase the number of trainee positions across Council.
- Review the Long Term Financial Strategy.



Opening of newly constructed playground at Oakwood Park

Corporate Governance



Springvale City Hall

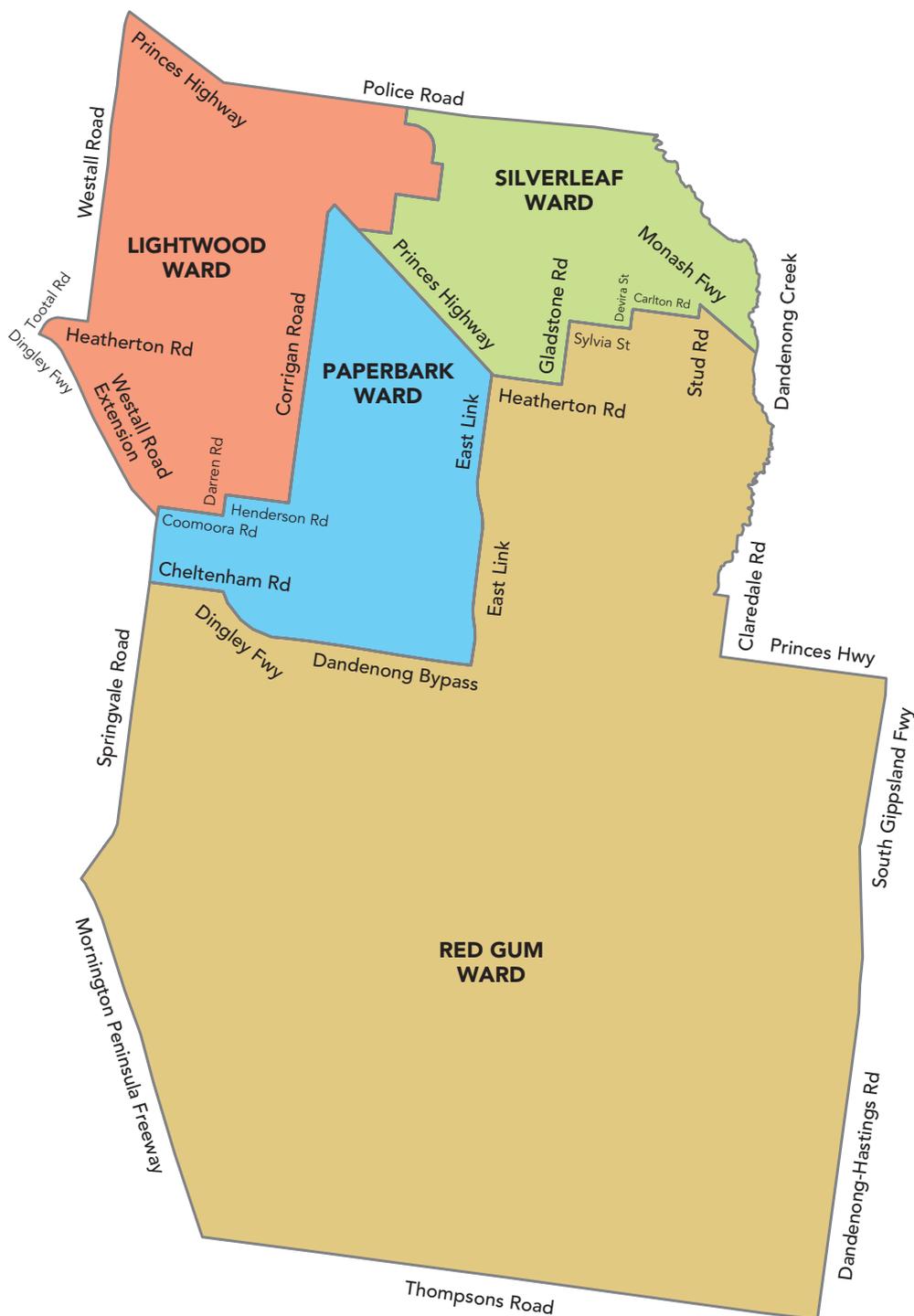
The Council

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

- establishing the strategic direction of the city
- advocating a broad range of issues
- management of the community's assets

- ensuring the delivery of quality services
- providing fair and equitable representation of all constituents
- enforcement of local laws

Greater Dandenong Council was elected on 29 November 2008 and will retire in November 2012.



Your Councillors

Lightwood Ward

Suburbs: Springvale and Springvale South



Cr Youhorn Chea
Phone: 0417 320 645

Cr Chea has been a Councillor since 1997 and held the office of Mayor in 2001-2002 and 2006-2007. He believes it is important for Council to maintain a strong focus on facilities for young people, job creation and increased community safety.



Cr Yvonne Herring
Phone: 0434 560 241

Having already served as a Councillor between 1997 and 2003, Cr Herring returned in 2005 with a desire to continue offering Greater Dandenong good governance and to provide a voice for residents. She has lived in the city with her family for 27 years.



Cr Loi Truong
Phone: 0466 004 618

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

Paperbark Ward

Suburbs: Keysborough and Noble Park North



Cr Roz Blades
Phone: 0417 053 612

Cr Blades served as Mayor of the former City of Springvale in 1992 and was elected Mayor of Greater Dandenong in 1998-1999. Currently serving her fifth term, Cr Blades has always been an active participant in community programs and her greatest passion is people.



Cr Peter Brown
Phone: 0408 138 939

Having served as a Councillor with the former City of Springvale for seven years, Cr Brown was elected to the City of Greater Dandenong in 2003 and served as Mayor in 2005-2006. He is motivated by a desire to improve the quality of life for residents in terms of care and management of the physical environment.



Cr Pinar Yesil
Mayor, 1 July 2009 –
2 December 2009
Phone: 0434 560 242

Cr Yesil has served as a Councillor since 2005. She continually strives to work hard for the whole community and to advocate strongly for her residents living in Paperbark Ward. She has been a resident of Keysborough for over seven years and is particularly passionate about the protection of animals.

Red Gum Ward

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



Cr Paul Donovan
Phone: 9794 8831

Cr Paul Donovan joined the Greater Dandenong Council in 1997 and served as Mayor in 2002-2003. Cr Donovan is committed to improving his local area and to the continued growth of Greater Dandenong.



Cr Angela Long
Phone: 0466 004 616

Cr Angela Long served as a Councillor from 1997-2005 and was Mayor in 2000-2001. Cr Long returned in 2005 with a commitment to developing the city's future and addressing residents' needs. She would like to achieve a number of goals during her time as a Councillor. She has lived in Greater Dandenong almost all her life.



Cr Jim Memeti
Mayor, 3 December 2009 –
30 June 2010
Phone: 0434 560 239

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

Silverleaf Ward

Suburbs: Noble Park and a section of Dandenong North



Cr John Kelly
Phone: 0418 350 743

Cr Kelly has served as a Councillor for more than 14 years and was Mayor in 2007-2008. He is committed to ensuring the Greater Dandenong Council is open and transparent in its operations, and encourages increased community consultation in decision-making.



Cr Maria Sampey
Phone: 0438 800 027

A perseverance to achieve positive results and the ability to listen to residents resulted in Cr Sampey joining the Council in 2000 and being elected Mayor of the city in 2004-2005. She is passionate about ensuring local parkland is retained and upgraded to be more user-friendly for families and youths.

COUNCILLOR'S OFFICE

Tel: 9239 5230
Fax: 9239 5369

Council's Role

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

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

Council Meetings

Council conducts its business in open and publicly advertised meetings. In 2009-2010 there were 21 ordinary meetings and one special meeting of Council. Listed below is the number of meetings attended by individual Councillors.

COUNCILLORS FROM 1 JULY 2009–30 JUNE 2010	ORDINARY MEETINGS	SPECIAL MEETINGS
Number of Meetings Held	21	1
Cr Roz Blades	19	1
Cr Peter Brown	21	1
Cr Youhorn Chea	17	1
Cr Paul Donovan	17	1
Cr Yvonne Herring	20	1
Cr John Kelly	21	1
Cr Angela Long	21	1
Cr Jim Memeti	21	1
Cr Maria Sampey	21	1
Cr Loi Truong	18	1
Cr Pinar Yesil	20	1

Council Meetings Online

As part of Council's commitment to open and accountable government, all ordinary and special meetings of Council are webcast on greaterdandenong.com. During 2009-2010 the average number of 'log-ins' per meeting to the live webcasts was 21 and 2495 'log-ins' were recorded against the archived (non-live) webcasts of Council meetings. The Council has been pleased with the results and will continue to webcast meetings during 2010-2011. The City of Greater Dandenong is one of only a few municipalities in Victoria to webcast Council meetings.

Council's Accessibility, Transparency and Accountability Charter

The City of Greater Dandenong has an adopted Accessibility, Transparency and Accountability (ATA) Charter which provides residents with increased information on Council. Councillors attendance at Council meetings and Briefing Session are published on-line, together with a register of Councillor expenses. The charter further provides Council with the opportunity to hold Briefing sessions in different locations throughout the year where there is an issue of particular relevance to a local community that would benefit from further discussion with Council.

Councillor's Code of Conduct

The City of Greater Dandenong's 'Code of Conduct – Councillors' sets out guidelines within which Councillor representatives must operate. It outlines behaviours and actions, which will reduce the risk of corruption or misuse of Council assets, including information. The 'Code of Conduct – Councillors' is a key component of Greater Dandenong's commitment to open and accountable government. No breaches were reported during 2009-2010.

Councillor's Remunerations

Mayoral Allowance

1 July 2009 - 30 November 2009	\$77,300 (plus 9% superannuation equivalent) with the use of a fully maintained vehicle
1 December 2009 - 30 June 2010	\$79,232 (plus 9% superannuation equivalent) with the use of a fully maintained vehicle

Councillor's Allowance

1 July 2009 - 30 November 2009	\$24,200 (plus 9% superannuation equivalent)
1 December 2009 - 30 June 2010	\$24,805 (plus 9% superannuation equivalent)

Councillor Representation and Community Consultations

On 3 December 2009, Councillors were appointed as representatives of the following organisations, committees and reference groups that assist the Council and the community in the provision of services to the people of Greater Dandenong:

Community Organisations

Organisation	Council Liaison for 2009-2010	Council Representative for 2009-2010
Cyrene Centre	N/A	Cr Roz Blades
Dandenong and District Historical Society	Cr Paul Donovan	N/A
Dandenong Benevolent Society	Cr Angela Long Cr Maria Sampey	N/A
Dandenong Community Advisory Bureau	N/A	Cr Angela Long
Dandenong Retail Traders Association	N/A	Cr Angela Long
Greater Dandenong Interfaith Network	N/A	Cr Roz Blades Cr Youhorn Chea Cr Pinar Yesil
Migrant Settlement Committee (MRC)	Cr Youhorn Chea Cr Loi Truong	N/A
Springvale and District Historical Society	Cr Roz Blades Cr Youhorn Chea	N/A
Springvale Benevolent Society	Cr Youhorn Chea Cr Yvonne Herring	N/A
Springvale Community Aid and Advice Bureau	N/A	Cr Roz Blades Cr Youhorn Chea

Committee and Reference Groups

Organisation	Council Liaison Recommendation for 2009-2010	Council Representative Recommendation for 2009-2010
Alcohol & Drug Advisory Committee	N/A	Mayor of the Day (Alt – Cr Pinar Yesil)
Audit Advisory Committee	N/A	Mayor of the Day Cr Roz Blades
Community Safety Committee	N/A	Cr Maria Sampey
Community Road Safety Reference Group	N/A	Cr Yvonne Herring (Alt - Cr Maria Sampey)
Cultural & Heritage Collections Committee	N/A	Cr Roz Blades Cr Paul Donovan
Dandenong Fire Brigade	Cr Jim Memeti	N/A
Disability Reference Group	N/A	Cr Angela Long Cr Maria Sampey
Dandenong Stadium Management Committee	N/A	Cr John Kelly
Early Years Partnership	-	Cr Roz Blades
Lyndhurst Community Engagement Steering Committee		Cr Yvonne Herring
Municipal Emergency Management Planning Committee (External)	N/A	Cr Jim Memeti
Municipal Fire Prevention Committee	N/A	Cr Jim Memeti
Noble Park/Keysborough Community Drug Action Forum Inc	N/A	Cr Roz Blades
Public Art Reference Group	N/A	Cr Roz Blades Cr Peter Brown

Peak Industry Bodies

Organisation	Council Liaison Recommendation for 2009-2010	Council Representative Recommendation for 2009-2010
International Council for Local Environmental Initiatives (ICLEI)	Cr Angela Long Cr Maria Sampey	N/A
Municipal Association of Victoria (MAV) including: • Melbourne 2030 Group	N/A	Cr Peter Brown Alt – Cr Youhorn Chea
Victorian Multicultural Commission and MAV - Standing Committee on Local Government and Cultural Diversity	N/A	Cr Roz Blades
Victorian Local Governance Association (VLGA)	N/A	Cr Youhorn Chea

Regional Organisations and Committees

Organisation	Council Liaison Recommendation for 2009-2010	Council Representative Recommendation for 2009-2010
Eastern Transport Coalition (previously ERiTG)	N/A	Cr Roz Blades
Inter Council Aboriginal Consultative Committee	N/A	Cr Angela Long
Local Governments'/Metropolitan Waste Management Forum	N/A	Cr John Kelly
Roadsafe Committee – Outer South East Inc	N/A	Cr Angela Long
South East Region Gas Company (SERGASCO)	N/A	Cr John Kelly

Community Leadership

Council conducted an extensive consultation program throughout 2008 and 2009, titled *Imagine 2030*, for the development of Greater Dandenong's first Community Plan and preparation of the Council Plan 2009-2013.

The consultation program consisted of a survey distributed widely across the municipality and made available on line, workshops with members of the community, and interview based research with members of the CALD community. 1200 surveys were returned, including 1800 open ended comments regarding the community's aspirations for the future and their views on living in the City of Greater Dandenong.

A slightly revised Council Plan 2009-2013 was adopted on 28 June 2010. The Council Plan is in part based on these research findings, with the Council's new vision, goals and long term outcomes for 2009-2013 expressing the community's aspirations for the future.

In February 2010 Greater Dandenong Council officially adopted the city's first Community Plan, which summarises the hopes and visions of more than 3000 respondents on their priorities for now and the city's future in 20 years time.

The high level themes derived from this research became the city's community plan, which will now guide council's future planning and service delivery.

Disability Action Plan

The year saw extensive consultation with the community to develop Councils 4th Disability Action Plan (DAP). The Plan builds on the previous plans adopted by Council, the first of which was adopted in 1999. The DAP will extend the work being done at Council and in the community to provide for greater access and inclusion for people with disabilities in community life. The Draft Plan will go to Council for adoption in August 2010.

The plan will seek to:

- reduce barriers to people with a disability accessing goods, services and facilities.
- reduce barriers to people obtaining and maintaining employment.
- promote inclusion and participation in the community.
- achieve tangible change in attitudes and practices which discriminate against persons with a disability.

Advocacy

There are many services provided by State and Federal government agencies that support Greater Dandenong residents. During 2009-2010 Council continued with significant advocacy programs to gain increased funding and levels of service for the city from these external sources. Outlined below are key advocacy groups and activities that staff and Councillors have been involved in.

Groups:

Regular group meetings with:

- Bicycle Victoria
- Department of Human Services regarding disability and aged care services
- Department of Innovation, Industry and Regional Development (D.I.I.R.D.)
- Department of Planning and Community Development
- Department of Sustainability and Environment
- Department of Transport
- Melbourne Water
- Migrant Resource Centre
- Options Victoria
- Parks Victoria
- South East Water
- Sport associations such as AFL, VSF, Cricket Vic, Softball Vic, Tennis Vic
- Springvale Community Aid and Advice Bureau
- Vic Health
- Victoria Police
- VicRoads
- Vic Sport
- ConnectEast
- Eastern Group of Councils - group of ten Eastern Region Councils
- Eastern Transport Coalition
- Federal Government South East Development Area Consultative Committee
- Ministerial Advisory Committee on Public Libraries
- Regional Development Australia
- Regional Management Forums
- Regional Meals on Wheels Kitchen
- Service based industry network groups
- South East Healthy Communities Partnership
- South East Integrated Transport Group
- South East Metro – group of six south east Councils

- Southern and Eastern Integrated Transport Authority (S.E.I.T.A.)
- Sport and Recreation Victoria
- Water Sensitive Cities – High Level Steering Committee
- VicUrban
- Victorian Multicultural Commission

Projects:

Continued advocacy for -

- The grade separation of Springvale Road and the Dandenong rail line.
- Council's and the community's interests on the Pound Road upgrade undertaken by VicRoads, and achieved the inclusion of a shared user path on the south side of the project.
- Blackspot funding for Balmoral Ave/Princess Ave, Springvale and Balmoral Ave/Victoria Ave, Springvale.
- Inclusion of grade separation of Dingley Arterial and Cheltenham Road, as well as inclusion of noise walls on the State's Dingley Arterial project.
- Public transport improvements.
- Additional funds for Stages 2 and 3 of the Noble Park 'More than just a Pool' project.
- Significantly improved water/irrigation solutions for sportsfields – with Council's sportsground assets ranked highly in condition in the region.
- A review of sports funding through Grant types and amounts.
- A statewide waste strategy to address prescribed waste and more appropriately located zones.
- Statewide alcohol related data collection for more informed local government planning.
- Funding for CCTV systems to target crime hotspots.
- Additional police resources across the city.
- The needs of families and children and the provision of early years services, especially the cost to introduce extended hours for kindergarten.
- Council was successful in encouraging the State Government to undertake a Community Health Study in Dandenong South following further community concern over industrial emissions and a media campaign by Leader newspapers.
- Successful in obtaining funding to address highest priority traffic safety issues.
- Asset Management Services received an Emergency Management Grant for \$25,000 from the Justice Department.

Audit Advisory Committee

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

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

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

Members

Ms Linda MacRae	Chair
Cr Pinar Yesil from 1 July 2009 to 3 December 2009	Council Representative (Mayor)
Cr Jim Memeti from 3 December 2009 to 30 June 2010	Council Representative (Mayor)
Cr John Kelly from 1 July 2009 to 3 December 2009	Council Representative
Cr Roz Blades from 3 December 2009 to 30 June 2010	Council Representative
Mr Robert Yeo	External member
Mr David Smith	External member
CEO	Non-voting
Director Corporate Services	Non-voting
Manager Financial Services	Non-voting

The Audit Advisory Committee met on four occasions during 2009-2010.

Matters considered included:

- Financial and Performance Statements for 2008-2009
- The 2010-2011 Budget
- The Internal Audit Plan of Council for 2010-2011
- Risk Management Strategy of Council
- The Auditor General's Audit Strategy for 2009-2010 and 2010-2011

Whistleblower Protection Act

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

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

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

Comprehensive written procedures have been established and implemented for whistleblower matters and are fully documented on the Council's internet and intranet sites. A printed copy can also be obtained on request from the Council's service centres and libraries.

Coordinator
John Bennie – Chief Executive Officer

Protected Disclosure Officers
Mike Lakeland – Manager Organisational Sustainability

Anthony Camillo – Team Leader Organisational Development

* Additional information was sought to assess whether the complaint is a protected disclosure. At the time of going to print Council was still awaiting the requested information.

Number & types of disclosures made to public bodies	1*
Number of disclosures referred to the Ombudsman for determination as to whether they were public interest disclosures	0
Number & types of disclosed matters referred to the public body by the Ombudsman for investigation	0
Number & types of disclosed matters referred by the public body to the Ombudsman for investigation	0
Number & types of investigations taken over from the public body by the Ombudsman	0
Number of requests made by a whistleblower to the Ombudsman to take over an investigation by the public body	0
Number & types of disclosed matters that the public body has declined to investigate	0
Number & types of disclosed matters that were substantiated upon investigation, and the action taken on completion of the investigation	0
Recommendations	0



Freedom of Information (FOI)

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

Thirty-one (31) new FOI requests were received during 2009-2010.

The table below outlines the results of those requests.

	2004-2005	2005-2006	2006-2007	2007-2008	2008-2009	2009-2010
Total number of requests	14	20	18	28	23	31
Access granted in full	0	1	1	0	0	0
Access granted in part	4	8	4	11	10	4
Other—not finalised/proceeded with	5	8	5	5	3	3
Access denied in full	0	3	1	1	1	0
Requests still under consideration	5	1	4	2	7	7
Number of internal reviews sought	0	0	0	2	1	1
Number of appeals lodged with the Administrative Appeals Tribunal	0	0		2	0	0
Number of requests transferred/withdrawn			3	5	2	1
Total charges collected	\$143.50	\$255.70	\$193	\$629.15	\$621.10	\$92.40

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

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

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

Risk Management

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

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

Insurance

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

Over the past years there were no major property claims. Public liability claims against the council continue however recent tort reform has proven to be beneficial bringing about a reduction in the number and value of claims. Council continues to take a position wherein such claims are vigorously contested in accordance with legal precedent.

Strategies

In consultation with LOGOV Risk Management Services, the council has implemented a Strategic Asset Management Program© (SAMP) that supports our risk management philosophy. This program establishes standards and service levels that support and enhance council's 'self-insurance' philosophy.

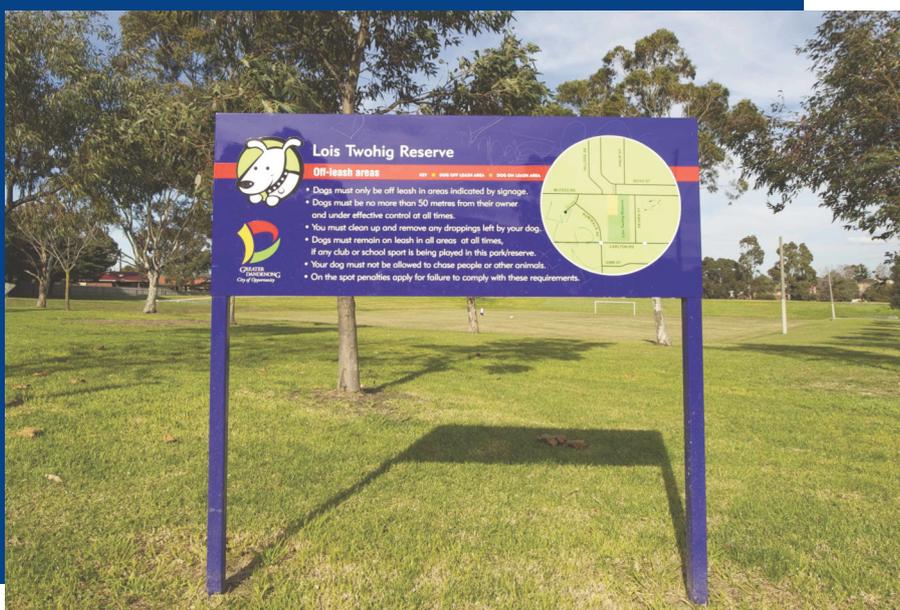
Council has established a Risk Financing Strategy where by monies are set aside annually, in a contingency fund, to be used in the event of catastrophic loss to minimise adverse effect on the operating budget.

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

A Risk Register has been implemented containing both operational and strategic risks as identified by Council's Business Units. These risks are monitored to ensure that effective controls are maintained so as to ensure there is adequate mitigation of risk.

A strategy is in place to address the issues of Business Continuity so that the day to day demands on Council can be continued in the event of a disaster affecting the operations and delivery of service with specific reference to building access denial, significant staff shortages (Pandemics) and IT disaster recovery.

Council is an active Corporate Member of the Risk Management Institution of Australasia (RMIA).



Lois Twohig Reserve – Off-leash dog area

Municipal Emergency Management

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

The Council has a Municipal Emergency Management Plan that documents the requirements and procedures for emergency operations within the municipality. The aim of the plan is to ensure an effective and coordinated response to minimise the effects of an emergency situation and to enable the community to recover from that emergency.

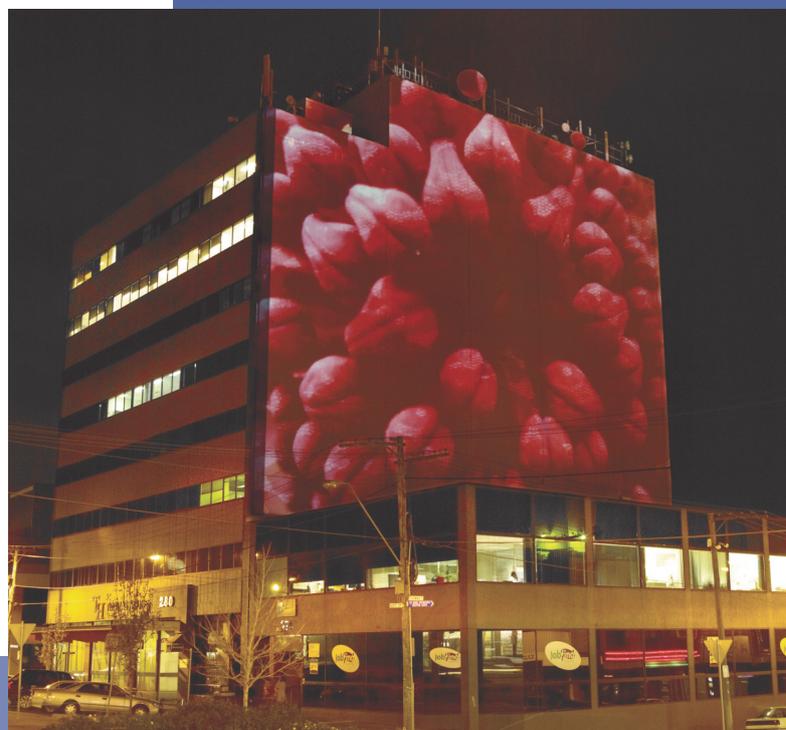
Key activities undertaken in 2009-2010 were:

- an upgrade to the facilities in the primary municipal emergency control centre (MECC) to improve access to, and use of, technology.
- revision of the MECC management plan to reflect industry best practice standards.
- the conduct of exercises in each MECC, to test set up and administration procedures, and all equipment.
- piloting of an Urban Risk profiling tool (The State Fire Management Committee of IMFP contracted Geotech Information Services to undertake the development of the urban fire risk tool for IMFP. The tool allows for small area fire risks to be mapped and has identified specific high risk facilities and vulnerable groups. This project is in its final stage waiting for CFA sign off.
- finalised community emergency risk management assessments.
- developed a heatwave communication plan.
- developed a pandemic plan.
- completed a satisfactory Municipal Emergency Management Plan audit.
- updated role & accountability statements to include reference to emergency management responsibilities.

Following the disastrous bushfire experience of February 2009 (Black Saturday) the State Government instigated several reviews of protocols and guidelines in relation to emergency management and local government. This is in addition to the Royal Commission into the bushfires. Greater Dandenong through the MAV contributed its views towards the development of guidelines.

As a result Greater Dandenong through the recovery management area has reviewed the emergency relief and recovery management plans and implemented a contemporary plan taking into account the most recent guidelines and protocols. This will form the basis for an enhanced recovery management capability within Greater Dandenong.

During the year there were two boarding house fires which involved emergency response and recovery action. All occupants were successfully relocated to alternative accommodation and provided with relief support to re-establish themselves. Boarding house fires involve intensive and cross agency relief support. Greater Dandenong appreciates the work of WAYSS Emergency Accommodation and the State Department of Human Services for their support and collaborative approach in response to these emergencies.



Winter art project lighting up the Human Services Building in Thomas Street, Dandenong

National Competition Policy (NCP) Compliance: 2009-2010

National Competition Policy Compliance – 2009-2010 Certification by Chief Executive Officer

Greater Dandenong Council has complied with the requirements of the National Competition Policy (NCP) for the period 1 July 2009 to 30 June 2010, in accordance with the requirements outlined in National Competition Policy and Local Government – A Revised Statement of Victorian Government Policy, December 2008 (2008 Statement), as set out below:

<p>A. Trade Practices Compliance</p> <p>State whether the Council is compliant or non-compliant. If non-compliant, justify or cite actions to redress.</p>	Greater Dandenong Council is Compliant
<p>B. Local Laws Compliance</p> <p>State whether the Council is compliant or non-compliant. List any local laws made or remade during 2009-2010 which impose a restriction on competition:</p> <ul style="list-style-type: none"> – – – 	Greater Dandenong Council is Compliant Council has previously established Local Laws compliance and in 2009-2010 no new or amended Local Laws were introduced.
<p>C. Competitive Neutrality Compliance</p> <p>State whether the Council is compliant or non-compliant for all significant businesses. List any significant businesses that are non-compliant:</p> <ul style="list-style-type: none"> – – – 	Greater Dandenong Council is Compliant

I certify that:

- a) this statement has been prepared in accordance with the 2009-2010 National Competition Policy reporting guidelines; which is pursuant to the 2008 Statement; and
- b) this statement presents fairly the Council’s implementation of the National Competition Policy.

Signed:



John Bennie
Chief Executive Officer

Date: 21 September 2010

Organisation



City of Greater Dandenong - Springvale Offices

Organisation Structure



Our Staff

Achieving work life balance

Results from the Employee Engagement Survey conducted in 2008 indicated that employees are highly satisfied with the range of flexible work options available to help them achieve work-life balance. A follow up survey will be conducted over the next 12 months to gauge ongoing staff satisfaction.

Initiatives that have been run throughout 2009-2010 to further promote effective work / life balance include; Employee Health Checks, Free Flu Vax, Health and Wellbeing seminars as well as Career Development, Financial Planning, State Trustees and Vision Super workshops.

New policies and entitlements arising from the new EBA to assist with Work Life Balance include Keep-In-Touch Scheme, as well as expanded Sick Leave and Parental Leave conditions.

Employee engagement survey

The focus during 2009-2010 has been to continue to address the outcomes of the 2008 Employee Engagement Survey. Workshops were facilitated with several business units to address specific areas for improvement and a range of personal development initiatives conducted.

The next Employee Engagement Survey will be conducted during November 2010.

Year of Women in Local Government (YoWILG)

The primary focus for the national YoWILG is to raise awareness of the opportunities for, benefits of, and the need for increasing the participation of women in leadership and management roles within local government, of both elected representatives and paid employees.

The City of Greater Dandenong was awarded 'Major Partner' status, in recognition of its commitment to the goals of advancing women within the Local Government sector.

A broad range of activities were implemented to support the YoWILG and include:

- increased opportunities for female employees to participate in formal mentoring & coaching programs

- targeted Leadership Development activities for high potential staff
- introduction of an employee study award, with a particular focus on women in local government
- representation of Council by two teams at the LGMA Challenge with emphasis this year on research into issues affecting women in local government
- selection of females to participate in formal work placement, traineeship and school-based apprenticeships

Staff Giving Scheme

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

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

Donations in excess of \$10,500 were collected from 101 staff that choose to make regular payroll deductions and distributed across the eight agencies for the financial year.

Work Experience Placements

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

Traineeships

Three (3) school based trainees were placed across the Organisation in administration roles. All trainees receive valuable on the job training and experience whilst studying a national accredited program.

Leadership and Management Development

A number of leadership and management development activities were conducted including participation on the inter-Council Leadership Challenge organised by the Local Government Managers of Australia. Managers and Team Leaders attended a range of programs which included Recruitment Skills workshop and Managing for Improved performance. A number of senior staff attended external management development programs including the CEDA Copland Program, Young Achievers, and the LGPRo Ignite Program for emerging leaders.

Council also conducted a highly innovative business simulation program in-house for 36 staff in supervisory and senior positions. Council has also fostered a close partnership with Chisholm TAFE commencing with a Graduate Certificate in Management for 20 supervisory and senior staff.

Employee Development

Ongoing professional and personal development continued in 2009-2010. Over 1200 attendees participated in training opportunities in a range of internal and external program areas including; presentation skills, occupational health and safety, business writing skills, career planning & development, superead, courageous conversations, conflict resolution and running effective team meetings.

Service Milestones

Thirty seven (37) staff achieved service milestones of between 5, 10, 20 and 30 years and received recognition for their achievement and contribution to the City of Greater Dandenong.

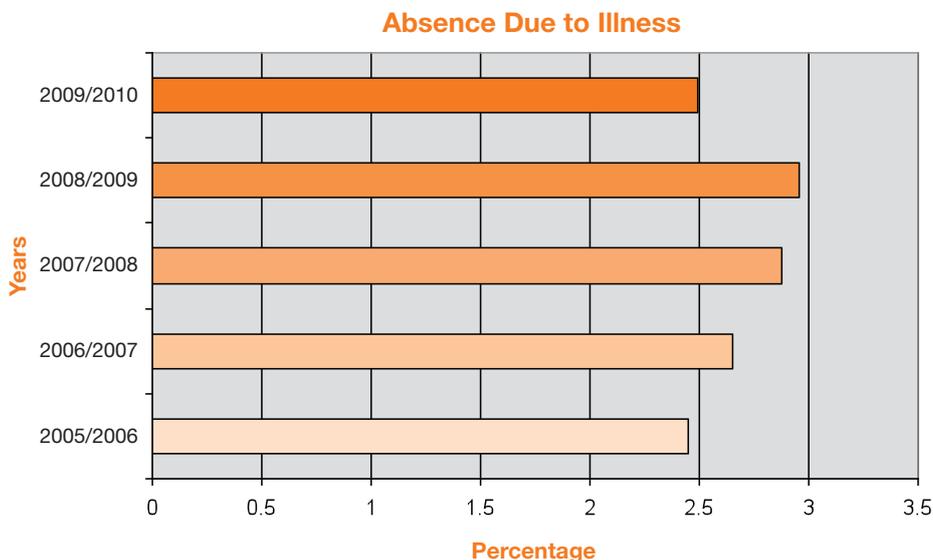
Staff Numbers

	Male	EFT	Female	EFT	Total	EFT
Full-time	222	222	205	205	427	427
Part-time	69	27.13	279	145	348	172.13
Casual	32	-	92	-	124	
Total					899	599.13

Absenteeism

The total number of workplace incidents increased from 106 to 134 (28%) with the number of lost time injuries also increasing from 24 to 36 (50%). There was, however, a significant reduction in days lost from 1628.41 days to 1085.08 days (33% improvement).

Absence due to illness decreased from 2.96% in 2008-2009 to 2.49% in 2009-2010.



Health and Safety

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

Training opportunities were provided to management and staff which covered a number of areas including first aid, Red Card, CPR, Back Care, Manual Handling and Mock Court simulation.

Health and Safety Management System

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

New systems and programs are being implemented to increase health and safety monitoring through online contractor induction programs and tracking reported workplace hazards through Quicksafe.

Health and Wellbeing

Council has maintained an active health and wellbeing program for the year, providing staff with a range of activities in which to participate. Staff have attended fitness exercise classes, lifestyle programs, massage sessions, health presentations and Health Expos, and have actively participated in the annual volleyball competition and Mini Olympics.

281 staff also participated in the Victorian WorkCover Authority promoted Worker Health Checks which was conducted in March 2010. The results of the Worker Health Checks will be used to focus on strategic health programs to help improve the health profile of council employees.

Achievements

An initiative that has been implemented from the WorkCover Breakthrough Project involves having a close relationship with The Valley Private Hospital and The Valley Rehabilitation Centre so staff can have timely access to medical services for conditions that may affect their performance at work. The Valley Private Hospital and The Valley Rehabilitation Centre has been utilised by staff since November 2009 and is part of the reason for the 33% reduction in days lost in the 2009-2010 financial year.

As a further initiative to reduce work-related injuries within the Home and Community Care Unit, the implementation of the Task Weighting Project is continuing. A trial of the task weighting tool will commence shortly, followed by the full implementation of the process.

The Year Ahead

Goals for 2010-2011 include:

- Maintaining an audit schedule to ensure business unit compliance with Australian Standard AS 4801:2001.
- Maintaining an annual workplace inspection program across all council business units.
- Implementing the task weighting system to enhance balanced workloads in Home Care.
- Implementing an online contractor induction program and monitoring contractor compliance through iPro Live.
- Implementing and monitoring an online hazard reporting process through Elumina "Quicksafe".
- Continually monitor and identify improvements to the management of work-related injury and return to work processes.

Equal Employment Opportunity (EEO)

The City of Greater Dandenong continued to implement equal opportunity (EO) principles and practices in a number of areas.



Council Staff

Training

- 64 staff undertook Equal Opportunity and diversity training including EEO and Diversity Induction, Interpreter-VITS and TTY/national relay service for the hearing impaired.
- 6 managers and team leaders attended the Human Rights Charter (EEO refresher)

Communication

- All employees were provided access to new workplace policies including salary sacrifice of child care costs, staff giving program and the LG Employee Health Plan. New conditions of employment flowing from the newly negotiated EBA were also communicated to all employees.

Complaints & Grievances

- Four complaints were received and satisfactorily resolved following external/ internal investigations.

The Year Ahead

- Continue to implement Organisational Development strategies.
- Finalise a succession planning framework for the organisation.
- Continue to implement actions arising from the recently negotiated Enterprise Bargaining Agreement.
- Continue to implement improvement strategies to build on the results of the 2008 Employee Engagement survey.

Community Grants Program



Dandenong Choral Society

Community Grants Program

The Community Grants Program supports the community through the allocation of funds for programs and activities. It is administered through the Social Development Unit of the Community Services Directorate.

Funding and Service Agreements

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

The total funding allocation for 2009-2010 was approximately \$709,000.

The General Support Program

The General Support Program is an application based grants program conducted annually. There are seven categories in which community organisations can apply for grant funding: Health & Wellbeing, Festivals, Arts Activities, Young People, Diversity & Harmony, Older Persons and Establishment Grants.

The total amount allocated through this program in the 2009-2010 round was approximately \$365,889.72.

Successful Grant Recipients for the 2009-2010 General Support Program

Applicant Name	Project Title	Amount Granted
Arts Category		
Bosnian Choir "Behar"	Celebration of Bosnian Day and ongoing development of the Choir	\$1,430.00
Dandenong Choral Society Inc.	General expenses in running the Choir	\$4,000.00
Dandenong Theatre Company Inc.	Performances for 2009-2010 - Major Play, Major Musical, Minor Playwriting Season	\$15,000.00
Help Our People Educate (HOPE)	The Hope Show	\$4,000.00
Lou Nuer Community Association of Australia Inc.	Lou Nuer Cultural Show	\$1,000.00
Phoenix Festival of Dance Inc.	Phoenix Festival of Dance	\$3,480.00
U3A Dandenong Inc.	U3A Annual Art and Craft Show	\$1,000.00
Windmill Theatre Company	Theatre hire for performances	\$20,000.00

Diversity & Harmony Category

Minaret College	Migrant Art Project	\$3,600.00
Serbian Welfare Association of Victoria Inc.	Multicultural Women's Arts Group: promoting Multicultural Harmony & Diversity	\$5,400.00
Springvale Neighbourhood House Inc.	Sow the Seeds of Togetherness	\$5,000.00
The Interfaith Network of the City of Greater Dandenong Inc.	The Annual Gathering of the Interfaith Network	\$7,500.00
Wallarano Primary School - School Council	Wallarano Primary School - School Council Adult English Class – excursions	\$900.00

Establishment Grants Category

Baai-Bor Women Union of Australia	Establishment of Women's Support Group	\$1,500.00
Le Pacific Cultural and Social Service	Pacific Media Community Education	\$5,000.00

Festivals Category

Association of Hazaras in Victoria Inc.	End of Ramadan Celebration	\$1,000.00
Congolese Community of Victoria Inc.	Mbegu: Congolese Cultural Festival	\$1,000.00
Hazara Australian Community Association of Victoria	Afghan New Year Celebration	\$1,000.00
Hazara Australian Community Association of Victoria	Eids Celebrations	\$1,000.00
Latin American Friendship Fonda la Clinica of Victoria Inc.	Chilean Latin American September Festival 2009	\$2,500.00
Lions Club of Noble Park Keysborough Inc.	2010 Summer Community Festival	\$12,500.00
Orchid Societies Council of Victoria	The Melbourne Orchid Spectacular	\$2,000.00
Springvale Asian Business Association	The 2010 Springvale Lunar New Year Festival	\$15,000.00
Springvale Indochinese Mutual Assistance Association (SICMAA)	Children's Moon Festival Concert	\$3,133.00
Victorian Tamil Cultural Association	ThaiThirunal Thamilar Thirunal ThaiPongal Festival	\$1,950.00
Vietnamese Community in Australia - Victoria Chapter	Vietnamese Tet Festival	\$2,500.00

Health & Wellbeing Category

AA Friday Night Program at Palm Plaza	Hall hire subsidy to assist recovering alcoholics	\$2,481.82
AA Saturday Afternoon Program at Palm Plaza	Hall hire subsidy to assist recovering alcoholics	\$2,481.82
AA Saturday Night Program at Palm Plaza	Hall hire subsidy to assist recovering alcoholics	\$2,481.82
AA Sunday Morning Program at Palm Plaza	Hall hire subsidy to assist recovering alcoholics	\$1,985.45
Afghan Australian Association of Victoria Inc.	General Community and Organizational Support	\$3,000.00

Antiochian Community Support Association	Be Active, Stay Healthy	\$3,400.00
Aus Audio Visual Arts Association Inc.	Free Health Seminar at Paddy O'Donoghue Centre	\$500.00
Cambodian Women Friendship Group	Cambodian Women Friendship Group	\$1,000.00
Cambodian Women's Group	To support the disadvantage Cambodian/Australian Women's Group	\$2,000.00
Country Women's Association of Victoria Inc.	Hall hire to support activities of the CWA	\$2,895.45
Dandenong Basketball Association Inc.	50 Year Anniversary of the Dandenong Basketball Association	\$15,000.00
Dandenong Cossacks Volleyball Club Inc.	Russian Volleyball Cup 2009 - 20th Anniversary	\$4,500.00
Dandenong Day Nursery	Develop resource library for staff and families	\$1,006.00
Dandenong Family Drug Help Support Group	Dandenong Family Drug Help Support Group	\$1,000.00
Dandenong Neighbourhood House Inc.	Dandenong Men's Shed and Hobby Group for people with intellectual disabilities	\$7,500.00
Dandenong Philatelic Society Inc.	Hall hire costs for group meetings	\$616.00
Ethnic Communities Council of the South East (ECCOSE)	Community capacity building	\$5,000.00
Fusion Theatre Inc.	To devise, rehearse, and perform a new work called 'Facades' and conduct workshops	\$7,842.00
Keysborough College	Breakfast Club	\$6,000.00
Kingston City Church	Victim Awareness - enhancing awareness and acknowledgement of adverse effects of addictive substances	\$1,000.00
National Institute for the Guards of Honour to the Royal Tombs of the Pantheon - Dandenong Branch	Social and cultural activities for Italian Senior Citizens	\$4,860.00
Noble Park / Keysborough Community Drug Action	Community awareness & education Forum Inc. campaign	\$1,000.00
Noble Park Chess Club	Noble Park Chess Club Inc.	\$2,000.00
Pacific Snooker Victoria Inc.	Hosting Australia Pacific Cup 2010	\$1,000.00
South Eastern Region Migrant Resource Centre Inc.	Multicultural Sewing Centre	\$5,000.00
Springvale Mandarin Network	Active and positive	\$4,000.00
Sudanese Community Association of Australia	To support the activities of the Sudanese Community living in the City of Greater Dandenong	\$8,300.00
Sudanese Disability Action Group in Victoria	Family Support Group	\$5,000.00
Sudanese Disability Action Group in Victoria Inc.	Sudanese Community Capacity Building	\$3,000.00
The Cyrene Centre	Introduction to Alcohol and Other Drugs training day	\$1,000.00
Ventana Hispana (Spanish Window)	Not another bill program	\$1,180.00

Victorian Multi Ethnic Slavic Welfare Association Inc.	Health and wellbeing of immigrant and refugee women from Former Yugoslavia	\$1,700.00
Women's Health in the South East Inc.	A pilot program for older adults in the community: Improving Memory Skills and Confidence	\$5,000.00
Wooranna Park Primary School	Community vegetable garden & wildlife nature garden	\$2,000.00

Older Persons Category

ATA Dandenong Turkish Seniors Group	ATA Dandenong Turkish Seniors Group	\$1,500.00
Cambodian Elderly Citizens Association of Victoria	Living Longer and Better	\$1,500.00
Cosenza Senior Citizens of Kingston Inc.	Senior Citizens Social Club	\$1,000.00
Croatian Senior Citizens Group of Keysborough Inc.	Social and recreational activities for Croatian seniors	\$1,000.00
Greek Senior Citizens St Athanasios Parish of Springvale	Club running costs	\$1,000.00
Knox Hungarian Senior Citizens' Club Inc.	Maintaining mental and physical health for Hungarian Senior Citizens	\$500.00
Melbourne South Eastern Region Chinese Friendship Centre of Victoria Inc.	Helping the Chinese aged and disabilities for physical and mental health	\$1,000.00
Polish Senior Citizens Club of Rowville Inc.	Assistance to elderly citizens	\$1,000.00
Senior Slavic Women's Group Springvale	Social support network for senior Slavic women	\$1,000.00
South East Arabic Seniors Club	General support to pay rent for hall hire	\$1,200.00
Springvale Seniors Table Tennis Club	Venue hire of Springvale Learning & Activity Centre	\$1,000.00
Sri Lankan Study Centre for Advancement of Technology and Social Welfare	Drama by Senior Citizens	\$1,000.00
The Macedonian Senior Citizens Group of the City of Greater Dandenong St Dimitrija Inc.	Renting church hall	\$1,000.00
United Filipino Elderly Group Inc.	Celebrations and outings for elderly Filipinos	\$1,000.00
Willow Lodge Social Club	Purchase of a skope fridge	\$2,000.00

Young People Category

Akobo Community Development Agency in Australia	Akobo Community Recreational Project	\$1,000.00
Association of Hazaras in Victoria Inc.	Afghan Teens Support	\$3,000.00
Australia-Burma Society	Sports for diverse young people	\$5,000.00
Australian Oromo Community Association in Victoria	Oromo Youth Law, Employment and Education workshop and soccer tournament	\$4,000.00
Cambodian Association of Victoria - Youth Group	Cambodian Association of Victoria - Youth Group	\$8,000.00

Cambodian Association of Victoria Inc.	Supporting Cambodian disadvantage, specific on young people for Cambodian community and other ethnic community	\$15,000.00
Futuristic Group of Southern Sudanese Inc.	Sudanese Scout Group program	\$3,000.00
Greater Dandenong Blue Light Boxing Club	Greater Dandenong Blue Light Boxing Club	\$15,316.36
Hand Brake Turn	Hand Brake Turn Automotive training program	\$19,000.00
Hararian Organisation Inc.	Youth Activity Project	\$4,000.00
Hazara Australian Community Association of Victoria	Youth Sports	\$1,000.00
New Stars Basketball Association Inc.	Study hall and ball program	\$25,000.00
Springvale Primary School Netball Team	Springvale Primary School netball team	\$750.00
Sri Lankan Study Centre for Advancement of Technology and Social Welfare	In Transit	\$6,000.00
Total for General Support Program		\$365,889.72

Occasional Grants & Donations Program

The Occasional Grants & Donations Program is open all year, and is considered by Council on a regular basis.

The majority of applications received are from local community groups wishing to source small amounts of funding for group social and recreational activities, or for the purchase of equipment essential to the group's activities. Community groups who are eligible can apply for up to \$1000 per annum.

A significant number of applications are also received from individuals to assist with costs associated with representing the City in national or international sporting or competitive events. Individuals who are eligible can apply for up to \$750 per annum.

The 2009-2010 Occasional Grants Program received 205 applications. The total amount of funding allocated to the community through the Occasional Grants Program was approximately \$55,000.



Springvale Office

Asset Management



Luxford Reserve

Asset Management

The City of Greater Dandenong recognises the importance of, and is committed to, improving asset management information, knowledge and technology.

Asset Management is the combination of management, financial, economic, engineering and other practices applied to physical assets, with the objective of providing the required level of service in the most cost-effective manner.

The Council has established an asset management framework as well as systems and processes in accordance with Best Practice industry standards and has a five year improvement program. An Asset Management Project Team was established to oversee the development of asset management policy and strategy, implementation, monitoring and the continuous improvement of asset management projects.

An asset management practices gap analysis procedure has been implemented and is conducted annually to initiate and monitor the improvement program. The Council also participates in the MAV STEP program to supplement this improvement program.

Council has an adopted Strategic Asset Management Policy (SAMP). The Policy forms a major component of Council's Corporate Risk Management Framework for the strategic and operational management of infrastructure assets and to meet the requirements of the Road Management Act. The SAMP policy is reviewed annually as an integral part of Council's annual budget setting process.

Planning

Life Cycle Asset Management Plans for roads and roadside furniture, drainage, parks, reserves and sports grounds, buildings, paths (footpaths and bike paths) and car parks have been developed and implemented. A review timetable is in place to ensure that these Asset Management Plans remain current and relevant.

Information

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

Knowledge

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

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

Technology

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

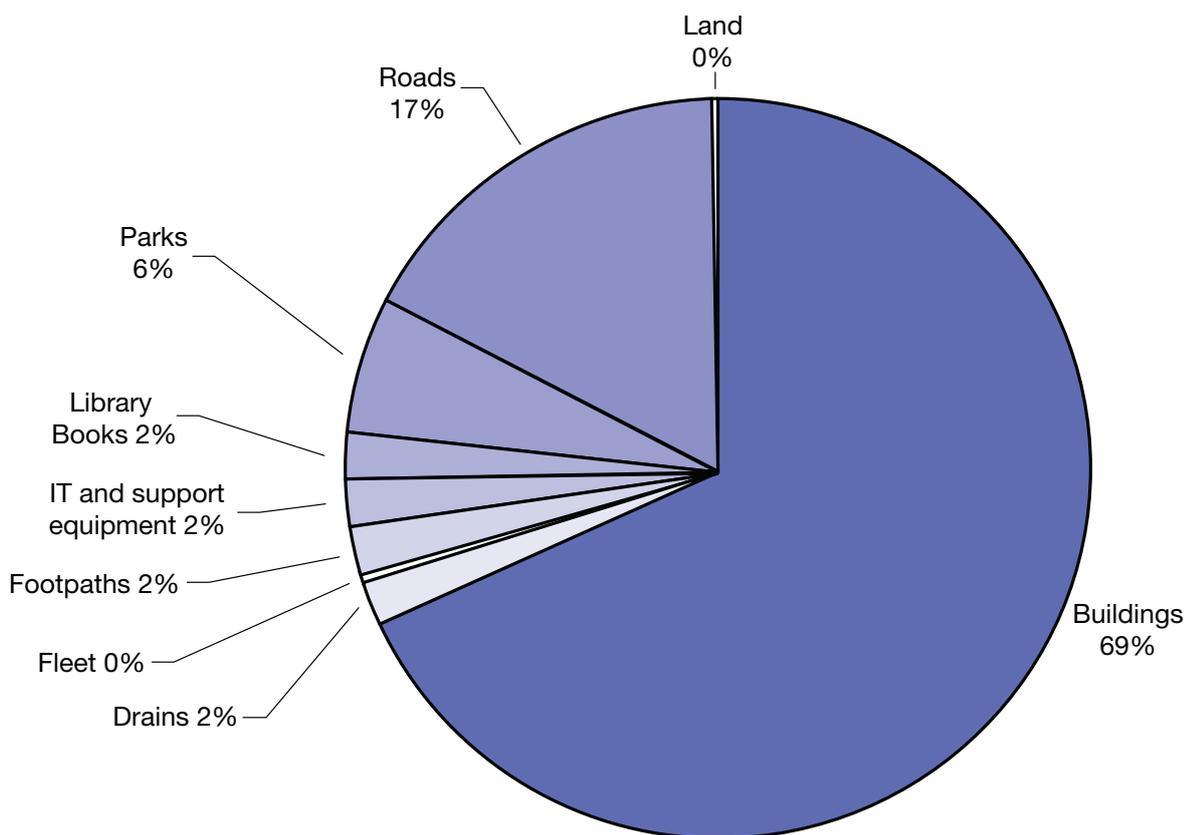
Industry partnerships have been established with research organisations and industry to achieve industry best practices in asset management. Greater Dandenong collaborated with its Asset Management System providers to develop a maintenance management system that integrates seamlessly with the corporate asset database. This Asset Management System meets all the record keeping requirements of the Road Management Act.

City Improvement Program

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

The yearly City Improvement Program budget is determined within the city's annual budget formulation process and the size of this budget depends on the funds available relative to other Council commitments. Once approved, projects are planned, designed and delivered by 30 June each year. In 2009-2010 Council invested \$36.6 million in capital expenditure. Council expended funds across a variety of asset types as shown in the chart below:

2009-2010 CIP Expenditure by Asset Type



Asset Category	Highlights	Total (\$M)
Buildings	Dandenong Market Redevelopment Stage 2 New general merchandise hall complete and operating since October 2009. New produce hall complete. Refurbished fruit and vegetable hall complete. Changes to the multi-deck car park complete. Refurbished meat, fish and deli hall almost completed.	\$13,559,434
	Dandenong Oasis works. Improvements to spa pool and building electrical and mechanical services	\$284,449
	Dandenong Park - Shepley Oval Building improvements to Keith Miller Pavilion New lift, disabled toilet and viewing balcony	\$767,354
	Drum Theatre Double Glazing of Windows	\$19,160
	Langers Car Park - Levels 6 and 7. Completion of structure for 4 levels (excl. fit-out) of Building A1 (multi-deck car park). Project on track for completion December 2010	\$2,642,784
	New Noble Park Swim Centre Design development completed. Demolition of The Venue completed. Early works packages complete (purchase of water play equipment and civil/earthworks programs)	\$998,721
	Springvale Reserve Refurbishment of social rooms	\$993,279
	Springvale Service for Children New multi purpose community facility	\$3,775,633
	Springvale Town Hall P.A System and Portable Cooling	\$28,742
	Walker Street Car Park Lift Upgrade	\$75,232
	Warner Reserve Multi -Purpose Community Facility Design completed and project tendered for construction in 2010/2011	\$157,577
	Water Line Renewal Program - Springers Fire Main, Tatterson Park	\$153,971
Buildings Total		\$24,800,404
Drains	Flood Mitigation Study	\$210,255
	Lonsdale Street Drainage Upgrade Project Upgrades to drainage in Lonsdale Street, Dandenong	\$90,909
	Major Drainage Renewal Program Elonera Road Drain Renewal Works	\$195,363
	Minor Drainage Renewal Program	\$101,111
Drains Total		\$759,281
Footpaths	Footpath Renewal Program Ongoing program to replace footpaths	\$736,149
	Palm Plaza Infrastructure Renewal	\$74,219
	Revitalising Central Dandenong Enabling Works	\$44,396
	Springvale Underpass Refurbishment	\$16,188
Footpaths Total		\$890,183

Asset Category	Highlights	Total (\$M)
IT and support equipment	Electronic Doc Management System Electronic document management system to assist in improving management of records and correspondence	\$425,525
IT and support equipment Total		\$661,635
Library Books	Library Resources Budget	\$787,535
Library Books Total		\$787,535
Parks	Bicycle / Shared User Path Network Strategy Implementation	
	The Dandenong Creek trail from Police Road to Lonsdale Street is now completely sealed.	\$54,645
	Booth Reserve Little Athletics Track Works consisted of setting new levels cutting and filling as required with new concrete edge beams installed around the running and sprint track.	\$167,157
	Dandenong Wetlands Master Plan implementation The planned work for this project is now complete; the balance of the funds will be carried over to next year's program.	\$84,790
	Edinburgh Reserve upgrade	\$84,557
	Leafy Legacy - Street Tree Strategy Tree replacement program	\$206,220
	Mills Reserve Synthetic Surface Renewal of the synthetic hockey pitch	\$582,466
	Oval Renewal Program (incorporating Warm Season grass conversions). Conversion of the last of Council's ovals to more drought resistant warm season grasses.	\$106,716
	Playground Improvements Project completed with 1 new playground installed at Luxford and 2 new playgrounds installed at Fotheringham reserve 1 at the Pyke St entrance and 1 at the Alexander Rd. frontage.	\$107,934
	Refresh Place Making Program in Central Dandenong The Offering project was completed in October. The Viachroma artwork in partnership with the Department of Transport and Metro at Dandenong Station was completed and launched in December 2009. Christmas decorations combined with floral displays took place for 6 weeks in December/January in Palm Plaza. The Interpretive Markers project is underway to develop a framework and stories suitable for a series of interpretive markers to be installed in central Dandenong. Two space activation projects have been developed for Palm Plaza and will be installed in April. The Transformed (temporary art projects) has been relaunched and 2 applications received	\$131,839
	Tatterson Park Master Plan New Playground and picnic area	\$665,169
Parks Total		\$2,295,602

Asset Category	Highlights	Total (\$M)
Roads	Abbotts Road Street Lighting Upgrade R2R funded	\$126,309
	Black Spot - Osbourne Rd & Regent Ave	
	Road safety improvements at various locations	\$158,091
	Blackspot - Athol & Corrigan	\$17,498
	Blackspot - Bloomfield and Yarraman	\$0
	Blackspot - Corrigan & Noble	\$43,800
	Blackspot - Gladstone & Halton	\$28,458
	Blackspot - Princess & Windsor	\$174,205
	Blackspot - Windsor & Albert	\$233,983
	Local area traffic management works	\$490,229
	DDA Bus Stop works DOT Funding Works to improve access to bus stops including: - Construction of pram crossings - Tactile installation at bus stops and concrete pad construction	\$151,528
	Kerb & Channel Replacement Program	\$83,433
	Palm Plaza Infrastructure Improvements New lighting within Palm Plaza	\$343,612
	Road Rehabilitation program on local roads throughout the municipality	\$987,387
	Road resurfacing program on local roads throughout the municipality	\$1,865,060
Road Resurfacing/Rehabilitation Program R2R	\$653,786	
Springvale Streetscapes Upgrade Works Upgrades to streetscapes in Buckingham and Windsor Avenues, Springvale	\$370,944	
Roads Total		\$6,186,455
Grand Total		\$36,479,602



Council has around 100 clients receiving regular Home Library Service visits through the Outreach Bus

Best Value



The new Dandenong Market General Merchandise Hall

Service Improvement Process (Best Value)

Every Service Unit continually seeks to improve the services provided to the community. The City of Greater Dandenong's Service Improvement Process aims to:

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

The Best Value principles, listed below, are taken into consideration when reviewing components of services:

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

Greater Dandenong's Approach

Greater Dandenong operates a holistic integrated service improvement program. The program addresses continuous improvement in the various aspects of Council's services.

The most important focus is meeting the needs of the Greater Dandenong community. Broad spectrum planning on behalf of the community, in

the form of a Council Plan, provides Council with guidance on actions that need to be taken. The 2009-2013 Council Plan was informed by the customer research undertaken for the development of an inaugural Community Plan. Council's response to the Council Plan is achieved through an integrated corporate and service planning framework. This then cascades down into individual service plans and across organisational projects. Process reviews of services, technological advancements and encouraging innovation within the workplace then provide refinements at the service level.

Customer satisfaction with services is sought and monitored to provide valuable feedback from the community on how effectively the implementation of Council's plans are meeting customer needs. This feedback is integrated back into the planning framework and process reviews to guide continuous improvements to the services.

In 2009-2010 Council regularly reported progress on its performance to the community through a variety of means. These included the Annual Report, quarterly Organisational Performance Reports covering financial targets and progress against the Annual Plan, monthly articles on a range of activities in Council's newsletter 'The City' and weekly media releases distributed to local newspapers on current issues. Extensive information was also provided on Council's website www.greaterdandenong.com, including copies of the Council Plan, quarterly Organisation Performance Reports, Council Minutes and Agendas and regular updates of current activities, just to name a few.

Staff engagement in the various elements of the service improvement process is critical to the success of a customer centred organisation. Service improvements can only be achieved by making changes to the way people work, the structures they work within, the processes they follow and technologies they use. Managing change then becomes a significant component of the service improvement process. Council has implemented many initiatives to assist staff in managing change and new approaches are continually being considered and implemented to enable staff to address change in a positive way.

Breakthrough Program

For major business processes, Council has collaborated with experienced external Continuous Improvement Facilitators and adopted an improvement methodology using elements of "Lean" and "Six Sigma". Every year the Executive Team select a major council business process for review under the Breakthrough Program having taken into consideration the results of an Organisational Diagnostic tool, emerging factors such as sector or Government trends/initiatives and relevant local issues.

Processes reviewed under the Breakthrough Program to date are:-

- 2007-2008;
 - Statutory Planning Process
- 2008-2009
 - WorkCover/Return to Work Process
 - Management Induction Program
- 2009-2010
 - City Improvement Program
 - Stage 2 of Statutory Planning Process
 - Food Services re-design to meet requirements of the Regional Food Kitchen Model

In collaboration with this annual program internal facilitators have been trained in the adopted methodology and they also carry out improvement projects at the local level.

Additional information on the improvement methodology or summaries of the improvement projects undertaken can be obtained from the Organisational Sustainability Department on (03) 9239 5245.

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

Breakthrough Award

Council has this year initiated an Employee Study Award to provide professional development opportunities and lead to improved council services.

The inaugural award was won by Paula Brennan of Council's Economic Development Unit. Paula attended the "Centre for Local Economic Strategies Summit 2010" in the UK and the knowledge gained will be used to build future resilience in the local economy of Dandenong.



Noble Park Guides Leader Cathy O'Brien
with Girl Guides Kate and Aliesha

Community Satisfaction

This State Government survey is undertaken annually by the Department of Victorian Communities (DVC) with an independent research company Wallis Consulting Group commissioned to conduct the study. The research is undertaken in an effort to measure Victorian residents' perceptions of their Council's performance in a number of different categories. 27,000 residents are surveyed across the State during February and March with 350 interviews conducted within each municipality.

Greater Dandenong is included in the Outer Melbourne Metropolitan Local Government Group. Within this group, Greater Dandenong is the leader in the areas of 'Advocacy' and 'Town Planning Policy and Approvals'. Greater Dandenong is above the median result in 'Overall Performance', 'Community Engagement', 'Local Roads & Footpaths', 'Health and Human Services', 'Recreation Facilities', 'Appearance of Public Places' and 'Enforcement of Local Laws' and 'Economic Development'. Council is equal to the mean in 'Customer Contact', 'Traffic Management and Parking Facilities' and 'Waste Management'.

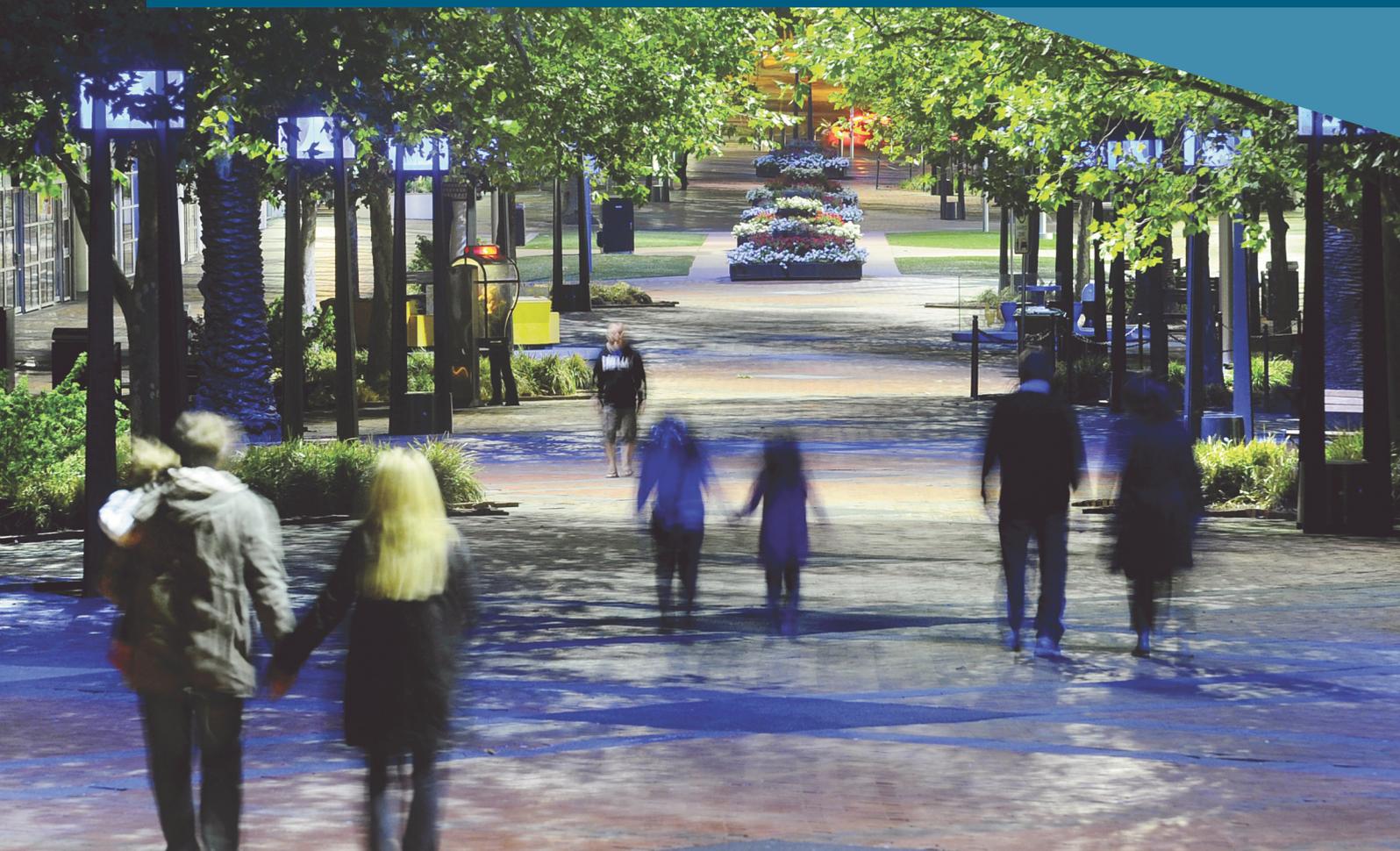
The results for City of Greater Dandenong in 2010 were again excellent, although slightly lower than the 2009 result. 33% of residents considered that Council's performance improved in 2010, with 54% considering that it had remained constant. Of the 13 categories measured, Greater Dandenong was above the mean result of the comparative grouping in 11 categories and equal to the mean in the remaining two.

There are always a range of influences affecting the results. This year it is considered that the disruptions resulting from all the development projects in Dandenong and Springvale are a contributing factor, along with changes to the rating structure, enforcement of animal registrations and sector wide investigations into the performance of various councils. We shall continue to work closely with our community to uncover some of the key areas of concern as we continually look to find better ways of addressing the changing needs within the city.



Our friendly Customer Service staff are here to assist you

Service Summaries - A Year in Review



Palm Plaza lights up at night

Aged and Disability Services

Aged and Disability Services consists of Community Care which incorporates Home and Community Care (HACC); Community Aged Care Packages; National Respite for Carers Program; Meals on Wheels; Community Social Support (specialised community transport, planned activity groups, Seniors Clubs and groups); Volunteer Program, Metro Access Disability Inclusion Project and Disability Planning. The Unit provides direct service delivery and community development work in the above areas for older people with a disability.

Achievements

- Provision of HACC services to over 3,000 older residents each month.
- Significant increase in HACC funding to provide additional home based services.
- Provision of specialised community transport for the disadvantaged.
- Provision of a Council-wide volunteer program involving over 300 volunteers.
- Additional HACC funding to provide planned activity group social support.
- Participation in the establishment of a regional food kitchen.
- Delivery of community development programs relating to access and inclusion of people with disabilities.
- Management of the disabled parking program.
- Provision of regular respite to carers as a result of respite funding.
- Review of the Access and Inclusion Strategy.

Asset Management Services

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

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

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

Achievements

- Introduction of waste recycling program at the Operations Centre.
- Implementation of the Fleet Management System.
- Sealing of several local gravel roads.
- Collection 980.84 tonnes public litter and dumped rubbish which was sent to landfill.
- Waste Wise pilot program introduced at three summer allocated sporting clubs resulting in: 2.74 tonnes recycling diverted from landfill November 2009 – March 2010.
- 28,301 Indigenous seedlings planted on council reserves.
- Conducted thirty-five (35) school visits for environmental education which 2,385 students participated.
- Participated in 110 community environmental events which 2,984 people attended.
- Converted all council owned sports grounds to drought tolerant grass species.
- New playgrounds installed at Luxford Reserve, Fotheringham Reserve and Tattersson Park.
- Four Living Colour displays were implemented in Dandenong Central Business District.
- Nest box management training was conducted.
- Program for installation and maintenance developed to provide habitat for indigenous fauna.
- 1656 Asset Protection permits administered.
- Approximately 9,285 square metres of footpath replaced.

Building Services

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

Achievements

- 343 Essential Safety Measures inspections carried out resulting in safer buildings.
- Essential Safety Measures Seminar held with 90 attendees.
- Building compliance improved through education and enforcement:
 - o 11 prosecutions undertaken
 - o 275 building notices and orders issued on non-compliant building work
- 1,927 resident requests for information by solicitors and building surveyors answered within required timelines.
- 1,491 privately issued building permits recorded on Council's systems.
- 531 report and consent applications assessed, including 109 siting consents and 65 build over easement consents.



Dandenong Market's new General Merchandise Hall under construction

Children, Youth & Family Services

The Unit focuses on developing and supporting a range of initiatives and services to enhance the health and wellbeing of families in the City. This includes Family Day Care, Family Support Services, Kindergarten and Child Care Committee support, the Inclusion Support Program, Preschool Field Officer Program, Best Start and Early Years Projects, Maternal and Child Health and Parenting (enhanced and universal MCH), Youth Services providing health and wellbeing programs, support services and interest based programs and the Paddy O'Donoghue Centre.

Achievements

- The Springvale Service for Children was opened and is operating at full capacity with successful relocation of the Springvale Maternal and Child Health service and new programs being developed with the local community.
- The Paddy O'Donoghue Centre, an intergenerational, multipurpose centre is operating at over 90% capacity.
- CALD Youth at Risk Project funded from the State Government, Community Support Fund, Victorian Multicultural Commission and Victoria Police. The "Being Here" Plan for Young people was completed and initiatives are being supported through Flexible Funding program.
- The Family Day Care Service contributes approximately \$3.1 million to the local economy through approximately 96 women care providers who support over 790 children from diverse cultural backgrounds from 600 families.
- Maternal and Child Health and Parenting has undertaken 23,500 consultations, delivered 400 group sessions including African, Cambodian, Vietnamese, Chinese and English speaking parenting groups, with further services such as Dads Groups, CPR Training, young mums and mother support groups. 2200 new babies were registered in the year. 125 Aboriginal families have been involved in the service, 408 families have received the enhanced MCH service.
- Specialised needs addressed for indigenous children through the support of the Aboriginal Best Start Program.
- Completion of feasibility project briefs to explore integrated service options for children across the municipality and in central Dandenong.
- The *Municipal Early Years Plan – Healthy Kids and Families, where our future belongs*; was endorsed by Council. The development of this plan has involved extensive consultation throughout the municipality including 32 agencies and 250 individuals, and will be the guide for development of these services. The Plan provides the City with a platform to advance the concepts of a Child Friendly City.
- Children's consultation for the development of the Municipal Early Years Plan and the launch of the "My Great Place" Children's book.
- Best Start Action Plan has been acknowledged as a model for other service providers by the Department of Education and Early Childhood Development.
- Intensive Supported Playgroups funded through the Department of Families, Housing, Community Services and Indigenous Affairs (Fahcsia) which provides family support and playgroup activities through eight playgroups attended by approximately 80 families.
- Funding has been received from Fahcsia Communities for Children program to run the - Dads in Dandenong - Men's parenting program.
- Further funding has been received from the Department of Human Services to provide support to vulnerable families and children with the Child First / Family Support program.
- The Inclusion Support Program is managed by the City of Greater Dandenong and has provided services to the South East catchment.
- The GRIPP program, a partnership between Youth Services and the Department of Justice, due to its success is proposed for a two year extension to enable further evidence to be developed for support of the utilisation of this model in other areas.
- The Children with Additional Needs working group assisted Noble Park Special Development School to receive funding for vacation respite services.

City Improvement

This Unit consists of Civil Development and Design and Construction Project Management; long-term planning and coordination of Council's City Improvement Program (CIP) and detailed designs, including project management and supervising the work from concept through to completion. The team considers all planning applications and associated civil works that affect the infrastructure network, including managing all sub-divisional and development works; and provides advice to developers and authorities in meeting Council standards.

Achievements

- Successful development and approval of the 2009-2010 City Improvement Program.
- 77% of managed projects completed or delivered to the planned status within the City Improvement Program. The majority of the balance was for multi-year projects.
- Upgraded street lights in Abbots Road, Dandenong South.
- Building renewal and upgrades (eg air conditioning, asbestos removal, bathroom and toilet refurbishments, electrical works) at various locations.
- Drainage upgrades in Ann Street (Springvale), Lonsdale Street (Dandenong), and Kernot Crescent (Noble Park North).
- Intersection and other traffic safety improvements at locations including Athol and Corrigan Roads (Noble Park), Bloomfield and Yarraman Roads (Noble Park), Corrigan Road and Noble Street (Noble Park), Gladstone and Halton roads (Dandenong North), Osbourne Road and Regent Avenue (Springvale), Princess and Windsor Avenues (Springvale), Windsor and Albert Avenues (Springvale).
- Renewal works to the Booth Reserve Little Athletics facilities.
- Building improvements including installation of a new lift to the Keith Miller Pavilion, Shepley Oval, Dandenong Park.
- Planting and other improvements to the Dandenong Wetlands.
- Improvements to accessibility at bus stops.
- Double Glazing of Windows at the Drum Theatre.
- Changes to the players race at George Andrews Reserve Players Race.

- Road renewal works including crack sealing, resurfacing, rehabilitation and kerb & channel replacement.
- New air conditioning and heating installed at Menzies Avenue Hall.
- New lighting installed in Palm Plaza.
- Completion of the new Springvale Services for Children facility.
- Stage 3 Upgrades to the Springvale Activity District Streetscapes.
- Refurbishment of the Springvale Road underpass.
- Construction of a new playground at Tatterson Park.
- Construction of the Dandenong Market Redevelopment (Council's work due for completion August 2010).
- Design of the Noble Park Swim Centre (construction due to commence October 2010).
- Design of a new Pavilion at Warner Reserve, Springvale (construction commenced July 2010).

Communications

The Communications unit is responsible for all media management, marketing and communications campaigns and activities, web management, print shop services and corporate planning and reporting. Key activities include the preparation and distribution of monthly editions of 'The City' magazine; media releases, responses and briefings; design and publication of all corporate brochures; production of the annual report; quarterly organisational performance reporting to council; various public relations activities; management of council's website and intranet; production of a weekly staff newsletter; preparation of mayoral speeches; and the supply of internal printing services.

Achievements

- The city's first ever Community Plan adopted by Council and published. This followed the completion of an extensive research and consultation project throughout all 2009, titled Imagine 2030, which gathered the hopes and visions of more than 3000 respondents on their priorities for now and CGD's future in 20 years time. The high level themes derived from this research became the city's community plan, which will now guide council's future planning and service delivery.

- The Council Plan 2009-2013 was reviewed, updated and adopted by Council.
- Ten editions of The City produced and distributed to all households in Greater Dandenong, informing residents of upcoming council activities, initiatives and local events.
- A combined community events and waste collection calendar produced and distributed to every household in the city.
- Council's website updated daily and web usage trends monitored to assist with future planning and information needs. Almost 800,000 visits to Council's website recorded over the 12 months, an increase of more than 90,000 on the previous year.
- Positive media exposure received across local, daily and specialist media outlets on a broad range of topics.
- Commenced a trial of Social Media with the introduction of a Council presence on Facebook for improved community engagement.
- The ongoing development of new electronic newsletters, with a total of six now in regular circulation out to key stakeholders.
- The introduction of Performance Manager software to monitor Council's performance against the actions agreed by Council in the Annual Plan, including the training of all staff who utilise this system.

Economic Development

The Economic Development team promote the region, encourage investment, support development and growth across all sectors of business and strengthen partnerships with key stakeholders for the purpose of long-term economic wellbeing.

Achievements

- Economic Development Strategy activities focussed on attracting business investment, supporting existing businesses and development of trade. This included events and activities supporting the Dandenong Retail Traders and Greater Dandenong Chamber of Commerce and the Noble Park and Springvale traders.
- 'Greater Dandenong on Show' was held in partnership with other stakeholders to promote and support local businesses.

- Additional business support and promotion included the 'Destination Dandenong' campaign, food tours and 'Sensational Springvale' branding.
- Four quarterly editions of the Stakeholder magazine published and distributed.
- Courtesy Bus carried over 47,000 passengers.
- Founding partner in the South East Melbourne Innovation Precinct project to link businesses and research facilities in conjunction with Monash University, Australian Synchrotron, Small Technology Cluster, the State Government and other adjoining municipalities.
- Completed, in Dandenong, the Central Activity District Census of Land Use and Employment pilot benchmarking project in partnership with the State Government and Municipal Association of Victoria.
- Participated in the Melbourne's South East regional group including the implementation of the revised economic development strategy for the south east region.

Financial Services

The Department is responsible for the efficient management and delivery of Council's financial services. These services fall under three broad categories:

Financial Planning and Accounting (Finance)

The Financial team coordinates the preparation of short, medium and long term financial plans and provides periodical reporting against these plans. It also maintains financial records, effects payments to suppliers and investment functions to enable Council to maximise the returns from Council's funds.

Property Revenue

Property Revenue staff are responsible for the collection of rate revenue, which is based on valuations of properties, a function managed by the unit. The unit also administers the State Government's pensioner discount scheme for rates, and issues Land Information Certificates to interested parties to enable sale and purchase of properties.

Commercial Property Management

This team is responsible for the purchase and sale of Council properties. The team also manages the contract arrangements of Council's rented commercial properties, including the Dandenong Market and the two multi deck car parks in Dandenong.

Achievements

- Council's Long Term Financial Strategy was updated for the period 2010-11 to 2014-15 to form the basis of the Budget targets for 2010-2011.
- Council's Annual Budget for 2010-2011, was adopted by Council on 28 June, 2010.
- Monthly financial reports to the Executive Management Team and a quarterly financial report to Council enabled Council to deliver services and capital works within budget.
- Council's Annual Financial Report was prepared in a timely manner with no audit qualifications.
- Completed the revaluation of the city properties for rating purposes with an effective date of 1 January 2010. Greater Dandenong Council was recognised by the Valuer-General for excellence in its valuation best practices.
- Processed supplementary valuation that resulted in rates income of \$0.8M.
- Introduced direct debit option for payment of rates.
- Managed Council's commercial properties including the Dandenong Market operations (through an external contractor), the two multi deck car parks and thirty-three (33) leased properties.



Storytime sessions held regularly at our libraries

Governance & Customer Service

The Governance and Customer Service Unit provides a range of services to the community ant within Council. These services include governance, customer service, halls and meeting rooms and support to the Mayor and Councillors.

The Governance unit is responsible for the management and coordination of Council meetings, briefing sessions and all associated documentation. The unit organises citizenship ceremonies on behalf of the Department of Immigration. Support is also provided to the Mayor and Councillors and many events and functions are organised to recognise the Dandenong community.

The Customer Service unit is responsible for the corporate call centre and the customer service centres. Customer Service seeks to satisfy the majority of customer queries and requests at initial contact, and where needed, direct queries to the appropriate person in Council.

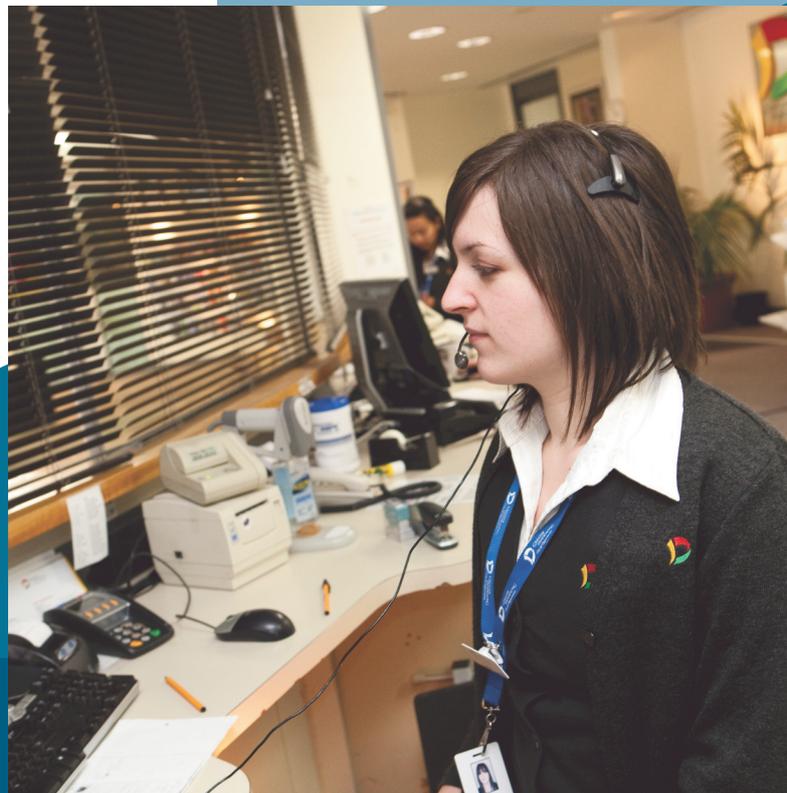
The Halls and Meeting Rooms unit coordinate the booking of council facilities that are used by community groups to support their activities. The unit ensures the rooms and halls are prepared and available for community groups and internal staff.

Achievements

- Freedom of Information and Information Privacy responsibilities managed by the Governance team. Training and development of staff has led to significant reduction in reliance on external consultant to process requests.
- Upgrade program for furniture and fittings of various Council halls and meeting rooms successfully completed.
- Shared project to re-develop Springvale Reserve facility as a multi purpose community facility successfully achieved.

- Developed and implemented a job enrichment, training and secondment program for Customer Service staff aimed at improving their knowledge of services and professionalism to better assist customers.
- Five Customer Service staff accepted an opportunity to undertake study that would provide them with a Certificate IV in Customer Service. Three staff completed the qualification this year.
- Further developed Council's information system that assists staff to answer more customer questions at their first point of contact.
- Responded to 123,475 calls to the Call Centre and answered 86.61% of those calls within 15 seconds.
- Council's Halls and Meeting Rooms team provided a service to 273,617 external guests from 2,546 bookings and 62,961 internal guests from 5,370 bookings.
- A range of civic events were organised on behalf of the Mayor including Living Treasures Dinners, the 'Mayor's Fun Day', 'Meet Your Councillors' events at 4 locations over 2 days and the 'Mayoral Race Day'.
- 13 Citizenship ceremonies held with 1,876 people naturalised.

Customer Service Staff



Information Management Services

Information Management Services develops, maintains and enhances corporate software solutions, hardware, data networks, telecommunications infrastructure for Council staff and Councillors and provides web based services to the community. The unit is also responsible for the management, storage and disposal of corporate records to support business transactions and for evidentiary purposes.

Achievements

- An Information Technology Strategic Plan developed which prioritises all initiatives to ensure Council maximises benefits from IT.
- The implementation of an Electronic Document Management System successfully completed. As all incoming correspondence is scanned, classified and registered in the system Council's transactions are now based on electronic versions of documents which has enabled Council to improve a range of business processes. More than 310,000 documents were stored in the system at the end of June.
- The structure of the Records Management Unit has been rationalised based on recommendations by Council's Internal Auditors.
- The number of database and file servers further reduced. Replacing the existing servers with more powerful and energy efficient devices has reduced power usage in the data centre by about 40%.
- Significant improvements in Council's ability to recover quickly from any major information technology outages.
- All corporate IT systems upgraded.
- The IT Service Desk resolved more than 1,000 faults reported by Council staff and addressed more than 5,000 requests raised.
- Council's Records Management Unit scanned and registered approximately 300 documents per day and supported a growing number of users of the Electronic Document and Records Management System.



Avenue of flags

Infrastructure Planning

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

Achievements

- Increased funding for road asset renewal from \$4,351,000 to \$4,571,000 while increasing total allocation to renewals for all infrastructure assets from \$10.029M in 2009-2010 to \$15.738M in 2010-2011.
- Compiled list of candidate roads and coordinated planning for completion of 23 kms of road renewal works.
- Introduced first footpath video data collection allowing accurate imaging assessment of footpath condition.
- Completed review and update of Stormwater Drainage Asset Management Plan in line with International Infrastructure Management Manual and National guidelines.
- Arranged improved flood management infrastructure in Kernot Crescent, Noble Park North.
- Coordinated completion of contract obligations for installation of AdShel bus shelters.
- Project managed the delivery of Disability Discrimination Act compliant bus stops on behalf of Department of Transport.
- Secured Blackspot funding for Balmoral Ave/Princess Ave, Springvale and Balmoral Ave/Victoria Ave, Springvale.
- Continued commitment to Industry Based Learning through engagement of engineering students.
- Completed Transport Plan for South Eastern Integrated Transport Group (SEITG) region.
- Prepared position paper for high priority public transport projects for the Eastern Region's Mayors to lobby State Government.
- Worked with Department of Freight and Logistics to prepare briefing sessions for Council on rail link alternatives to Port of Hastings.
- Negotiated successfully with VicRoads to include grade separation of Dingley Arterial and Cheltenham Road, as well as inclusion of noise walls.
- Maximised environmental protection outcomes for Coomoora Woolands.
- Continued advocacy for the grade separation of Springvale Road and the Dandenong rail line.
- Advocated for Council's and the community's interests on the Pound Road upgrade undertaken by VicRoads and achieved the inclusion of a shared user path on the south side of the project.



Aged and Disability Services – Specialised Community Transport Bus

Libraries Arts and Heritage Services

The Unit manages Greater Dandenong Libraries, Cultural facilities (Drum theatre at the Dandenong Town Hall, The Castle, Heritage Hill Museum and Historic Gardens, Walker Street Gallery and Dandenong Community Arts Centre), Festivals and Events and Cultural Development and planning.

Achievements

- Swift Consortium, of which Council Libraries is a member, received the Award for Innovative Management Initiative at the LGPro Conference. The Consortium comprises 15 public library services and its main objective is to provide improved community access to library and information sources through a single shared library management system.
- The Greater Dandenong Community Directory was updated, printed and distributed.
- The third year of Communities for Children funding has seen the Libraries expand early childhood bilingual resources for Afghan, Albanian and Sudanese communities as part of the “Let’s Read Program”. This Program has also enabled Libraries to reach Indigenous, Swahili-speaking communities, as well as families from the Cook Islands, Somalia, Vietnam, China and India.
- Communities for Children funding enabled the Libraries to introduce a program called “Me and My Dad”. This Program ran on Saturday afternoons at Dandenong Library and has proved a successful way to engage Dads and families in activities which enhance literacy.
- Bilingual story-times commenced in Dari and Chinese languages, as a Best Start funded activity.
- Library Outreach Services have expanded with 100 clients and 18 residential institutions now receiving home Library Services. For people eligible to receive HACC services, a fortnightly bus service is offered taking clients from their homes to Springvale or Dandenong Libraries. Outreach visits to playgroups, childcare centres and kindergartens increased, and were well attended.
- The Australia Day concert in the Park was enjoyed by over 2000 people and was an accredited Waste Wise event. The Australia Day Ambassador was Glen James.
- The Music in the Park concert series was held, attracted around 1000 attendees. The atmosphere at each concert was very positive and energetic, and encouraged people to be more physically active.
- The Council Ambassadors were seen by many thousands of people at a total of 10 community events.
- A series of school visits were conducted, educating local children about Aboriginal culture.
- A series of Aboriginal cultural walks were conducted through Alex Wilkie Reserve.
- A major Aboriginal event was secured for Greaves Reserve which took place in October 2009 – the VAYSAR State-wide football and netball Carnival.
- The monthly Little India tours and Afghan Bazaar tours continued to attract significant numbers.
- Noble Park Centenary was a highly valued and successful weekend event. Attracting around 15,000 attendees.
- The Drum Theatre held 341 events, including 172 theatre performances with 77,458 patrons attending and memberships of 440. The Theatre is growing in reputation as a venue for a range of community and corporate functions hosting 233 corporate or community meetings, workshops, conferences and exhibitions. The Drum Theatre also acts as an agent for Food and Wine Tours and does ticketing for Cranbourne and Hallam Theatres.
- The Castle hosted events including 266 performances with total attendances of 10,922. The Castle continues to establish itself as a venue valued by young people and provides an important place for young talent to learn and grow their art. It hosts Dandenong Theatre Company Events and presents children’s performances during the school holiday period.

Organisational Sustainability

Organisational Sustainability is responsible for supporting the human resource capital within the organisation and the engagement of external resources through:-

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

Achievements

- Negotiation and finalisation of Enterprise Bargaining Agreement (EBA) resulting in a very responsible and competitive agreement compared with the sector.
- Successful participation in the Centrelink Jobs Expo held within the municipality that was attended by more than 10,000 people.
- Participation in innovative employment programs including three school based trainees and one DOXA Youth Foundation Cadetship student.
- In partnership with Community Services, developed and conducted an innovative Management Development Program based on a business simulation model for 36 City of Greater Dandenong staff.

- Implementation of the 'No Leave No Life' strategy to reduce the number of staff with excessive leave balances.
- Developed and implemented a management induction program.
- In conjunction with the CEO developed, implemented and awarded the Inaugural Breakthrough Study Award.
- Developed and implemented a number of activities supporting the Year of Women in Local Government.
- Developed an on-line Contractor Induction program for contractors entering Council building/work sites.
- Participated in a WorkSafe Employer Performance Management Program.
- Achieved a 40% reduction in time lost through work injuries over the past 12 months.
- Reviewed and developed comprehensive Business Continuity Plans for key risk to Council service delivery to the community
- Achieved annual savings of over \$150,000 in strategic purchasing arrangements for the organisation
- Facilitation of two "Breakthrough" continuous improvement projects
 - o City Improvement Program
 - o Food Services delivery model
- Led a consortia of 14 Councils in the successful development and implementation of a State Government sponsored Local Government e-Tendering Hub
- Implemented Iprolive – an E-Business, Contractor Compliance and Pre-Qualifications system for all contractors seeking to do business with the city
- Added two additional sites to Council's Utility Monitoring Systems, identified and repaired leakages saving 157,000 litres of water per day from the 14 sites being monitored.
- Saved over \$150,000 this year in utility invoices through monitoring of actual usage using "Utility Tracker" software

Planning and Design

The Unit provides Statutory Planning, Strategic Planning, Urban Design, Open Space and Environmental Planning services to the city as well as monitoring and enforcement of planning legislation and permissions.

Achievements

- Significant progress in the implementation of environmental policy development and performance monitoring for the organisation. This includes completing both a draft Environmental Strategy and a draft State of the Environment report for Council's practice and performance.
- Implementation of the Dandenong Park Master Plan through the commencement of work on the 'Riverside Precinct'.
- Completion of the review on the Open Space Strategy for the municipality.
- Completion of the review on the Playgrounds Strategy for the municipality.
- Finalisation and Ministerial Approval of the review of the Municipal Strategic Statement in the Greater Dandenong Planning Scheme.
- Reduced number of non-compliances with the Greater Dandenong Planning Scheme through proactive and effective engagement with the community, and where necessary early enforcement.
- Ongoing performance improvements in the time taken to process planning permit applications, with one category consistently finalised in 95-100% within the statutory timeframe for decision making.
- Maintained position as the top performing council in our Local Government group as assessed in the Department of Victorian Communities' annual Community Satisfaction Survey; a position now held six out of seven years.

Regulatory Services

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

Achievements

- Commenced transfer of our vehicle fleet to more energy efficient vehicles.
- Introduced improvements to systems for identifying and managing illegal boarding houses, leading to 216% increase in the number of registered and compliant boarding houses in the municipality.
- Moved to an almost paperless administration system, saving approximately 50,000 sheets of A4 paper per annum.
- Introduced daily early morning patrols of parks/bike paths, during daylight saving period.
- Introduced a mobile computing system for Environmental Health officers, which will enable them to spend more time in the field and reduce the time taken to complete inspections and reports.



Parking Management

Revitalising Central Dandenong

The Unit coordinates development in the central Dandenong declared project area between stakeholders, the State Government and development agencies including the Dandenong Development Board, VicUrban and the Department of Planning and Community Development.

Achievements

- Urban Master Plan - Lonsdale Street construction tender awarded to Canteri Bros. Constructions Pty Ltd. Works scheduled for completion in December 2010.
- George Street bridge contract awarded to Cut & Fill Pty Ltd. Works due for completion in July 2010.
- Station North Upgrade and Realignment Project awarded to Civilscape Pty Ltd. Works commenced to realign George Street to connect Walker Street to the new George Street bridge.
- Metro Village stage 5 released. Numerous applications for development approved by the Design Review Panel. A total of 295 dwellings sale contracts exchanged for stages 1 to 5.
- Planning Application Review Panel considered numerous proposals for development within the declared project area, including planning consent for approximately 233 dwellings.
- Delivered the RCD Place Making Program (Refresh).

Social Development

The Unit comprises Community Development and Social Policy and Projects.

Key activities of the area include community grants, social policy, population data monitoring, cultural diversity programs, funding and support to key agencies and a range of community safety programs and initiatives. Community consultation and engagement inform the development of key strategies such as the Community Plan and the Community Wellbeing Plan.

Achievements

- Continuation of the Food Alliance to promote food security within the municipality.
- Staged implementation of the Neighbourhood Houses Future Directions Plan – focus on research into literacy delivery.
- Review of the Cultural Diversity Action Plan.
- Research and advice regarding the social impacts of Gambling.
- Research into volunteer resource models for the municipality.
- Delivery of strategic planning training program to key service agencies.
- Representation on the National Alcohol and Other Drugs Advisory Committee.
- Development of the Community Safety CCTV pilot for Menzies Avenue, Dandenong North.
- Development of the 'No Drinking in Public' program in Noble Park.
- Preparation of the Community Wellbeing Plan 2010-2013.
- Delivery of the community grants program, providing funding to local community groups for community development activities.



Dandenong Station
Viachroma artwork launched December 2009

South East Business Networks

South East Business Networks (SEBN) brings people together and provides practical support through its unique network program to strengthen manufacturing knowledge and capability and the role of women in business – thus enhancing employment opportunities and economic wellbeing of the region.

Achievements:

- SEBN has continued to deliver practical and specialised services to both the manufacturing sector and Women in Business addressing issues of impact now and beyond 2010.
- The 2nd SEBN Lean to Green was conducted with a group of local manufacturing companies. The program delivered an extensive range of outcomes – both commercial and cultural – and the scope and diversity of initiatives far exceeded those of the first program.
- In response to the need to secure funding to build refrigeration to store additional ‘rescued food’ required to meet growing demand within this region, SEBN and City of Greater Dandenong fostered the ‘Take a Swing for Charity’ Golf Day, which - in partnership with local industry – raised in excess of \$35,000 for the Greater Dandenong Food Alliance.
- Utilising the services of Carolyn Cresswell, Dr Judith Slocombe, and other high-profile women, SEBN delivered a series of powerful presentations under its Showcasing Women in Business banner to encourage and inspire women from all sectors of business to pursue their chosen career. SEBN also continued its ‘women in business’ network activities.
- In recognition of the need to provide specialist support and encouragement for Managers up to 40 years of age, SEBN created a new program entitled Generation Next which provides tools to collaborate with their peers and develop their own leadership and broad business skills.
- To create a mindset within local manufacturers to proactively consider future challenges and trends, a common interest group, Manufacturing Beyond 2010 was formed and has provided a stimulating and insightful series of presentations that participants are using as a platform for their strategic direction.
- The fourth annual ‘Lunch with the Winners’ was held in September 2009 where three young business people were interviewed on their school-work journey to date. This event is now well established as a regional schools-industry ‘showcase’ activity; is conducted in partnership with SEMMA and the local LLEN and is designed to encourage year 9 and 10 students to broaden their horizons. More than 160 students and teachers from local secondary colleges, together with business people attended.
- In partnership with the CEO Institute, SEBN has created two CEO Masterclass groups comprising leaders from local manufacturers. The unprecedented ‘instant’ success of this partnership program has prompted the CEO Institute to replicate this in other states.
- SEBN and SEMMA are members of the SEMIP Steering Committee, having contributed significantly to the development and formation of SEMIP and more particularly its engagement initiatives including the Knowledge Club.
- Continued and targeted advocacy at a government level resulted in the achievement of change in government attitude to local manufacturing, resulting in SEBN and SEMMA members having greater opportunities for input into change of government procurement, policy and programs.
- Another significant program developed by SEBN was the Lean Leadership Academy – a unique approach in introducing lean principles and tools that then allows companies to plan their specific lean journey to gain maximum benefits and traction. Other key activities have been delivered on innovation, technology and export.
- Dandenong Jobs Expo – joint participation by SEBN and SEMMA in the April Expo resulted in 130 enquiries from jobseekers which were then strategically circulated to members, resulting in several gaining work experience and / or employment. Support will continue to be delivered.
- With overall support from SEBN, the pilot Employment Integration programs between SEMMA and AMES were completed in February, exceeding expectations, proving to be a unique model of integrating migrants and refugees into both our workforce and our community. This is now being considered as an model for future DIAC programs.

- Eight companies and individuals from the region were finalists in the 2010 Victorian Government Manufacturing Hall of Fame and were the focus of a promotional wrap circulated to all local residents and businesses. The wrap highlighted not only the world-class capability here, but also the health of manufacturing in this region and the continuing career opportunities it offers.
- Submissions were provided to the official Inquiry into Manufacturing in Victoria CGD (SEBN) and SEMMA following consultation with local industry, together with our diverse experience. The submissions resulted in both organisations being referred to on 35 occasions in the final report.
- Successfully applied for State Government grants to improve hockey, athletics and soccer sporting facilities with the total project value in excess of \$1 million.
- Proactively supported sport clubs via contact and meetings with 73 clubs, development of the summer and winter season sport facility allocations, hosting 2 sporting forums and assisting the development of 2 new clubs.
- Expanded programs at major leisure centres to address community health and participation with promotion through 'come and try days' for people with disabilities and refugee week activities at Noble Park Pool.
- Supported the attraction of major events through the provision and management of high quality stadiums such as the 6 Nation Oceania Wheelchair Tournament and the development of the Game On Sport and Music Festival in conjunction with Youth Services at Hemmings Park.

Sports & Leisure

The unit integrates strategic planning with practical service delivery across the fields of leisure planning, sport development, recreation development, leisure centre management and community property management to proactively influence improvements, reflect community values, provide opportunities for community input and responsibly manage programs, projects and properties.

Achievements

- Collaborated in the preparation of the design plans for the multi purpose sport and community building at Warner Reserve which will begin construction in 2010.
- Completed the design for the Noble Park 'more than just a pool' multipurpose community and aquatic centre. This project will begin construction in 2010.
- Celebrated the completion of the building extensions to the Shepley Oval Pavilion to provide full access to the upper levels of the pavilion and the grandstand and to enlarge the spectator viewing to the oval.
- Completed renovation works to the Springvale Reserve sport building to convert it to a quality multipurpose community facility.
- Developed the second year of the Vic Health Active Participation Program with the inclusion of free swimming programs, women's sport gala day, soccer and volleyball activities amongst a range of sport programs for young people in the CALD and newly arrived communities.

The Dandenong Jayco Rangers play at Dandenong Stadium



Performance Statement



Tatterson Park 'World of Insects' playground

Strategic Objectives, Indicators & Key Activities for 2009-2010

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

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

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

Since 1997-1998, there has been a requirement for Councils to adopt an Annual Plan as part of its corporate planning cycle and as from 1998-1999 to include in its Annual Report a statement of performance against the targets set in the annual plan.

Council has successfully achieved 61%, whilst 39% was not achieved of its 2009-2010 Annual Plan targets. Each year Council aims to set targets which are a deliberate stretch as we endeavour to continuously improve our quality and delivery of services to our residents.

A City Planned for the future

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

Key strategic activities for 2009-2010

Strategic Activity	Performance Measure	How Data is Reported	Performance Target	Outcome	Status
Completion of the Springvale Services for Children Integrated Children's Centre	Project progress and budget targets	Council Report	Completion and opening by January 2010 within \$4.55m budget	Achieved	Springvale Services for Children was opened on January 2010 and achieved within the budget of \$4.55 million. Construction totaled \$3.77 million.
Completion of the Dandenong Market redevelopment	Project progress and budget targets	Quarterly Council reports	Completion by 30 June 2010 within \$13.5m budget	Not Achieved	Completion of the Dandenong Market Redevelopment is anticipated for September 2010 at a cost of approximately \$13 million.
Completion of the Warner Reserve Multipurpose Facility	Project progress and budget targets	Quarterly Council reports	Completion by 30 April 2010 within budget	Not Achieved	Warner Reserve Multipurpose Facility now scheduled for completion by December 2010.

Strategic Activity	Performance Measure	How Data is Reported	Performance Target	Outcome	Status
					Anticipated costs of \$2.05 million within revised project budget of \$2.15 million.
Enhance the appearance of public places in Increase community satisfaction with council's facilities	Community satisfaction with the appearance of public places	Local Government Victoria Annual Community Satisfaction Survey	Resident satisfaction >70%	Not Achieved	The 2009-2010 Local Government Sector Annual Community Satisfaction Survey resulted in a score of 68% for Greater Dandenong.
Aquatic Plan	Noble Park Swim Centre Plans prepared and grant application made to state government	Council Reports	By September 2009	Not Achieved	Grant Application submitted on the 9 March 2010. Council Report adopted on 28 June 2010 where budget and design were detailed.

A Thriving and Creative City

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

Key strategic activities for 2009-2010

Strategic Activity	Performance Measure	How Data is Reported	Performance Target	Outcome	Status
Implementation of the Economic Development Strategy	Residential, commercial and industrial building investment as measured by value of building permits issued	Quarterly Council reports	Valued at \$300 million by 30 June 2010	Achieved	Total value \$634,191,610 (Breakdown 360 commercial \$465,804,923 / 1131 residential \$168,386,687).
RCD Residential Attraction Strategy	Number of residential dwellings approved in the declared project area	Quarterly Council reports	200 dwellings per annum	Achieved	Total number of residential dwellings approved in the declared project area was 233.
Strengthening volunteerism in the city	Number of volunteer hours	Quarterly Council reports	250 volunteers and 27,000 hours by 30 June 2010	Not Achieved	Average number of volunteers totaled 249 per month. Actual number of volunteer hours was 25,139.5.

Strategic Activity	Performance Measure	How Data is Reported	Performance Target	Outcome	Status
Improvement of accessible transport opportunities	Number of passengers accessing transport opportunities	Quarterly Council reports	15,000 passengers by 30 June 2010	Achieved	Total number of passengers accessing transport was 20,346.
Improving child care options for residents	Family day care placements available	Quarterly Council reports	Increase of 5% on previous year	Achieved	The Greater Dandenong Family Day Care scheme has continued to expand and provide more child care options. Council is also supporting Community Based Child Care services with the Kindergarten and Child Care support officer. The Inclusion Support Program also provides support to children and families with additional needs to access all levels of child care and outside school hours care. The Family Day Care currently has 500 Effective Full-Time places, an increase of 185 places (63%) from the previous. Throughout 2008-2009, Council had 315 Effective Full-Time places.

A Healthy Community and Environment

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

Key strategic activities for 2009-2010

Strategic Activity	Performance Measure	How Data is Reported	Performance Target	Outcome	Status
Implementation of the Menzies Avenue CCTV pilot project in Dandenong North	Project completion and analysis of effectiveness	Councillor briefing report analyzing performance data for a 6-month period of operation	CCTV cameras installed and operating	Achieved	The Menzies Avenue CCTV Pilot is a two stage process which commenced with a six month pre-pilot stage. This pre-pilot was successfully completed in March 2010. A report was presented to Council on 24 May 2010.
Implementation of the Asset Renewal Program	Completion of renewal and expenditure targets	Quarterly Council reports	100% of renewal targets for each asset class completed by 30 June 2010 within budget of \$9.35m	Not Achieved	Renewal expenditure of \$9,113,330 (YTD Actuals + Commitments) achieved across all asset classes (approximately 96% of \$9.35 million target). Under spend in renewals resulting from delays with some projects and incorrect recording/coding of completed works.
Minimise water usage on sports fields	Reduction in council's potable water usage	Quarterly Council reports	Target 220 megalitres	Achieved	40.601 megalitres used for ground irrigation. No watering has taken place on sporting ovals in the last quarter of the year.
Rapid response removal of graffiti from council property	Removals completed within service standards and timeframes	Quarterly Council reports	90% completed within service standard timeframe 100% offensive graffiti removed	Achieved	Removal of reported offensive graffiti was 99.26% within service standards timeframe.

A City of Respect

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

Key strategic activities for 2009-2010

Strategic Activity	Performance Measure	How Data is Reported	Performance Target	Outcome	Status
Develop and implement a Community Consultation Engagement Framework	Adoption of policy by Council, and training all staff	Council report	Adoption of consultation policy by 30 September 2009. 10 staff trained in community consultation by June 2010	Not Achieved	A consultation policy has been developed following extensive input by various stakeholders, and is now awaiting sign off by the Executive.
Develop a Multicultural Communications Plan	Adoption of Multicultural Communications Plan by Council	Council report	Adoption by 30 June 2010	Not Achieved	The Multicultural Communications Plan was developed in conjunction with Community Services staff and will now guide our communications planning and activities over the coming years. However, this has not been formally adopted by Council or published.
Development of the Greater Dandenong Youth Plan	Adoption of Youth Plan by Council	Council report	Adoption by 30 June 2010	Achieved	The Youth Strategy 2009-2012 and Action Plan adopted by Council on 24 August 2009.
Delivery of Home and Community Care services	Number of residents receiving services	Quarterly Council reports	2,900 by 30 June 2010	Achieved	The average number of clients who received Community Care services – home care, personal and respite care and home maintenance was 2900.
Kindergarten Participation	Kindergarten enrolments increased	Council records	Increase on previous year by 30 June 2010	Achieved	Kindergarten placements increased by 88, totaling 1320 for the year. Council was funded by the Department of Education and Early Childhood Development to coordinate the Kindergarten Participation and

Strategic Activity	Performance Measure	How Data is Reported	Performance Target	Outcome	Status
					Access project. This focused on encouraging early enrolments and greater participation with CALD and newly arrived communities.
Funded hours of services for Home and Community Care	Number of hours	Quarterly Council reports	103,658 by 30 June 2010	Achieved	The total hours of service was 123,300 hours (home care 60,509 hours; personal care 41,761 hours; respite care 12,711 hours; home maintenance 8,319 hours).

A Leading Council

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

Key strategic activities for 2009-2010

Strategic Activity	Performance Measure	How Data is Reported	Performance Target	Outcome	Status
Long Term Financial Strategy	Update Council's Long Term Financial Strategy	Council report	A revised LTFS adopted by Council by March 2010	Achieved	2009-2010 Long Term Financial Strategy was adopted by Council on 14 September 2009.
Citizenship Ceremonies	Number of ceremonies and persons gaining citizenship	Quarterly Council reports	Six ceremonies held and 1200 people naturalised by 30 June 2010	Achieved	Thirteen (13) ceremonies were held and 1876 people received certificates.
Rate payment method changed to a mandatory instalment system	Implementation of new rate payment method	Quarterly Council reports	Reduction in penalty interest for rate payers reported	Achieved	The new mandatory instalment method was successfully implemented and resulted in a significant reduction in penalty interest, from \$709,822 in 2008-09 to \$268,056 in 2009-10.
Complete the Greater Dandenong Community Plan	Publication of the Community Plan	Council report	Community Plan published by 30 December 2009	Achieved	The Community Plan was produced as a full document and in a summary brochure.

Strategic Activity	Performance Measure	How Data is Reported	Performance Target	Outcome	Status
General valuation of the city's properties	Valuation certified by Valuer General without exceptions	Council report	Valuation completed by March 2010	Achieved	The 2010 General Revaluation was completed by the Valuers by 31 March 2010 and sent to the Valuer General's Office for audit certification. Report went to Council Meeting on 28 June 2010.
Implementation of the Organisational Development Strategy	Implementation schedule for actions and initiatives in the Organisational Development Strategy	Quarterly Council reports	100% of action plan targets achieved	Not Achieved	Organisational Development (OD) Strategy finalised and the following actions implemented: <ul style="list-style-type: none"> - OD collecting Human Resources metric data - LGPro Mentoring Program commenced (4 staff involved) - Internal Consulting skills program within OD unit conducted - Graduate Diploma of Management commenced to assist in the development of people management skills - Year of Women in Local Government announced and Ambassador appointed.
Development of the Information Technology Strategy	Endorsement by the Executive Management Team	EMT Minutes	Endorsed by December 2009	Not Achieved	A draft Information Technology Strategic Plan has been completed. Some minor changes still to be made and endorsed by the Information Technology Steering Committee in July before presentation to Executive Management.

Strategic Activity	Performance Measure	How Data is Reported	Performance Target	Outcome	Status
Service Centres and Call Centre services	Call answer rate	Quarterly Council reports	90% within 15 seconds	Not Achieved	Calls managed by Customer Service totaled 123,475, and Grade of Service for was 86.61%. Below target of 90% calls answered within 15 seconds, however well above industry standard of 80% calls answered within 20 seconds.

Progress Against Financial Targets

Outputs	Note	Measures	Actual 2008-09	Actual 2009-10	Target 2009-10	Difference
Rates Management		Total rates and charges declared (\$000's)	\$70,914	\$76,029	\$76,029	-
		Average Rates and charges (per assessment)	\$1,259	\$1,337	\$1,337	-
		Rates and charges (per capita)	\$525	\$552	\$562	(\$10)
		Rates and charges (% of CIV)	0.32%	0.34%	0.34%	-
		Average residential rates and charges per assessment	\$807	\$852	\$852	
Dependence on Rates and Grants		Rates and charges (% of total revenue)	55.02%	54.89%	54.11%	0.78%
	1	Financial assistance grants (per capita)	\$92.22	\$72.56	\$74.64	(\$2.08)
Achieve Financial Plans	2	% achievement of budgeted operating surplus (actual against original budget)	76.60%	41.79%	100%	(58.21%)
	3	% achievement of capital expenditure program	65.30%	72.03%	100%	(27.97%)
Sustainability		Underlying Operating surplus/(deficit) (% of total underlying revenue)	4.10%	2.07%	5.05%	(2.98%)
	4	% change in net assets from previous year	1.73%	16.33%	2.10%	14.23%
		Debt servicing costs as % of rates and charges revenue	1.48%	1.41%	2.60%	(1.19%)
		Working capital ratio (current assets/current liabilities)	1.73	2.28	1.16	1.12
		Self Financing ratio (%) (ability to generate cash flows from operations)	27.03%	26.42%	36.10%	(9.68%)
		Non-current liabilities to revenue ratio (%) (ability to meet long term debt obligations)	12.72%	19.43%	18.90%	0.53%
Capital Expenditure		Ratio of capital expenditure to total depreciation	1.12	1.63	2.80	(1.17)
Infrastructure Renewal		Ratio of current spending on renewal to the long term AAAC.	0.52	0.43	0.40	0.03
Infrastructure Renewal & Maintenance		Ratio of current spending on renewal plus maintenance to the long term AAAC plus maintenance.	0.67	0.51	0.46	0.05

Outputs	Note	Measures	Actual 2008-09	Actual 2009-10	Target 2009-10	Difference
Debt Management		Rates, fees and charges outstanding as % of rates, fees and charges revenue outstanding at 30 June	7.55%	7.48%	9.70%	(2.22%)
Operating Costs		% change in net operating expenditure (from 30 June)	7.05%	6.64%	6.60%	0.04%
		Average operating expenditure per assessment	\$2,050	\$2,144	\$2,073	\$71
		Operating expenditure per capita	\$854	\$886	\$872	\$14
		% Change in operating expenditure per capita	7.05%	6.64%	6.60%	0.04%

Notes - Comments on significant variances

- 1 The final grant allocation confirmed by the Grants Commission for 2009-10 was \$236k less than the target. In addition, an advance of \$2.5M against the 2009-10 allocation was received in June 2009. Council also received \$2.6M of funding in 2009-10 which relates to the 2010-11 allocation.
- 2 A lower than budgeted surplus was achieved mainly due to: (i) Professional services exceeding target by \$1.9M which included \$1.0M of unbudgeted expenditure relating to surveys and studies for council assets, (ii) Leasing costs for the new Market (\$385k) and legal costs (\$194k) relating to CIP program transferred from capital, and (iii) unbudgeted grants and sponsorship expenditure of \$804k on assets that are not council owned.
- 3 A delay in the commencement of Dandenong South (C887) and Keysborough South (C36) developments mainly accounted for this variation against the target.
- 4 The variation is mainly due to revaluation of council land and buildings assets in 2009-10.

Certification of the Performance Statement

In our opinion the accompanying Performance Statement of the City of Greater Dandenong in respect of the 2009-2010 financial year, is presented fairly and in accordance with the Local Government Act 1989.

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

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



Cr Jim Memeti
Mayor

Dated: 21 September 2010



Cr Youhorn Chea
Councillor

Dated: 21 September 2010



John Bennie
Chief Executive Officer

Dated: 21 September 2010

VAGO

Victorian Auditor-General's Office

INDEPENDENT AUDITOR'S REPORT

To the Councillors, City of Greater Dandenong

The Performance Statement

The accompanying performance statement for the year ended 30 June 2010 of the City of Greater Dandenong which comprises the statement, the related notes and the Certification of the Performance Statement has been audited.

The Councillors' Responsibility for the Performance Statement

The Councillors of the City of Greater Dandenong are responsible for the preparation and fair presentation of the performance statement in accordance with the *Local Government Act 1989*. This responsibility includes establishing and maintaining internal controls relevant to the preparation and fair presentation of the performance statement that is free of material misstatement, whether due to fraud or error.

Auditor's Responsibility

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

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

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

Matters Relating to the Electronic Presentation of the Audited Performance Statement

This auditor's report relates to the performance statement published in both the annual report and on the website of the City of Greater Dandenong for the year ended 30 June 2010. The Councillors are responsible for the integrity of the website. I have not been engaged to report on the integrity of the website. The auditor's report refers only to the statements named above. An opinion is not provided on any other information which may have been hyperlinked to or from these statements. If users of this report are concerned with the inherent risks arising from electronic data communications, they are advised to refer to the hard copy of the audited performance statement to confirm the information included in the audited performance statement presented on the City of Greater Dandenong website.

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Level 24, 35 Collins Street, Melbourne Vic. 3000

Telephone 61 3 8601 7000 Facsimile 61 3 8601 7010 Email comments@audit.vic.gov.au Website www.audit.vic.gov.au

Auditing in the Public Interest

VAGO

Victorian Auditor-General's Office

Independent Auditor's Report (continued)

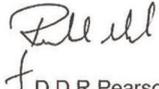
Independence

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

Auditor's Opinion

In my opinion, the performance statement of the City of Greater Dandenong in respect of the 30 June 2010 financial year presents fairly, in all material respects, in accordance with the *Local Government Act 1989*.

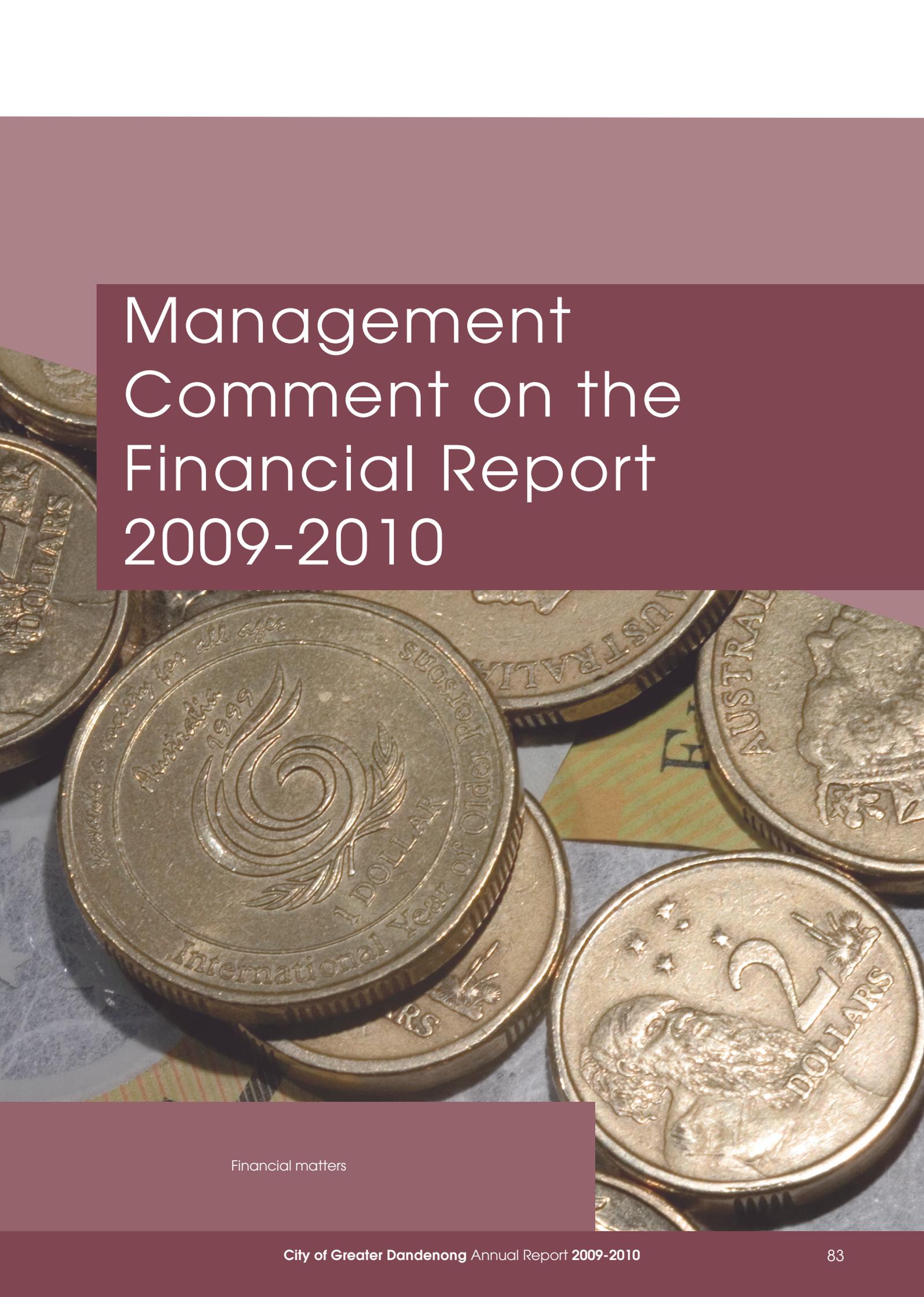
MELBOURNE
24 September 2010


D D R Pearson
Auditor-General

2

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

Auditing in the Public Interest



Management Comment on the Financial Report 2009-2010

Financial matters

Overview

Understanding Councils financial performance from financial statements prepared in accordance with Australian Accounting Standards can frequently be problematic and the purpose of this overview is to provide readers with greater clarity about the financial outcomes for the 2009-2010 financial year.

Council's 2009-2010 Income Statement highlights that Council achieved an overall surplus for the financial year of \$176.535M. A great deal of this surplus however relates to items that do not relate to the provision of operational services to the City of Greater Dandenong community – and to a large extent are accounting based rather than cash based.

The biggest contributor to the above outcome is a revaluation that has been carried out on Council fixed assets, resulting in increased values of \$128.609M being recorded. The most significant components of this are increases in land values (\$95.146M), drains (\$15.588M) and roads (\$9.089M).

In addition to the above item, Council receives income and expenses for several items which are not related to the core operational service provision that have also added to the significant surplus result.

Council recorded a \$7.522M net surplus from disposal of assets. The majority of this surplus arose from sales of land in Metro 3175 which is managed on Councils behalf by VicUrban. The surplus was also contributed to by the sale of land to the developer of the Number 8 project in central Springvale.

Council received \$4.861M in capital grant funding with the largest component relating to Federal grant funding for the Noble Park Pool redevelopment project. Capital contributions of \$5.178M were received during 2009-2010 with these funds being derived from developers for either Open Space contributions or in relation to future infrastructure provision in Dandenong South.

In both of the above cases, these funds are considered non-operational as they relate to non-recurring projects and are provided on the basis of Council expending these funds on future capital works.

Finally Council received a book value of \$29.926M in assets that were physically constructed by developers and then transferred to Council to maintain in the future. These assets are comprised of Land, Land under Roads, Roads, Traffic Signals and Drains. This was a strong increase in assets transferred to Council compared to the previous financial year (\$8.085M)

Council's underlying result from operational services (net of all of the above) was \$2.577M (2008-2009 was \$4.903M). The underlying result highlights that Council operations are being managed in a financially sustainable fashion and are not eroding the net asset value of Council in the longer term.

Audit Qualification

Council has endeavoured in its presentation of the 2009-2010 Comprehensive Income Statement within the audited Financial Statements to present the above picture to readers. Council has separated out its operational revenues and expenses from those that it clearly believes are non-operational in nature to provide a clear understanding of financial performance both in 2009-2010 and likely financial performance in the years to come.

Non-operational revenues and expenses are clearly very volatile in nature and are essentially out of the control of Council. They will vary significantly from one financial year to the next. Council's underlying operational outcome however can be expected to remain quite constant in the years that follow.

In accordance with Australian Accounting Standard requirements, Council has however provided readers with the Total Revenue and Expenses from ordinary activities which include both operational and non-operational items.

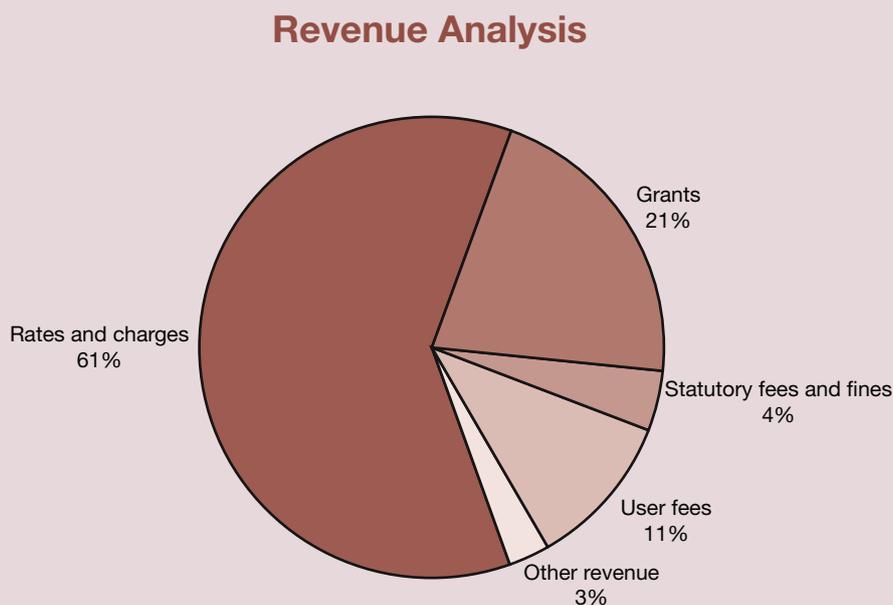
Despite the fact that Council has in fact provided greater detail and clarity in its Comprehensive Income Statement than what is required in Australian Accounting Standards, the Victorian Auditor General's Office has elected to provide a qualified Audit opinion in respect of the format of Council's 2009-2010 Comprehensive Income Statement. It is important to note that the qualification relates only to the presentation of the Income Statement and has no bearing on the remainder of the financial statements which have been audited as presenting fairly in all material respects, including the financial position of City of Greater Dandenong.

Council strongly rejects the validity of the basis on which the Auditor General has determined the qualification and in the interests of providing better quality of information to readers of the accounts has elected to retain its desired format for the Comprehensive Income Statement.

The following information provides further detail in regard to the components in Council’s 2009-2010 Comprehensive Income Statement.

Revenue

Council’s operating revenue for 2009-2010 was \$124.48M (\$119.22M in 2008-2009) including rates and charges revenue (\$76.01M), operating grants (\$26.19M), and fees and charges (\$18.68M). The breakdown of operating revenue by major categories is depicted in the graph below.



Council’s non-operating revenue for 2009-2010 was \$47.49M (\$16.82M in 2008-2009) including capital grants (\$4.86M), capital contributions (\$5.18M) profit on sale of assets (\$7.52M) and contributions of non monetary assets, mainly from sub division activity (\$29.93M).

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

Grants and Contributions – Operational grant revenue comprises a general purpose grant of \$9.98M (which included a road funding grant of \$1.12M for local roads), and tied grants of \$16.21M which were essentially for community services such as home care, aged care and youth services. Capital grants received were \$4.86M. These grants are expended on these services in addition to the funds allocated by Council from other sources of revenue (Refer Note 4 of Financial Report). Cash contributions of \$5.18M received were mainly for open space development. Non-monetary contributions of \$29.93M were mainly from “gifted” assets from developer activity.

Fees, Charges and Fines - Revenue from these sources was \$18.68M for the year (\$17.55M in 2008-2009). The major sources of revenue are:

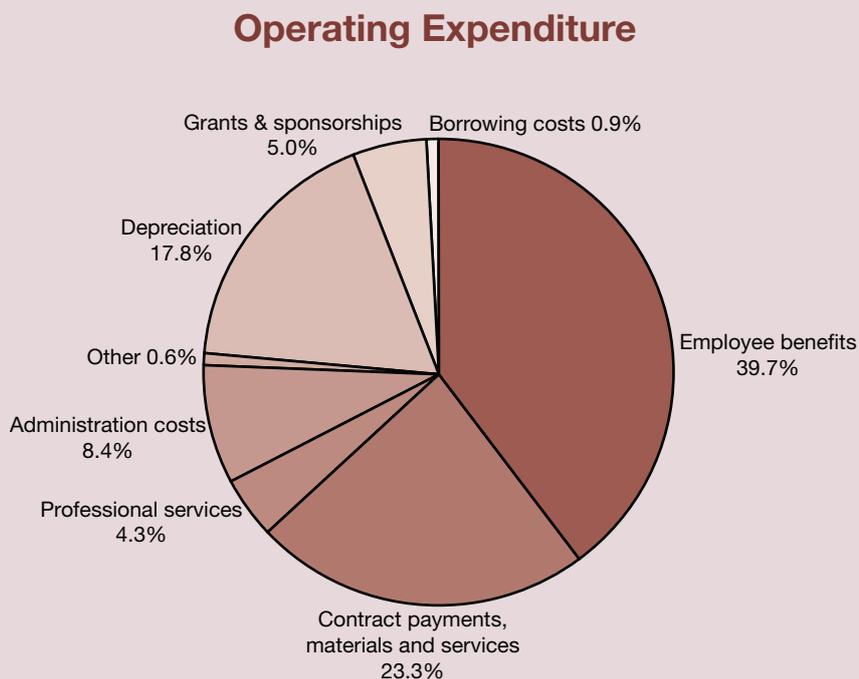
- Dandenong Market stall income \$2.92M
- Hire of council facilities \$1.13M
- Aged care services \$0.94M
- Parking fees and fines \$3.81M
- Statutory and other fees (building permits, Infringements, Infringement court recoveries, etc.) \$3.40M

Other Income (\$3.61M) - This item of income essentially relates to fees for provision of valuation data to State Revenue Office, interest received on investments and other sundry income.

Expenditure

Total operating expenditure for 2009-2010 including depreciation was \$121.91M (\$114.32M in 2008-2009).

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



Employee Costs (\$48.38M) – Salaries costs include salary on-costs such as WorkCover premium, provision for Long Service Leave entitlements and council's superannuation contributions on behalf of employees.

Contract payments, materials & services (\$28.44M) – Included in this category are the following major costs relating to:

- Maintenance & repairs of roads, drains and buildings \$4.04M
- Waste collection and disposal \$7.02M
- Aquatic Centre and Leisure Centre \$4.20M
- Park services \$4.12M
- Dandenong Market \$1.95M
- Major maintenance under the City improvement program \$1.17M
- Fleet maintenance \$0.72M

Grants, Sponsorships and Contributions (\$7.77M) – Council provides grants to various sporting and cultural bodies to assist in promoting the city’s diversity. It also provides an annual amount towards Council’s Family Day Care program. The amount includes assets contributed to Vic Roads (\$1.61M) (refer Note 13 of Financial Report).

Professional fees and other expenses (\$5.24M) – Mainly includes consultancy costs, and legal costs for various services (\$4.61M). Other costs include statutory fees and audit costs. Refer note 14 of the Financial Report.

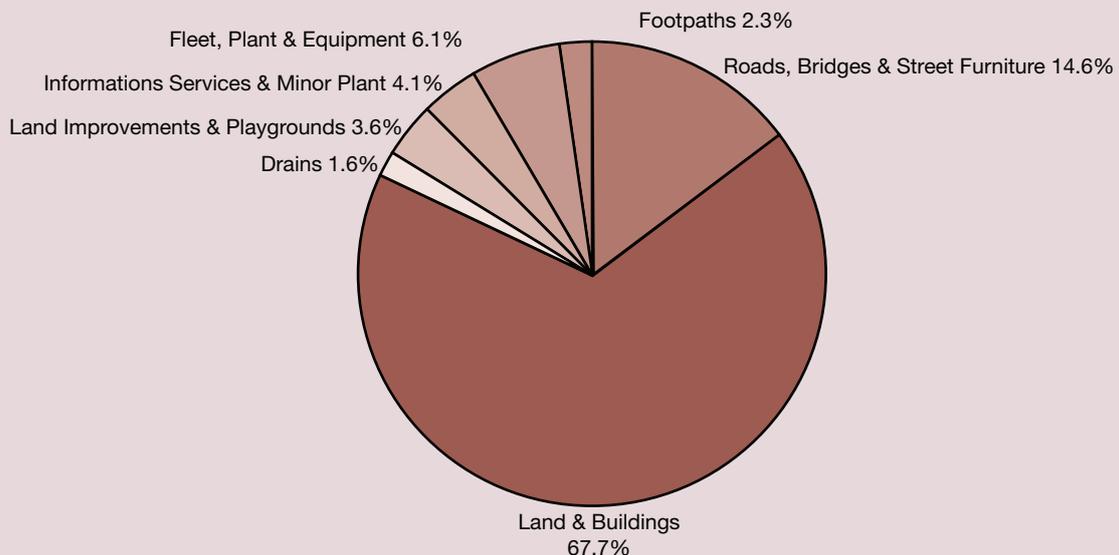
Administration costs (\$10.22M) – Administration costs include information management expenses (\$1.77M), insurance costs (\$1.00M), printing, publications and promotions of \$2.09M and motor vehicle maintenance of \$1.14M. It also includes occupancy costs (\$2.08M) for rent, electricity, gas, telephone and water. Refer to note 15 in the Financial Report.

Borrowing Costs (\$1.07M) – represents interest on Council’s long term borrowings.

Depreciation (\$21.68M) – The depreciation expense reflects the diminution in the value of assets due to wear and tear and obsolescence. It has no impact on the cash position of Council. Cash flow is impacted only at the time of purchase and sale of assets.

Capital Expenditure

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



Council spent \$35.29M on capital expenditure during the year. \$30.80M of this was on renewal and upgrade to Council’s existing infrastructure assets. Major upgrades were made to Dandenong Produce Market (\$12.8M), Springvale Children Services Centre (\$3.09M) and Langers multi level car park project (\$2.37M). Major renewals relate to Roads (\$3.23M), Noble Park Swimming Pool building (\$0.95M) and Mills Reserve Synthetic surface (\$0.58M), Fleet (\$1.48M) and footpath renewal programs (\$0.56M). Expansion of assets accounted for \$4.40M which included building works at Springvale Sports Club (\$0.99M), Shepley Pavillion (\$0.56M) and Objective implementation (\$0.34M).

Cash Flows (Refer Standard Cash Flow Statement)

Net inflows from operating activities – Council generated a net cash inflow from operating activities of \$32.78M. Included in this result are:

- ▶ lower than budgeted receipt of capital grants and contributions (\$3.51M), mainly due to developer contributions being less than budgeted, and fees, charges and fines (\$2.96M), partly offset by higher than expected interest income
- ▶ higher than expected payments to suppliers, and grants and sponsorships.

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

Net outflows from investing activities – Investing activities refer mainly to Council's sale and purchase of non-current assets. Council spent a net amount of \$31.77M in purchase of assets.

Financing activities – Financing activities refer to Council's borrowings. Council borrowed \$11.5M by way of a long term loan. Council repaid \$2.56M of its long term debt during the year.

Borrowings

Council's borrowing at 30 June 2010 was \$26.28M, which is 34.57% of rate revenue (Government prudential limit is 60%). Council plans to borrow \$7.0M in 2010-2011 of which \$5.0M is towards upgrading the Noble Park Pool facility and \$2.0M for initial works on a possible new municipal building in the future. Loan repayments of \$15.61M are planned over the next five years under Council's borrowing strategy.

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

Council's Financial Position

Council's financial position improved by \$176.53M during the year, made up of a surplus of \$47.92M and asset revaluations of \$128.61M. The net worth of Council at 30 June 2010 was \$1,270.25M (\$1,093.72M in 2009), made up of the following assets and liabilities:

Council's assets (what Council owns) comprise:

	\$M	%
Roads & Bridges	278.84	21.05
Drainage	134.26	10.14
Car Parks	9.94	0.75
Land and land improvements	581.01	43.86
Land under Roads	6.23	0.47
Buildings	140.96	10.64
Footpaths & Bike Paths	69.81	5.27
Plant/Furniture, Playground Equipment	23.88	1.80
Trees	0.37	0.03
Work in Progress	6.28	0.47
Cash and Other Assets	73.11	5.52
	1,324.69	100.00

Council's Liabilities (what Council owes) comprise:

	\$M	%
Long term borrowing	26.28	48.27
Creditors	10.75	19.75
Trust Monies	5.98	10.99
Employee entitlements	11.43	20.99
	54.44	100.00

The difference between the assets and liabilities of \$1,270.25M is the net worth of the Council to its ratepayers and community.

Note:- The above financial report summary does not form part of the statutory reporting and hence not subject to audit certification. It has been written to assist the Greater Dandenong community in better understanding the financial operations and financial position of their Council. As stated in the Overview, these comments must be read in conjunction with the Financial Report and Standard Statements that immediately follow these comments in this Annual Report.

Financial Statements Year Ended 30 June 2010



YStop staff dedicating their time to the city's youth

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Comprehensive Income Statement

For the Year Ended 30 June 2010

	Note	2010 \$'000s	2009 \$'000s
Revenues from Operations			
Rates and Charges	3	76,005	71,040
Grants Recurrent	4	25,794	25,832
Grants Non-Recurrent	4	398	1,157
Contributions	5a	-	17
Statutory fees and fines	6	5,256	5,045
User Fees	7	13,421	12,503
Other Revenue	9	3,609	3,626
Total - Revenues from Operations		124,483	119,220
Expenses from Operations			
Employee Benefits	10	48,383	46,244
Contract Payments, Materials and Services	11	28,439	26,333
Depreciation and Amortisation	12	21,675	20,538
Grants, Sponsorships and contributions	13	6,156	4,961
Professional Services	14	5,240	4,831
Administration Costs	15	10,216	9,541
Finance Costs	16	1,071	1,049
Other Expenses	17	726	820
Total Expenses from Operations		121,906	114,317
Net Underlying Result from Operations	2	2,577	4,903
Other Non operational revenue and (expenses)			
Net Profit/(Loss) on disposal of assets	8	7,522	1,661
Capital Grants	4	4,861	6,315
Capital Contributions	5(b)	5,178	758
Contributions - Non-monetary Assets	5(c)	29,926	8,085
Assets Written Off	21.1	(526)	(2,363)
Contributed Assets	13	(1,612)	-
Total Revenue from ordinary activities		171,970	136,039
Total Expenses from ordinary activities		124,044	116,680
Surplus before other comprehensive income		47,926	19,359
Other Comprehensive Income			
Net Asset Revaluation Increment	26	128,609	(754)
COMPREHENSIVE RESULT		176,535	18,605

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

Balance Sheet

as at 30 June 2010

	Note	2010 \$'000	2009 \$'000	2008 \$'000
ASSETS				
Current assets				
Cash and cash equivalents	18	50,427	35,632	21,867
Trade and other receivables	19	16,977	12,181	9,241
Inventory - property	20	1,758	1,164	1,198
Total current assets		69,162	48,977	32,306
Non-current assets				
Property, plant and equipment	21(a), 21(b)	746,390	609,042	607,090
Infrastructure Assets - realisable	21(c)	9,390	8,755	8,819
Infrastructure Assets - non realisable	21(d)	495,792	464,255	456,598
Inventory - property	20	3,960	6,057	7,305
Total non-current assets		1,255,532	1,088,109	1,079,812
Total assets		1,324,694	1,137,086	1,112,118
LIABILITIES				
Current liabilities				
Trade and other payables	22	10,752	11,511	9,534
Employee provisions	23	10,966	10,463	9,070
Trust funds and deposits	24	5,984	3,676	3,157
Interest-bearing loans and borrowings	25	2,629	2,556	4,373
Total current liabilities		30,331	28,206	26,134
Non-current liabilities				
Employee provisions	23	463	388	350
Interest-bearing loans and borrowings	25	23,648	14,775	12,332
Total non-current liabilities		24,111	15,163	12,682
Total liabilities		54,442	43,369	38,816
NET ASSETS		1,270,252	1,093,717	1,073,302
EQUITY				
Accumulated surplus		505,332	472,364	460,412
Reserves	26	764,920	621,353	612,890
TOTAL EQUITY		1,270,252	1,093,717	1,073,302

Note: In accordance with AASB 101.39 a third balance sheet has been presented to recognise a prior year correction to the opening balances for Receivables and Infrastructure Assets. Corresponding Notes 19 and 21 are also restated to reflect this change. The above Balance Sheet should be read in conjunction with the accompanying notes.

Statement of Changes in Equity

For the Year Ended 30 June 2010

2010	Total	Accumulated Surplus	Reserves		
			Total reserves	Asset revaluation	General reserves
Notes	\$'000	\$'000	\$'000	\$'000	\$'000
Balance at the beginning of the year	1,091,907	470,554	621,353	611,428	9,925
Prior year adjustments relating to:					
Receivables	87	87	-	-	-
Fair value adjustments to fixed assets (See note 21.1(a))	1,727	1,727	-	-	-
Fair value adjustments to Inventory	(4)	(4)	-	-	-
Surplus for the year	47,926	47,926	-	-	-
Transfer (from)/to Insurance fund	-	(150)	150	-	150
Transfer (from)/to Re-vegetation reserve	-	(46)	46	-	46
Transfer (from)/to Grants Reserve	-	(1,178)	1,178	-	1,178
Transfer (from)/to Public Open Space reserve	-	(1,262)	1,262	-	1,262
Transfer (from)/to Major Projects reserve	-	(6,041)	6,041	-	6,041
Transfer (from)/to Municipal Buildings reserve	-	(1,750)	1,750	-	1,750
Transfer (from)/to Developer Contribution funds (DCP C36 and C87)	-	(4,531)	4,531	-	4,531
Revaluation increment of assets	128,609	-	128,609	128,609	-
Balance at the end of the year	1,270,252	505,332	764,920	740,037	24,883

2009	Notes	Total \$'000	Accumulated Surplus \$'000	Reserves		
				Total reserves \$'000	Asset revaluation \$'000	General reserves \$'000
Balance at the beginning of the year		1,073,302	460,412	612,890	612,182	708
Surplus for year		19,359	19,359	-	-	-
Prior year adjustments relating to:		-	-	-	-	-
Transfer (from)/to Insurance fund		-	(308)	308	-	308
Transfer (from)/to Re-vegetation reserve		-	(149)	149	-	149
Transfer (from)/to Grants reserve		-	(7,607)	7,607	-	7,607
Transfer (from)/to Public Open Space reserve		-	(593)	593	-	593
Transfer (from)/to Major Projects reserve		-	(560)	560	-	560
Revaluation decrement of assets	21.1	(754)	-	(754)	(754)	-
Balance at the end of the year		1,091,907	470,554	621,353	611,428	9,925

The above Statements of Changes in Equity should be read with the accompanying notes

Cash Flow Statement

For the Year Ended 30 June 2010

	Note	2010 \$'000	2009 \$'000
Cash flows from operating activities			
Receipts from ratepayers		75,363	71,061
Fees, charges, fines and other (including GST)		18,114	17,241
Contributions (including GST)		5,011	776
Government grants (including GST)		31,593	34,181
Interest received		1,719	1,584
Payments to suppliers (including GST)		(56,060)	(49,685)
Payments to employees		(48,469)	(44,530)
Net GST (payments) / refunds		5,510	4,268
Net cash provided by operating activities	32	32,781	34,896
Cash flows from investing activities			
Payments for property and other non-current assets	34	(31,771)	(23,044)
Proceeds from sale of property, plant and equipment		3,786	2,270
Net cash used in investing activities		(27,985)	(20,774)
Cash flows from financing activities			
Finance costs		(1,253)	(1,186)
Proceeds from interest bearing loans		11,500	5,000
Repayment of interest bearing loans		(2,556)	(4,373)
Repayment of trust monies and deposits		(244)	(309)
Proceeds from trust monies and deposits		2,552	511
Net cash provided by / (used in) financing activities		9,999	(357)
Net increase / (decrease) in cash and cash equivalents		14,795	13,765
Cash and cash equivalents at beginning of the year		35,632	21,867
Cash and cash equivalents at end of the year	32.1 & 18	50,427	35,632
Financing arrangements	18		
Restricted Cash	18		

The above Cash Flow Statement should be read with the accompanying notes

Notes to the Financial Report

For the Year Ended 30 June 2010

Introduction

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

The purpose of the council is to:

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

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

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

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

Note 1 Significant accounting policies

1.1 Basis of accounting

The financial report is prepared on the accrual and going concern basis under the historical cost convention, except for certain assets as disclosed in notes 1.3(d), 1.8 and 1.11.

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

1.2 Revenue Recognition

a) Rates

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

The council does not provide for doubtful debts on rates as unpaid rates represent a charge against the rateable property and will be recovered when the property is next sold.

b) Grants, donations and other contributions

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

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

c) User fees, charges and fines

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

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

d) Sale of property, plant and equipment

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

e) Interest and rents

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

f) Assets from new developments

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

1.3 Recognition and measurement of non-current assets

The council has adopted the following in relation to the acquisition and depreciation of non-current assets.

a) Acquisition

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

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

Assets acquired from developers through sub division activity are initially recognised at their current valuation (Refer Note 1.2 f).

b) Thresholds for asset recognition

The following classes of assets have been recognised in Note 21 with threshold limits as shown below and have not changed from the prior year.

Class of assets	\$
Land and buildings	
Land	Nil
Land under Roads	Nil
Land improvements (including irrigation and sprinkler systems, and fencing)	1,000
Buildings	Nil
Building Improvements	2,000
Plant and equipment	
Plant and equipment	1,000
Minor plant, furniture & equipment	500
Infrastructure assets (non-realizable)	
Roads	20,000
Kerb and channel	5,000
Footpaths / Bikepaths	
- Expansion & upgrade	1,000
- Renewals	Nil
Bridges	5,000
Drains	5,000
Infrastructure assets (realizable)	
Recreational equipment	1,000
Street furniture	10,000

c) Depreciation and amortization of non-current assets

All non-current assets are depreciated over their useful lives to the council in a manner that reflects the consumption of the service potential of those assets. Depreciation is provided on a straight-line basis using rates applicable to the council's experience. The estimated useful lives reflect a program of normal maintenance and are reviewed continually as part of the council's asset management program.

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

The following table shows the major categories of assets and associated useful lives, and has not changed from the prior year.

Asset category	Years
Property	
Land	
- Land, parks, reserves, ovals	Infinite
Land improvements	10
Buildings	50 – 75
Building Improvements	10
Plant and Equipment	
Plant and equipment	5
Minor plant, furniture and equipment	
- Artworks	N/A
- Furniture & equipment	6 – 15
- IT devices	5
- Parking meters	10
- Street signs/traffic control	20
- Library catalogue	5
- Library equipment	20
- Library plant	15
Infrastructure	
Roads	
- Pavement and Seal	12 – 20
- Substructure	100
- Kerb and channel	80
Footpaths / Bikepaths	10 – 50
Bridges	20 - 100
Drains	100
Off street car parks	25
Recreational equipment (playgrounds)	10 - 20
Street furniture	10 - 20

d) **Revaluation of non-current assets**

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

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

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

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

Land under Roads:

In accordance with *AASB 1051: Land under Roads* the Council has elected not to recognise land under roads existing at 30 June 2008. All land under roads acquired after that date are brought to account at cost, or at a valuation if acquired as a 'gifted' asset.

e) Realisable infrastructure assets

Infrastructure assets comprising street furniture and recreational equipment are considered by their nature to be realisable assets. All other infrastructure assets are considered to be non-realisable. Non-realisable assets are excluded from the calculations of financial ratios (Refer Note 33).

f) Existing assets not previously recognised

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

1.4 Trust monies

Amounts received as tender deposits, bonds and retention monies are recognised as Trust monies until they are refunded or forfeited. (Refer Note 24).

1.5 Employee costs

a) Accrued salary and wages

A liability for accrued salary and wages including associated oncosts is recognised, being the amount earned and unpaid at balance date.

b) Annual leave and long service leave

Annual leave

Annual leave entitlements are determined up to balance date as amounts expected to be paid when the obligation is settled, inclusive of leave loading and associated oncosts. Annual leave entitlements expected to be settled within twelve months are measured in nominal dollars. Annual leave entitlements expected to be settled after twelve months are measured at the present value of the estimated future cash outflows. Commonwealth bond rates are used for discounting future cash flows.

Long service leave

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

Classification of employee benefits

An employee benefit liability is classified as a current liability if the Council does not have an unconditional right to defer settlement of the liability for at least twelve months. All annual leave and unconditional long service leave entitlements after 7 years of continuous service have been classed as current.

c) **Superannuation**

The superannuation expense for the financial year is the amount of the statutory contribution the council makes to the superannuation plans that provide benefits to its employees.

Additionally, the council may recognise a liability in respect of present obligations to the defined benefits superannuation schemes from time to time, to which current and former employees of council belong. The liability, if any, will represent the Council's share of the shortfall of the net market value of the scheme's assets (inclusive of tax and interest accrued), relative to the benefits accrued to its members at balance date. (See Note 29).

1.6 Recognition of payables

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

1.7 Leases

Operating leases

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

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

1.8 Inventory - property

Properties that are earmarked for future development and sale are shown at the lower of cost and net realisable value. Properties that are likely to be sold within twelve months of balance date are shown as current assets. This classification between current and non current is reviewed each year in line with future sales programme (see also Note 1.15).

1.9 Recognition of receivables

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

1.10 Cash and cash equivalent assets

For the purpose of the statement of cash flows, cash and cash equivalent assets include cash on hand, deposits at call and other highly liquid investments with short periods to maturity. They are subject to insignificant risk of changes in value and include cash available for day to day cash management activities and those restricted for specific purposes either under regulations or council's obligations for delivery of services or capital works. (Refer Notes 18 and 32.1).

1.11 Managed Funds

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

1.12 Maintenance and repairs

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

1.13 Interest-bearing liabilities

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

Interest accrued on these liabilities is treated as finance costs (Refer Notes 25 and 28).

1.14 Allocation between current and non-current

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

1.15 Impairment of assets

At each reporting date, the Council reviews the carrying value of its assets to determine whether there is any indication that these assets have been impaired. If such an indication exists, the recoverable amount of the asset, being the higher of the asset's fair value less costs to sell and value in use, is compared to the assets carrying value. Any excess of the assets carrying value over its recoverable amount is expensed to the Comprehensive Income Statement.

1.16 Finance costs

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

1.17 Goods and Services Tax (GST)

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

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

1.18 New accounting standards and interpretation

Pending Accounting Standards

The following Australian Accounting Standards have been issued or amended and are applicable to the Council but are not yet effective.

They have not been adopted in preparation of the financial statements at reporting date.

Standard / Interpretation	Summary	Applicable for annual reporting periods beginning or ending on	Impact on Council financial statements
ASB 2009-5 Further Amendments to Australian Accounting Standards arising from the Annual Improvements Project. [AASB 5, 8, 101, 107, 117, 118, 136 & 139]	Some amendments will result in accounting changes for presentation, recognition or measurement purposes, while other amendments will relate to terminology and editorial changes.	Beginning 1 Jan 2010	Terminology and editorial changes. Impact minor.
AASB 9 Financial Instruments	This standard simplifies requirements for the classification and measurement of financial assets resulting from Phase 1 of the IASB's project to replace IAS 39 Financial Instruments: Recognition and Measurement (AASB 139 Financial Instruments: Recognition and Measurement).	Beginning 1 Jan 2013	Detail of impact is still being assessed.
AASB 2009-11 Amendments to Australian Accounting Standards arising from AASB 9 [AASB 1, 3, 4, 5, 7, 101, 102, 108, 112, 118, 121, 127, 128, 131, 132, 136, 139, 1023 & 1038 and Interpretations 10 & 12]	This gives effect to consequential changes arising from the issuance of AASB 9.	Beginning 1 Jan 2013	Detail of impact is still being assessed.
AASB 2009-14 Amendments to Australian Interpretation – Prepayments of a Minimum Funding Requirement [AASB Interpretation 14]	Amendment to Interpretation 14 arising from the issuance of Prepayments of a Minimum Funding Requirement	Beginning 1 Jan 2011	Expected to have no significant impact

1.19 Rounding

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

Note 2 Underlying Operational Result for the year ended 30 June 2010	2010 \$'000	2009 \$'000
Surplus for the year	176,535	18,605
Less Non-operating income		
Net gain on disposal of assets	7,522	1,661
Capital grants	4,861	6,315
Capital contributions	5,178	758
Contributions - non-monetary assets	29,926	8,085
Add Non-operating expenses		
Assets written off	526	2,363
Contributed assets	1,612	
Less Other comprehensive income		
Net asset revaluation increment/(decrement)	128,609	(754)
Underlying operational result	2,577	4,903

The Underlying Operational Result represents Council's financial year outcome from ongoing operational transactions. The outcome excludes the impact of Capital Revenue (Grants & Contributions) which Council receives for the provision of associated capital works. This associated expenditure is not included in the Comprehensive Income Statement. The outcome further excludes the impact of Sale of Assets and assets which are constructed by developers and 'gifted' to Council to maintain in the future. Neither of these transactions form part of Council's core operational activities.

For City of Greater Dandenong to be operating in a financially sustainable fashion, it is important for the underlying result to remain in surplus - which means that core operational activities are adding to the net asset value of Council rather than slowly eroding the net value of Council.

Note 3 Rates and Charges

Council uses the Capital Improved Value (CIV) as the basis of valuation of all properties within the municipal district. The CIV of a property is the value of the land and all improvements on it, and is determined by independent valuers and certified by the Valuer General Victoria.

General rates (Note)		
Residential	32,244	30,419
Commercial	7,488	7,137
Industrial	25,332	23,218
Farm	613	598
Supplementary rates and adjustments	828	921
Maintenance Levy	413	412
Residential garbage	9,087	8,335
	76,005	71,040

Note – The valuation base used to calculate general rates for 2009-2010 was \$22.285 billion (\$21.965 billion in 2008-2009). The date of this general revaluation of land was 1 January 2008.

The date of the last general revaluation of land within the municipality for rating purposes was 1 January 2010. This valuation applies to the rating period commencing 1 July 2010.

The date of the next general revaluation is 1 January 2012, and the valuation will be first applied for the rating period commencing 1 July 2012.

	2010 \$'000	2009 \$'000
Note 4 Grants – recurrent and non-recurrent		
Grants were received in respect of the following:		
Recurrent		
General Purpose Grants:		
Commonwealth Government - General Purpose	8,869	11,093
- Local Roads Funding	1,115	1,379
Operational Grants:		
Aged & Disability Services	7,257	6,658
Children, Youth & Family Services	7,030	5,182
Library, Arts & Heritage	892	789
Asset Management Services	22	90
Infrastructure Planning	2	-
Regulatory Services	302	352
Sports & Leisure	46	50
Planning & Design	9	59
Social Development	168	180
Business Networking	45	-
Organisational sustainability	37	-
Total recurrent	25,794	25,832
Non-recurrent		
Asset Management Services	-	98
Children, Youth & Family Services	288	405
Social Development	-	133
Library, Arts & Heritage	60	26
Aged & Disability	50	336
Infrastructure Planning - Other	-	10
Planning & Design	-	35
Business Networking	-	58
Organisational Sustainability	-	56
Total Non-recurrent	398	1,157
Total Operational Grants	26,192	26,989
Capital Grants		
Recurrent		
Infrastructure Planning - Roads to Recovery	650	571
Library, Arts & Heritage	-	36
Aged & Disability	50	61
Total Recurrent	700	668
Non-recurrent		
Capital Grants	4,161	5,647
Total Capital Grants	4,861	6,315
Total Operational and Capital Grants Received	31,053	33,304

	2010 \$'000	2009 \$'000
Unexpended grants		
Grants recognised as revenue for the year to be expended for specific purposes that had not been expended at balance date were:		
Operational Grants:		
Aged & Disability Services	199	252
Children, Youth & Family Services	1,302	719
Library, Arts and Heritage	125	104
Asset Management Services	7	75
Property, Leisure & Environment	70	50
Planning & Design	32	35
Organisational Sustainability	21	54
Finance VGC Grant	2,631	2,527
Social development	33	-
Capital Grants	4,368	3,791
Total unexpended grants	8,788	7,607

Note 5 Contributions

Notes (a) and (b) below represent contributions received in cash.

(a) Operating

- Community services	-	1
- Central Dandenong revitalisation	-	16
	-	17

(b) Capital

- Infrastructure	141	16
- Public Open space	1,398	593
- Developer Contributions	3,639	149
	5,178	758

Total cash contributions	5,178	775
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(c) Non-monetary

- Land	15,135	1,720
- Land Under Roads (refer Note 21.1)	3,465	1,667
- Roads	4,162	2,597
- IT Devices	-	2
- Traffic Signals	1,612	75
- Car Park	-	23
- Trees	255	-
- Drains	4,799	1,391
- Bike Paths / Footpaths	498	610
	29,926	8,085

	2010	2009
	\$'000	\$'000
Unexpended contributions (Note)		
Re-Vegetation Reserve	136	-
Public open space	1,262	593
Developer Contributions	3,639	9
Total unexpended contributions	5,037	602

Note – 9K of the unexpended contributions from previous years have been expended before the end of the 2009-2010 financial year.

Note 6 Statutory fees and fines

Parking fines	1,856	1,852
Building and town planning	1,139	991
Infringements and costs	1,368	1,277
Infringement (Perin) court recoveries	806	849
Land information certificates	87	76
	5,256	5,045

Note 7 User fees

Parking fees	1,493	1,527
Aged care services	941	884
Recreation and leisure	964	950
Market stall rental	2,920	2,996
Hire of facilities	1,129	1,032
Multideck Car Parking	457	343
Aquatic Centre and Springers Leisure Centre	4,220	4,026
Other fees and charges	1,297	745
	13,421	12,503

Note 8 Net gain / (loss) on disposal of assets

Land and buildings

Proceeds from sale of assets	17,186	5,600
Less: VicUrban share of Metro 3175 sales to Trust (Note)	(8,166)	(3,551)
Less: Carrying amount of assets sold - Land	(1,652)	(498)
- Other costs	(158)	(218)

Net gain / (loss) on disposal of land and buildings	7,210	1,333
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Plant & Fleet Sales

Proceeds from sale of assets	654	763
Less: Carrying amount of assets sold	(342)	(435)
Net gain / (loss) on disposal of plant and fleet	312	328

Total net gain / (loss) on sale of assets	7,522	1,661
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Note: The Council has entered into an agreement with VicUrban for a residential development of the former Dandenong sale yards. VicUrban is responsible for the development of the land under this agreement, and is entitled to 74.53% of the proceeds of this developed land. The amount transferred to Trust represents VicUrban's share of the sales proceeds as at 30 June 2010.

Note 9 Other revenue	2010 \$'000	2009 \$'000
Recoveries – State Revenue Office (supply of valuation data)	359	135
Recoveries – other	496	770
Interest received on rates	268	710
Interest received on investments	1,517	881
Sundry income	969	1,130
	3,609	3,626

Note 10 Employee costs

Salaries & wages	37,499	34,767
Casual staff	1,460	1,625
Annual leave and long service leave	4,648	5,082
Superannuation	3,553	3,441
WorkCover	1,108	1,273
Redundancy	115	56
	48,383	46,244

Note 11 Contract payments, materials and services

Maintenance and repairs	841	1,753
Contract payments:		
Garbage collection	7,023	6,818
Parks Services	3,108	2,649
Plant / Fleet Management	722	938
Building Maintenance	1,708	414
Dandenong Market	1,946	1,767
Cleansing	365	190
Community Aged Care Program	13	175
Street lighting	1,133	1,067
Property valuation contract	335	369
Other contract payments	1,515	857
Aquatic centre and Leisure centre	4,197	4,011
Materials and services :		
Building Maintenance	1,170	1,651
Parks Services	1,016	995
Roads and drains	1,495	802
Other materials and services	1,852	1,877
	28,439	26,333

Note 12 Depreciation	2010	2009
	\$'000	\$'000
Property:		
Land improvements	1,100	1,003
Buildings	3,980	3,885
Car parks	237	235
Plant and Equipment:		
Plant & equipment	1,774	1,562
Minor plant, furniture and equipment	1,843	2,029
IT Software	177	
Infrastructure:		
Bike paths/footpaths	1,677	1,613
Bridges	125	124
Roads	7,816	7,423
Drains	1,899	1,683
Street furniture	211	174
Playground equipment	836	807
	21,675	20,538

Note 13 Grants and sponsorships

Community grants	1,266	1,259
Contributions	1,213	343
Sponsorships - Family Day Care	3,475	3,078
Sponsorships - Other	202	281
	6,156	4,961
Contributed assets (Note)	1,612	-
	7,768	4,961

Note: As part of the DCP Program (C87) Council received Assets in kind from developers which satisfied the obligation of the developer to Council. Included in these Assets were traffic lights valued at \$1.6M that were subsequently handed over to Vic Roads and did not form part of council assets.

Note 14 Professional services

Consultants	3,906	3,758
Legal costs	700	401
Statutory fees	434	430
Audit costs: Internal	112	129
External – VAGO	60	56
Strategic Asset Management Project	28	57
	5,240	4,831

	2010	2009
	\$'000	\$'000
Note 15 Administration costs		
Printing, publications & promotion	2,094	1,879
Motor vehicle maintenance	1,137	1,055
Bad & doubtful debts	1,117	530
Insurance	1,004	967
Information management costs	1,769	1,692
Postage	441	395
Councillors Allowances	350	320
Occupancy costs	2,080	2,002
Other administration costs	224	701
	10,216	9,541

Note 16 Finance costs		
Interest on long term loans	1,071	1,049
	1,071	1,049

Note 17 Other expenses		
Bank charges	219	241
Sundry expenses	507	579
	726	820

Note 18 Cash and cash equivalents		
Cash at bank, deposit and on hand	47,819	32,665
Investments	2,608	2,967
	50,427	35,632

Represented by:		
Operating Cash	8,966	11,171
Restricted Cash		
Employee provisions	11,429	10,851
Insurance fund	1,166	1,016
Re-vegetation Reserve	195	149
Unexpended grants	8,785	7,607
Unexpended contributions & Open Space	6,386	602
Trust funds and deposits	5,149	3,676
Major Projects Reserve	6,601	560
Municipal Buildings Reserve	1,750	-
	50,427	35,632

Financing Arrangements		
Overdraft facility	2,500	2,500
Used amount	-	-
	2,500	2,500

Amount available	2,500	2,500
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Note 19 Trade and other receivables	2010 \$'000	2009 \$'000	2008 \$'000
Rates debtors (Refer Note 1.2 (a))	3,472	2,831	2,852
Parking infringement debtors	4,095	6,207	5,431
General debtors	4,814	6,344	3,921
General debtors (Non-Cash)	5,730	-	-
Less: Provision for doubtful debts:			
- Parking infringements	(1,138)	(2,919)	(2,468)
- General debtors	(483)	(571)	(766)
Prepayments	487	289	271
	16,977	12,181	9,241

Note 20 Inventory Property (Note)	2010 \$'000	2009 \$'000
Properties held for sale – Current	1,758	1,164
Properties held for sale – Non-current	3,960	6,057
	5,718	7,221

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

Note 21 Property, plant and equipment, infrastructure	2010 \$'000	2009 \$'000	2008 \$'000
(a) Plant and equipment:			
Plant and equipment			
At cost	7,299	7,374	7,174
Less: Accumulated depreciation	(2,398)	(1,899)	(2,050)
	4,901	5,475	5,124
Minor Plant, furniture & equipment			
At cost	19,762	19,305	17,269
Less: Accumulated depreciation	(11,307)	(10,726)	(8,673)
	8,455	8,579	8,596
IT Software			
At cost	2,477	8	-
Less: Accumulated depreciation	(1,340)	-	-
	1,137	8	-
Total Plant and equipment			
At cost	29,538	26,687	24,443
Less: Accumulated depreciation	(15,045)	(12,625)	(10,723)
Total	14,493	14,062	13,720
(b) Property:			
Land and buildings – Note (i)			
Land			
At independent valuation	575,200	463,709	460,038
At cost	-	2,349	2,268
	575,200	466,058	462,306

	2010 \$'000	2009 \$'000	2008 \$'000
Car parks			
At valuation	12,241	12,241	12,715
At cost	1,596	1,357	1,182
Less: Accumulated depreciation	(3,901)	(3,663)	(3,429)
	9,936	9,935	10,468
Land improvements			
At cost	11,608	11,025	10,587
Less: Accumulated depreciation	(5,803)	(4,703)	(3,700)
	5,805	6,322	6,887
Buildings			
At independent valuation	218,061	170,779	170,812
At cost	24,907	35,205	32,401
Less: Accumulated depreciation	(102,012)	(93,319)	(89,504)
	140,956	112,665	113,709
Total Property			
At valuation	805,502	646,729	643,565
At cost	38,111	49,936	46,438
Less: Accumulated depreciation	(111,716)	(101,685)	(96,633)
Total	731,897	594,980	593,370
Total Property, Plant & Equipment			
At valuation	805,502	646,729	643,565
At cost	67,649	76,623	70,881
Less: Accumulated depreciation	(126,761)	(114,310)	(107,356)
Total	746,390	609,042	607,090
(c) Infrastructure Assets- realisable:			
Street furniture			
At cost	3,883	3,964	4,143
Less: Accumulated depreciation	(2,880)	(2,862)	(2,838)
	1,003	1,102	1,305
Recreational equipment			
At cost	14,705	13,280	12,389
Less: Accumulated depreciation	(6,318)	(5,627)	(4,875)
	8,387	7,653	7,514
Total Infrastructure Assets- realisable:			
At cost	18,588	17,244	16,532
Less: Accumulated depreciation	(9,198)	(8,489)	(7,713)
Total	9,390	8,755	8,819
(d) Infrastructure Assets- non realisable:			
Trees			
At valuation	-	-	-
At cost	372	-	-
	372	-	-

	2010 \$'000	2009 \$'000	2008 \$'000
Bike paths - Note (iii)			
At valuation	3,233	3,189	3,192
At cost	808	687	565
Less: Accumulated depreciation	(765)	(615)	(485)
	3,276	3,261	3,272
Footpaths – Note (iii)			
At valuation	71,901	69,809	69,344
At cost	5,513	3,362	2,571
Less: Accumulated depreciation	(10,878)	(9,370)	(7,945)
	66,536	63,801	63,970
Bridges – Note (iv)			
At valuation	11,679	11,679	11,619
At cost	40	-	-
Less: Accumulated depreciation	(3,875)	(3,750)	(3,626)
	7,844	7,929	7,993
Land under Roads – Note (ii)			
At deemed cost	6,230	1,667	-
Total	6,230	1,667	-
Roads - (Note v)			
Sub-structure			
At council valuation	233,309	233,309	232,421
At cost	3,419	1,694	1,257
Less: Accumulated depreciation	(83,589)	(81,225)	(79,077)
	153,139	153,778	154,601
Seal			
At council valuation	66,972	66,094	65,849
At cost	10,023	6,428	3,632
Less: Accumulated depreciation	(26,932)	(22,644)	(18,772)
	50,063	49,878	50,709
Kerb & channel			
At council valuation	87,830	79,563	79,340
At cost	4,400	2,616	1,982
Less: Accumulated depreciation	(24,488)	(23,324)	(22,249)
	67,742	58,855	59,073
Earthworks			
At cost	56	56	56
	56	56	56

	2010 \$'000	2009 \$'000	2008 \$'000
Roads Total			
At council valuation	388,111	378,966	377,610
At cost	17,898	10,794	6,927
Less: Accumulated depreciation	(135,009)	(127,193)	(120,098)
Total	271,000	262,567	264,439
Drains (Note v)			
At council valuation	185,639	170,454	170,002
At cost	7,720	2,177	1,834
Less: Accumulated depreciation	(59,101)	(57,184)	(55,978)
Total	134,258	115,447	115,858
Works in progress at cost			
Total	6,276	9,583	1,066
Total Infrastructure Assets- non-realizable			
At valuation	633,645	634,097	631,767
At cost	44,857	28,270	12,963
Less: Accumulated depreciation	(209,628)	(198,112)	(188,132)
Total	468,874	464,255	456,598
Total non-current assets			
At Valuation	1,466,065	1,280,826	1,275,332
At cost	131,094	122,137	100,376
Accumulated depreciation	(345,587)	(320,911)	(303,201)
Total Non-current assets	1,251,572	1,082,052	1,072,507

Note (i) Land & Buildings

'At valuation' estimates for land and buildings were determined by ProVal (Vic) Pty Ltd certified practising valuers as at 1 January 2010. The previous valuation was done on 1 January 2008, also by ProVal (Vic) Pty Ltd. The valuation was done on the basis of site value for land and written down replacement value for buildings.

Note (ii) Land under Roads

Land under Roads is valued at deemed cost based on Council valuation for acquisitions after 30 June 2008. Valuations have been done by using site values, adjusted for englobo (undeveloped/un serviced) characteristics, access rights and private interests of other parties and entitlements of infrastructure assets and services. The acquisitions for the year include new assets from sub division activity and returned assets from EastLink.

Note (iii) Bike paths/Footpaths

Bike paths and footpaths are carried at valuation based on written down replacement value carried out in April 2006. A desktop valuation for bike paths and footpaths was conducted by Council's Asset Management Coordinator and brought to book ahead of a full valuation to be conducted in the next financial year. The valuation was based on the written down replacement value.

Note (iv) Bridges

'At valuation' estimates for bridges were determined as at 30 June 2006 by Council's Civil and Transport Planning unit.

The valuations were done on the basis of written down replacement value.

Note (v) Roads and Drains

'At valuation' estimates for roads (kerbs) were determined as at 30 June 2006 and drains at 30 June 2007 by council's qualified engineers. The valuations were done on the basis of written down replacement value, taking into account their current condition. The change in valuation also includes assets acquired from subdivisions. These assets were brought into the books at 30 June 2008 at their current valuation.

A desktop valuation for Roads and Drains was conducted by Council's Asset Management Coordinator and brought to book ahead of a full valuation to be conducted in the next financial year. The valuation was based on the written down replacement value.

21.1 Property Infrastructure Plant and Other – (Movement in written down value 2010)

The carrying amounts of each class of fixed assets at the beginning and end of the current financial year are set out below

2010	Balance at beginning of financial year	Acquisition of assets including gifted assets	Assets written off	Transfer to non-current assets	Disposals at carrying amount	Depreciation expense for the year	Net movement in revaluation	Changes due to transfers	Balance at end of financial year
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Plant & Equipment									
Plant & equipment	5,475	1,504		(328)	(1,774)	24	4,901		
IT Software	8	511		(177)	795		1,137		
Minor plant, furniture & equipment	8,579	1,990	(2)	(13)	(1,843)	(256)	8,455		
Total Plant & Equipment	14,062	4,005	(2)	-	(341)	(3,794)	-	563	14,493
Property									
Land	466,058	15,216		(731)		(534)	95,191		575,200
Car parks	9,934	239		(237)			9,936		
Land Improvements	6,322	507		(1,100)		76	5,805		
Buildings	112,665	18,162	(293)	(3,980)		7,857	140,956		
Total Property	594,979	34,124	(293)	(731)	-	(5,317)	101,736	7,399	731,897
Infrastructure									
Street furniture	1,102	89	(26)	(211)		49	1,003		
Playgrounds	7,653	1,437	(9)	(836)		142	8,387		
Infrastructure Assets									
Non-Reliable									
Bike Paths	3,261	63		(150)		102	3,276		
Footpaths	63,801	1,539	(108)	(1,527)		692	66,536		
Bridges	7,929	40		(125)			7,844		
Roads sub-structure	153,778	1,726		(2,364)		(1)	153,139		
Roads Seal	49,878	3,599		(4,288)		(4)	50,063		
Roads kerbs & channel	58,856	1,886		(1,164)		(47)	67,742		
Earthworks	56						56		
Land Under Roads	1,667	3,465	(46)	580		(43)	6,230		
Drains	115,447	5,274	(42)	(1,899)		(110)	134,258		
Trees		267				105	372		
Total Infrastructure	463,428	19,385	(231)	580	-	(12,564)	26,875	1,433	498,906
Works In Progress	9,583	6,088		(9,395)			6,276		
Total Plant & Equipment, Property and Infrastructure	1,082,052	63,602	(526)	(151)	(341)	(21,675)	128,611	-	1,251,572

21.1 Property Infrastructure Plant and Other - (Movement in written down value 2009)

2009	Balance at beginning of financial year	Acquisition of assets including gifted assets	Assets written off	Transfer to non-current assets	Disposals at carrying amount	Depreciation expense for the year	Net movement in revaluation	Changes due to transfers	Balance at end of financial year
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Plant & Equipment									
Plant & equipment	5,124	2,448			(431)	(1,562)		(104)	5,475
Minor plant, furniture & equipment	8,596	1,755	(23)		(4)	(1,981)		236	8,579
Total Plant & Equipment	13,720	4,203	(23)		(435)	(3,543)		132	14,054
Property									
Land	462,306	1,801		807	(27)		(754)		464,133
Car parks	10,468	198				(235)		(497)	9,934
Land Improvements	6,887	437				(1,003)		183	6,504
Buildings	113,709	2,820	(184)			(3,885)		221	112,681
Total Property	593,370	5,256	(184)	807	(27)	(5,123)	(754)	(93)	593,252
Infrastructure									
Street furniture	1,305	159	(19)			(221)		(2)	1,222
Playgrounds	7,514	861	(5)			(807)		97	7,660
Bike Paths	3,272	130	(67)			(146)		13	3,202
Footpaths	63,970	1,392	(167)			(1,467)		26	63,754
Bridges	7,993					(124)		60	7,929
Roads sub-structure	154,601	2,224	(698)			(2,349)			153,778
Roads Seal	50,709	3,255	(143)			(3,940)		(3)	49,878
Roads kerbs & channel	59,073	1,040	(101)			(1,134)		33	58,911
Earthworks	56								56
Land Under Roads	-	1,667							1,667
Drains	115,858	1,727	(956)			(1,683)		48	114,994
Total Infrastructure	464,351	12,455	(2,156)	-	-	(11,871)	-	272	463,051
Works In Progress									
Minor plant, furniture & equipment	1	575						(1)	575
Buildings	792	7,501						(126)	8,167
Car Parks	23	1						(24)	-
Footpaths	9							(9)	-
Roads sub-structure	13								13
Roads, kerbs & channel	21							(34)	(13)
Land Improvements	207	913						(117)	1,003
Drainage		91							91
Playground Equipment		132							132
Total Works In Progress	1,066	9,213						(31)	9,968
Total Plant & Equipment, Property & Infrastructure	1,072,507	31,127	(2,363)	807	(462)	(20,537)	(754)	-	1,080,325

Note - Assets Written Off - As part of the EastLink project, council disposed of roads, footpaths, bike paths and drains that were impacted by the development. New assets handed back to council were recognised at valuation and are included in acquisitions.

21.1(a) Changes to Opening balances for 2010 through Equity

2010	Balance at end of financial year \$'000	Changes to accum. depreciation \$'000	Assets written (off) (recognised) to retained earnings \$'000	Total adjustments \$'000	Adjusted Opening Balance \$'000
Plant & Equipment					
Plant & equipment	5,475				5,475
IT Software			8	8	8
Minor plant, furniture & equipment	8,579		-	-	8,579
Total Plant & Equipment	14,054	-	8	8	14,062
Property					
Land	464,133		1,925	1,925	466,058
Car parks	9,934			-	9,934
Land improvements	6,504		(182)	(182)	6,322
Buildings	112,681		(16)	(16)	112,665
Total Property	593,252	-	1,727	1,727	594,979
Infrastructure					
Street furniture	1,222		(120)	(120)	1,102
Playgrounds	7,660		(7)	(7)	7,653
Bike paths	3,202		59	59	3,261
Footpaths	63,754		47	47	63,801
Bridges	7,929			-	7,929
Roads sub-structure	153,778			-	153,778
Roads seal	49,878			-	49,878
Roads kerbs & channel	58,911		(55)	(55)	58,856
Earthworks	56			-	56
Land Under Roads	1,667			-	1,667
Drains	114,994	50	403	453	115,447
Total Infrastructure assets	463,051	50	327	377	463,428
Works in progress					
Minor plant, furniture & equipment	574			-	574
Buildings	8,167		(75)	(75)	8,092
Carparks	1		(1)	(1)	-
Streetscapes	1,003		(215)	(215)	788
Playgrounds	132		(48)	(48)	84
Drains	91		(46)	(46)	45
WIP	9,968	-	(385)	(385)	9,583
Total Plant & Equipment, Property & Infrastructure	1,080,325	50	1,677	1,727	1,082,052

	2010 \$'000	2009 \$'000	2008 \$'000
Note 22 Trade and other payables			
Current			
Trade creditors	6,233	9,262	7,822
Other creditors	604	329	371
Income received in advance	70	216	129
Accrued expenses	3,845	1,704	1,212
	10,752	11,511	9,534

Note 23 Employee provisions

Movement in Employee entitlement provisions			
	Annual Leave	Long Service Leave	Total
	\$'000	\$'000	\$'000
2010			
Balance at beginning of financial year	4,739	6,112	10,851
Additional provisions	3,656	992	4,648
Amounts used	(3,430)	(640)	(4,070)
Balance at the end of the financial year	4,965	6,464	11,429
2009	\$'000	\$'000	\$'000
Balance at beginning of financial year	4,304	5,116	9,420
Additional provisions	3,644	1,438	5,082
Amounts used	(3,209)	(442)	(3,651)
Balance at the end of the financial year	4,739	6,112	10,851

	2010 \$'000	2009 \$'000
Current (Note i)		
Annual leave	4,965	4,739
Long service leave	6,001	5,724
	10,966	10,463
Non-current (Note ii)		
Long service leave liability	463	388
	463	388

Current (Note i)

All annual leave, and LSL entitlements representing seven or more years of service, and include:

- Short-term employee benefits, that fall due within 12 months after the end of the period measured at nominal value	6,203	5,912
- Other long-term employee benefits that do not fall within 12 months after the end of the period measured at present value	4,763	4,551
	10,966	10,463

Non-current (Note ii)	2010	2009
	\$'000	\$'000
LSL representing less than seven years of service measured at present value:	463	388

Accrued wages and salaries are included in the current accrued expenses balance in note 22.

In arriving at the present value of long service leave the following assumptions were adopted:

- Average increase in employee costs 3.5%
- Average discount rates between 3.45% and 5.32%
- Average settlement period of 10 years.

Note 24 Trust funds and deposits

Current:

Sub-division & other deposits	2,506	1,025
Developer contributions	2,195	1,215
Metro 3175 sales – VicUrban share (Note)	1,146	1,380
Drum Theatre deposits	137	56
	5,984	3,676

Note – Represents VicUrban's share of the sale of properties in Metro 3175 not yet remitted to VicUrban.

Note 25 Interest bearing liabilities

Current:

Loans – secured	2,629	2,556
	2,629	2,556

Non-current:

Loans – secured	23,648	14,775
	23,648	14,775

Total interest-bearing liabilities (Refer Note 28.2)	26,277	17,331
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The maturity profile for Council's borrowings is:

Less than one year	2,629	2,556
Later than one year and not later than five years	12,468	8,087
Later than five years	11,180	6,688
	26,277	17,331

Note 26 Reserves

Movement 2009-2010	2009	Increment/ (decrement)	2010
Asset revaluation reserve (Note i)	\$'000	\$'000	\$'000
Land	303,953	95,146	399,099
Car Parks	3,259	-	3,259
Buildings	10,679	6,545	17,224
Non-realizable infrastructure assets:			
- Bike paths	2,326	102	2,428
- Footpaths	30,073	2,139	32,212
- Bridges	400	-	400
- Roads	198,677	9,089	207,766
- Drains	62,061	15,588	77,649
Total Asset revaluations reserves	611,428	128,609	740,037

Discretionary reserves

- Insurance Reserve fund (Note ii)	1,016	150	1,166
- Re-vegetation Reserve (Note iii)	149	46	195
- Grants Reserve (Note iv)	7,607	1,178	8,785
- Public Open Space Reserve (Note v)	593	1,262	1,855
- Major Projects Reserve (Note vi)	560	6,041	6,601
- Municipal Buildings project	-	1,750	1,750
- Developer contributions (Note vii)	-	4,531	4,531

Total Discretionary Reserves	9,925	14,958	24,883
Total Reserves	621,353	143,567	764,920

Movement 2008-2009	2008	Increment/ (decrement)	2009
Asset revaluation reserve (Note i)	\$'000	\$'000	\$'000
Land	304,707	(754)	303,953
Car Parks	3,259	-	3,259
Buildings	10,679	-	10,679
Non-realizable infrastructure assets:			
- Bike paths	2,326	-	2,326
- Footpaths	30,073	-	30,073
- Bridges	400	-	400
- Roads	198,677	-	198,677
- Drains	62,061	-	62,061
Total asset revaluations reserve	612,182	(754)	611,428

Discretionary reserves

- Insurance Fund (Note ii)	708	308	1,016
- Re-vegetation Reserve (Note iii)	-	149	149
- Grants Reserve (Note iv)	-	7,607	7,607
- Public Open Space Reserve (Note v)	-	593	593
- Major Projects Reserve (Note vi)	-	560	560
Total discretionary reserves	708	9,217	9,925
Total reserves	612,890	8,463	621,353

Note (i): This reserve contains increments and decrements arising out of revaluation of non-current assets– refer Note 1.3(d)

Note (ii): The insurance reserve fund has been created to meet large and unexpected policy excesses on multiple insurance claims.

Note (iii): This reserve fund is to meet native re-vegetation requirements on council's reserves.

Note (iv): This reserve represents unexpended grant funds.

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

Note (vi): The major projects reserve will hold funds realised from the sale of council's property assets and will be utilised for investing in other properties.

Note (vii): The reserve for developer contributions holds unspent funds received by developers in respect of two major developments in Dandenong South (C87) and Keysborough (C36)

	2010 \$'000	2009 \$'000
Note 27 Commitments		
27.1a Operating lease commitments (Note)		
Not later than one year	268	166
Later than 1 year but less than 5 years	408	341
	676	507
Note: The lease payments are in respect of the revolving operating lease facility for council's computer equipment from the Commonwealth Bank of Australia (CBA).		

27.1b Operating lease receivables (Note)

Future minimum rentals receivable under non-cancellable operating leases are as follows:

Not later than one year	870	868
Later than one year and not later than five years	3,341	2,609
Later than five years	4,608	4,756
	8,819	8,233

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

27.2 Contracted Capital commitments

Not later than one year	4,263	14,082
Later than 1 year but less than 5 years	242	-
	4,505	14,082

27.3 Works and services contracts

Not later than one year	16,895	13,993
Later than 1 year but less than 5 years	8,120	12,249
Over 5 years	-	-
	25,015	26,242

Note 28 Financial instruments

28.1 Accounting policy, terms and conditions

Recognised financial instruments	Note	Accounting Policy	Terms and conditions
Financial assets			
Cash at bank, deposit and on hand	18	Valued at face value. Interest is recognised as it accrues.	Funds on call returned floating interest rates of between 2.9% and 4.4% (2.90% and 7.15% in 2008-2009).
Managed funds	18	Managed funds are measured at market value.	Withdrawals are either immediate or within 24 hours. Managed funds provided a return between 4.63% and 7.34% net of fees (1.35% and 4.17% in 2008-2009) excluding unrealised gains or losses.
Trade and other receivables	19	Receivables are carried at nominal amounts due less any provision for doubtful debts. A provision for doubtful debts is recognised when collection in full is no longer probable. Collectability of overdue accounts is assessed on an ongoing basis.	General debtors are unsecured and interest free. Credit terms are usually up to 60 days.
Financial Liabilities			
Payables	22	Liabilities are recognised for amounts to be paid in the future for goods received and services provided to the council as at balance date whether or not invoices have been received.	General creditors are unsecured, not subject to interest charges and are normally settled within 30 days of invoice receipt.
Interest-bearing liabilities	25	The loan with the Commonwealth Bank of \$8.0M was obtained in 2005-2006 for capital programs. The balance of the loan as at June 30, 2010 was \$5,181,378 (\$5,912,061 as at 30 June 2009).	The loan is for 10 years expiring on 17 March 2016 and principal and interest are payable quarterly. The interest rate is fixed at 6.12%
Interest-bearing liabilities	25	The loan with the Commonwealth Bank of \$7.0M was obtained in January 2007 for capital programs. The balance of the loan as at 30 June, 2010 was \$4,964,541 (\$5,583,372 as at 30 June 2009).	The loan is for 10 years expiring on 18 July 2016 and principal and interest are payable quarterly. The interest rate is fixed at 6.66%.
Interest-bearing liabilities	25	The loan with the National Australia Bank of \$5.0M was obtained in May 2009 for capital programs. The balance of the loan as at 30 June, 2010 was \$4,630,542 (\$5.0M as at 30 June 2009).	The loan is for 10 years expiring on 15 May 2019 and principal and interest are payable quarterly. The interest rate is fixed at 6.32%.
Interest-bearing liabilities	25	The loan with the National Australia Bank of \$11.5M was obtained in June 2010 for capital programs. The balance of the loan as at 30 June, 2010 was \$11.5M (\$Nil as at 30 June 2009).	The loan is for 10 years expiring on 8 June 2020 and principal and interest are payable quarterly. The interest rate is fixed at 7.83%.

28.2 Interest rate risk

The council's exposure to interest rate risk and the effective interest rates of financial assets and financial liabilities at balance date are as follows:

2010	Floating interest rate \$'000	Fixed interest rate maturing in:			Non-interest bearing \$'000	Total carrying amount as per the Balance Sheet \$'000	Range of effective interest %
		1 year or less \$'000	1 to 5 years \$'000	More than 5 years \$'000			
Financial Assets							
General Debtors	-	-	-	-	10,544	10,544	
Cash at bank and on hand	9,353	-	-	-	-	9,353	2.4 to 3.9
Bank deposits	11,475	29,389	-	-	209	41,073	2.9 to 7.34
Total financial assets	20,828	29,389	-	-	10,753	60,970	

2010	Floating interest rate \$'000	Fixed interest rate maturing in:			Non-interest bearing \$'000	Total carrying amount as per the Balance Sheet \$'000	Range of effective interest %
		1 year or less \$'000	1 to 5 years \$'000	More than 5 years \$'000			
Financial Liabilities							
Payables	-	-	-	-	10,752	10,752	
Interest-bearing liabilities	-	2,629	12,468	11,180	-	26,277	6.12 - 7.83
Trust monies	-	-	-	-	5,984	5,984	
Total financial liabilities	-	2,629	12,468	11,180	16,736	43,013	

2009	Floating interest rate \$'000	Fixed interest rate maturing in:			Non-interest bearing \$'000	Total carrying amount as per the Balance Sheet \$'000	Range of effective interest %
		1 year or less \$'000	1 to 5 years \$'000	More than 5 years \$'000			
Financial Assets							
General Debtors	-	-	-	-	6,257	6,257	
Cash at bank and on hand	17,933	-	-	-	-	17,933	2.9 to 7.15
Bank deposits	2,967	14,732	-	-	-	17,699	1.35 to 4.45
Total financial assets	20,900	14,732	-	-	6,257	41,889	

2009	Floating interest rate \$'000	Fixed interest rate maturing in:			Non-interest bearing \$'000	Total carrying amount as per the Balance Sheet \$'000	Range of effective interest %
		1 year or less \$'000	1 to 5 years \$'000	More than 5 years \$'000			
Financial Liabilities							
Payables	-	-	-	-	11,511	11,511	
Interest-bearing liabilities	-	2,556	8,087	6,688	-	17,331	6.09 - 6.66
Trust monies	-	-	-	-	3,676	3,676	
Total financial liabilities	-	2,556	8,087	6,688	15,187	32,518	

NOTE: The carrying amounts of financial assets and liabilities (except interest-bearing liabilities) equate to fair value due to their short-term nature.

The net fair value of interest-bearing liabilities is \$25.00M (\$16.50M in 2009) as at balance date.

28.3 Net fair value

The following methods and assumptions are used to determine the net fair value of financial assets and financial liabilities:

Payables, cash on call, bank deposits, and general debtors	The carrying amount equals the fair value because of the short term to maturity.
Interest-bearing liabilities	The fair value is based on the discounted cash flow method.

28.4 Risks and mitigation

The risks associated with the main financial instruments and Council policies for minimising these risks are detailed below:

Market risk

Market risk is the risk that the fair value or future cash flows of our financial instruments will fluctuate because of changes in the market prices. The Council's exposure to market risk is primarily through exposure to interest rate risk and other price risks. Components of market risk to which Council is exposed are discussed below.

Interest rate risk

Interest rate risk for Council arises from overdrafts, other short term borrowing and future long term borrowings. Council is also exposed to interest rate fluctuations for investments of surplus funds.

Overdraft and Borrowings

Council's current loan borrowings are sourced from a major Australian bank. An agreed overdraft limit is in place with the same banker. Council manages interest rate risk on the net debt portfolio by:

- being able to access diverse sources of funding;
- reduced risks of refinancing by managing in accordance with target maturity profiles
- setting prudential limits on interest repayments as a percentage of rate revenue.
- appropriate budgeting strategies and obtaining approval for borrowings from the Australian Loan Council each year

Investments

Council manages the interest rate exposure on investments by:

- Investing surplus funds with approved financial institutions under the Local Government Act 1989.
- investing in diverse products and institutions with recognised credit ratings
- monitoring return on investments,
- benchmarking of returns and comparison with budget.

Credit risk

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

Credit risks arise from non statutory debtors not meeting their obligations. These debts for council are managed in the following manner:

- By establishing credit limits for the debtors we deal with where applicable
- By investing surplus funds with financial institutions which have a recognised credit rating.

Credit risk associated with the Council's financial assets is minimal as Council does not have any significant credit risk exposure to a single customer or groups of customers.

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

Council's non statutory debts at 30 June 2010 was \$8.96M (\$3.86M in 2008-09) against which a provision of \$0.34M (\$0.41M in 2008-09) has been made for doubtful debts.

Movement in Provisions for Doubtful Debts for General Debtors	2010	2009
Description	\$'000	\$'000
Balance at the beginning of the Year	571	766
New Provisions recognised during the Year	300	405
Amounts already provided for and written off as uncollectible	(388)	(600)
Amounts provided for but recovered during the Year	-	-
Balance at the end of Year	483	571

Ageing of Trade and other Receivables

At balance date other debtors representing financial assets were past due but not impaired. These amounts relate to a number of independent customers for whom there is no recent history of default. The ageing of the Council's Trade & Other Receivables was:

Ageing of Trade and other Receivables	2010	2009
Description	\$'000	\$'000
Current (not yet due)	6,876	2,840
Past due by up to 30 days	1,246	1,234
Past due between 31 and 180 days	572	416
Past due between 180 and 365 days	133	169
Past due by more than 1 Year	334	302
Total Trade & Other Receivables	9,161	4,961

Liquidity risk

Council manages its liquidity risk through the following practices:

- having readily accessible overdraft and other standby facilities in place
- monitoring budget to actual performance on a regular basis
- preparing forward cash flow projections to estimate future cash requirements
- Long term borrowing within the State Government's prudential guidelines, and with fixed interest rates

Council's exposure to this risk is mainly in the area of long term borrowings. The table below lists the contractual maturities for Council's long term borrowings. These amounts represent undiscounted gross payments including both principal and interest amounts.

2009-2010

	6 months or less \$'000	6-12 months \$'000	1-2 years \$'000	2-5 years \$'000	> 5 years \$'000	Contracted Cash Flows \$'000	Carrying Amount \$'000
Trade and other payables	11,063	-	-	-	-	11,063	11,063
Trust Funds and deposits	1,047	4,938	-	-	-	5,985	5,985
Interest-bearing loans & borrowings	2,201	2,201	4,401	13,206	13,092	35,101	35,101
Total	14,311	7,139	4,401	13,206	13,092	52,149	52,149

2008-2009

	6 months or less \$'000	6-12 months \$'000	1-2 years \$'000	2-5 years \$'000	> 5 years \$'000	Contracted Cash Flows \$'000	Carrying Amount \$'000
Trade and other payables	11,511	-	-	-	-	11,511	11,511
Trust Funds and deposits	1,470	2,206	-	-	-	3,676	3,676
Interest-bearing loans & borrowings	2,040	1,549	5,464	8,196	4,743	21,992	21,992
Total	15,021	3,755	5,464	8,196	4,743	37,179	37,179

Sensitivity disclosure

Council's long term borrowings of \$35.1M (\$21.99M in 2008-2009) have been taken at fixed interest rates, and hence any interest rate movements will not have an impact on Council's operating result or financial position.

The cash balances inclusive of investments held by Council averages between \$27.5M and \$ 50.2M over the year (\$11.2M and \$39.1M respectively in 2008-09), based on past experience and projected future balances. An interest rate movement of up to 2% would impact the operating result by up to around \$0.77K for the year.

Fair Value Hierarchy

The table below analyses financial instruments carried at fair value by valuation method.

The different levels have been defined as follows:

Level 1: quoted prices (unadjusted) in active markets for identical assets or liabilities

Level 2: inputs other than quoted prices included within level one that are observable for the asset or liability, either directly (i.e. prices) or indirectly (i.e. derived from prices)

Level 3: inputs for the asset or liability that are not based on observable market data.

30 June 2010	Level 1 \$'000	Level 2 \$'000	Level 3 \$'000	Total \$'000
Available for sale - financial assets	200	-	-	200
Financial assets at fair value through the comprehensive income statement	-	-	-	-
Financial assets held for trading	-	-	-	-
Derivative financial assets	-	-	-	-
Total	200	-	-	200

30 June 2009	Level 1 \$'000	Level 2 \$'000	Level 3 \$'000	Total \$'000
Available for sale - financial assets	200	-	-	200
Financial assets at fair value through the comprehensive income statement	-	-	-	-
Financial assets held for trading	-	-	-	-
Derivative financial assets	-	-	-	-
Total	200	-	-	200

Note 29 Superannuation

Local Authorities superannuation fund

The council makes employer superannuation contributions in respect of its employees to the Local Authorities superannuation fund (the Fund). Obligations for contributions are recognised as an expense in the Income Statement when they are due. The Fund has two categories of membership, each of which is funded differently.

Accumulation Category (Vision Super Saver)

The Fund's accumulation category, Vision Super Saver, receives both employer and employee contributions on a progressive basis. Employer contributions are normally based on a fixed percentage of employee earnings in accordance with the Superannuation Guarantee Legislation (9% in 2009-2010). No further liability accrues to the employer as the superannuation benefits accruing to employees are represented by their share of the net assets of the Fund.

During 2009-2010 the council's superannuation contributions relating to Vision Super Saver members was \$ 3,553K (\$ 3,441K in 2008-2009).

Defined Benefits Category

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

Council makes employer contributions to the defined benefit category of the Fund at rates determined by the Trustee on the advice of the Fund's Actuary. On the basis of the results of the most recent full actuarial investigation conducted by the Fund's actuary as at 31 December 2008, the Trustee has determined that the current funding arrangements are adequate for the expected Defined Benefit Plan liabilities. Council makes the following contributions:-

- 9.25% of members' salaries (same as previous year);
- the difference between resignation and retrenchment benefits paid to any retrenched employees (same as previous year);

The Fund's liability for accrued benefits was determined in the 31 December 2008 actuarial investigation pursuant to the requirements of Australian Accounting Standard AAS25 as follows:

	31 Dec 2008
	\$'000
Net Market Value of Assets	3,630,432
Accrued Benefits (per Accounting Standards)	3,616,422
Difference between Assets and Accrued Benefits	14,010
Vested Benefits	3,561,588

The financial assumptions used to calculate the Accrued Benefits for the defined benefit category of the Fund were:

Net Investment Return	8.50% p.a.
Salary Inflation	4.25% p.a.
Price Inflation	2.75% p.a.

During 2009-2010 the council's superannuation contributions relating to that year's defined benefits members' service was \$700,675 (\$ 684,664 in 2008-2009).

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

In addition, the council reimburses the Fund for the difference between resignation and retrenchment benefits paid to its retrenched employees. In 2009-2010 this was Nil (\$nil in 2008-2009).

Council has an ongoing obligation to share in the future experience of the Fund. Favourable or unfavourable variances may arise should the experience of the Fund differ from the assumptions made by the Fund's actuary in estimating the Fund's accrued benefits liability.

Note 30 Contingent liabilities

Bank Guarantees

The council has agreed to guarantee bank loans taken out by the Dandenong Basketball Association (DBA) to a maximum amount of \$2.0million. At balance date the amount drawn by the DBA was \$0.73M (\$0.855 million as at 30 June 2009).

Legal Actions

The council is involved in a number of Legal Actions. Council's exposure in these claims may be up to \$0.25M (\$nil in 2009)

Note 31 Related party transactions

Names of persons holding the position of a responsible person at the City of Greater Dandenong Council during the whole reporting year are:

Councillors

Pinar Yesil	1 July 2009 to 30 June 2010	(Mayor 1 July 2009 – 3 December 2009)
John Kelly	1 July 2009 to 30 June 2010	
Youhorn Chea	1 July 2009 to 30 June 2010	
Peter Brown	1 July 2009 to 30 June 2010	
Maria Sampey	1 July 2009 to 30 June 2010	
Paul Donovan	1 July 2009 to 30 June 2010	
Roz Blades	1 July 2009 to 30 June 2010	
Jim Memeti (Mayor)	1 July 2009 to 30 June 2010	(Mayor 3 December 2009 to date)
Angela Long	1 July 2009 to 30 June 2010	
Loi Truong	1 July 2009 to 30 June 2010	
Yvonne Herring	1 July 2009 to 30 June 2010	

Chief Executive Officer

John Bennie	1 July 2009 to date
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Remuneration of responsible persons in bands of \$10,000

Income Range	2010 No.	2009 No.
To \$10,000	-	2
\$10,001 - \$20,000	-	2
\$20,001 - \$30,000	9	7
\$30,001 - \$40,000	-	-
\$40,001 - \$50,000	1	1
\$50,001 - \$60,000	-	-
\$60,001 - \$70,000	-	1
\$70,001 - \$80,000	1	-
\$310,001 - \$320,000	-	1
\$320,001 - \$330,000	-	-
\$330,001 - \$340,000	1	-
Total	12	14
Total remuneration for the reporting year, for responsible persons included above, amounted to:	\$680K	\$632K

No retirement benefits were made by the council to a responsible person during the reporting year (Nil in 2009).

No loans were made, guaranteed or secured by the council to a responsible person during the reporting year (Nil in 2009).

No transactions were entered into by the council with responsible persons, other than remuneration and reimbursement of expenses during the reporting year (Nil in 2009).

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

Senior officers' remuneration

The number of senior officers, other than responsible persons, occupying a management role within council, who either reported directly to the Chief Executive Officer or whose total remuneration exceeded \$120,000 (\$100,000 in 08/09) during the financial year, is shown below in their relevant income bands:

2010	
Income Range (\$)	Number of staff
To 120,000	7
120,001 to 130,000	7
130,001 to 140,000	3
140,001 to 150,000	6
150,001 to 160,000	2
160,001 to 170,000	0
170,001 to 180,000	0
180,001 to 190,000	0
190,001 to 200,000	3
200,001 to 210,000	0
Total	28

Total remuneration for the financial year of senior officers included above amounted to \$3.85M

2009	
Income Range (\$)	Number of staff
To 100,000	1
100,001 to 110,000	1
110,001 to 120,000	5
120,001 to 130,000	6
130,001 to 140,000	3
140,001 to 150,000	5
150,001 to 160,000	1
160,001 to 170,000	0
170,001 to 180,000	0
180,001 to 190,000	0
190,001 to 200,000	4
Total	26

Total remuneration for the financial year of senior officers included above amounted to \$3.56M

Note 32 Reconciliation of operating result with net cash provided by operating activities

	Note	2010 \$'000	2009 \$'000
Surplus for the year			
Add / (less)		47,926	19,359
Depreciation	12	21,675	20,538
Contributions – Non-monetary assets		(34,043)	(8,085)
Write off of assets		526	2,363
Finance Costs		1,071	1,049
(Profit) /loss on sale of assets	8	(1,792)	(1,661)
(Increase)/ decrease in receivables	19	(4,796)	(2,854)
(Decrease) / increase in payables	22	(759)	1,977
(Decrease) / increase in employee entitlements	23	578	1,431
(Decrease) / increase in trust funds		2,308	519
Adjustments relating to receivables and payables- refer Statement of Changes in Equity		87	260
Net cash provided by operating activities		32,781	34,896

32.1 Reconciliation of cash and cash equivalents

Cash at the end of the financial year as shown in the Cashflow Statement is reconciled to the related items in the balance sheet as follows: -

Current asset – cash and deposits	18	50,427	35,632
Cash at balance date as per Cash Flow Statement		50,427	35,632

Note 33 Financial ratios

	2010	2009	2008
Underlying Result (Surplus Ratio)			
This is a measure of Council's underlying surplus (or deficit) as a percentage of its underlying revenue. In arriving at the surplus and revenue, capital grants, contributions, non-cash revenue (such as roads and drains from developers) profit on sale of assets and other one-off items of revenue and expenditure are excluded.	2.07%	4.10%	2.53%
<i>Underlying Surplus</i>			
<i>Underlying Revenue</i>			

Indebtedness

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

	18.77%	12.72%	11.46%
<i>Non-Current Liabilities</i>			
<i>Total Revenue (less capital grants, contributions and non-cash revenue)</i>			

	2010	2009	2008
Self Financing			
This is a measure of local governments' ability to fund the replacement of assets from cash generated by their operations	26.42%	27.03%	23.40%
<i><u>Net Cash from Operating Activities</u></i>			
<i>Total Revenue (less non-cash revenue)</i>			
Investment Gap ratio			
This is a measure of whether Council is spending on infrastructure at a greater rate than the infrastructure is depreciating.	162.81%	112.20%	90.41%
<i><u>Capital Expenditure</u></i>			
<i>Depreciation</i>			
Debt servicing ratio			
To identify the capacity of council to service outstanding debt. The ratio expresses the amount of interest paid as a percentage of council's total revenue. Debt servicing costs includes interest on loan borrowings and bank overdraft.	0.83%	0.88%	1.14%
<i><u>Debt Servicing Costs</u></i>			
<i>Total Revenue</i>			
Debt commitment ratio			
To identify council's debt redemption strategy.			
The ratio expresses the percentage of rate revenue utilised to pay interest and redeem debt principal.	4.77%	7.63%	8.27%
<i><u>Debt servicing & redemption costs</u></i>			
<i>Rates Revenue</i>			
Revenue ratio			
To identify council's dependence on rate income, and is determined by assessing rate revenue as a percentage of total revenue.	54.89%	55.02%	60.22%
<i><u>Rates Revenue</u></i>			
<i>Total Revenue</i>			
Working capital ratio			
To assess the council's ability to meet current commitments.			
<i><u>Current assets</u></i>			
<i>Current liabilities</i>	2.28:1	1.73:1	1.22:1
The ratio expresses the level of current assets available to meet its current liabilities.			

	2010	2009	2008
Debt exposure ratio			
To identify council's exposure to debt.			
This is the ratio of total debt to total realisable assets.	1:22	1:28	1:16
<u> Total liabilities</u>			
<u> Total realisable assets</u>			
Realisable assets are those which can be readily sold and are not subject to any restriction on sale or use.			
Total debt includes all liabilities except those that are covered by restricted assets.			
Non realisable assets include non realisable infrastructure assets (as detailed in Note 21), land with restrictions and buildings on other controlled land.			
The ratio enables assessment of council's solvency and exposure to debt. The ratio expresses the multiple of total liabilities covered by each dollar of realisable assets.			

Note 34 Capital expenditure	2010 \$'000	2009 \$'000
Capital Expenditure areas		
Roads, Bridges and Street Furniture	5,368	4,083
Land and Buildings	23,732	10,454
Drains	553	427
Land Improvements and Playgrounds	1,253	2,467
Information Services and & Minor Plant	1,442	2,252
Fleet Plant and Equipment	2,149	2,448
Footpaths & Bikepaths	791	913
Total Capital Works	35,288	23,044
Represented by:		
Expansion	4,396	8,939
Renewal	8,465	7,318
Upgrade	22,335	6,787
Other	92	-
Total Capital Works	35,288	23,044

Plant and equipment, Property and Infrastructure movement

The movement between the previous year and the current year in Plant and equipment, Property and Infrastructure as shown in the Balance Sheet links to the net of the following items:

Total Capital Works	35,288	23,044
Depreciation	(21,675)	(20,538)
Assets written off	(526)	(2,363)
Disposals at carrying amount	(341)	(462)
Gifted assets	28,314	8,085
Movement in asset revaluation	128,611	-
Changes through Equity	-	(754)
Transfer to current assets	(151)	807
Net movement in Plant and equipment, Property and Infrastructure	169,520	7,819

(a) Renewal

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

(b) Upgrade

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

(c) Expansion

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

Note 35 Subsequent events

There have been no events occurring after balance date.

Certification of the Financial Report

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



Jay Peries CPA
Principal Accounting Officer

Dated: 21 September 2010

In our opinion, the accompanying financial report presents fairly the financial transactions of the City of Greater Dandenong Council for the year ended 30 June 2010 and the financial position of the Council as at that date.

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

We have been authorised by the Council on 13 September 2010 to certify the financial report in its final form on behalf of the Council.



Cr Jim Memeti
Mayor

Dated: 21 September 2010



Cr Youhorn Chea
Councillor

Dated: 21 September 2010



John Bennie
Chief Executive Officer

Dated: 21 September 2010

Independent Auditor's Report



Victorian Auditor-General's Office

INDEPENDENT AUDITOR'S REPORT

To the Councillors, Greater Dandenong City Council

The Financial Report

The accompanying financial report for the year ended 30 June 2010 of Greater Dandenong City Council which comprises of comprehensive income statement, balance sheet, statement of changes in equity, cash flow statement, a summary of significant accounting policies and other explanatory notes to and forming part of the financial report, and the Certification of the Financial Report has been audited.

The Councillors' Responsibility for the Financial Report

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

- the financial report in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations) and the financial reporting requirements of the *Local Government Act 1989*

This responsibility includes:

- establishing and maintaining internal controls relevant to the preparation and fair presentation of the financial report and standard statements that are free from material misstatement, whether due to fraud or error
- selecting and applying appropriate accounting policies
- making accounting estimates that are reasonable in the circumstances.

Auditor's Responsibility

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

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

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

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Level 24, 35 Collins Street, Melbourne Vic. 3000

Telephone 61 3 8601 7000 Facsimile 61 3 8601 7010 Email comments@audit.vic.gov.au Website www.audit.vic.gov.au

Auditing in the Public Interest

VAGO

Victorian Auditor-General's Office

Independent Auditor's Report (continued)

Matters Relating to the Electronic Presentation of the Audited Financial Report

This auditor's report relates to the financial report published in both the annual report and on the website of Greater Dandenong City Council for the year ended 30 June 2010. The Councillors of Greater Dandenong City Council are responsible for the integrity of the website. I have not been engaged to report on the integrity of the website. The auditor's report refers only to the statement named above. An opinion is not provided on any other information which may have been hyperlinked to or from this statement. If users of this report are concerned with the inherent risks arising from electronic data communications, they are advised to refer to the hard copy of the audited financial report to confirm the information included in the audited financial report presented on the Council's website.

Independence

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

Qualification

The Greater Dandenong City Council has not included "capital grants", "capital contributions", "contributions of non-monetary assets", "assets written off" and "contributed assets" in its reported subtotal of "net underlying result from operations". All of these items are operating in nature as they relate to the activities that the Council carries out to achieve its primary objectives as outlined in the *Local Government Act 1989*. Accordingly, the Council has not presented its comprehensive income statement in accordance with AASB 101 as the subtotal "net underlying result from operations" did not include all items that it purports to represent. This resulted in the Council's subtotal "revenue from operations" of \$124.48 million (2009: \$119.22 million) being understated by \$39.97 million (2009: \$15.16 million), the subtotal "expenses from operations" of \$121.91 million (2009: \$114.32 million) being understated by \$2.14 million (2009: \$2.36 million), and the subtotal "net underlying result from operations" of \$2.58 million (2009: \$4.90 million) being understated by \$37.83 million (2009: \$12.80 million). However, the Council's comprehensive result for the year has not been affected.

Auditor's Opinion

In my opinion except for the qualification on the matter above, the financial report presents fairly, in all material respects, the financial position of Greater Dandenong City Council as at 30 June 2010 and its financial performance and cash flows for the year then ended in accordance with applicable Australian Accounting Standards (including the Australian Accounting Interpretations), and the financial reporting requirements of the *Local Government Act 1989*.

MELBOURNE
24 September 2010


D D R Pearson
Auditor-General

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Level 24, 35 Collins Street, Melbourne Vic. 3000

Telephone 61 3 8601 7000 Facsimile 61 3 8601 7010 Email comments@audit.vic.gov.au Website www.audit.vic.gov.au

Auditing in the Public Interest

Standard Statements Year Ended 30 June 2010



Temporary artwork titled `imag_ne` composing of large letters that reference the popular word puzzle Scrabble

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Standard Income Statement

For the Year Ended 30 June 2010

Income Statement	Note	Budget 2009-2010 \$'000	Actual 2009-2010 \$'000	Variance \$'000	%
Revenue					
Rates		76,029	76,005	(24)	(0.03)
Grants – Operational (Special Purpose)	2	14,155	16,208	2,053	14.50
Grants – Financial assistance (untied)	3	10,094	9,984	(110)	(1.09)
Fees, charges and fines		8,536	8,729	193	(2.26)
Hire of facilities		9,820	9,142	(678)	(6.90)
Interest	4	923	1,785	862	93.39
Other Income		2,645	2,630	(15)	(0.57)
Total Revenue		122,202	124,483	2,281	1.87
Expenses					
Salaries & related costs		49,324	48,383	941	1.91
Materials and services	5	3,065	3,963	(898)	(29.30)
Administration costs		7,711	8,136	(425)	(5.51)
Finance costs		1,976	1,071	905	45.80
Contract services		24,847	24,476	371	1.49
Professional fees	6	3,321	5,240	(1,919)	(57.78)
Grants & Sponsorships	7	4,788	6,156	(1,368)	(28.57)
Other		695	726	(31)	(4.46)
Depreciation		18,271	21,675	(3,404)	(18.63)
Occupancy Costs		2,038	2,080	(42)	(2.06)
Total Expenses		116,036	121,906	(5,870)	(5.06)
Underlying Operating Result		6,166	2,577	(3,589)	(58.21)
Non-operating income and expenditure					
Net gain/(Loss) on disposal of assets	8	1,634	7,522	5,888	(360.34)
Capital Contributions	9	13,552	5,178	(8,374)	(61.79)
Capital Contributions - (non cash)	10	-	29,926	29,926	-
Grants - Capital	11	1,286	4,861	3,575	(277.99)
Asset Write offs	12	-	(526)	(526)	-
Contributions to Vic Roads - (non cash)	13	-	(1,612)	(1,612)	-
Net projected Surplus		22,638	47,926	25,288	(111.71)

Standard Balance Sheet

As at 30 June 2010

Balance Sheet	Note	Budget 2009-2010 \$'000	Actual 2009-2010 \$'000	Variance \$'000	%
Assets					
Current Assets					
Cash and cash equivalents		22,634	50,426	27,792	122.79
Trade and other receivables	14	9,466	16,978	7,512	79.36
Inventories - property		198	1,758	1,560	787.88
Intangible assets		-	-	-	-
Total Current Assets		32,298	69,162	36,864	114.14
Non-Current Assets					
Plant, Furniture and Equipment	15	1,117,728	1,251,572	133,844	11.97
Inventory - property		6,705	3,960	(2,745)	(40.94)
Total Non-Current Assets		1,124,433	1,255,532	131,099	11.66
Total Assets		1,156,731	1,324,694	167,963	14.52
Liabilities					
Current Liabilities					
Trade and other payables		10,767	10,752	15	0.14
Employee benefits	16	11,793	10,966	827	7.01
Trust funds and deposits	17	2,500	5,984	(3,484)	(139.36)
Interest bearing liabilities		2,742	2,629	113	4.12
Total Current Liabilities		27,802	30,331	(2,529)	(9.10)
Non-Current Liabilities					
Employee benefits		511	463	48	9.39
Interest Bearing Liabilities		22,600	23,648	(1,048)	(4.64)
Total Non-Current Liabilities		23,111	24,111	(1,000)	(4.33)
Total Liabilities		50,913	54,442	3,529	6.93
Net Assets		1,105,818	1,270,252	164,434	14.87
Equity					
Accumulated Surplus		491,437	505,332	13,895	2.83
Reserves		614,381	764,920	150,539	24.50
Total Equity		1,105,818	1,270,252	164,434	14.87

Standard Cash Flow Statement

For the Year Ended 30 June 2010

Cash Flow Statement	Budget 2009-2010 \$'000	Actual 2009-2010 \$'000	Variance \$'000	%
Cash Flow from Operations				
Cash Inflow				
Receipts from ratepayers	75,830	75,363	(467)	(0.62)
Fees, charges, fines and other	20,722	17,762	(2,960)	(14.28)
Capital Grants & Contributions	13,552	10,038	(3,514)	(25.93)
Government Grants	25,535	25,805	270	1.06
Interest received	630	1,719	1,089	172.86
Total Inflows	136,269	130,687	(5,582)	(4.10)
Cash Outflow				
Payments to suppliers	39,471	43,482	(4,011)	(10.16)
Payments to employees	47,844	48,469	(625)	(1.31)
Grants & sponsorships	4,787	5,955	(1,168)	(24.40)
Total Outflows	92,102	97,906	(5,804)	(6.30)
Net Cash from operating activities	44,167	32,781	(11,386)	(25.78)
Cash Flow from Investing				
Cash Inflow				
Proceeds from sale of property, plant and equipment	3,474	3,786	312	8.98
Cash Outflow				
Payments for property and other non-current assets	48,993	31,771	17,222	35.15
Net cashflow from investing activities	(45,519)	(27,985)	17,534	(38.52)
Cash flow from investing				
Cash Inflow				
Proceeds from secured loans	11,500	11,500	-	-
Proceeds/(Repayments) of trust monies and deposits	-	2,308	2,308	-
Cash Outflow				
Finance costs	1,976	1,253	723	36.59
Repayment of secured loans	3,408	2,556	852	25.00
Net cash from financing activities	6,116	9,999	3,883	63.49
Net increase/(decrease) in cash and cash equivalents	4,764	14,795	10,031	210.56
Cash and cash equivalents at beginning of the year	17,870	35,632	17,762	99.40
Cash and cash equivalent at end of the year	22,634	50,427	27,793	122.79

Reconciliation of Operating Result and Net Cash Flows from Operating Activities

For the Year Ended 30 June 2010

	Budget 2009-2010 \$'000	Actual 2009-2010 \$'000	Variance \$'000	%
Net Surplus (deficit) from operations	22,638	47,926	25,288	111.71
Depreciation	18,271	21,675	3,404	18.63
Other non cash revenue and expenses	-	(33,517)	(33,517)	-
(Profit) Loss on Sale of property, plant and Equip	(1,634)	(1,792)	(158)	9.67
Finance costs	1,976	1,071	(905)	(45.80)
Net movement in current assets and liabilities	2,916	(2,669)	(5,585)	(191.53)
Increase in equity relating to prior year	-	87	87	-
Net Cash inflow (outflow) from operating activities	44,167	32,781	(11,386)	(25.78)

Standard Statement of Capital Works

For the Year Ended 30 June 2010

Note	Budget 2009-2010 \$'000	Actual 2009-2010 \$'000	Variance \$'000	%
Roads, Bridges and Street Furniture	5,126	5,118	8	0.16
Land & Buildings	22,920	23,732	(812)	(3.54)
Drains	560	553	7	1.25
Land Improvement & Playgrounds	1,315	1,253	62	4.71
Information Services & Minor Plant	1,336	1,442	(106)	(7.93)
Fleet Plant & Equipment	3,064	2,149	915	29.86
Footpaths	1,090	791	299	27.43
Development Contribution Program	13,582	250	13,332	98.16
Total Capital Works	48,993	35,288	13,705	27.97
Represented by:				
Expansion	6,114	4,396	1,718	28.10
Renewal	11,753	8,465	3,288	27.98
Upgrade	31,126	22,335	8,791	28.24
Other	-	92	(92)	-
Total Capital Works	48,993	35,288	13,705	27.97

Property, Infrastructure, Plant & Equipment Movement Reconciliation Worksheet

	Budget 2009-2010 \$'000	Actual 2009-2010 \$'000	Variance \$'000	%
Total Capital works	48,993	35,288	23,705	48.38
Depreciation	(18,271)	(21,675)	(3,404)	(18.63)
Assets written off	-	(526)	-	-
Disposals at carrying amount	(2,363)	(341)	(2,022)	85.57
Gifted assets	-	28,314	-	-
Movement in asset revaluation	-	128,611	-	-
Transfer to current assets	-	(151)	-	-
Changes through Equity	-	-	-	-
Net movement in property, plant and equipment	28,359	169,520	(141,161)	(497.76)

Notes to the Standard Statements

1. Introduction

The Standard Income Statement, Balance Sheet, Cash Flow Statement, Statement of Capital Works and explanatory notes form a special purpose financial report prepared specifically to meet the requirements of the Local Government Act 1989 and Local Government (Finance and Reporting) Regulations 2004.

The Standard Statements have been prepared on accounting bases consistent with those used for the General Purpose Financial Statements, but not prepared in accordance with Australian Accounting Standards or other authoritative professional pronouncements. The Standard Statements are not a substitute for the General Purpose Financial Statements, which are also included in a separate section of this Annual Report.

The Standard Statements compare council's financial plan through original budget targets, with actual performance against those targets. Any material variances between actual results and budget are explained in the notes that follow. Any variances between the original budget and actual results in excess of \$1M and 10% on the original budget have been commented on.

The results reported in these statements are consistent with those reported in the General Purpose Financial Statements, except that the Standard Statement of Cash Flows excludes cash flows resulting from GST, which are cost and revenue neutral to council.

The budget figures reported are those adopted by Council on 29 June 2009. The budget was based on assumptions that were relevant at the time of adoption of the budget. The Council set guidelines and parameters for revenue and expense targets in this budget in order to meet council's business plan and financial performance targets for both the short and long term. The budget does not envisage any changes to equity resulting from asset revaluations as their impacts are not predictable.

Detailed information on the actual results is contained in the General Purpose Financial Statements in the annual report. The detailed budget can be obtained by contacting council or through the council's website. The Standard Statements must be read with reference to these documents.

- 2. Grant Income.** Special Purpose – The total grant funding received at 30 June 2010 was 16.2M (\$2.0M or 14.5 per cent above budget). The additional funding included unbudgeted grants which have been fully or partially expended in the financial year and grant funding received in advance that relate to the 2010-2011 financial year. Included in these grants are the following:

- Additional grant funding over budget of \$1.663M for Children, Youth and Family Services, \$253k for Library services, \$114k for Aged and Disability, \$46K for Sports and Leisure, and \$10k for Regulatory Services.

The bulk of these grants will be expended in the 2010-2011 financial year.

- 3. Financial Assistance grant** – The final grant allocation confirmed by the Grants Commission for 2009-2010 was \$236K less than budget. In addition, an advance of \$2.5M against the 2009-2010 allocation was received in June 2009.

Council has also received \$2.6M of funding in the current year which relates to the 2010-2011 allocation.

- 4. Interest Income** – Council's better than forecast bank balances resulted in higher interest income of \$793K, and penalty and interest on rates contributed a further \$166K.

- 5. Materials & services** – Exceeds budget by \$898K. This figure includes \$750K of major maintenance costs identified through the asset management program to maintain Council's parks and gardens, roads, drains and buildings. These amounts were budgeted in the City Improvement Program (CIP) under Capital, and transferred to operating expenditure through the capitalisation program.

6. **Professional Services** – Exceeds budget by \$1.9M of which \$1.0M represents unbudgeted expenditure relating to surveys and studies relating to councils assets which were included in the CIP under Capital. Also included is \$385K relating to leasing costs for the new Market which were transferred out of CIP. \$194K relates to legal expenditure associated with the delivery of the CIP program and \$461K of additional consultancy expenditure across the Community Services group mainly towards the Best Start Program, and Inclusion Support program. This has been funded through additional grant funding.
7. **Grants & Sponsorships** – Included in the Grants and Sponsorships category is unbudgeted expenditure of \$804K on assets that are not council owned. This expenditure has been treated as contributions to other utility services. Also contributing to the variance is the higher than planned care provider payments of \$765K for family day care. These payments have been offset through additional grant funding.
8. **Net Gain/(Loss) on disposal of assets** – The better result is the sale of Balmoral Avenue that was not included in the budget.
9. **Developer Contributions** – The budget represented developer contributions to be received for the Dandenong South (C87) and Keysborough South (C36) developments. However, a delay in the commencement of these projects has resulted in the variance of \$8.3M.
10. **Capital Contributions** – Represents assets acquired from sub division activity.
11. **Capital Grants** – This better result of \$3.5M represents unbudgeted grants received from the Department of Infrastructure Transport regional Development and Local Government of \$1.8M for the Noble Park Swimming Pool. \$539K from Vic Roads for the Blackspot program, \$286K towards the Noble Park streetscape project, \$210K towards Springvale Reserve, \$128K for Tatterson Park, \$282 towards the Bicycles/shared User Path Network and \$300K for various other capital projects.
12. **Write off of assets** – These write offs represent minor plant, playgrounds, buildings, footpaths, and street furniture.
13. **Contributed Assets** – As part of the DCP program council received assets valued at \$1.6M from the developers which satisfied the developers obligation to council. These assets however did not belong to council and were passed on to Vic Roads.
14. **Receivables** – Included in receivables is the \$5.7M relating to the Balmoral Avenue sale of land. This will be settled in exchange for the car parks when the building is completed later in the year.
15. **Fixed Assets** – The variance is mainly due to the impact of the Valuations on the Land and Buildings.
16. **Employee benefits** – The budget was premised on all leave entitlements taken by staff during the year hence the variance.
17. **Trust Monies** – Mainly represents the net movement in monies from developer contributions and VicUrban share of Metro land sales.

Certification of the Standard Statements

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



Jay Peries CPA
Principal Accounting Officer

Dated: 21 September 2010

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

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

We have been authorised by the Council on 13 September 2010 to certify the standard statements in their final form on behalf of the Council.



Cr Jim Memeti
Mayor

Dated: 21 September 2010



Cr Youhorn Chea
Councillor

Dated: 21 September 2010



John Bennie
Chief Executive Officer

Dated: 21 September 2010

VAGO

Victorian Auditor-General's Office

INDEPENDENT AUDITOR'S REPORT

To the Councillors, City of Greater Dandenong

The Standard Statements

The accompanying standard statements for the year ended 30 June 2010 of the Council which comprises of standard income statement, standard balance sheet, standard cashflow statement, standard statement of capitle works, the related notes and the Certification of the Standard Statements have been audited.

The Councillors' Responsibility for the Standard Statements

The Councillor's of the City of Greater Dandenong are responsible for the preparation and the fair presentation of:

- the standard statements in accordance with the basis of preparation as described in note 1 of the statements and the requirements of the *Local Government Act 1989*.

This responsibility includes:

- establishing and maintaining internal controls relevant to the preparation and fair presentation of the standard statements that are free from material misstatement, whether due to fraud or error
- selecting and applying appropriate accounting policies
- making accounting estimates that are reasonable in the circumstances.

Auditor's Responsibility

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

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

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

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Level 24, 35 Collins Street, Melbourne Vic. 3000

Telephone 61 3 8601 7000 Facsimile 61 3 8601 7010 Email comments@audit.vic.gov.au Website www.audit.vic.gov.au

Auditing in the Public Interest

E3/2010 AGR03

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Victorian Auditor-General's Office

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

Matters Relating to the Electronic Presentation of the Audited Standard Statements

This auditor's report relates to the standard statements published in both the annual report and on the website of the City of Greater Dandenong for the year ended 30 June 2010. The Councillors of the City of Greater Dandenong are responsible for the integrity of the website. I have not been engaged to report on the integrity of the website. The auditor's report refers only to the statements named above. An opinion is not provided on any other information which may have been hyperlinked to or from these statements. If users of this report are concerned with the inherent risks arising from electronic data communications, they are advised to refer to the hard copy of the audited standard statements to confirm the information included in the audited standard statements presented on the City of Greater Dandenong website.

Independence

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

Auditor's Opinion

In my opinion, the standard statements present fairly, in all material respects, in accordance with the basis of preparation as described in note 1 to the statements and comply with the requirements of the *Local Government Act 1989*.

MELBOURNE
24 September 2010


D D R Pearson
Auditor-General

2

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

Auditing in the Public Interest

E3/2010 AGR03



Customer Service

Springvale
397-405 Springvale Road

Dandenong
39 Clow Street

Noble Park
18-32 Buckley Street

Keysborough
Shop A7
Parkmore Shopping Centre

Business Development Centre
Suite 1, 4th Floor
329 Thomas Street
Dandenong

Telephone 9239 5100	Facsimile 9239 5196	TTY 9239 5153
Internet www.greaterdandenong.com	Email council@cgd.vic.gov.au	TIS 13 14 50