



GLEN EIRA  
CITY COUNCIL

BENTLEIGH  
BENTLEIGH EAST  
BRIGHTON EAST  
CARNEGIE  
CAULFIELD  
ELSTERNWICK  
GARDENVALE  
GLEN HUNTLY  
MCKINNON  
MURRUMBEENA  
ORMOND  
ST KILDA EAST

# QUARTERLY SERVICE PERFORMANCE REPORT

QUARTER ENDING SEPTEMBER 2021 [WWW.GLENEIRA.VIC.GOV.AU](http://WWW.GLENEIRA.VIC.GOV.AU)



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## Acknowledgement



## Acknowledgement of Country

Glen Eira City Council acknowledges the Boonwurrung/Bunurong and Wurrundjeri Woi Wurrung peoples of the Eastern Kulin Nation as Traditional Owners and Custodians, and pays respect to their Elders past, present and emerging.

We acknowledge and uphold Traditional Owner's continuing relationship to the land and waterways.

Council extends its respect to all Aboriginal and Torres Strait Islander peoples.

## Chief Executive Officer Overview

Welcome to the first Quarterly Services Performance Report for the new financial year. Over the last three months Council continued to navigate the impacts of the COVID-19 restrictions, while focusing on delivering high quality and responsive services to support our community. Despite ongoing lockdowns and restrictions during this period, Council progressed a range of initiatives and projects and commenced the delivery of our 2021-2022 Capital Works Program, making good progress on a number of fronts.

We finalised an extensive program of engagement with our community to inform our new 2021-2025 Council Plan and Community Wellbeing Plan and commenced the development of our Housing Strategy and Domestic Animal Management Plan.



### **SOME OF THE HIGHLIGHTS THIS QUARTER INCLUDED:**

- A major focus on engaging with the community to inform the development of important strategies and plans including our 2021-2025 Council Plan and Community Wellbeing Plan, Community Safety Plan, Mackie Road Masterplan, Domestic Animal Management Plan and Housing Strategy
- Completion of upgrade works at Mackie Reserve Pavilion to ensure equitable access to all community members and visitors
- Commencement of Stage One demolition works on the Bentleigh Eat Street project
- Progress on the Bentleigh Library and Youth Hub and Aileen Avenue Park projects
- The launch of our GEL Anywhere PLUS membership program and continued success of the GEL online exercise program
- An increase in our recycling diversion rate for household rubbish from 49 per cent to 60 per cent.

We will be refreshing the measures and appearance of the quarterly report for the next period in line with the new initiatives and measures outlined in the new Council Plan 2021-2025, which was adopted by Council on 26 October 2021.

As always, I welcome any feedback and ideas for how we can improve the information we provide for our community, please don't hesitate to email me at [mail@gleneira.vic.gov.au](mailto:mail@gleneira.vic.gov.au).

Regards,  
Rebecca McKenzie  
Chief Executive Officer

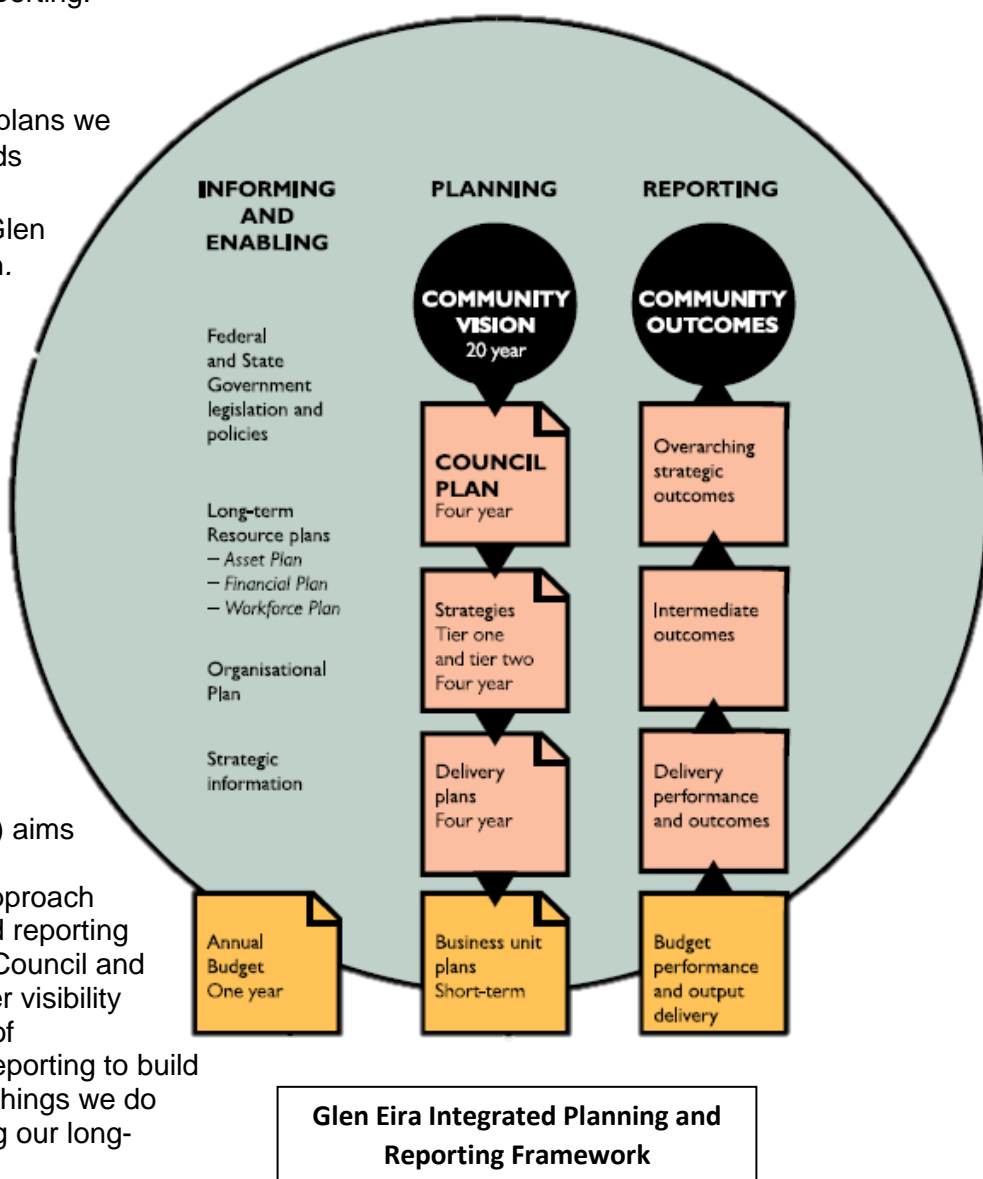
## Integrated Planning and Reporting Framework

Under the Local Government Act (Vic) 2020 all councils must operate under a set of principles which support improved decision-making and more integrated and transparent planning and reporting.

Integrated planning and reporting are important because the strategies and plans we develop all contribute towards achieving the community's aspirations, outlined in the Glen Eira 2040 Community Vision.

Integrated planning links the initiatives and services we offer to the longer-term goals set out in the Community Vision, and four-year Council Plan. It also recognises that Council is subject to external influences and obligations from our regulators and partners.

Council's new *Integrated Planning and Reporting Framework* (the Framework) aims to ensure we take a more transparent and cohesive approach to our strategic planning and reporting to our community. It allows Council and the community to have better visibility across the various aspects of our strategic planning and reporting to build greater confidence that the things we do today contribute to achieving our long-term goals.



Our **Quarterly Service Performance Report** is a critical element of the Framework as it provides transparency about how we are performing to the community on a regular basis.

For more information about the Framework, as well as our strategic planning and reporting activities you can visit [www.gleneira.vic.gov.au](http://www.gleneira.vic.gov.au)

## Financial Overview

The 2021-2022 financial year began with further lockdowns that forced the ongoing closure of many of council services and reduced our ability to raise income. The operating result year-to-date is lower than anticipated when the budget was set, however the balance sheet position and the cash position remain favourable.

At the end of September 2021, performance against budget from ordinary activities showed a favourable variance of \$806,000. This included lower than anticipated income of \$2.2 million mainly due to the loss of user fees during service closures; and reduced expenditure - now \$3 million under budget. This was made up of savings where services could not be provided but also work delayed that will still need to occur when safe to do so.

The forecast result expected for the financial year was a surplus of \$9.5 million compared with the adopted 2021–22 Budget surplus of \$11.05 million. The decreased forecast result was attributed to reduced fee income due to the ongoing nature of the pandemic (\$2.35 million), statutory fees and fines (\$889,000) and partially offset by expenditure savings (\$1.36 million) mainly in employee costs.

Council's forecast liquidity ratio, a measurement of our financial strength, is 0.95 against our budget of 0.94. This means for every \$1 of current liability, Council has \$0.95 in current assets to meet those commitments. This position has been deemed by Council as an acceptable risk in the short term while we fund our strategic Capital Works Program. Council will continue to closely monitor and manage the financial situation in order to minimise further risk.

## Financial Sustainability Risk Indicators

Financial Sustainability Risk Indicators	2020-2021 Actuals	2021-2022 Annual Budget as at 30 June 2022	2021-2022 Annual Forecast as at 30 June 2022	2021-2022 Risk based on Annual Forecast as at 30 June 2022	Comment
<b>Net Result</b> <i>To generate surpluses consistently greater than 0%.</i>	0.29%	5.67%	4.95%	Low	Council is generating positive surpluses.
<b>Underlying Result (%)</b> <i>Ability to generate surplus in the ordinary course of business, excluding non-recurrent capital grants and non-monetary asset contributions to fund capital expenditure from net result. Low risk indicator to be more than 5%.</i>	-2.91%	-0.45%	-1.31%	High	Council anticipates a low underlying result during 2021-22 due to our reduced ability to generate fee income during the COVID-19 pandemic.
<b>Liquidity</b> <i>To measure Council's ability to repay short-term liabilities as they fall due. Low risk - indicator is to be greater than 1.0.</i>	1.21	0.94	0.95	Medium	Council's forecast to 30 June 2022 indicates a Liquidity Ratio of slightly lower than 1.0.
<b>Internal Financing</b> <i>Generating enough cash from operations to fund new assets. Low risk indicator is to be greater than 100%.</i>	42.72%	60%	51%	High	Council is restricted in generating cash due to our COVID-19 responses in the short term. Measures to correct this will be implemented over the coming months.
<b>Indebtedness</b> <i>Lower than 40% relates to the ability to repay debt from own-source revenue.</i>	8.56%	22.87%	24.51%	Low	Council is operating at a ratio of lower than 40%, therefore has the ability to repay debt from own-source revenue.
<b>Capital Replacement</b> <i>To ascertain the level of risk of insufficient spending on asset renewal. Low risk indicator is to be more than 1.5.</i>	1.34	3.31	3.20	Low	Council operates at a low level of risk with respect to capital replacement.
<b>Renewal Gap</b> <i>To ensure there is sufficient spending on Council's asset base. Low risk indicator is to be greater than 1.0.</i>	0.89	2.23	2.23	Low	Council spends sufficient funds on its asset base.



## Capital Works Update

### Completed Projects:

#### **Unisex and inclusive facilities – Mackie Road Reserve Pavilion Upgrade (\$40,000)**

*The pavilion at Mackie did not effectively respond to unisex use of facilities. The pavilion provided four changerooms to service the sportsground, however the amenities comprised an open bay shower area, one pan toilet and one urinal that were all in poor condition and the umpires' room did not meet recommended guidelines for umpire facilities.*

#### **Hydraulic Renewal (\$30,000)**

*Rolling program for renewal of hydraulic components across Council assets*

#### **Fire Detection Upgrade (\$45,000)**

*Upgrade Fire detection system, throughout the three wings at Moorleigh Village*

#### **Mechanical Renewal (\$40,000)**

*Strategic renewal program for replacing HVAC units at various Council buildings*

#### **Flooring Renewal (\$30,000)**

*Packer Park Pavilion flooring works*

### Project updates:

#### **Bentleigh Library and Youth Services Hub**

Construction has resumed following a pause due to the 25 per cent capacity limit imposed due to COVID-19 restrictions. The building extension is taking shape with structural steel being erected around the new entrance and book returns area. The impact on timelines of the ongoing restrictions means there may be a delay in the planned finish date of June 2022.

#### **Carnegie Memorial Pool Redevelopment**

The detailed designs have been completed and a “fly through” tour can be found [here](#).

Progress on the redevelopment has been delayed due to an unexpected public submission lodged with Heritage Victoria. Heritage Victoria has commenced its assessment and hope to advertise the project in their November issue. A site visit will be conducted in November for further review and assessment.

#### **Bentleigh Eat Street**

Stage One works have commenced with demolition of the rotunda and retaining walls erected at Sonder bar and Sportsgirl. Concrete slabs in the plaza area have been poured and stone pavers are being installed. This stage is due for completion in January 2022.

#### **Lord Reserve Pavilion development**

Demolition has taken place and the blockwork has been completed. Construction of the frames and inground supply of electricity through pits has commenced.

#### **New open space – Aileen Avenue**

The construction of the Aileen Avenue Park has commenced with the set out of the central seating area, bulk earthworks and the placement of the terraced rockwork. The project was delayed for a short period due to COVID-19 restrictions, but works have now recommenced.



## Selwyn Street Cultural Precinct

The concept design for the Cultural Precinct is progressing in line with the design program under the oversight of a special advisory committee. Concepts are also being developed for an integrated commemorative public artwork.

The team is also working closely with Yarra Trams while exploring the opportunity of relocating the tram stop to directly cater to the precinct.

A traffic assessment report is being prepared to understand the flow of traffic from Selwyn Street to Glen Huntly Road.

The project is on track and we aim to wrap up the design works by June 2022.

## Murrumbeena Community Hub

The Murrumbeena Community Hub construction is underway with ground floor blockwork almost complete. Work on the first floor will commence in November 2021.

## Pedestrian Safety Program

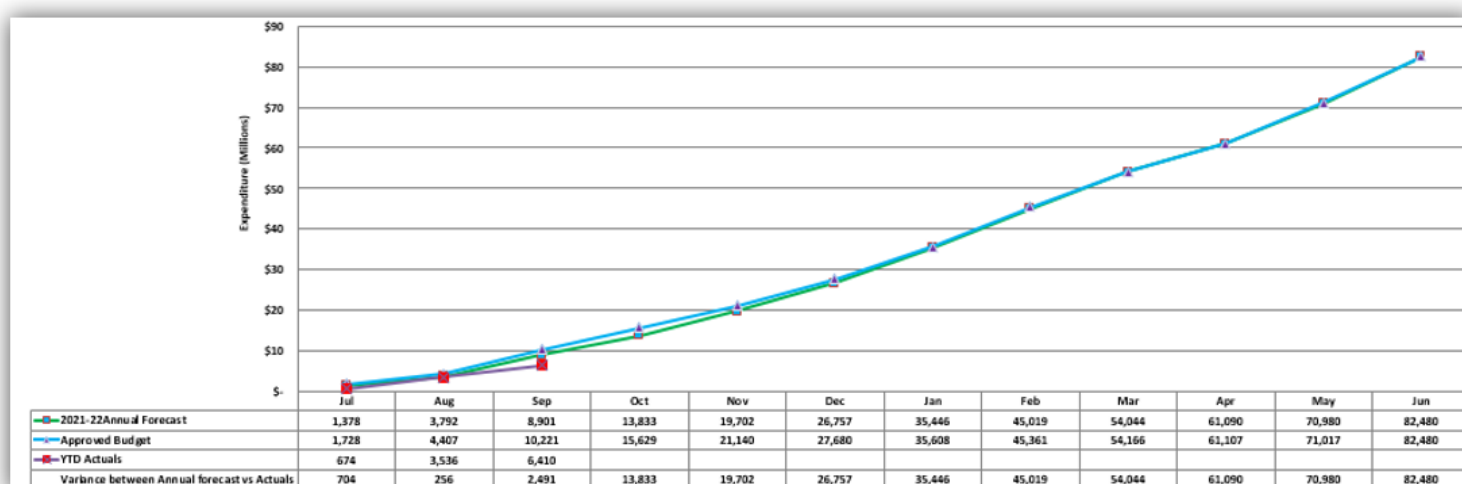


As part of Council's Pedestrian Safety program, a safer pedestrian crossing has been completed on the western side of the intersection of Brewer Road and Bendigo Avenue, Bentleigh.

The newly constructed Kooyong Road Pedestrian refuge will also provide another location for pedestrians to safely cross the road.

## Capital Financial Performance

Capital monthly performance against budget and forecast - 30 September 2021



# WELL INFORMED AND TRANSPARENT DECISIONS AND HIGHLY VALUED SERVICES



*We build trust through engaging with our community, delivering quality services and making evidence-based decisions.*

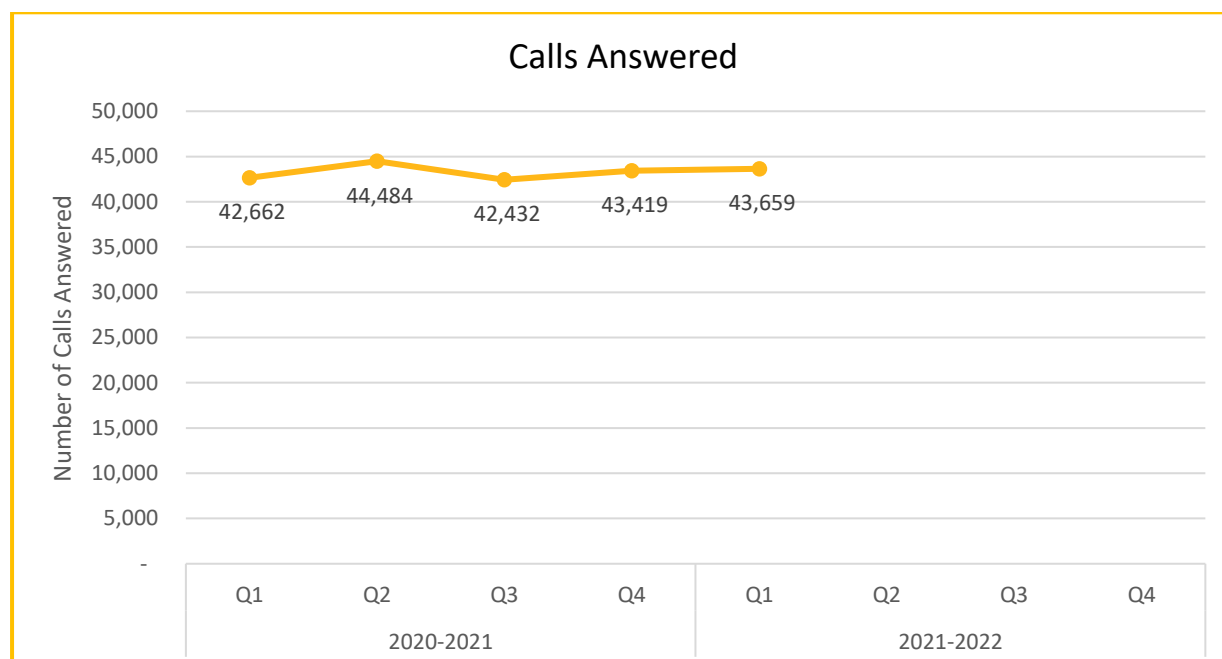
## Governance

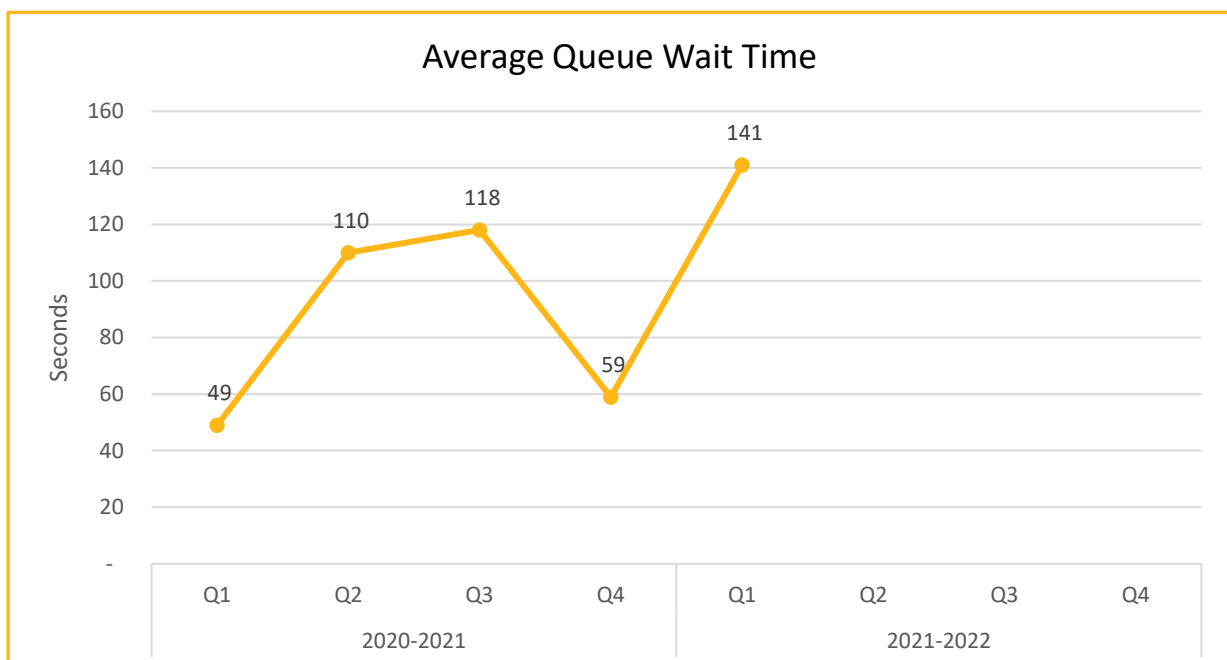
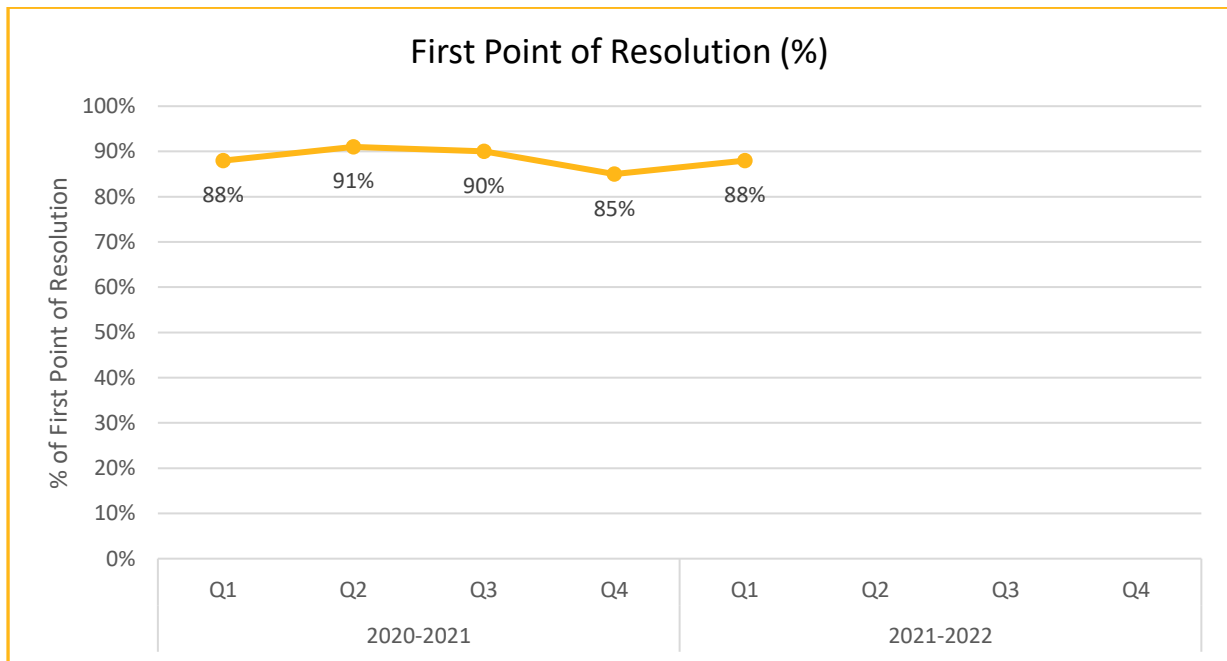
### PUBLIC QUESTIONS TO ORDINARY COUNCIL MEETINGS – 1 July to 30 September 2021

Metric	Quantity
Average time taken to reply to public questions taken on notice at Ordinary Council meetings	0
Number of Ordinary Council meetings	4
Number of public questions asked at Ordinary Council meetings	32
Number of Public questions ruled inadmissible at Ordinary Council meetings	6
Public questions answered following Ordinary Council meetings (person submitting question not present and/or public question taken on notice)	0

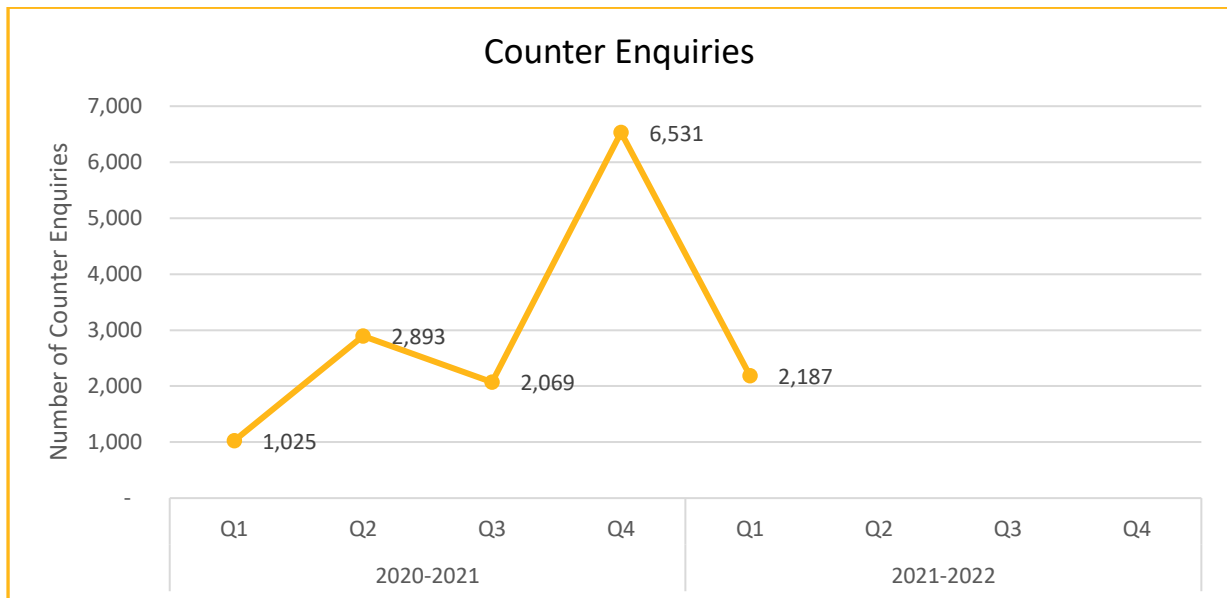
**Comment:** The questions submitted that were ruled inadmissible at Ordinary Council Meetings exceeded the number of questions allowed under the Written Public Questions to Council Guidelines.

## Customer Service



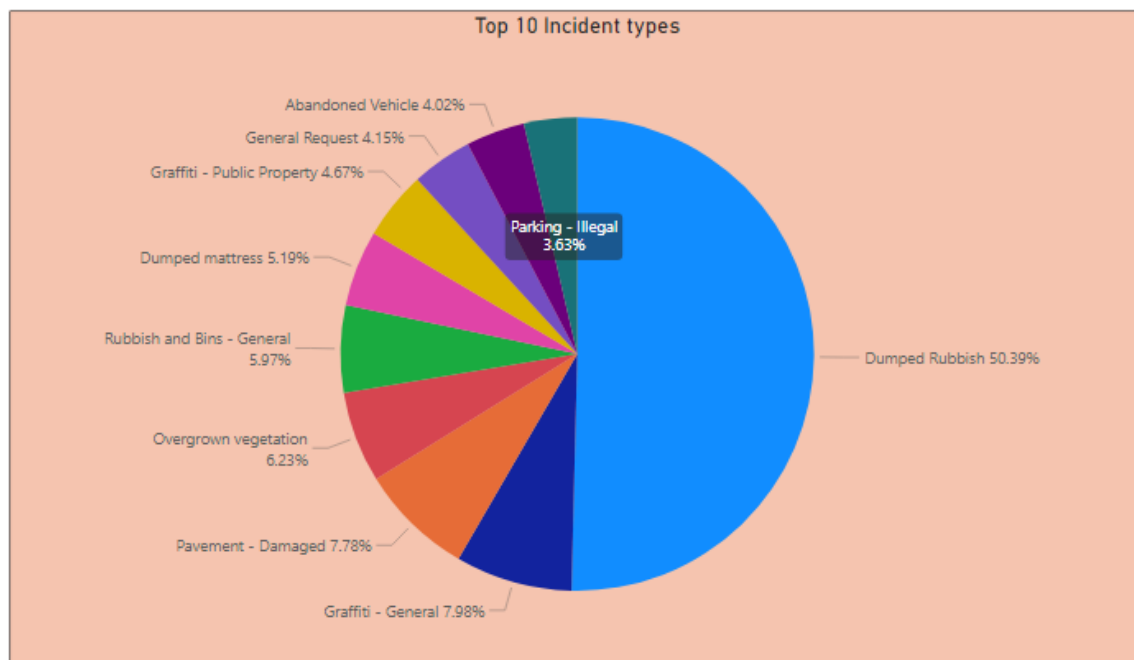
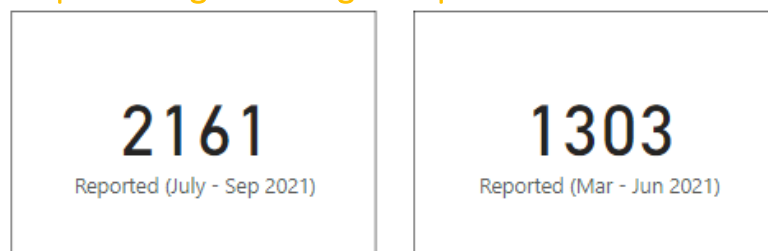


**Comment:** There were several factors that contributed to the increase in queue wait time. One of the main contributors was the change in Waste Collection services, which commenced in July. Other factors included increased enquiries related to various reminder notices and the easing of COVID-19 restrictions.



**Comment:** Overall there has been a 67% decline in counter enquiries this quarter. This was due to the closure of counters to the public as a result of the COVID-19 restrictions. The 2,187 counter enquiries recorded was during the brief period where we were able to open our Service Centre at Town Hall to the public.

### Customer reports lodged through Snap Send Solve



**Comment:** Snap Send Solve is an app that provides an alternative method for the community to report local issues to Council and other authorities. During the month of September, Snap Send Solve ran a campaign that saw an increase in incidents lodged from 625 in July and 636 in August to 892 in September. More information about Snap Send Solve is available here [www.snapsendsolve.com.au](http://www.snapsendsolve.com.au)



## ACCESS TO WELL DESIGNED AND MAINTAINED OPEN SPACES AND PLACES

*Our public open spaces and places support a healthy and connected community and contribute to a more sustainable and vibrant City.*

### Glen Eira Open Space

Key facts and values of open space in Glen Eira City Council

72 reserves

170.89  
hectares

4.5% of  
municipal area

PRECINCT NAME	Total open space Ha	Total population 2016	Sqm of open space per person 2016	Forecast population 2031	Sqm of open space per person 2031
Bentleigh	13.40	17,828	8	20,160	7
Bentleigh East	32.98	28,813	11	32,591	10
Carnegie	21.07	18,228	12	22,279	9
Caulfield	0.05	5,920	0.08	6,594	0.07
Caulfield East	8.81	Incl. in Caul. Nth	20	Incl. in Caul. Nth	14
Caulfield North	26.33	17,849	20	25,730	14
Caulfield South	15.39	12,536	12	13,479	11
Elsternwick	3.55	12,061	3	14,007	3
Gardenvale	0.45	Incl in Elsternwick	3	Incl in Elsternwick	3
Glen Huntly	2.73	5,318	5	6,193	4
McKinnon	14.18	6,605	21	7,376	19
Murrumbeena	21.20	10,647	20	11,621	18
Ormond	9.39	8,850	11	9,392	10
St Kilda East	1.35	4,358	3	4,400	3
<b>TOTALS</b>	<b>170.89</b>	<b>149,013</b>	<b>11</b>	<b>173,822</b>	<b>10</b>

Source: [Glen Eira Open Space Strategy Refresh 2020](#)

### Comparison of Glen Eira open space quantity with adjoining municipalities

Municipality	Total open space sqm	Total municipal land area sqm	Total Population estimated population 2013	Open Space sqm per person	% of open space as a proportion of total land area
Glen Eira	1,729,324	38,700,000	140,320	12	4.5%
Bayside	4,413,000	37,000,000	97,400	45	11.9%
Kingston	12,406,000	91,000,000	149,772	83	13.6%
Monash	7,770,000	82,000,000	177,999	44	9.5%
Port Phillip	3,881,000	20,620,000	96,922	40	18.8%
Stonnington	1,726,000	25,600,000	89,883	19	6.7%



Source: [Glen Eira Open Space Strategy Refresh 2020](#)



## Trees and Footpaths

As part of the Federal Government Local Roads and *Community Infrastructure Funding Program*, Council was successful in securing \$500,000 towards a project aimed at improving the condition of our footpaths on higher pedestrian-use streets. Highlighting the commitment toward providing safe and accessible walking environments. Council has also committed \$200,000 to this project.

The *Great Walking Streets* Project aims to identify and remove footpath hazards on our most used streets, with a view to further encourage outdoor exercise and provide a means of improving both physical and mental health. We have replaced 4,801 square metres of footpath to date as part of the project.

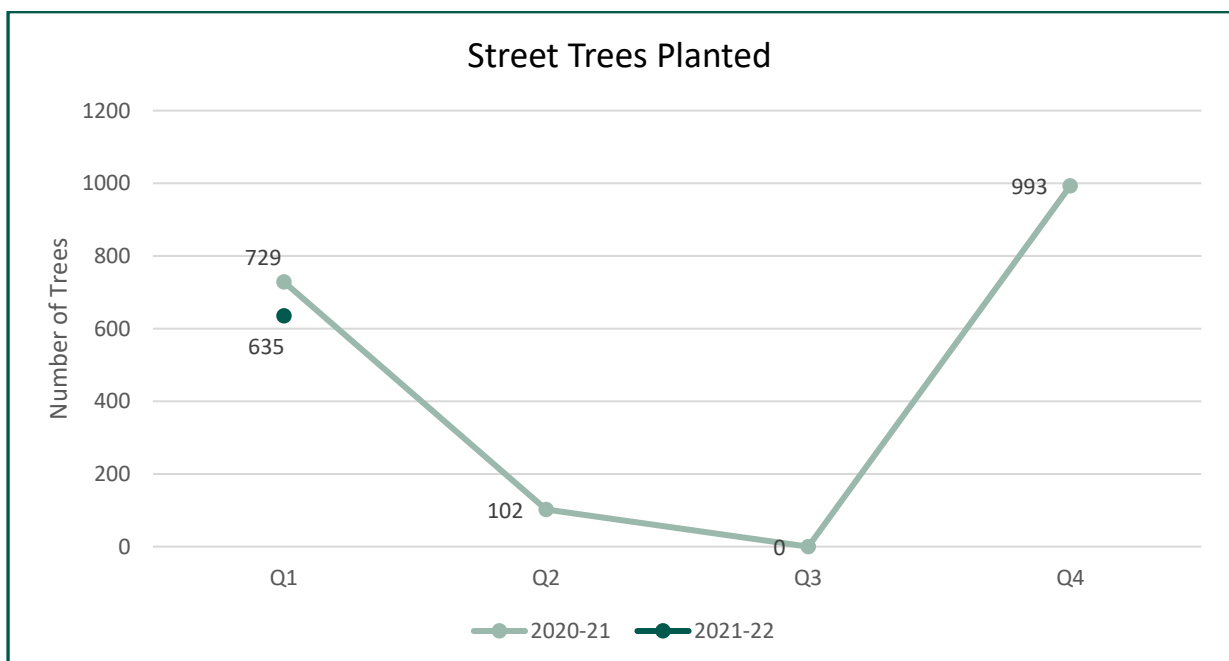
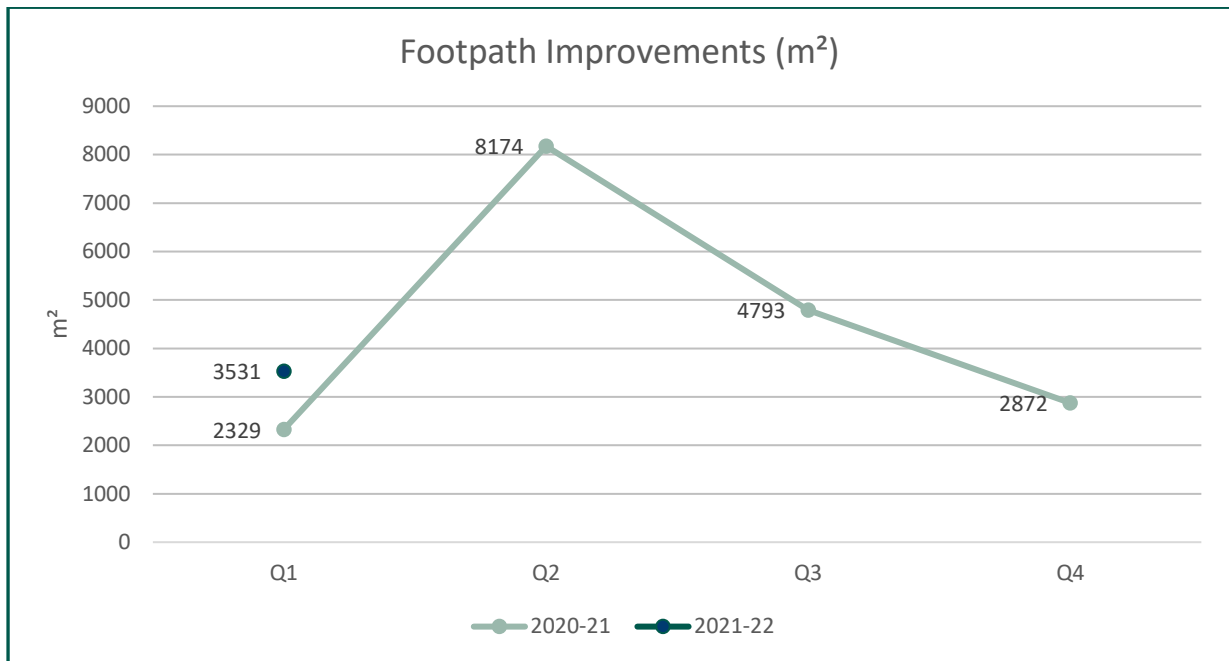
The following locations have been completed:

- Patterson Road, Bentleigh between Nepean Highway and Jasper Road
- McKinnon Road, McKinnon between Thomas Street and Tucker Road
- Koornang Road, Carnegie between Dandenong Road and North Road
- Glenhuntly Road, Caulfield South and Carnegie between Bambra Road and Truganini Road
- Tucker Road, Ormond and Bentleigh between North Road and Centre Road and
- Neerim Road, Murrumbeena between Murrumbeena Road and Poath Road.



Council has recently engaged with the community on the new footpaths program, with strong support for Baylon Street (Bentleigh), Lyons Street (Bentleigh East), Park View Drive (Carnegie) and Dromana Avenue (Bentleigh). These streets will undergo design in the coming months, prior to works beginning in early 2022.



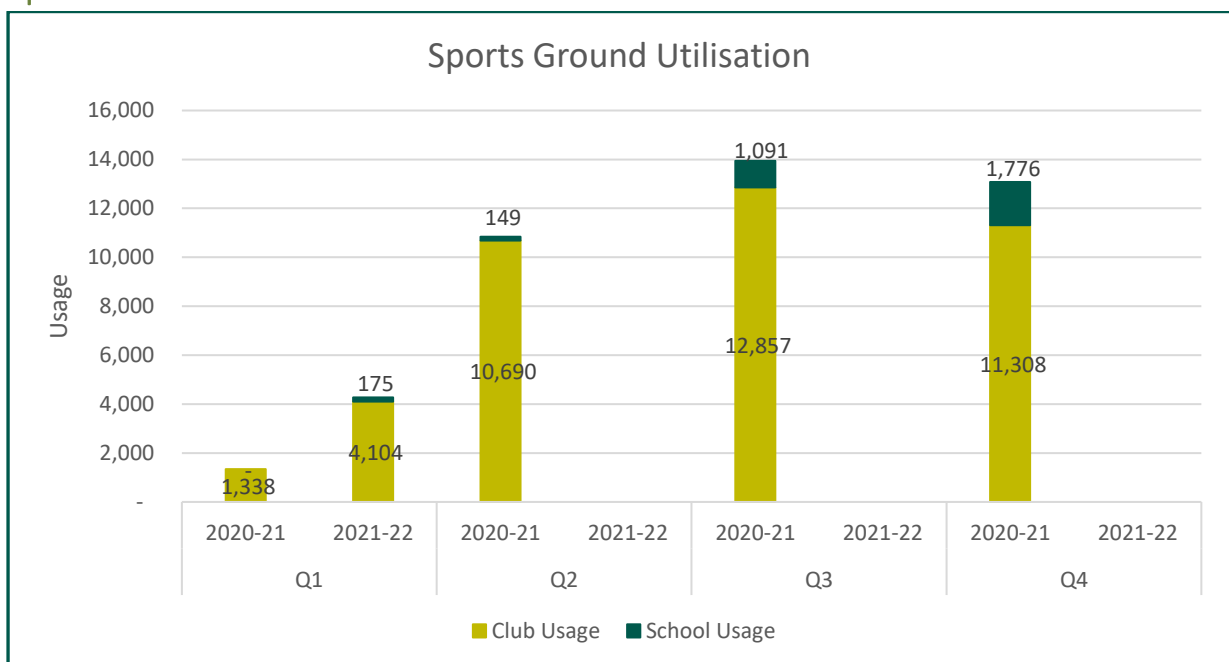


**Comment:** Progress on the tree planting program for the quarter saw 567 trees fewer than the target due to a shortage of suitable planting sites. The shortfall in the number of street trees planted will be addressed in the fourth quarter.



**Comment:** The tree removal trend is less than average as a result of the positive impact of the pruning program.

### Sports Ground Utilisation



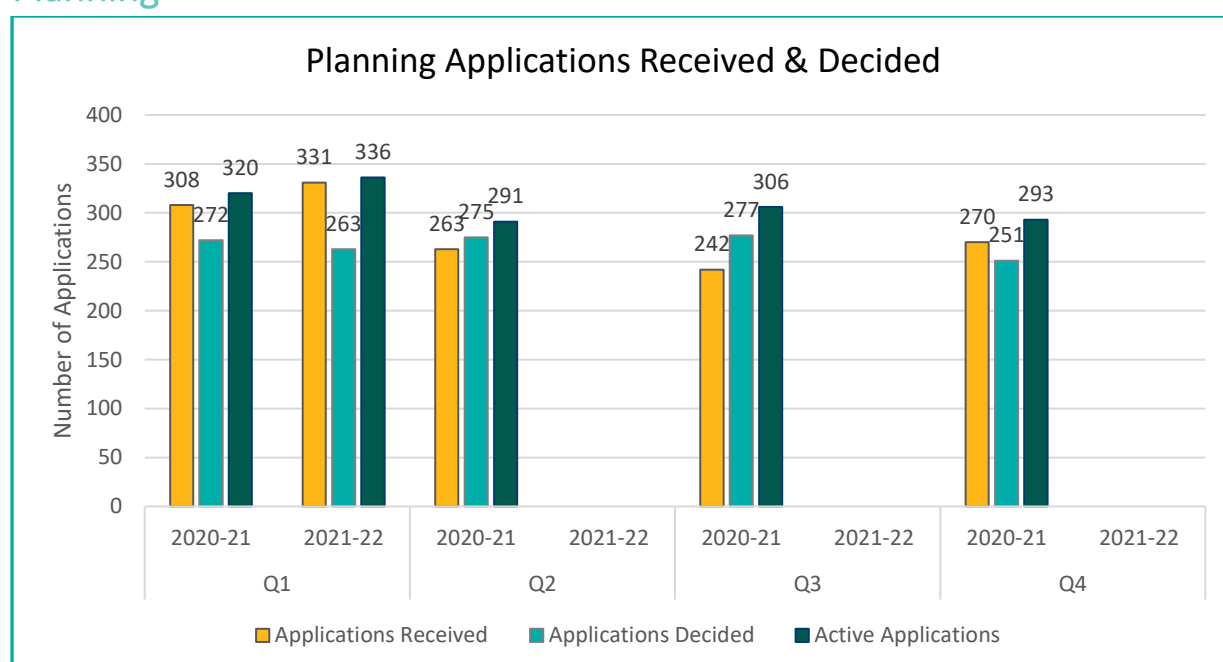
**Comment:** Sports grounds utilisation for the period was impacted by COVID-19 restrictions, with community sport only permitted from 1 – 15 July and 28 July – 4 August 2021.

## A LIVEABLE AND WELL PLANNED CITY



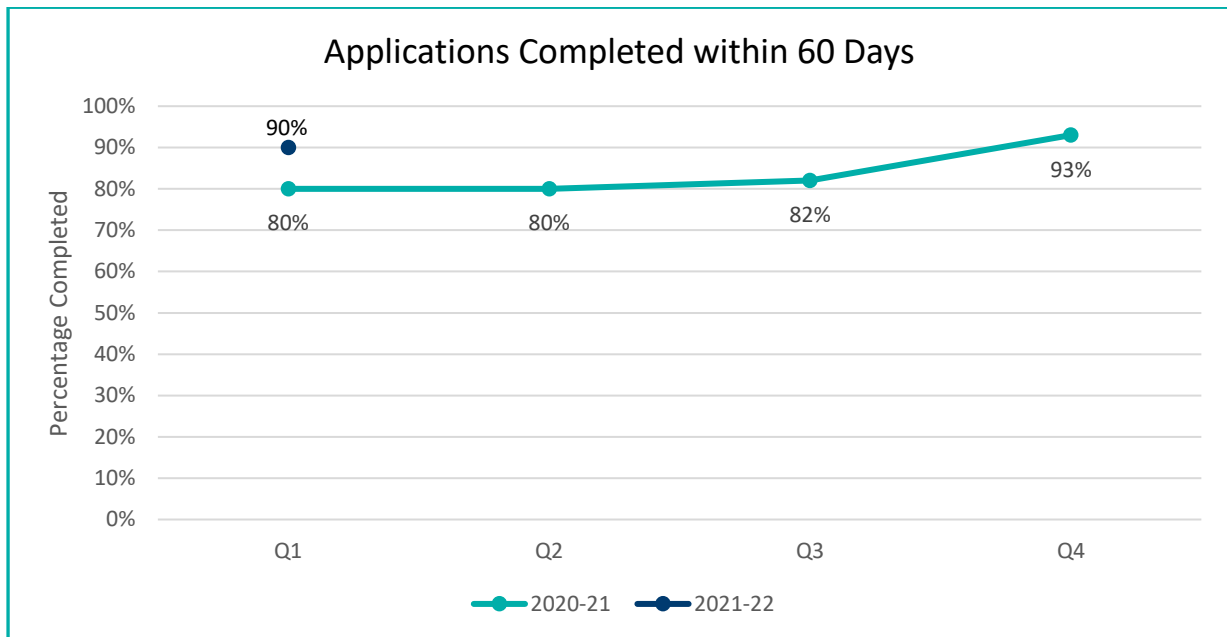
*Our planning aims to balance population growth with enhancing the unique character and heritage of our City.*

### Planning



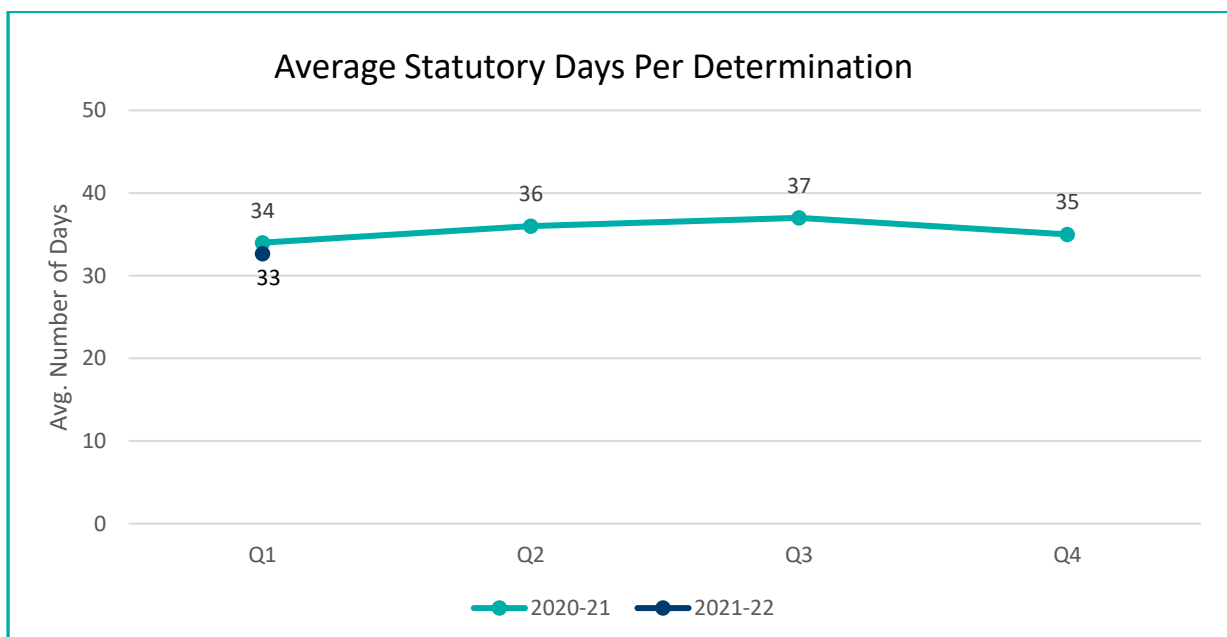
**Comment:** There has been a 22 per cent increase in the number of applications received this quarter, while maintaining a generally consistent output in decisions. A higher number of applications is typically received in the first quarter of the financial year. This is attributed to people wanting to obtain permits to commence developments during the warmer months. While there has been an increase in the number of active applications, based on previous years, this will balance out over the coming months. It is important to note that other indicators remain positive such as percentage of applications within timeframes and average days to process an application.

Active applications continue to be lower than the previous financial year. This trend is likely to continue as the benefits of planning office process improvements are realised.

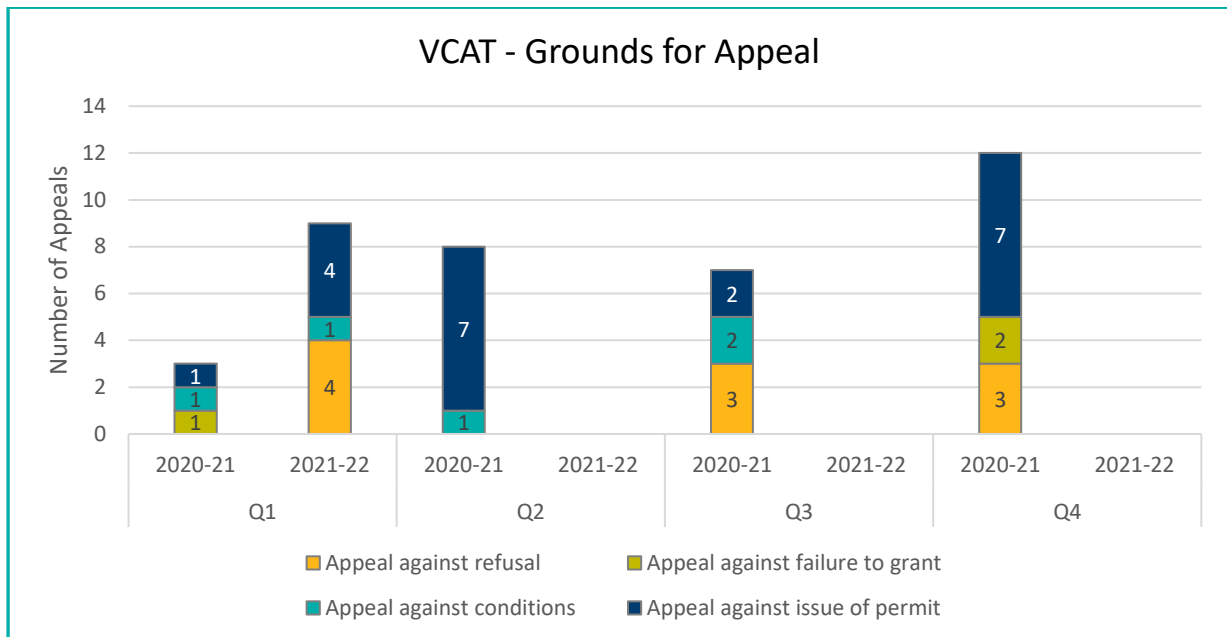


**Comment:** On average 90 per cent of applications have been determined within the statutory timeframe for this quarter. There has been a material increase in the statutory timeframes compared to the previous quarters.

In comparison to other Metropolitan Councils, Glen Eira is still one of the top performing councils within the State for the percentage of decisions made within statutory timeframes.



**Comment:** The average number of days to decide a planning application remains below the State and Metropolitan averages. Glen Eira Council is one of the best performing metropolitan Councils in relation to the timeliness of decision making.



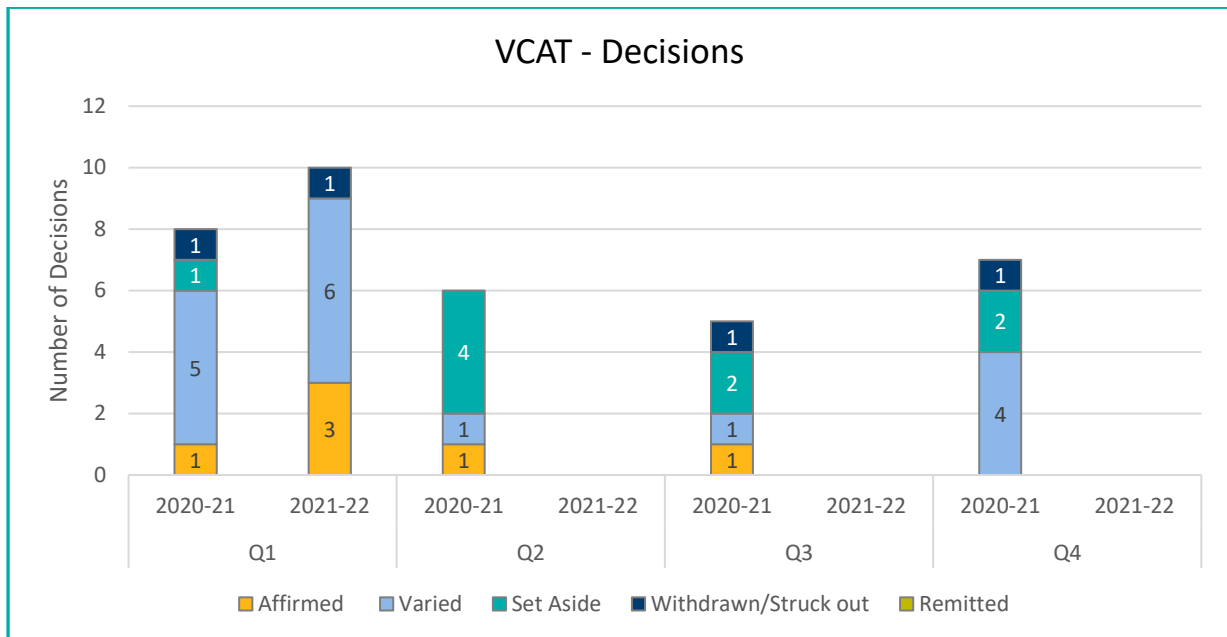
**Comment:** Nine appeals were lodged this quarter, which continues to be low for a metropolitan Council. Performance is consistent across the different appeal types (ie. applicant appeals against refusal and objector appeals against approval).

*VCAT Appeal against refusal - Number of applications where the VCAT lodgement date is equal to or greater than the first day of the relevant timeframe, yet less than or equal to the last day of the relevant timeframe, and have been marked as including an appeal by the applicant against the refusal by the Responsible Authority to issue a permit*

*VCAT Appeal against failure to grant - Number of applications where the VCAT lodgement date is equal to or greater than the first day of the relevant timeframe, yet less than or equal to the last day of the relevant timeframe, and have been marked as including an appeal by the applicant following the expiration the 60 day time period without a determination by the Responsible Authority*

*VCAT Appeal against conditions - Number of applications where the VCAT lodgement date is equal to or greater than the first day of the relevant timeframe, yet less than or equal to the last day of the relevant timeframe, and have been marked as including an appeal by the applicant against conditions applied by the Responsible Authority pursuant to the issue of a permit*

*VCAT Appeal against issue of permit - Number of applications where the VCAT lodgement date is equal to or greater than the first day of the relevant timeframe, yet less than or equal to the last day of the relevant timeframe, and have been marked as including an appeal by a stakeholder against the issue of a permit by the Responsible Authority*



**Comment:** The number of VCAT decisions remains low, noting that VCAT decisions were all either affirmed or varied.

*VCAT Decisions Affirmed - Number of applications where the VCAT outcome date is equal to or greater than the first day of the relevant timeframe, yet less than or equal to the last day of the relevant timeframe, and have been determined by VCAT as affirming the original Responsible Authority determination*

*VCAT Decisions Remitted - Number of applications where the VCAT outcome date is equal to or greater than the first day of the relevant timeframe, yet less than or equal to the last day of the relevant timeframe, and VCAT have remitted the application back to the Responsible Authority for further consideration*

*VCAT Decisions Set aside - Number of applications where the VCAT outcome date is equal to or greater than the first day of the relevant timeframe, yet less than or equal to the last day of the relevant timeframe, and have been determined by VCAT as setting aside the original Responsible Authority determination, and issuing its own.*

*VCAT Decisions Withdrawn/Struck out - Number of applications where the VCAT outcome date is equal to or greater than the first day of the relevant timeframe, yet less than or equal to the last day of the relevant timeframe, and have either been withdrawn by the applicant, or have been struck out by VCAT*

*VCAT Decisions Varied - Number of applications where the VCAT outcome date is equal to or greater than the first day of the relevant timeframe, yet less than or equal to the last day of the relevant timeframe, and have been determined by VCAT as varying the original Responsible Authority determination*

## A GREEN AND SUSTAINABLE COMMUNITY



*Our actions and priorities aim to protect our community from the worst impacts of climate change.*

### Urban Forest Strategy

Our *Urban Forest Strategy* was adopted by Council at the end of June 2021, providing a clear and pragmatic plan which aims to reverse the current trajectory of canopy loss across Glen Eira. The Strategy aims to tackle the problem of reconciling the growing population and development with urban greening and canopy cover. The ultimate aim is that through the collective actions of Council, the community, State Government and other agencies we can increase the municipal tree canopy cover from 12.5 per cent to 22 per cent by 2040.



Image 1: Tree canopy cover per mesh block for the LGA of Glen Eira. Source: *Vegetation\_Cover\_2018*, Spatial Datamart, DELWP, 2020.

There are many areas across Glen Eira that record a tree canopy cover of 10 per cent or less (shown in lightest green colour). Bentleigh East and Bentleigh have the greatest proportions of land with low tree canopy cover. The dark green block in Elsternwick is the well-treed Rippon Lea Estate and the linear area of higher tree canopy cover in Murrumbeena is Boyd Park and the Outer Circle Linear Railway Park.

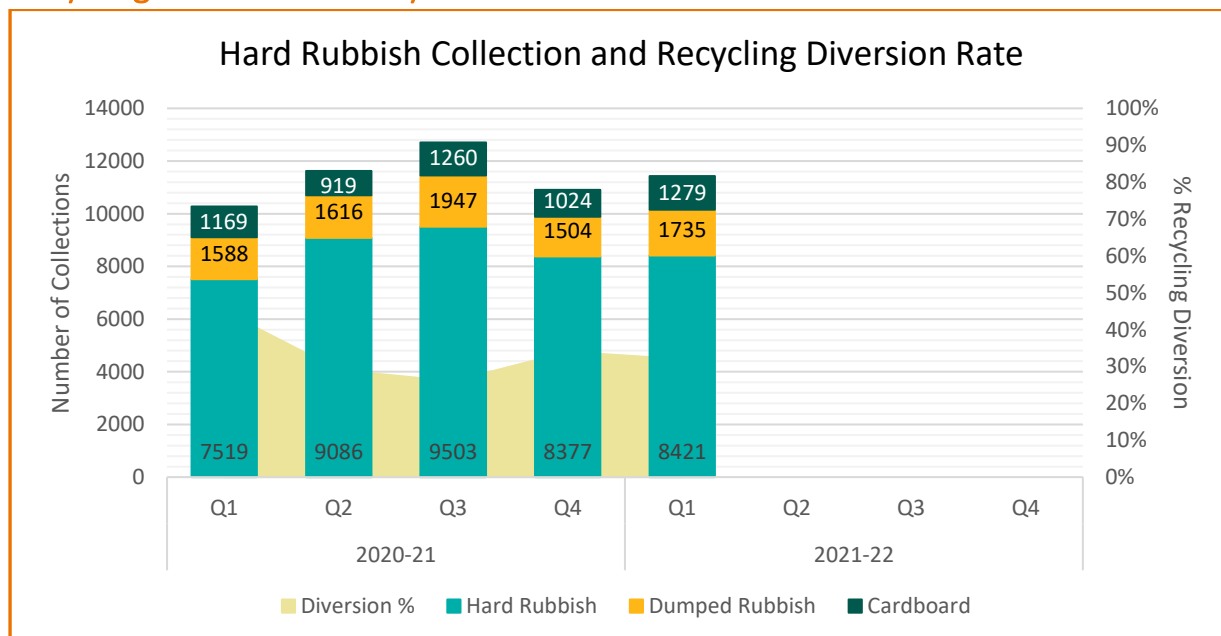
Source: <https://www.gleneira.vic.gov.au/media/9301/glen-eira-urban-forest-strategy.pdf>



## Classified Tree Register

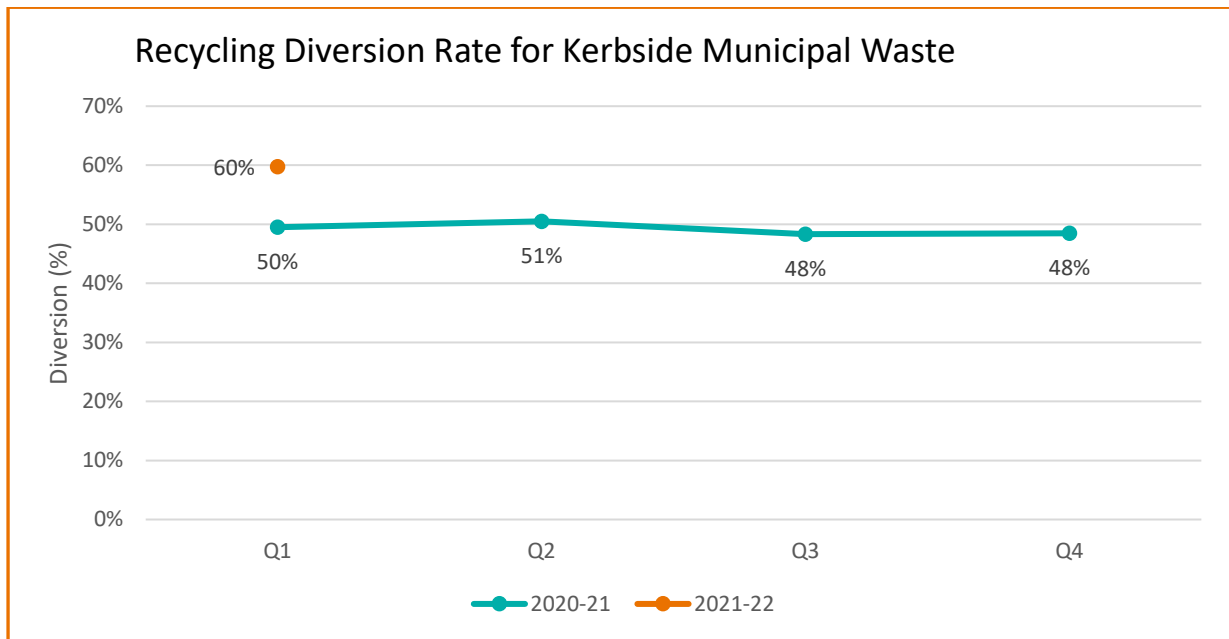
Council received 58 applications for our [classified tree register](#) in the opening period. These submissions will be assessed based around the '[categories of significance](#)' – the [National Trust of Australia's criteria](#) for identification and classification of trees. Examples within Glen Eira can be found [here](#).

## Recycling and Sustainability



**Comment:** As people stayed at home due to the COVID-19 restrictions, the number of hard rubbish collections increased compared to the same time last year.

The recycling rate for hard rubbish dipped slightly to 32 per cent compared to 34 per cent the previous quarter. This is a result of an increase in the weight in landfill and a drop in weight of the materials that were recycled.



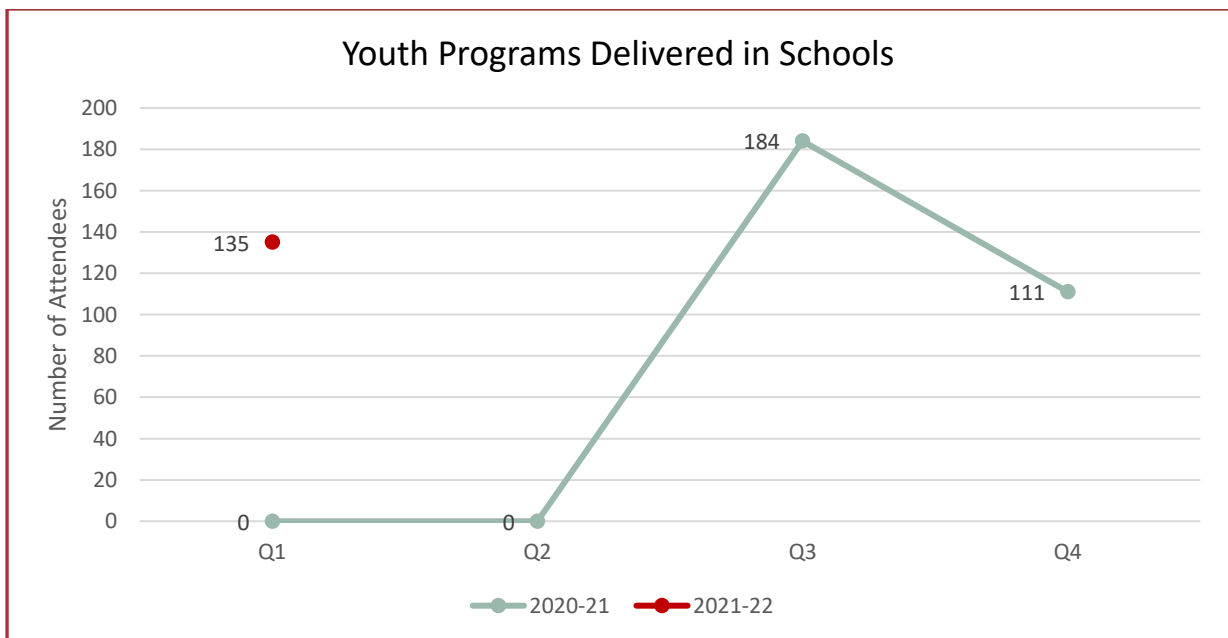
**Comment:** The kerbside recycling rate significantly increased compared to the same quarter, last year. Food and organic tonnes collected increased during August and September, due to the change to the weekly collection service. Waste sent to landfill decreased by around 25 per cent compared with the same time last year.

## A HEALTHY, INCLUSIVE AND RESILIENT COMMUNITY

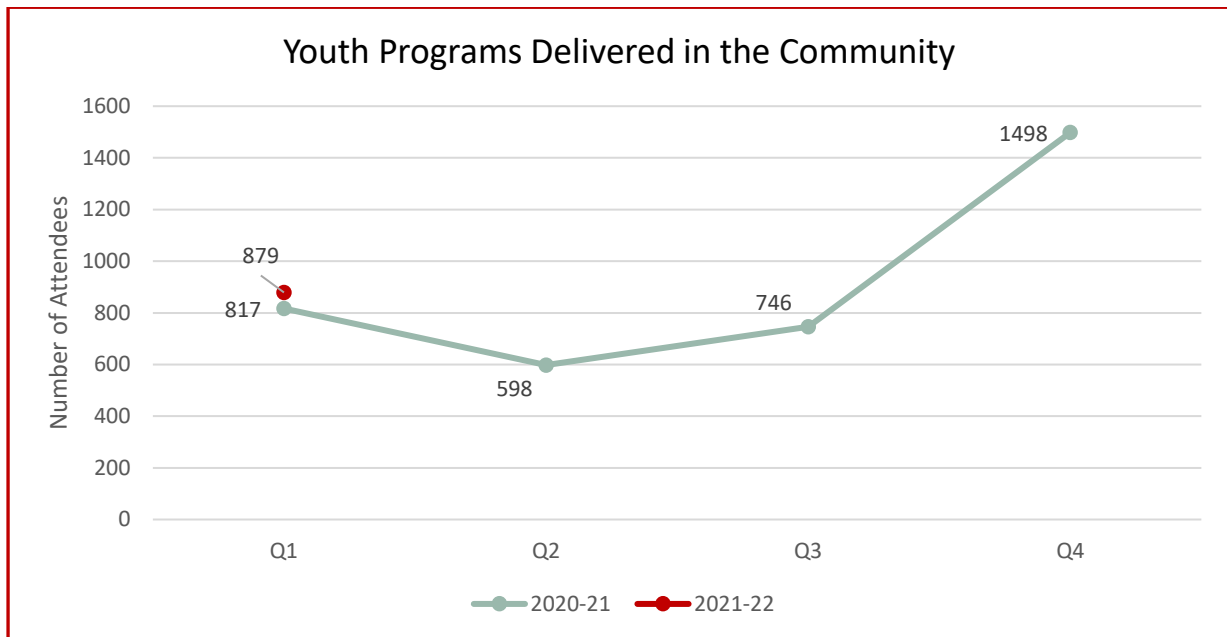


*We support our residents to be healthy, strong and resilient and will embrace and celebrate our diverse community.*

### Youth



**Comment:** An information session on the Teen Mental Health First Aid Program was conducted at Bentleigh Secondary School for all Year 10 students. Face-to-face programming for schools was postponed due to COVID-19 restrictions. Youth Services Pride in schools also supported the celebration of 'Wear it Purple Day' by providing prizes for the school to use within their special programming to celebrate the day.



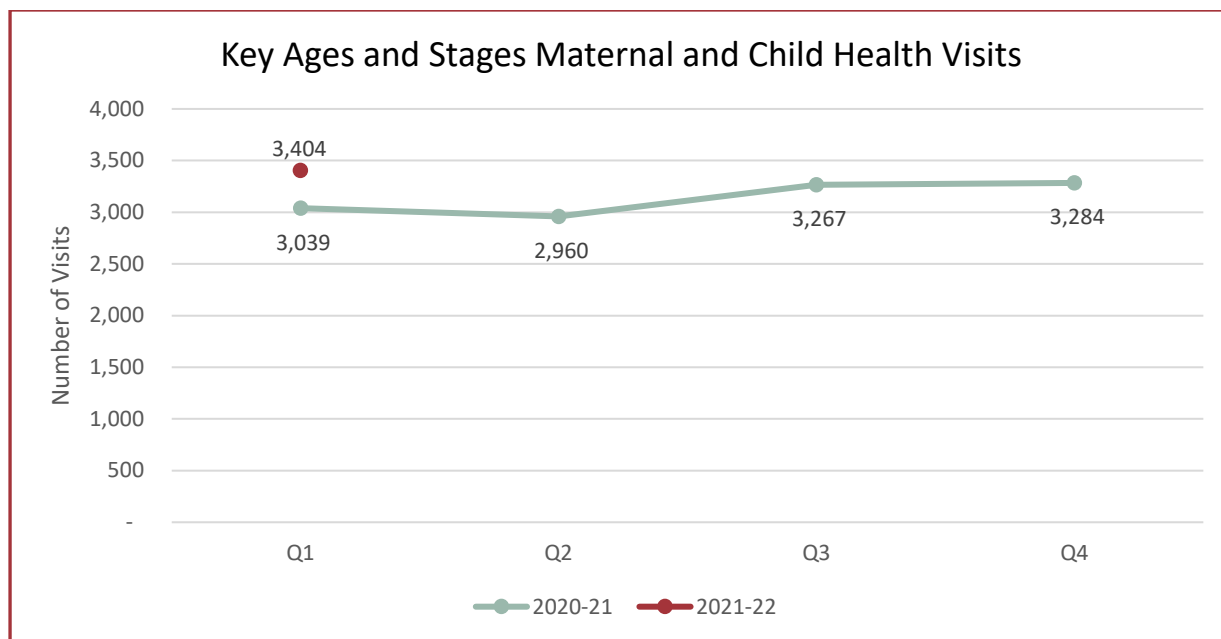
**Comment:** The Winter School Holiday Program ran to a limited capacity due to COVID-19 restrictions, with sessions including both online and face-to-face activities. Community based programs operated online and returned face-to-face with limited capacity. Youth Services reverted back to online programming for community-based programs. Youth Services facilitated an online parent information night in partnership with the Cyber Safety Project. New programs were launched to support casual participation in youth services by young people, such as the Living and Life Skills Series and the drop-in sessions.

## Public Health



**Comment:** The number of failed inspections increased compared to the same time last year; however, the number of failed inspections remains low overall. The state of disaster declared in August 2020 and associated restrictions on businesses attributed to the lower total number of inspections completed and failed inspections identified during Quarter 1 last year.

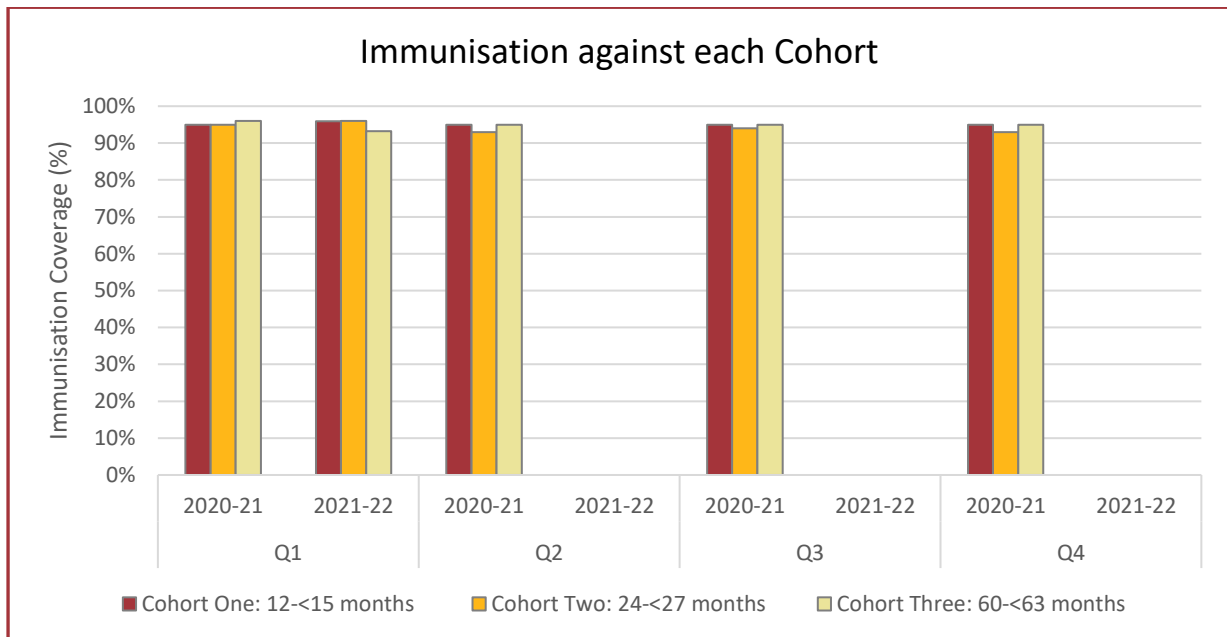
## Children's Services



**Comment:** Throughout the COVID-19 pandemic, Council's Maternal and Child Health (MCH) Service offered a flexible service and conducted the Key Ages and Stages (KAS) consultations via telehealth and face-to-face appointments. To comply with COVID-19 restrictions and Victorian Department of Health requirements all children, with a priority placed on vulnerable children, children aged 0-8 weeks and their parents/carers received all required Key Age and Stage appointments. Additionally, all clients enrolled in the Enhanced Maternal and Child Health Service, who identify as Aboriginal or Torres Strait Islander or who were identified as vulnerable received face-to-face consults and/or home visits.

The increase in Council's MCH Service and KAS participation was due to:

- MCH Services continuing to engage with all families and offer flexible and engaging services all throughout 2021
- Staff not taking leave as this allowed for more capacity for KAS appointments to be offered
- Continuation of MCH Service resulted in less disruption to client's appointments and rescheduling/cancelling of appointments
- Limited capacity of other Community Services being open for face-to-face consultations for families, families seeking support from MCH Service



**Comment:** The immunisation coverage for the program delivered by Glen Eira City Council in accordance with the National Immunisation Program is separated under three age groups:

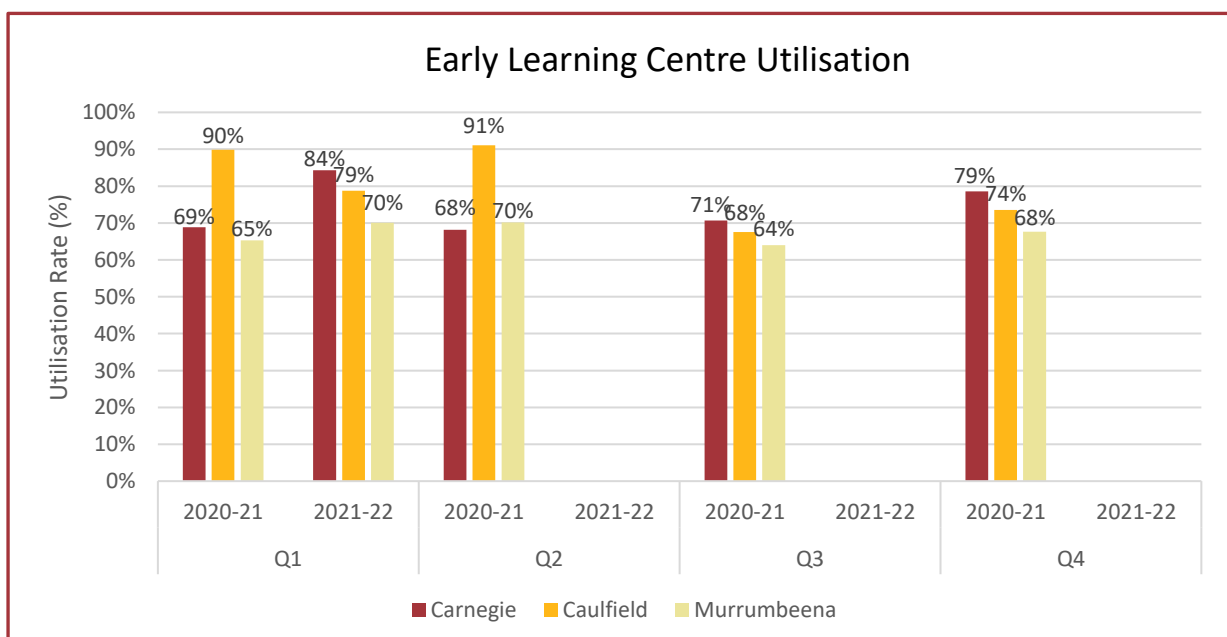
Cohort 1: 12-<15 months

Cohort 2: 24-<27 months

Cohort 3: 60-<63 months

Community immunisation sessions remained operational throughout the COVID-19 restrictions. Walk-in sessions were available until September 2021 and online bookings were introduced in October 2021. Promotion of immunisation sessions and the importance of keeping up to date with the vaccination schedule occurred through social media, Glen Eira News and Council's Maternal and Child Health Service.

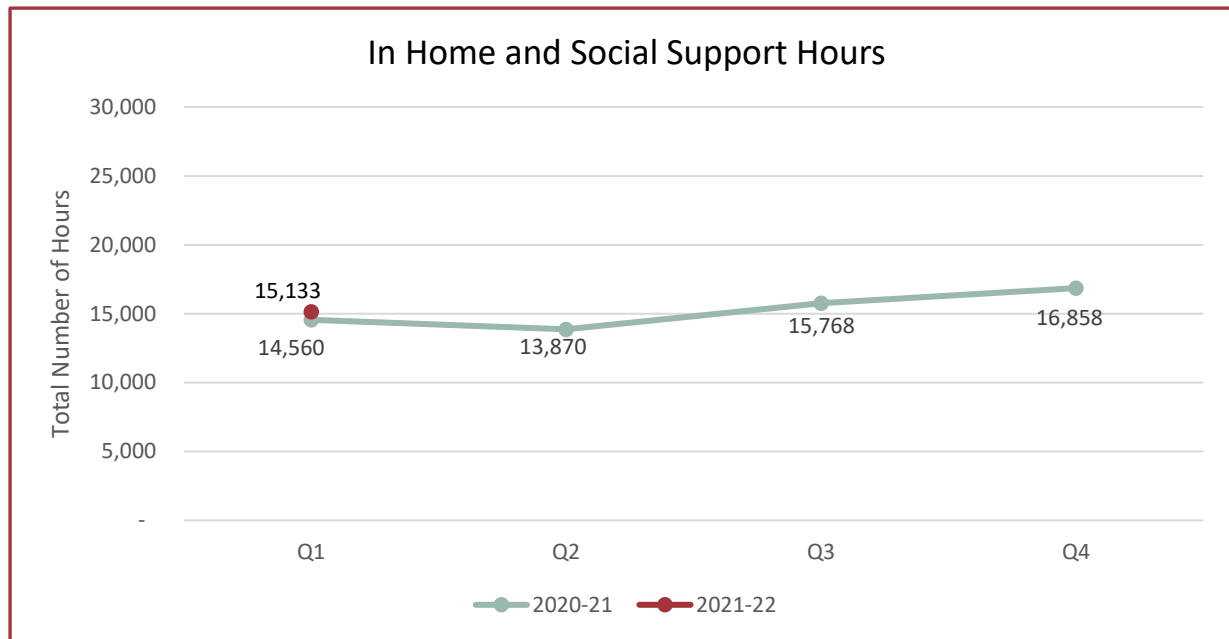
Quarterly immunisation data from the Victorian Government demonstrates that immunisation rates have fluctuated during 2020-2021 and 2021-2022 due to the impact of COVID-19 particularly in Quarter 1 of Cohort 3 group of 2021-2022, however other groups have displayed good vaccination rates for all cohorts.



**Comment:** The average enrolment for the Early Learning Services across the period was approximately 78 per cent. COVID-19 restrictions delayed the commencement of early learning for new families as only children of parents with Authorised Worker Permits were allowed to attend.

The easing of restrictions in September saw an increase in new enrolments and current children attended more frequently.

## In Home Support

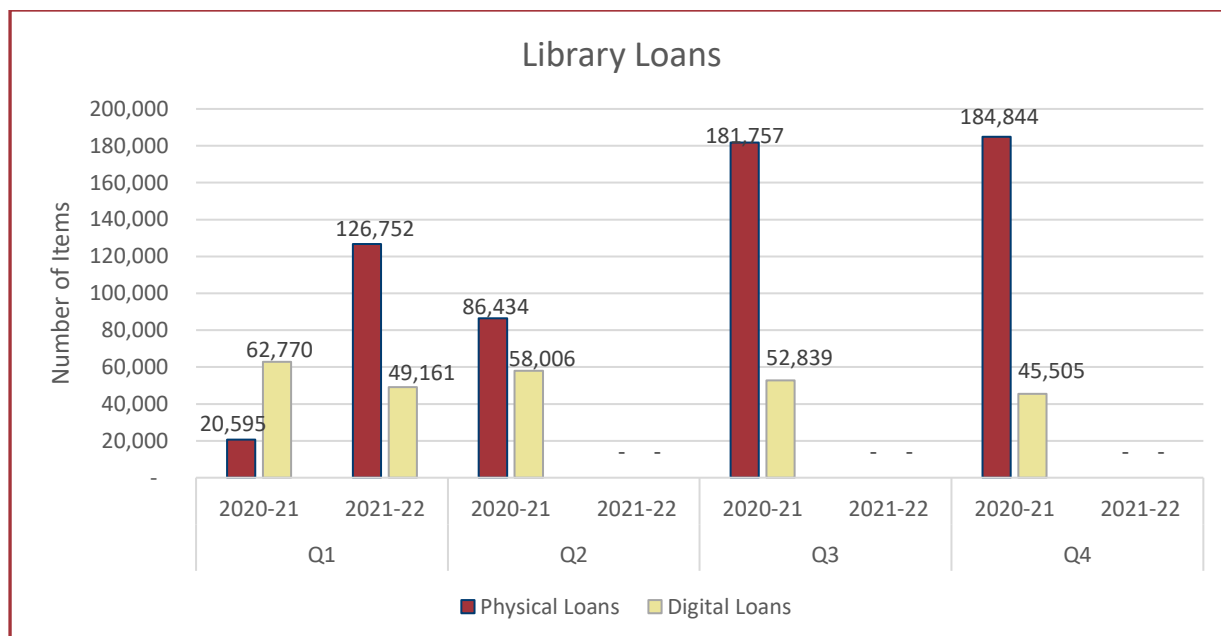


**Comment:** COVID-19 continues to impact on services being cancelled due to fear, exposure sites, isolation and illness. Year on year analysis shows that:

- During the period, there was an increase of 1,000 hours in providing social support to groups compared to this time last year and transport services were up 290 trips.
- However, social support to individuals dropped by 304 hours and domestic assistance was down by 512 hours due to the impacts of COVID-19 and the lockdowns.
- Personal care: providing companionship to residents, increased by 284 hours due to the pandemic.
- The 'Home maintenance' service was up 243 hours. The increase in home maintenance and home modifications reflect the changing needs of residents as they "age in place" at home and modifications required to "stay at home longer."
- Delivered meals were down by 1,500 units compared to this time last year.



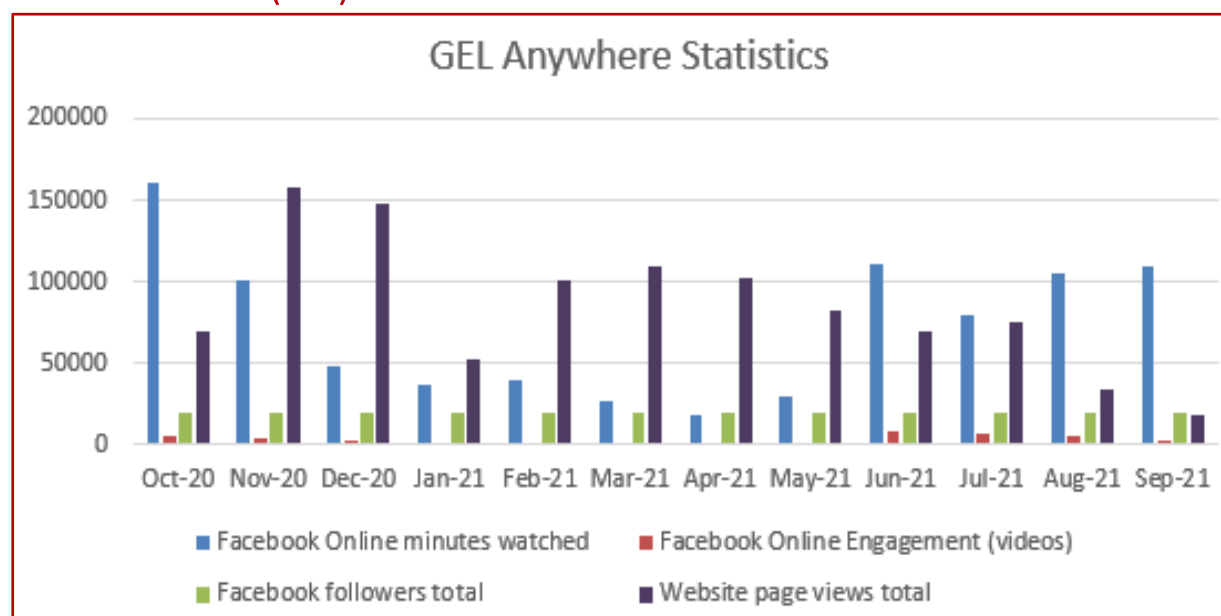
## Libraries



**Comment:** Loans of digital items such as eBooks and eAudio books reduced in comparison to Quarter 1 last year, this is due to increased opportunities to borrow physical library items in between lockdowns.

Loans of physical library items were significantly greater compared to last year due to increased opportunities for borrowing in between lockdowns.

## Glen Eira Leisure (GEL)



## Community events – Arts and Culture

While the gallery remained closed to the public during the last quarter, Council offered several online events as part of our normal programming and Glen Eira@Home calendar including:

### **An online Artist floor talk featuring Tony Scott and Simon Lloyd**

*We were joined by local artists Simon Lloyd and Tony Scott for an engaging online conversation with Council's Curator Diane Soumilas about their creative practice, careers and the works to be featured in their upcoming exhibitions in the Council's Gallery.*

### **Colour the world with Tiptoe Giants sessions**

*We took time to Colour the World! Open our eyes, ears, heart and minds on a rainbow, musical adventure with Tiptoe Giants.*

### **Draw a mandala**

*We observed patterns in nature while enjoying a walk. Drawing online, making with nature objects or colouring one in.*

### **Chloe James Sunday session throwback**

*We enjoyed her Sunday session set including a mix of covers and originals, performed with her sister, Grace.*

The Glen Eira@Home program is updated weekly and includes activities that are available at any time as well as special live events. All events and activities are free however booking is essential for the live events.

You can view the current offerings here:

- **Glen Eira@Home live events**
- **Glen Eira@Home activities for youth**
- **Glen Eira@Home events and activities for parents and carers**
- **Glen Eira@Home any time activities**

## Community Engagement Update

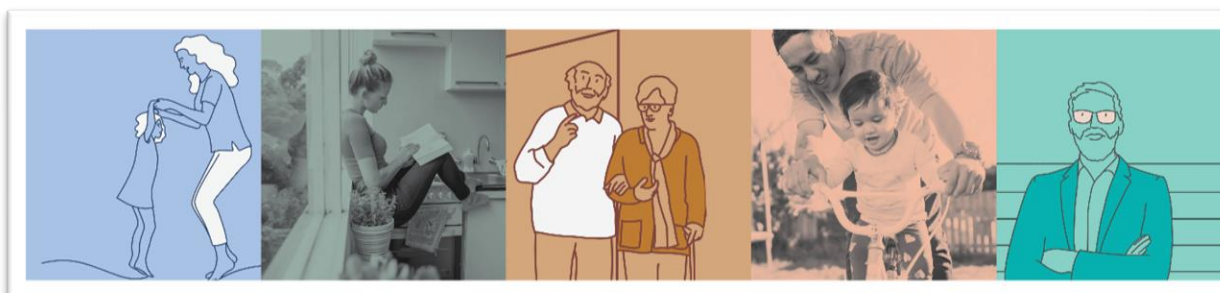
<b>We are committed to engaging on matters that involve:</b>	<b>Consultations conducted</b>	<b>Responses Received</b>
<b>Significant change to services and facilities</b>	1	147
<b>A change in strategic direction</b>	4	2,362
<b>Changes to existing amenity or character of an area</b>	2	650
<b>Considerable budget implications</b>	0	0
<b>Controversial or sensitive matter</b>	0	0
<b>Key emerging issue</b>	2	242

## Overview



### **Help us create a Healthy, Connected and Thriving Glen Eira (Council Plan 2021-2025 and Community Wellbeing Plan 2021-2025)**

Council prepared a draft four-year Council Plan 2021-2025 and Community Wellbeing Plan 2021-2025 to guide the initiatives, priorities and projects that Council will focus on over the next four years. The draft Plans describe how Council will contribute to the principles established by the community in the Glen Eira 2040 Community Vision.




### **Our Housing, Our Future: New Housing Strategy for Glen Eira**

Work is underway on the draft Housing Strategy, which will consider how Council can address a range of housing challenges over coming decades. Council is reviewing research and community engagement to date. Council will consider releasing a draft Housing Strategy for further community engagement in early 2022.



### **Proposed Smoke-Free Zones**

Following the adoption of a smoke-free outdoor policy and implementation of zones in Elsternwick, Carnegie and Bentleigh in 2020, Council sought feedback on proposed smoke-free zone boundaries at various shopping strips across Glen Eira. Now more than ever, we need our public spaces to be healthy, to ensure people feel welcome and invited to shop, walk, browse and socialise safely.



**We're developing a  
new *Domestic Animal  
Management Plan***

### **Domestic Animal Management Plan 2022-2026**

The draft Domestic Animal Management Plan (DAMP) was developed after a community and stakeholder engagement phase where Council received more than 2,000 community survey responses. The draft Plan will be exhibited in October before being considered for adoption at a Council meeting in November.



### **Community Safety Plan 2022-2026**

Council sought community insights to determine how it could support a safe, healthy and inclusive community for everyone. Feedback is informing the development of the new Community Safety Plan 2022-2026.



**Mackie Road  
Reserve  
Masterplan  
Survey**

### **Mackie Road Reserve Masterplan**

Council wanted to know what community members liked, disliked, or would like to see at Mackie Road Reserve in the future. This phase of community engagement is helping to inform the Mackie Road Reserve Masterplan, to guide future investment and development at the site.





### Packer Park Playground

Packer Park playground in Carnegie is getting an upgrade and Council sought input from the community about what it would like to see there. Feedback is informing the development of a concept design that will later go back to the community for more feedback.



### Smart Cities Roadmap

Council is exploring how it can use smart technology to support better outcomes for the community. A smart city roadmap promotes the use of digital technologies to create a more liveable, sustainable, connected and productive city.



### Community Voice August survey

The August survey included the following topics:

- Community confidence and feelings of safety - to better understand the community feels about safety and identify priorities to shape the Community Safety Plan 2022-2026.
- The Domestic Animal Management Plan - to gain ideas about how Council can help improve the co-existence of pets, pet and non-pet owners and inform Council's next plan.
- Our Housing, Our Future - to gain insights on the topic and test what we have heard from the community so far.

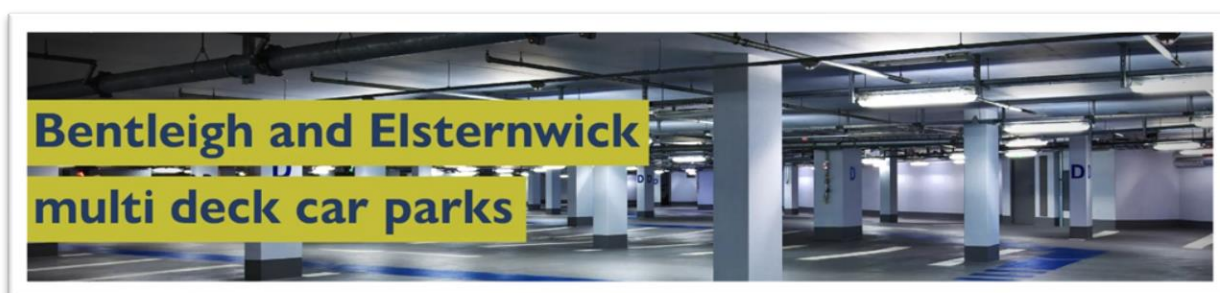
## What did the Community tell us?

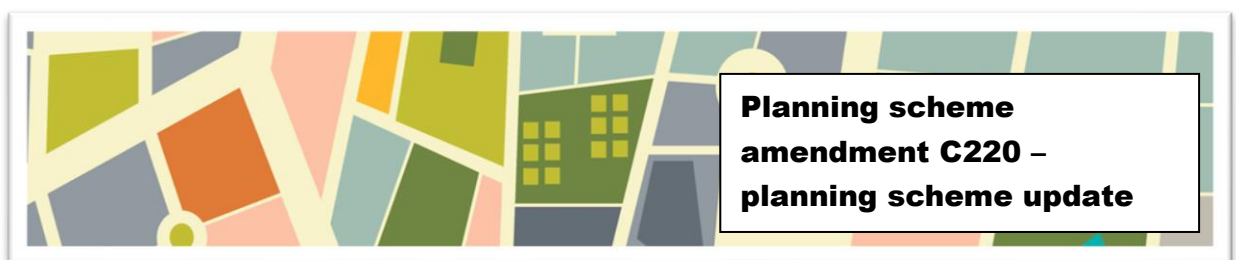
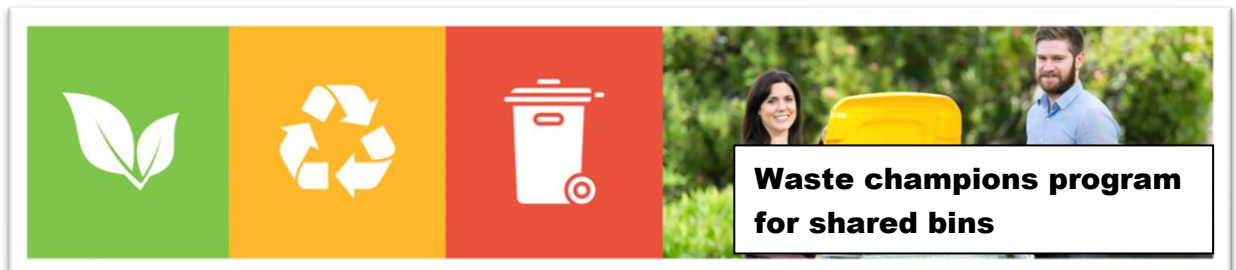
*"By not taking my mobile phone with me on walks makes me feel vulnerable in the event that I need help or need to call for help.  
(Community Safety Plan / Community Voice August survey)*

*"There needs to a blitz type operation to reinforce on-lead areas in parks as well as the rules around playgrounds. Once word gets out that council is checking it should discourage dogs being off lead where they shouldn't be" (Domestic Animal Management Plan / Community Voice August survey)*

*"Development should be kept within walking distance of public transport, i think train stations are the optimum of this but trams are a close second. I want to say walking distance is around 5km. I would like to see development focused to with 5km of train/ tram stations" (Our Housing, Our Future: A New Housing Strategy for Glen Eira / Community Voice August survey)*

## Upcoming Projects in the next Quarter





- *Community Voice Survey October*
- *Community Voice Survey November*



## Glen Eira Community Voice



Want to be part of a group of Glen Eira residents that provides regular feedback to Council about key projects and issues? Community Voice is your opportunity to have ongoing, regular input into Council decision-making.

Register your interest here: <https://www.haveyoursaygleneira.com.au/communityvoice>

