



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 DECEMBER 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 Owners' 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 Service Performance Report* for our new *Council Plan 2021-2025*, which was adopted by Council in October 2021. The *Council Plan* outlines Council's priorities and key focus areas for the next four years and was informed by extensive consultation and engagement with our community. I extend my thanks to everyone who provided feedback, suggestions and participated in various engagement activities to inform the *Plan*. The new format of this report has been aligned to the strategic directions and priorities included in the new *Council Plan* and reflects our ongoing commitment to providing transparent performance reporting for our community.



COVID-19 continued to impact our operations during this quarter. This included the introduction of mandatory vaccinations for our workforce and interruptions to services due to outbreaks of the Omicron variant. I am pleased to say our team continued to demonstrate resilience and commitment, ensuring that our services and projects were able to progress with minimal interruption. I would also like to thank you, our community, for your patience and understanding as we needed to be agile and modify some of our service delivery models in the face of staff shortages and changed restrictions.

Some of the highlights from this quarter include:

- Council endorsing the *2021-2025 Council Plan* and *Community Wellbeing Plan* to guide our direction and activities over the next four years
- Commencing deliberative engagement with a community panel to inform our draft 2022-23 budget
- Acquisition of properties in Porter Road, Bentleigh for the purpose of creating new open space
- Substantial progress in the *Great Walking Streets Project* to improve the condition of our footpaths in high pedestrian areas
- Endorsement of our *Built Form Frameworks* to guide development in Caulfield South, Caulfield Park and Bentleigh East
- Working to support the vulnerable members of our community in strategies for coping with heatwaves and deployment of team members to monitor and assess the health of these community members
- Identification of 326 sites to plant new trees to contribute to our tree-canopy targets
- Implementing our 'Get Vaxxed' advertising campaign encouraging local residents to be fully vaccinated through promotion and prizes
- Adding an additional 68 trees to our Classified Tree Register
- Continuing to increase the rate of rubbish diverted to recycling, reducing the amount of waste we send to landfill
- New initiatives to support our local businesses to rebuild following lockdowns through business webinars and the 'discover your' campaign launched to encourage support for shopping and buying local

I hope you find this report an interesting read and look forward to providing ongoing updates throughout 2022 about our services and projects. As always, I welcome any feedback and ideas for how we can improve the information we provide so if you have suggestions, please don't hesitate to contact me via the website at <https://www.gleneira.vic.gov.au/contact-us>

Regards,  
Rebecca McKenzie  
Chief Executive Officer

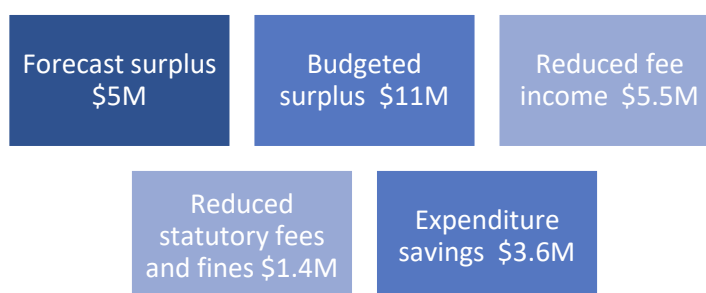
## Financial Overview

2021-2022 began with further lockdowns that forced the closure of many of council services and reduced our ability to raise income. The ongoing effect of the pandemic continues to affect our income streams with reduced demand for services. 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 December 2021, the performance against budget from ordinary activities showed a favourable variance of \$2 million. This includes lower than anticipated income of \$4.8 million mainly due to the loss of user fees during service closures; and reduced expenditure - now \$6.8 million under budget. This is 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 is a surplus of \$5 million compared with the adopted 2021–22 Budget surplus of \$11 million. The decreased forecast result is attributed to reduced fee income (\$5.5 million); reduced statutory fees and fines (\$1.4 million); an asset write off of \$2.5 million to enable new capital works to progress; and partially offset by expenditure savings (\$3.6 million) mainly in employee costs.

Council's forecast liquidity ratio, a measurement of our financial strength, is 1.19 against our budget of 0.94. This means for every \$1 of current liability, Council has \$1.19 in current assets to meet those commitments. This position has been deemed an acceptable risk in the short term while we fund our strategic capital works projects.

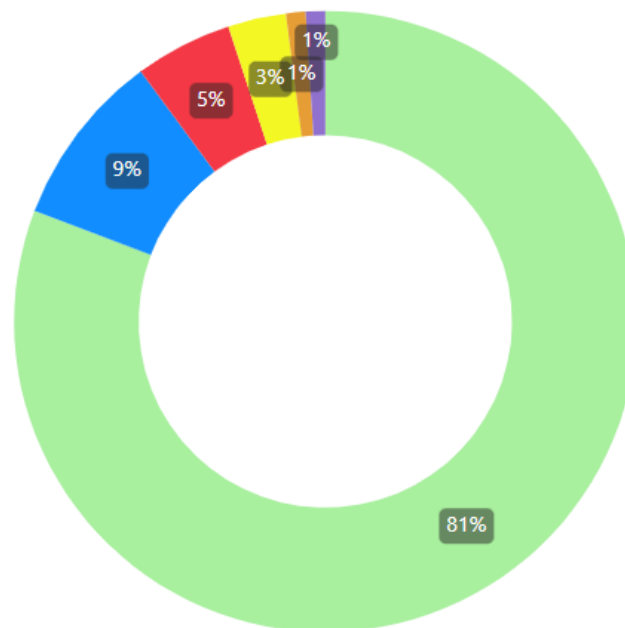


## Financial Sustainability Risk Indicators

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%	2.67%	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%	-3.90%	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	1.19	Low	Council's forecast to 30 June 2022 indicates a Liquidity Ratio above 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>	43%	60%	55%	High	Council is restricted in generating cash to fund new assets due to the impact of COVID-19.
<b>Indebtedness</b> <i>Lower than 40% relates to the ability to repay debt from own-source revenue.</i>	8.56%	22.87%	25.10%	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	2.42	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	1.42	Low	Council spends sufficient funds on its asset base.

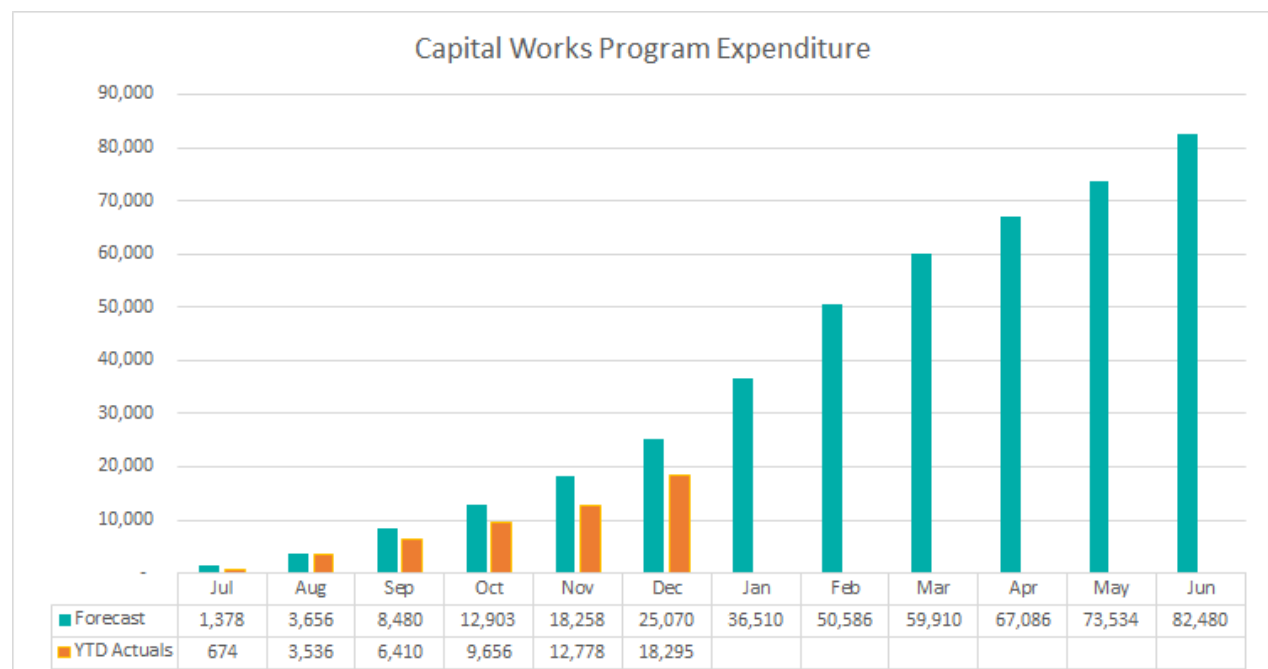
## Capital Financial Performance

### Status of Capital Works Program



● On Track 
 ● Completed 
 ● At Risk 
 ● Slipped 
 ● Deferred 
 ● Not Started

### Capital Works Program Expenditure



Capital monthly performance against budget and forecast - 31 December 2021

## Capital Works Update

### Projects Completed this Quarter:

#### Roof renewal (\$100,000)

Works were completed at the following locations: East Bentleigh Citizens Centre, Glen Eira Town Hall, Caulfield, Godfrey Street Community House, Bentleigh, Bentleigh East Preschool and Centre Road Kindergarten, Bentleigh East.

#### Solar and energy efficiency sustainability initiatives (\$330,000)

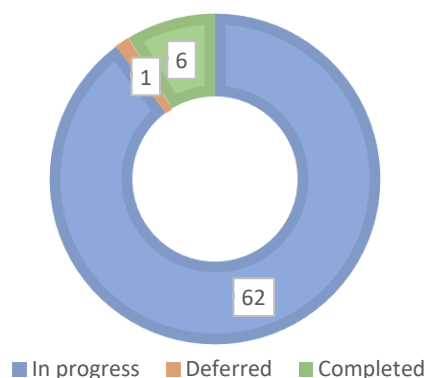
Solar installations were completed at Bentleigh McKinnon Youth Club Hall, The Bentleigh, Bentleigh East and Ormond Senior Citizens Centres, Leila Road social support services, Carnegie and Ormond Community Kindergarten.  
Energy efficiency installations were completed at Warrawee Nursing Home, Bentleigh East.

### Progress against Council Plan actions

In response to the [Glen Eira 2040 Community vision](#) established by the community, the [Council Plan 2021-2025](#) is Council's overarching strategic plan which describes the outcomes we will deliver over the next four years. Developed in consultation with the community, it sets out five strategic directions that will guide our focus and inform how resources will be allocated.

This *Quarterly Service Performance Report (QSPR)* provides information about the progress of key initiatives and the actions defined in the [Council Plan Annual Action Plan 2021-2022](#).

## PROGRESS AGAINST COUNCIL PLAN ACTIONS











# WELL INFORMED AND TRANSPARENT DECISIONS AND HIGHLY VALUED SERVICES



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

COMMITMENT	PERFORMANCE MEASURE	PROGRESS UPDATES AS AT 31 DECEMBER 2021	STATUS
We will ensure our community engagement is accessible and transparent	1.1.1 Work with our Community Engagement Advisory Committee to develop a <i>Community Engagement Strategy</i> .	The draft <i>Community Engagement Strategy 2022-2026</i> has been launched for community consultation on our Have Your Say platform.	
	1.1.2 Maintain or increase satisfaction with Council's communication and community engagement	This target has informed the Communications, Engagement and Advocacy Review and recommendations to support increased satisfaction will be adopted in early 2022.	
We will proactively communicate with the community about changes that impact them and genuinely listen to their feedback.	1.2.1 Invest in customer-focused improvements to our online communication platforms including our websites and social media channels	Council is continuing to build initiatives that were scoped last quarter. We have designed a new format for the Classified Tree Register page and reviewed the page content. A new 'Contact us' form has been created and links are being updated to streamline the ways the community can contact us to introduce further efficiencies.	
	1.2.2 Develop a dedicated Project Updates webpage providing the community with regular updates about our capital works program	Planning is underway including a review of existing information available to the public and internally so we can ensure alignment with our reporting process. The review will determine the reporting framework for project updates.	
	1.2.3 Community Engagement tools and technology platforms are reviewed and improved	A review of the tools and platforms we use to engage with our community is currently underway. This will inform our decision about which platform is best for the future.	
	1.2.4 Review our community and customer newsletters to simplify language and improve accessibility	We have commenced a review of newsletters being distributed to the community to begin the process of reviewing for language and accessibility improvements.	
	1.2.5 Develop an <i>Advocacy Framework</i> to support advocacy priorities	A draft <i>Advocacy Framework</i> has been developed for discussion with Councillors. It is anticipated that Council will consider the adoption of the <i>Framework</i> at the Ordinary Council Meeting held on 15 March 2022.	
We will consider a broad base of evidence before making decisions	1.3.1 Commence implementation of the Integrated Strategic Planning Framework and deliver the first year of actions	<p>The <i>Integrated Planning and Reporting Framework (IPRF)</i> was endorsed in July 2021.</p> <p>Actions completed to date include:</p> <ul style="list-style-type: none"> <li>An internal advisory committee has been formed and met on three occasions, including an information gathering and training session to set up the next actions for the implementation</li> <li>A Strategy Practice Leaders group has been launched with 12 applications from staff to participate and the program will kick off in January 2022</li> <li>The IPRF documentation has been placed on the internet for the community to access</li> <li>A draft strategy map has been prepared to show the linkages between the Community Vision, Council Plan and tier one and two strategies</li> </ul> <p>Our plans for the coming quarter include:</p>	

		<ul style="list-style-type: none"> <li>Publishing the strategy map on our website to help build community understanding of how Council strategies and plans connect</li> <li>Consolidation and improvement of the initial documentation and processes</li> <li>Analysis of the first strategies and plans coming through the framework</li> </ul>	
	1.3.2 Develop a data governance framework to support improved use and availability of Council's data assets	Independent consultants have been engaged to assist in the development of a business case and road map to determine the activities, indicative timeframe and budget for delivery of activities to progress toward the development of a data governance framework and strategy.	
We will provide value-for-money, responsive and innovative services	1.4.1 Conduct service reviews on Council services and implement identified improvements	A twelve-month service review schedule has been endorsed and will commence with reviews of Council's Rates and Valuations department and Customer Service department during 2022.	
	1.4.2 Deliver the first year of actions under the <i>Customer Experience Strategy</i>	<p>A range of actions have been delivered under the <i>Customer Experience Strategy</i> including:</p> <ul style="list-style-type: none"> <li>Improvements to Council's customer request management system – Pathway – to streamline how Council officers manage requests and improve how progress is monitored</li> <li>Drafting of a new <i>Customer Charter</i> is progressing, with community engagement via focus groups scheduled for February 2022</li> <li>Evaluation of customer experience via our Customer Service Centre, including surveying customers post-interaction to identify areas for improvement. Findings of this evaluation will be reviewed, and improvements implemented during second half of the year.</li> <li>Refinement to how requests submitted through Snap Send Solve are managed improving response times through system integrations</li> <li>Improvements to Council's 'Contact us' page on our website to simplify and streamline requests made through that channel.</li> </ul>	
	1.4.3 Deliver a <i>Smart Cities Framework</i> and Implementation Plan to guide how we use technology and data to plan and deliver services	Following a process of staff and community engagement, a draft <i>Smart Cities Framework</i> was endorsed by Council for consultation. Consultation is currently being facilitated through <a href="#">Have Your Say</a> to give the community a final chance to comment. The closing date for exhibition is 18 February 2022, after which time the final <i>Framework</i> will be submitted to Council for endorsement. A first draft of the Implementation Plan is currently being reviewed.	
We will put in place robust and transparent planning to ensure our organisation is sustainable now and into the future	1.5.1 Deliver the first year of deliberative engagement to inform the annual budget, capital works program and long-term financial planning processes	Online engagement was completed in November and panel/deliberative sessions were held on 28 November and 5 December 2021. An outcomes paper was presented to Councillors in December and this information will assist with decisions during the budget process. Our draft <i>Budget</i> will be presented to the community in May 2022.	
	1.5.2 Review and publish Council policies to ensure full compliance with the <i>Public Transparency Policy</i> requirements under the Local Government Act 2020	A review of all policies and procedures is currently being undertaken across each of the business areas.	



Completed



In Progress



Deferred



Not Started

## Customer Experience Benchmarking Report

An annual survey was conducted in May 2021 which compares Glen Eira with nine other Councils on a range of customer service metrics.

GE sample size = 691

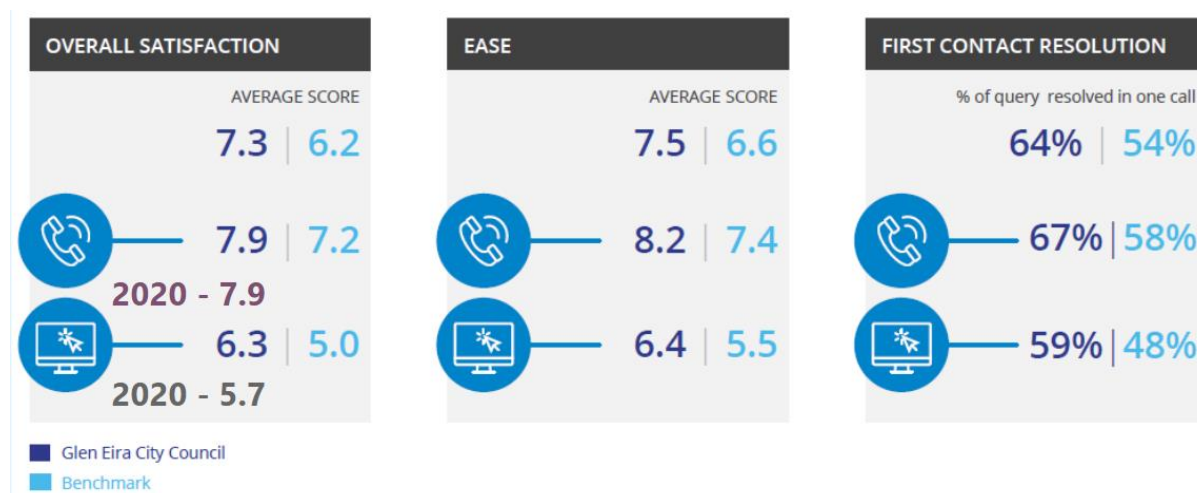
Total sample size = 4424

9 Councils participated

*The survey was conducted amongst people who had contacted Council in last three months by phone, email or webform. Survey conducted by computer assisted telephone interview or online survey.*

### Key findings:

All customer service measures indicated that we are maintaining or improving our service and all measures were ahead of the benchmark data.



Key findings will help guide future activities to make improvements to the level of service we offer to our customers.

## Governance

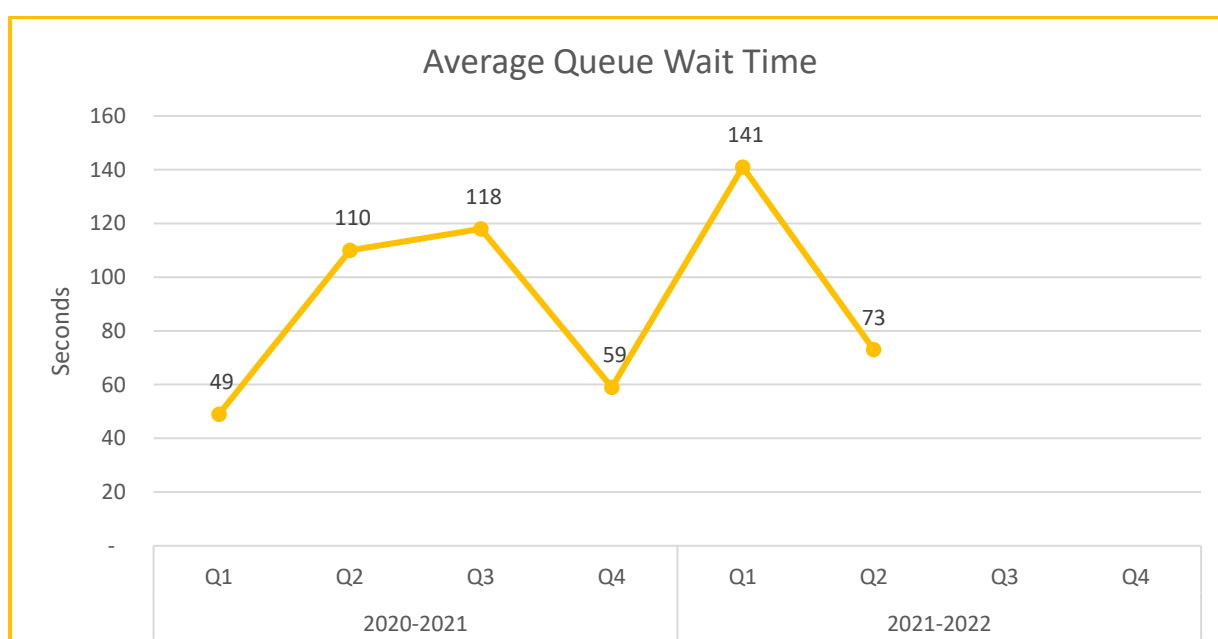
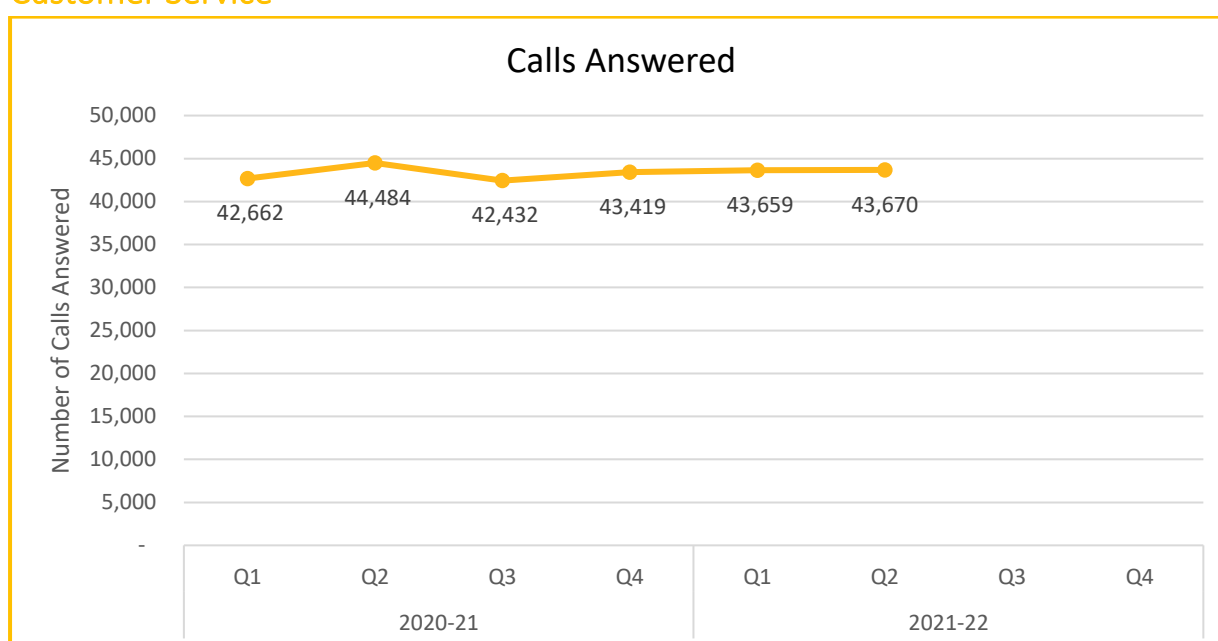
### PUBLIC QUESTIONS TO ORDINARY COUNCIL MEETINGS – 1 October to 31 December 2021

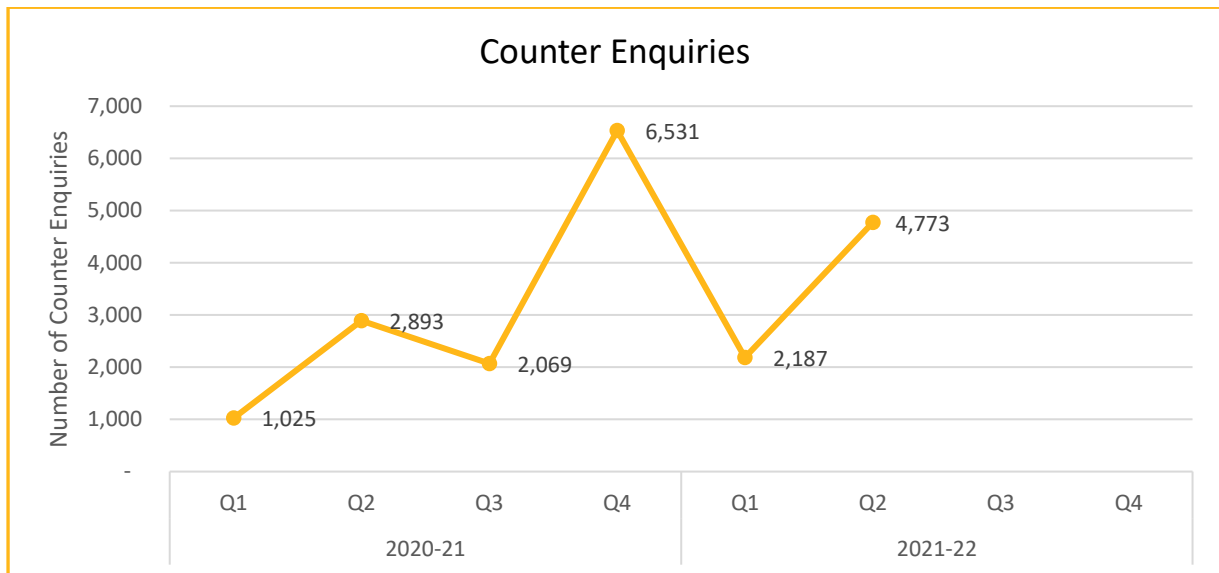
Metric	Quantity
Average time taken to reply to public questions taken on notice at Ordinary Council meetings	0 days
Number of Ordinary Council meetings	5
Number of public questions asked at Ordinary Council meetings	41
Number of Public questions ruled inadmissible at Ordinary Council meetings	0
Public questions answered following Ordinary Council meetings (person submitting question not present and/or public question taken on notice)	0

### Unethical practice by integrity agencies

Metric	Quantity
Reported findings of unethical practice by integrity agencies	0

## Customer Service

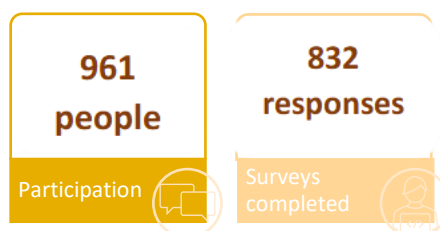
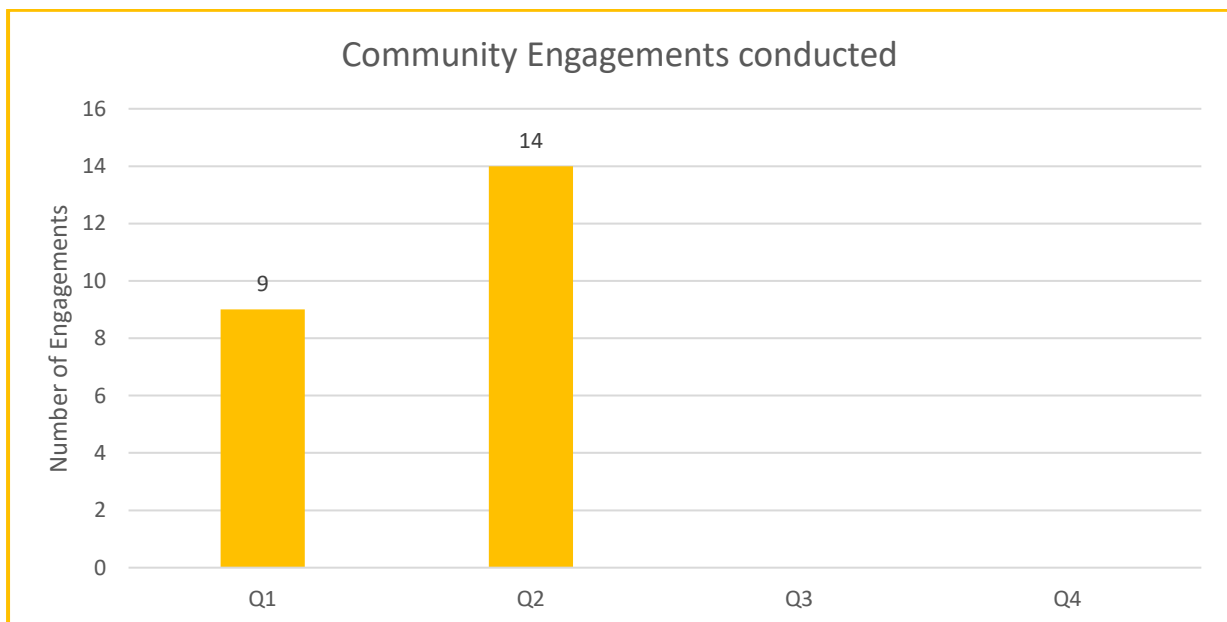




Our Service Centre has experienced a steady level of calls answered across the last three quarters and although the complexity of calls remains consistent, the Service Centre has been able to efficiently provide information allowing our first point of resolution results to remain close to 90 per cent.

The queue wait time has reduced significantly, from an average of 141 seconds in Quarter 1 down to 73 seconds in Quarter 2. The drop in queue wait time can be attributed to Council recruiting and training additional customer service operators who have been assisting with call enquiries.

The peaks and troughs shown with counter enquiries is directly related to COVID-19, including lockdowns and the closure of the front counter at the Town Hall.



Further information on individual engagements conducted can be found at the [end of this report](#).



# ACCESS TO WELL DESIGNED AND MAINTAINED OPEN SPACES AND PLACES









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




COMMITMENT	PERFORMANCE MEASURE	PROGRESS UPDATE AS AT 31 DECEMBER 2021	STATUS
We will increase the quantity and quality of public open space for our residents	2.1.1 Actively pursue opportunities to invest in public open space towards our \$26.9M target over four years	Council recently acquired three properties in Bentleigh - 15, 17 and 19 Porter Road - to create a new local park. Settlement on these properties will occur in early 2022. Community engagement will be undertaken in 2022 to create concept designs for this much needed open space located within an identified open space gap area.  Construction of the new open space in Aileen Avenue, Caulfield South (Aileen Avenue Park) is due to be completed in February 2022.	
We will develop, improve and maintain the amenity of our public places and precincts	2.2.1 Consult with the community in developing a Masterplan for Mackie Road Reserve, Bentleigh East	Community engagement was undertaken in September 2021 to obtain feedback on what the community values in Mackie Road Reserve, Bentleigh East and what new or additional activities should be provided. A draft Masterplan is being developed informed by the community feedback.  Community engagement on the draft Masterplan is scheduled for April 2022.	
	2.2.2 Complete the redevelopment of Lord Reserve Pavilion in Carnegie	Work is progressing on the redevelopment of Lord Reserve Pavilion in Carnegie. There is a high demand for labour resources and materials across the construction industry which may cause some delays. Council is closely monitoring the progress and estimates that the project will be completed in April 2022.	
	2.2.3 Commence the Carnegie Memorial Swimming Pool redevelopment	The detailed designs have been completed and a "fly through" tour can be found <a href="#">here</a> .  Progress on the redevelopment has been delayed due to an unexpected public submission lodged with Heritage Victoria. Heritage Victoria has completed the assessment, recommending that the pool is not added to the Victorian Heritage Register. This has been appealed during community consultation and a final decision will be made following a hearing in the first half of 2022. At this stage it is likely construction will commence at the end of the year.	
	2.2.4 Commence construction of the Bentleigh Eat Street Precinct project	Stage 1 of construction on the Bentleigh Eat Street Precinct is currently underway and is set to continue throughout February- March 2022.  Works in Stage 1 include concrete slabs being poured in the plaza area and covered by stone pavers and retaining walls being constructed between Sonder Bar and Sportsgirl.	



	2.2.5 Complete the design of the Selwyn Street Cultural Precinct project in Elsternwick	The program has been finalised and two Advisory Committee meetings have been scheduled prior to the community consultation. A Concept Design, Concept Street Art, Project Program and Communications Plan has been presented to Council in January 2022 and planning is underway for the advisory committee.	
	2.2.6 Deliver the annual program of works on our footpaths and road assets	<p>The annual roads program consists of the road resurfacing and reconstruction programs.</p> <p>Approximately \$508,000 of roads have been resurfaced. The roads completed in the resurfacing program include Bentleigh East- Hallow St, Victor Rd, Orange St, Nina Crt. Caulfield - Rosehill Av, Lockhart St. Caulfield North - Hawthorn Av, Inkerman Road, Salisbury St. Caulfield South - Kooyong Rd, Stone St, Blackwood St, Olinda St. Carnegie - Attley Gr, Lascelles St. Patterson - Patterson Rd.</p> <p>Approximately \$152,000 of roads have been reconstructed. The roads completed in the program include Cranham-Bramerton Rd, Caulfield with Atkinson St, Murrumbeena, Mercury St, Caulfield South, Ricourt Av, Murrumbeena, Ella St, Murrumbeena and William St, Hughesdale currently in the design phase prior to progressing to construction.</p> <p>The footpath program comprises of the New Footpath program, Great Walking Streets program and the Footpath Renewal and Upgrade program. The New Footpath program identifies missing link footpaths to be constructed within the municipality, which assists in facilitating active transport within Glen Eira, as per Council's Integrated Transport Strategy. The Great Walking Streets program aims to identify and remove footpath hazards on our most used streets as identified within of Integrated Transport Strategy, with a view to further encourage outdoor exercise and provide a means of improving both physical and mental health. The Footpath Renewal and Upgrade program identifies footpaths that require replacement and upgrade to improve the surface of the footpath and improve its overall condition.</p> <p>The New Footpaths program is currently in the design phase following the close of the planning and consultation phase. The Great Walking Streets program has been completed with Patterson Rd, McKinnon Rd, Koornang Rd, Glen Huntly Rd, Tucker Rd and Neerim Rd. Approximately \$80,000 of Great Walking Streets footpaths have been completed this quarter. The Footpath Renewal program has been included the replacement of approximately \$526,000 worth of footpaths as identified within the municipality.</p>	

	2.2.7 Commence delivery of the Great Walking Streets project	<p>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 identified on higher pedestrian use streets.</p> <p>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.</p> <p>The six streets, which were identified in Council's Integrated Transport Strategy, were subject to a detailed individual study and design process. Council also contributed \$200,000 towards the project, highlighting its commitment towards providing a safe and accessible walking environment, whilst encouraging outdoor exercise for our residents during this challenging time.</p> <p>Works to remove tripping hazards and improve the overall condition of the footpath, have now been completed on the great walking streets below:</p> <ul style="list-style-type: none"> <li>• Patterson Road, between Nepean Highway and Jasper Road;</li> <li>• McKinnon Road, between Thomas Street and Tucker Road;</li> <li>• Koornang Road, between Dandenong Road and North Road;</li> <li>• Glen Huntly Road, between Bambara Road and Truganini Road.</li> <li>• Tucker Road, between North Road and Centre Road and</li> <li>• Neerim Road, between Murrumbeena Road and Poath Road.</li> </ul>	
	2.2.8 Consult the community on proposals for the construction of two new multi-storey commuter carparks in Bentleigh and Elsternwick, funded through the Federal Government's Urban Congestion Fund	<p>A decision to progress to the due diligence, concept design and feasibility phase of the project was made at the Ordinary Council Meeting on 14 December 2021.</p> <p>Council will engage consultants in January 2022 and aims to have this phase of the project completed by April 2022.</p>	
We will provide improved access to a mix of passive and active spaces that are inclusive, fit-for-purpose, flexible and adaptable to meet the needs of our diverse community, now and in the future	2.3.1 Deliver upgrades to the playgrounds at Princes Park, Caulfield South and Rosanna Street Reserve Carnegie	<p>Redevelopment of Princes Park, Caulfield South play space commenced in December 2021 and will be completed by 30 June 2022.</p> <p>Redevelopment of Rosanna Street Reserve, Carnegie play space and social areas commenced in August 2021 and is expected to be completed by March 2022.</p>	
	2.3.2 Engage with the community to inform the future design of Packer Park, Carnegie and Centenary Park, Bentleigh East Playgrounds	<p>The first phase of community engagement on the design of Parker Park, Carnegie playground was conducted in September 2021. Based on the 222 responses received, a new concept design will be produced and available for community engagement in February 2022.</p> <p>Community engagement on the concept design for the Centenary Park, Bentleigh East upgraded play-space began on 1 December 2021 and will conclude on 31 January 2022.</p>	
	2.3.3 Construct a new shelter and living garden at Caulfield Park, Caulfield	Fabrication of the new shelter is underway with works commencing on site from February 2022. Living Garden and other associated landscaping works to commence following the shelter installation and will be completed by 30 June 2022.	
	2.3.4 Deliver a viewing deck adjacent to the lake at Caulfield Park, Caulfield	Detailed design is currently being finalised. Works will be completed by 30 June 2022.	



	2.3.5 Deliver programs to improve the look and feel of our activity centres	We are currently working on draft Street design guidelines and have worked with local traders to implement the Parklet program.	
	2.3.6 Prepare an annual report in collaboration with Elsternwick, Bentleigh and Carnegie Traders Association to identify amenity improvement opportunities in the activity centres	Consultation with Elsternwick, Bentleigh and Carnegie Traders Association to be undertaken in February/March 2022 to identify amenity improvement opportunities in the activity centres.	
We will seek innovative approaches to increasing access to open space through partnerships and multipurpose design and find ways to unlock access to open space owned by others.	2.4.1 Increase advocacy, partnerships and agreements with other organisations for access by Glen Eira residents	Progress will be reported once the <i>Advocacy Framework</i> has been adopted by Council in February 2022.	



Completed



In Progress



Deferred



Not Started

## Major initiatives

### Project updates:

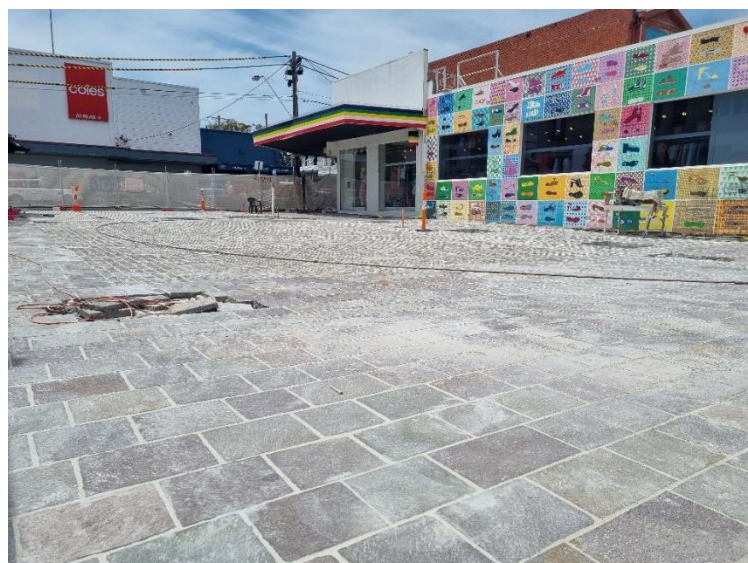
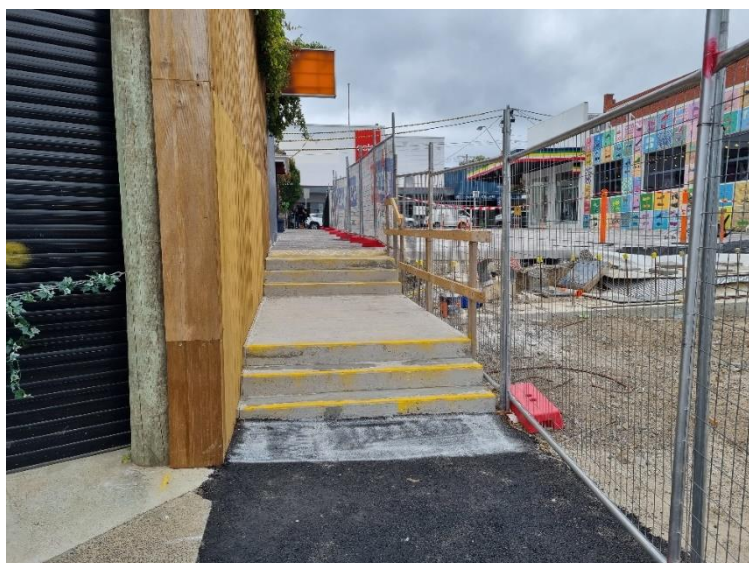
#### [Carnegie Memorial Pool Redevelopment](#)

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

Heritage Victoria have completed their assessment and recommended that the site does not hold any state heritage significance. Heritage Victoria has completed the assessment, recommending that the pool is not added to the Victorian Heritage Register. This has been appealed during community consultation and a final decision will be made following a hearing in the first half of 2022. At this stage it is likely construction will commence at the end of the year.

#### [Bentleigh Eat Street](#)

Stage 1 works continue into March 2022. Due to the COVID-19 restrictions, we anticipate being behind schedule by six to eight weeks.



### Lord Reserve Pavilion development

Steel framing and door and ceiling joists are underway. Roofing will commence once the steel framing has been completed. The program is running slightly behind schedule due to resourcing challenges caused by the COVID-19 pandemic. Completion is expected in April 2022.



### New open space – Aileen Avenue

The construction is progressing well with footpath and boundary fence works completed. The work is anticipated for completion early February 2022.

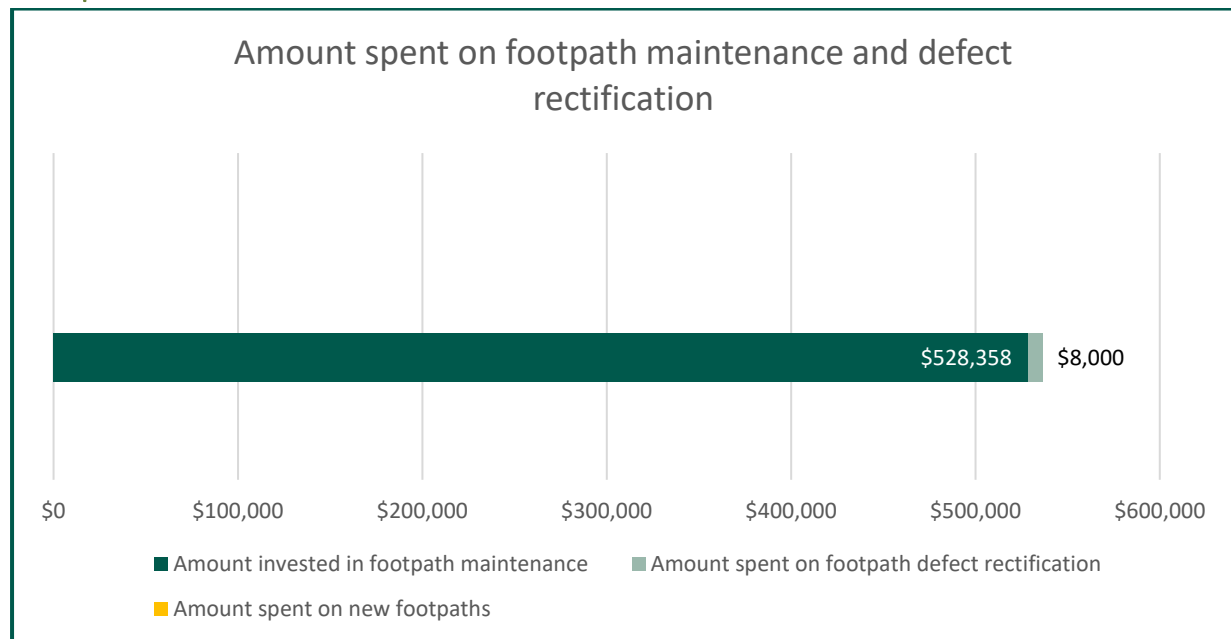


### Pedestrian Safety Program

Design is set to commence for traffic lights to be constructed at Thomas Street, Bentleigh along the Elster Creek Trail and a zebra crossing to be implemented where the existing raised pavement exists to encourage more pedestrians to use the Elster Creek Trail and safely cross at Whitmuir Road, Bentleigh.



## Footpaths



A total of \$536,358 was spent on maintaining and completing defect rectification works on our footpaths to even out the footpaths and ensure safety for the community.


Preliminary planning for the installation of new footpaths has been completed with resident surveys. The footpaths are in the design phase with designs expected to be completed in February 2022.

# A LIVEABLE AND WELL PLANNED CITY



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

COMMITMENT	PERFORMANCE MEASURE	PROGRESS UPDATE AS AT 31 DECEMBER 2021	STATUS
We will actively progress our planning priorities to manage growth and maintain the character and heritage of our City	3.1.1 Progress our structure planning program and present two draft structure plans for Council's formal consideration	The draft <i>Caulfield Structure Plan</i> is scheduled to be presented to Council in February 2022.  The revised <i>Carnegie Structure Plan</i> is scheduled to be presented to Council in April.	
	3.1.2 Present three <i>Built Form Frameworks</i> for Caulfield South, Caulfield Park and East Bentleigh activity centres to Council	All three <i>Built Form Frameworks</i> were endorsed by Council at the Ordinary Council Meeting of 23 November 2021.	
	3.1.3 Improve the communication and engagement we undertake with the community about our role in planning	Due to the COVID-19 lockdowns in the later part of 2021, Council focussed on planning for our 2022 community engagement projects.  To broaden the reach and accessibility of our community engagements, especially during periods of lockdown, we have investigated various methods of online engagements to ensure that we keep our communication channels open for all.  We are also looking at new ways to communicate and advertise when engagements are open to reach as many community members as we can in a timely and cost-efficient manner. Doing so, enables us to continue improving the communication and engagement we undertake with the community.	
We will plan for diverse housing options to meet community needs now and into the future	3.2.1 Prepare a draft <i>Housing Strategy</i> and undertake consultation with the community on the draft	The draft <i>Housing Strategy</i> has been prepared and will be presented at the Ordinary Council Meeting on 22 February 2022. Officers will recommend that the draft strategy, including the Neighbourhood Character Statements be released for public consultation. Public consultation is set to run for one month following this.	
	3.2.2 Implement year three of the <i>Social and Affordable Housing Strategy 2019–2023</i>	Actions are underway to assess opportunities for social and affordable housing in Glen Eira and to identify plans for improving availability and solutions that will see an increase in the provision of social and affordable housing.	
We will advocate for a transport network that provides safe, accessible and sustainable transport options for our community	3.3.1 Complete actions from the <i>Integrated Transport Strategy 2018–2031</i>	To date the following activities have been undertaken: - Street Design Guidelines - Parking Policy (implementation) - Development and implementation of the <i>Cycling Action Plan</i>	
We will support and facilitate local job creation by enhancing our activity centres to be thriving and vibrant hubs	3.4.1 Progress the preparation of a <i>Place Making Framework</i>	A draft <i>Local Economy and Place Making Framework</i> is currently being prepared. Initial consultation with stakeholders will be undertaken in February/March 2022. The resultant draft will be presented to Council mid-2022.	

	3.4.2 Establish a Business and Economy Advisory Committee	<p>An Expression of Interest process is currently being finalised to establish a Business and Economy Advisory Committee. Meetings with applicants are being undertaken and a proposed Committee will be presented to Council for endorsement at Ordinary Council Meeting on 22 February 2022.</p> <p>The first Committee meeting is scheduled for early March 2022.</p>	
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Completed



In Progress

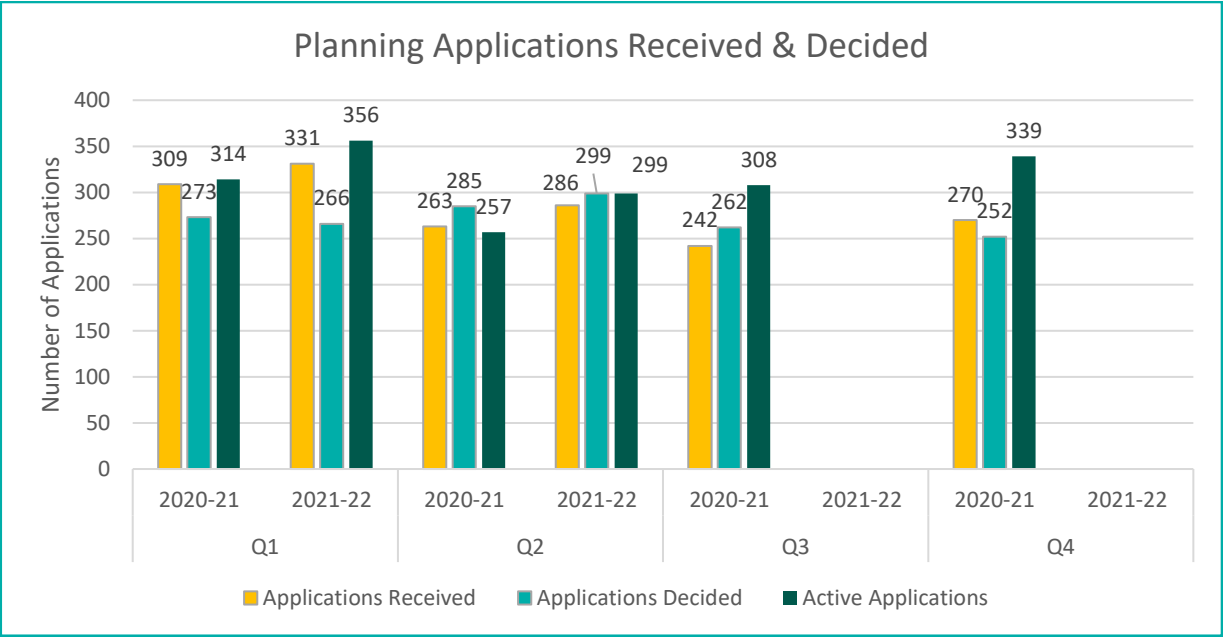


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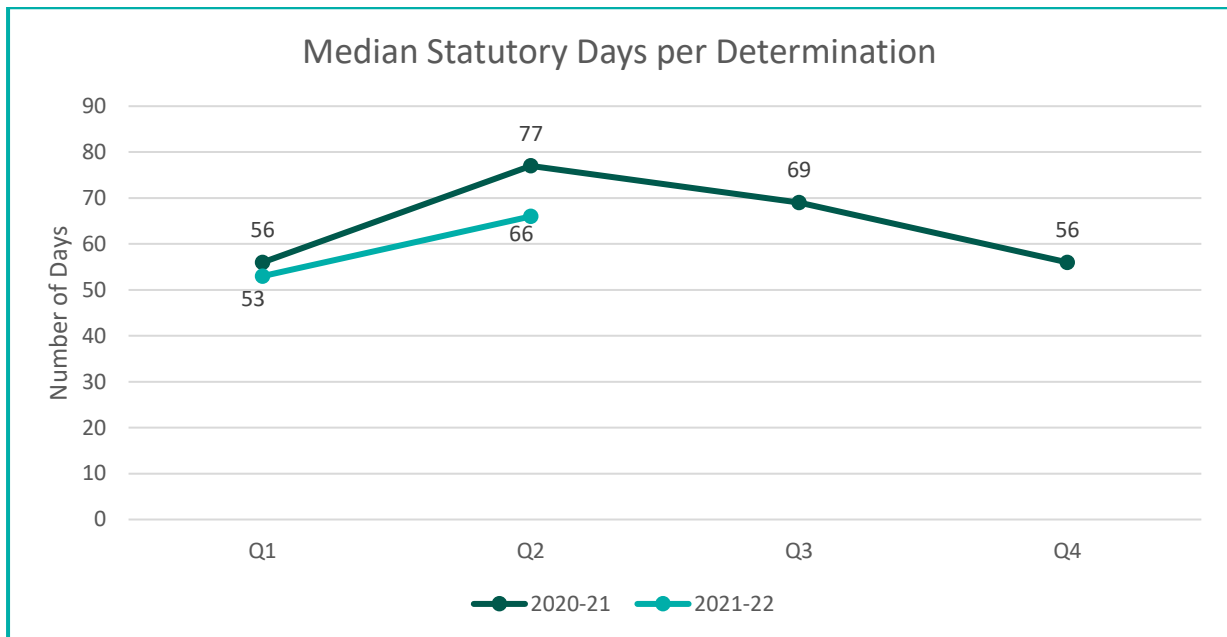


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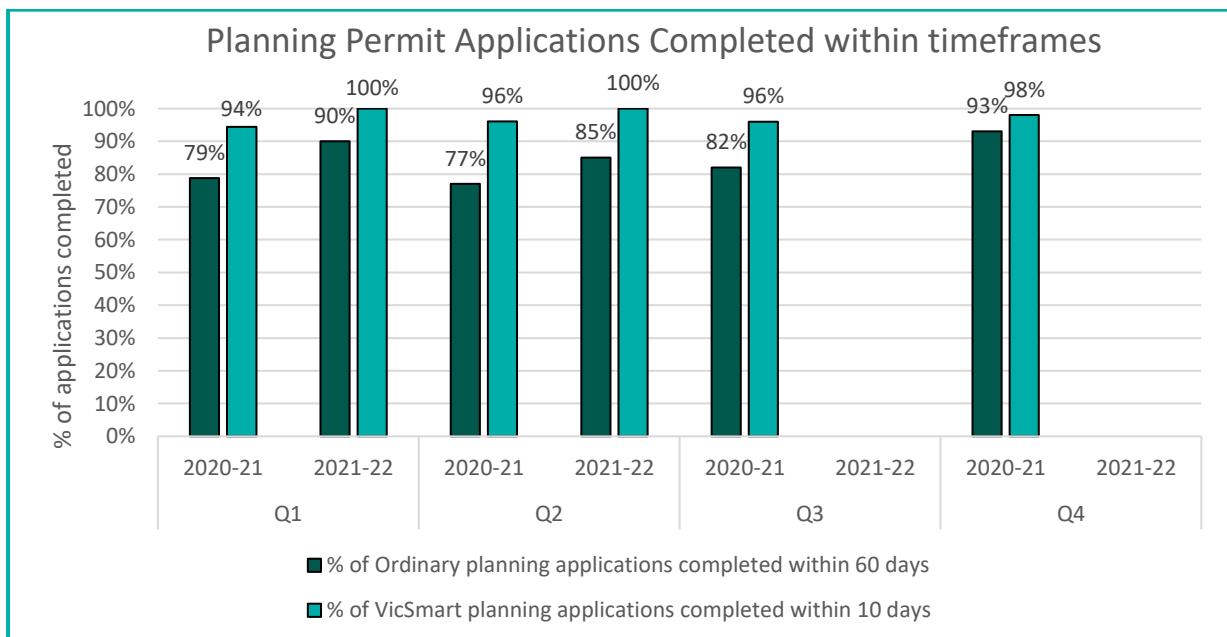
Planning



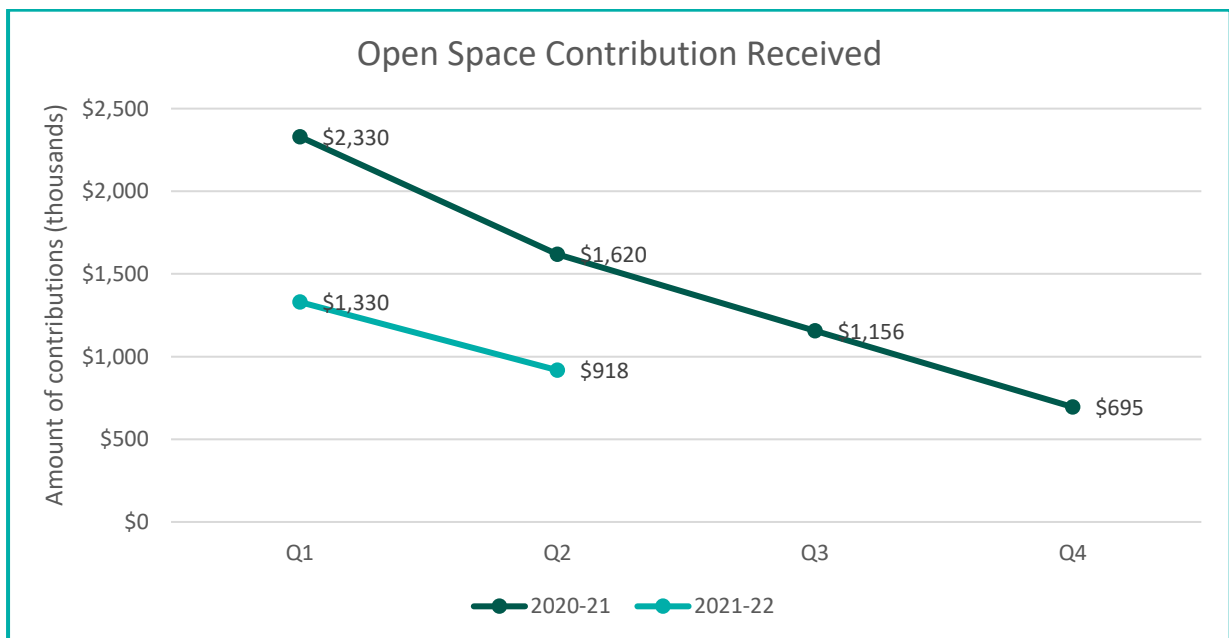
The number of new applications received and decisions made is generally consistent with previous quarters. Effort has been put in to ensure that the number of active applications reduces. The workload is sustainable which helps ensure that other KPIs are being met.



The median days to determine an application is tracking well. When this is compared with the median days of other metropolitan Councils as part of the State Government reporting requirements, Glen Eira has a median that is 18 days lower than this average.

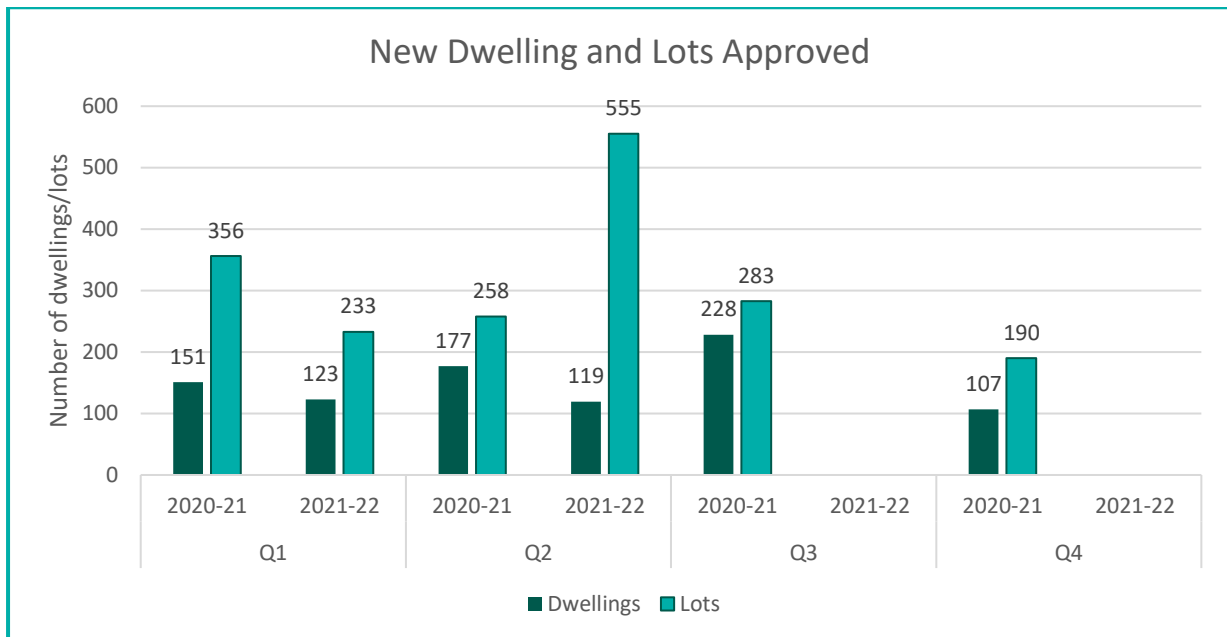


Glen Eira continues to deliver a very high quality service with one of the highest percentage of applications determined within timeframes within the State. When this is compared with the average for metropolitan Councils as part of the State Government reporting requirements, Glen Eira is approximately 30 per cent higher for both regular and VicSmart planning permit applications.



The value of public open space contributions is tracking well against budget.

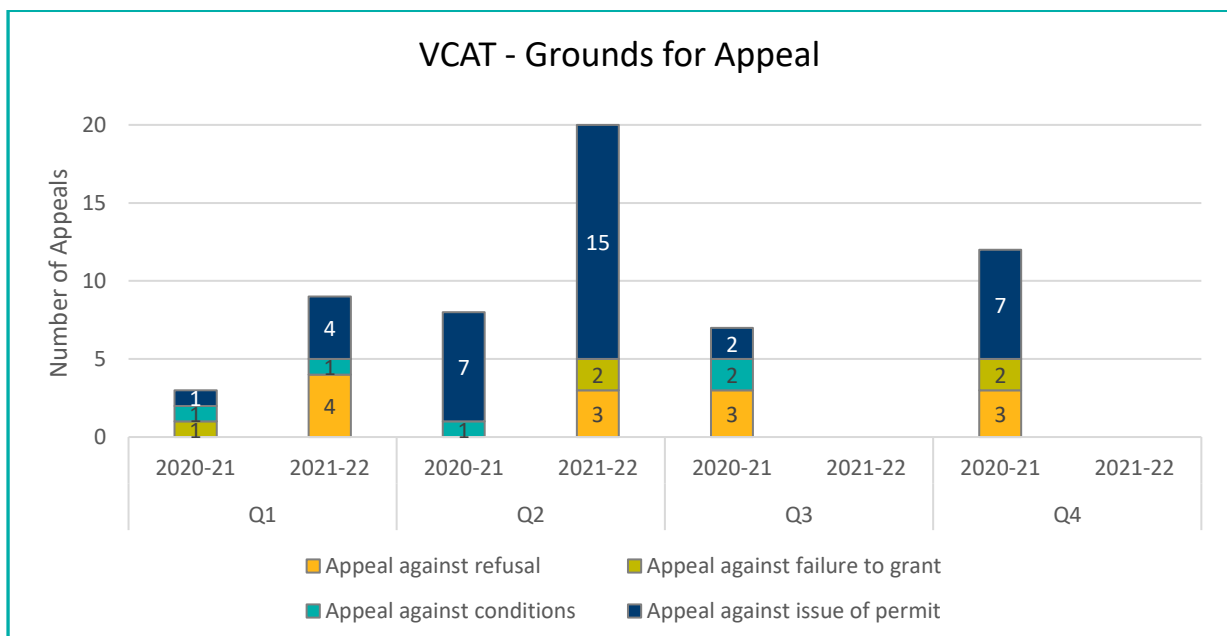
*Council collects a public open space contribution when prescribed types of land is subdivided. This public open space contribution is held by Council in reserve and can only be spent to purchase new land to be used as open space (ie. a Council park) or to upgrade existing open space. This Quarterly Service Report measure details the value of public open space contributions collected for the quarter*



**Dwellings:** The number of new dwellings approved under a planning permit remains broadly consistent with previous months. An approved permit that authorises a new dwelling does not imply that it will be constructed.

**Lots:** The number of new lots approved under a planning permit is higher than previous quarters. This is attributed to some larger apartment buildings that have just been completed and subsequently subdivided.

**Lot:** *A part (consisting of one or more pieces) of any land (except a road, a reserve, or common property) shown on a plan, which can be disposed of separately and includes a unit or accessory unit on a registered plan of strata subdivision and a lot or accessory lot on a registered cluster plan. (VicSmart Guide)*



There has been an increase in the number of planning appeals lodged over the past quarter, particularly appeals against the issue of a permit. This is a trend that we understand is common for many other municipalities. This will continue to be monitored and to understand if this is a growing trend.

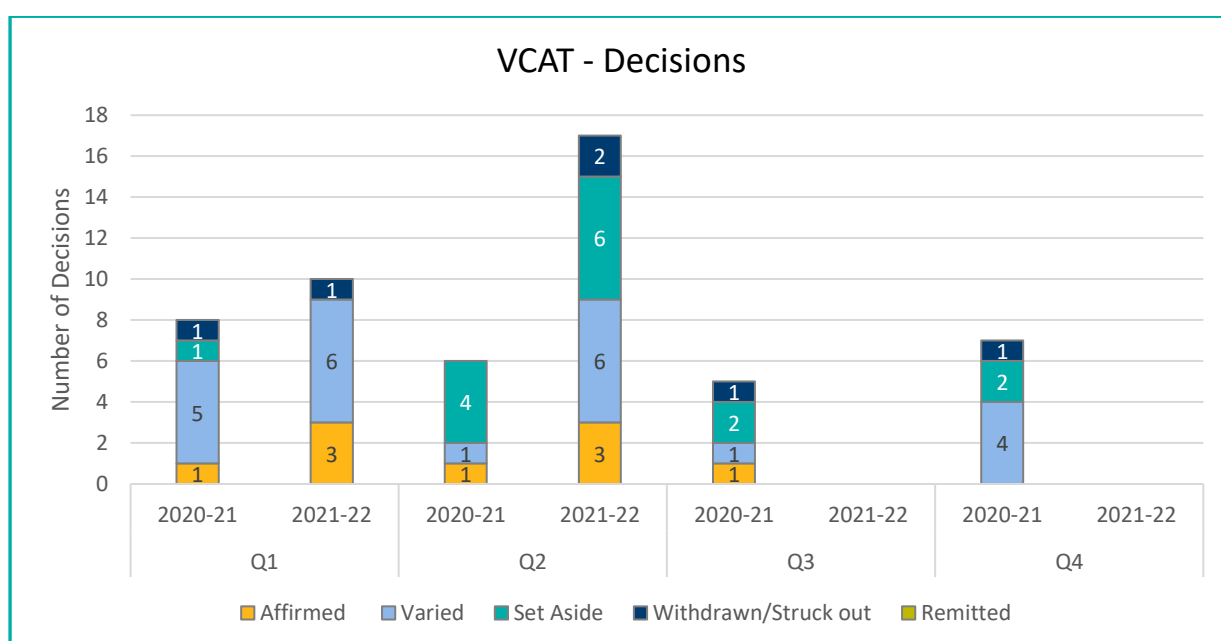


*VCAT Appeal against refusal - Number of applications where the VCAT lodgement date is equal to or greater than the first day of the relevant timeframe, yet less than or equal to the last day of the relevant timeframe, and have been marked as including an appeal by the applicant against the refusal by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



There was a higher number of decisions made this quarter with an increase in the number of decisions set aside by the Tribunal. The decisions are reported at each Council meeting in the VCAT Watch report and provide analysis about the decision.

*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



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

COMMITMENT	PERFORMANCE MEASURE	PROGRESS UPDATES AS AT 31 DECEMBER 2021	STATUS
We will embed climate change action in everything that we do to support the transition towards zero net emissions from Council by 2025	4.1.1 Develop a climate emergency position statement and advocacy priorities	A workshop was held with the Sustainability Advisory Committee in November 2021 to discuss the development of advocacy priorities.	
	4.1.2 Incorporate environmentally sustainable design requirements into Council building and infrastructure projects where appropriate	All building and infrastructure projects proposed for the 2022-23 Financial Year Capital Works Budget were required to commit to including Environmentally Sustainable Design (ESD) principles in their project brief and provide a response as to how the project will contribute towards achieving Council's sustainability targets and specific ESD objectives. These responses were reviewed by the Climate and Sustainability team, with feedback provided where necessary.	
	4.1.3 Consideration of climate change is embedded into integrated strategic planning and reporting processes	Advice is being provided to all service areas commencing new strategies and plans that consideration of climate change is required within the document. Where standard templates exist, these have been updated to incorporate reporting on climate change considerations.	
We will create opportunities for our community to act on climate change to progress towards zero net emissions by 2030	4.2.1 Develop a program to activate the community on climate change.	Council has developed the <i>Climate Conversations</i> program, whereby community members are trained to facilitate conversations with their friends, family and wider community, and motivate them to take action on climate change. Training for community facilitators was conducted in November 2021, with the facilitated conversations scheduled to commence in February 2022.	
	4.2.2 Develop a <i>Circular Economy Plan</i>	<p>Development of the <i>Plan</i> is underway, with background research and benchmarking into circular economy approaches completed.</p> <p>Communications to introduce the concept of a 'Circular Economy' has been incorporated into current and upcoming recycling and waste messaging.</p> <p>The transition to a circular economy is also included in the February 2022 Community Voice and will be used to inform future engagement of the draft <i>Plan</i>.</p>	

We will increase our tree canopy and expand private and public greening initiatives	4.3.1 Increase our tree canopy and biodiversity footprint in line with annual targets in the Glen Eira <i>Urban Forest Strategy</i>	To increase our tree canopy, Council is committed to the planting of trees in the public domain, replace trees that were previously removed and aims to plant an extra 1,000 trees across the municipality.  The tree planting program is underway with the aim to plant 1,800 trees by the end of June 2022.	
	4.3.2 Progress our annual tree planting program and deliver on our 2021–22 planting commitments	The tree planting program is underway with the aim to plant 1,800 trees by the end of June 2022. Of the 1,800 trees, 800 new trees will replace those existing and 1,000 new trees will be planted in vacant sites.	
	4.3.3 Neighbourhood Character Statements are updated to reinforce the importance of vegetation as a core element of preferred neighbourhood character	Neighbourhood Character Statements have been prepared and will form part of the consultation on the <i>Housing Strategy</i> .	
	4.3.4 Deliver community projects that expand and support plantings on private land, in identified hotspots and areas with limited natural landscape.	Projects are currently being developed to engage and support tree planting at a number of schools.	
We will work with our community to understand the human impacts of climate change and the adaptation strategies that may be required to minimise the social, health and economic impacts	4.4.1 Develop partnerships to support vulnerable people in our community to improve resilience to the impacts of climate change	Planning is currently underway to explore how Council will work with emergency agencies and service providers, in identifying the needs of vulnerable residents and help them prepare for the impacts of climate change.	
	4.4.2 Develop initiatives to support population groups with higher vulnerability to support them to improve their safety during extreme weather	A Heatwave / Extreme Heat Letter was sent to all active Commonwealth Home Support Program and Home and Community Care clients receiving In Home Support and Social Support Services in early December. The letter includes strategies for staying healthy in hot weather, where to get help and includes the Department of Health Human Services Heatwave brochure. Support workers are also provided with copy of the letter and strategies so they can discuss and educate clients during service visits.  Support workers also continue to monitor and assess client's health during all service visits and report any concerns to Team Leaders to follow up on an ongoing basis.	
	4.4.3 Develop <i>Integrated Water Management Plan</i>	The <i>Plan</i> has been developed and is being reviewed by relevant business units across Council. The <i>Plan</i> will be updated based on feedback, with a draft to be presented to Councillors in April 2022.	



Completed



In Progress

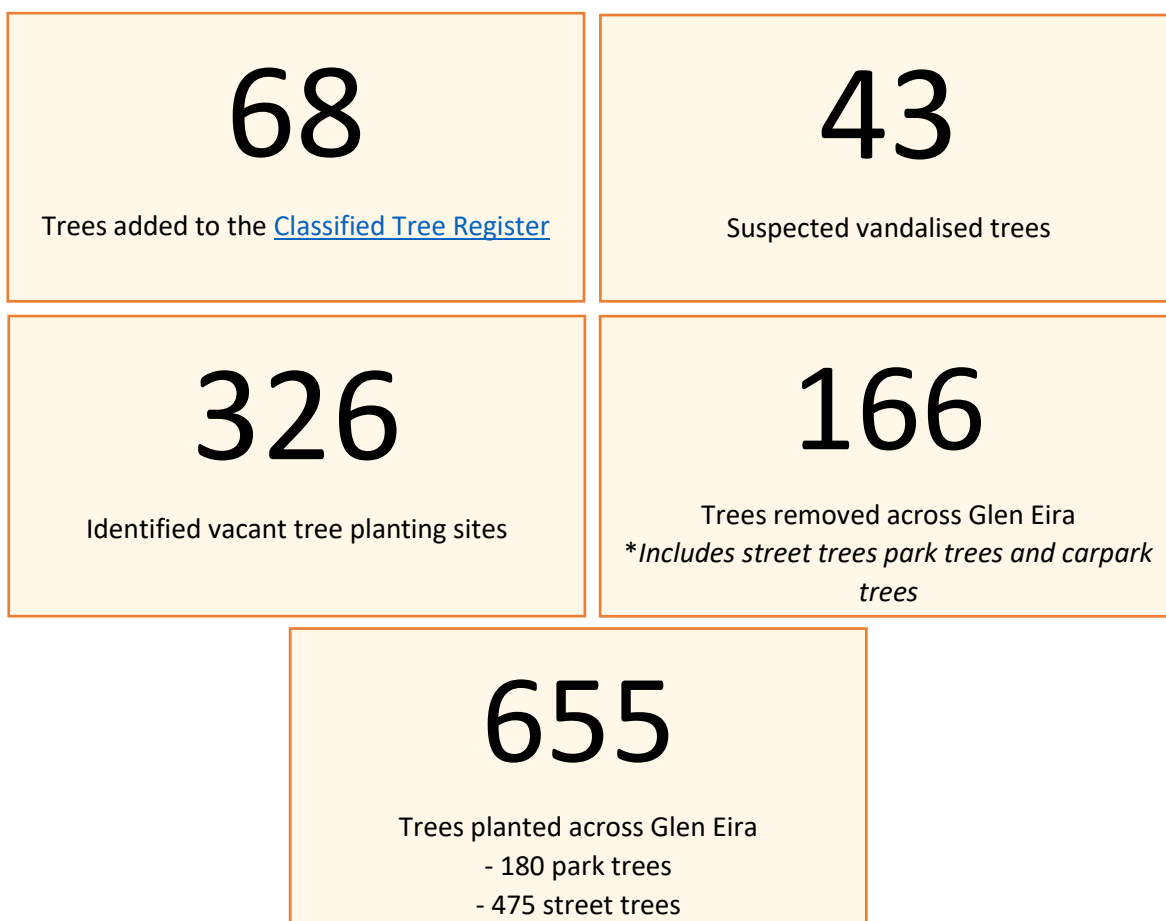


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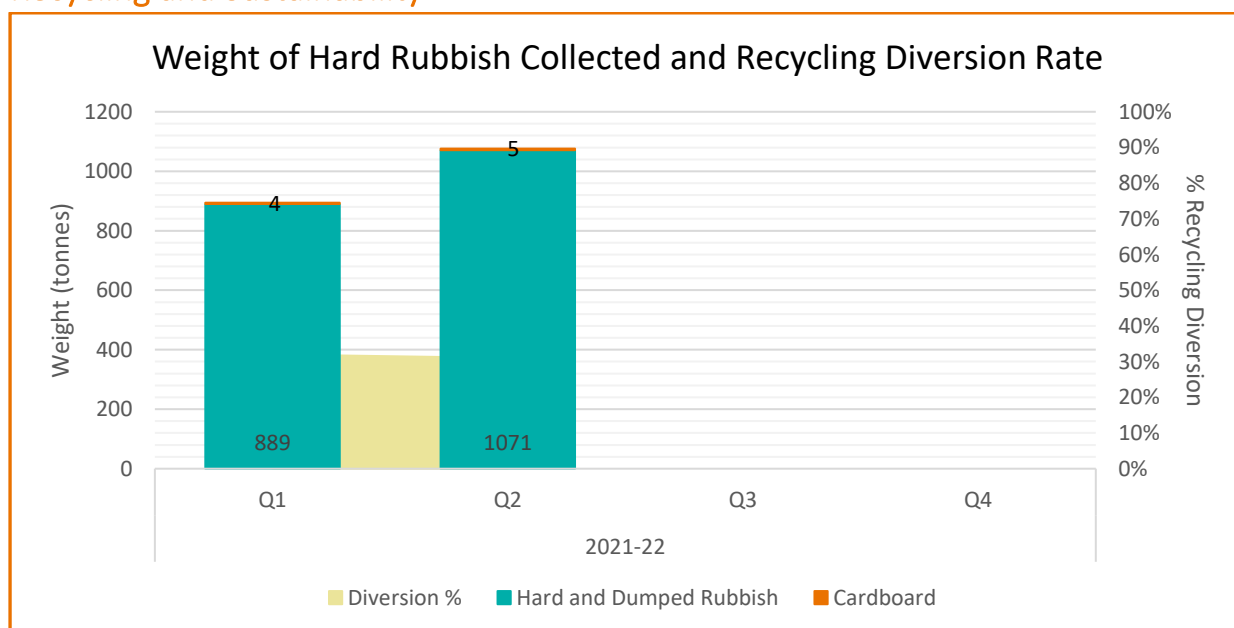
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## Trees

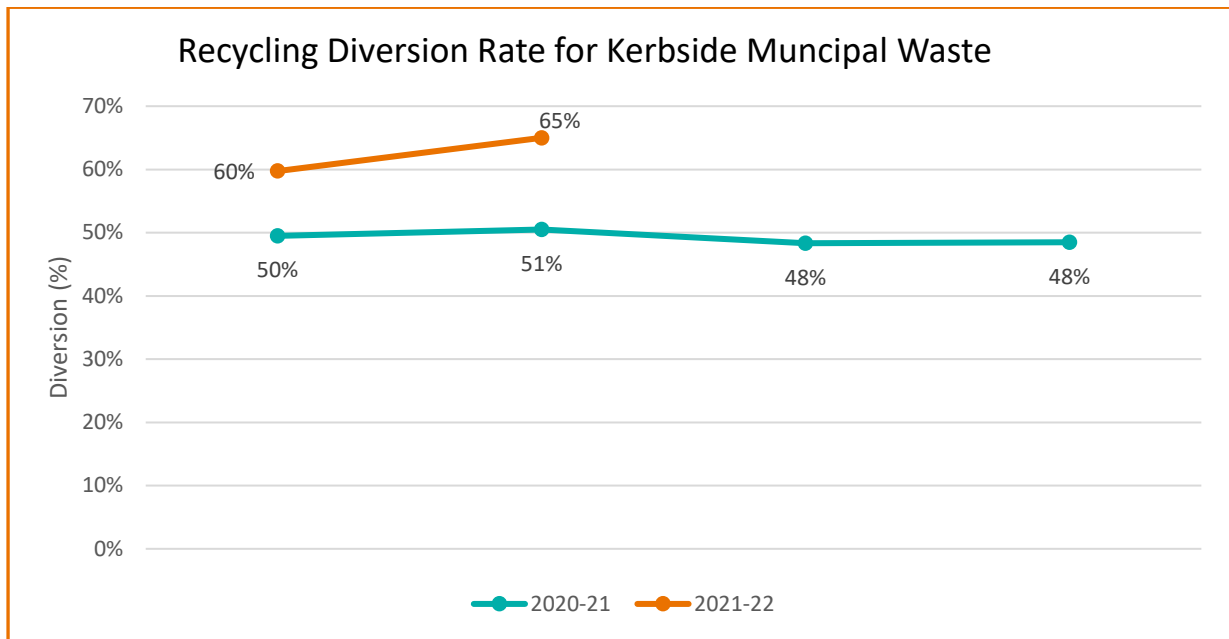


655 trees were planted in the first half of the year, with the aim to plant a total of 1,800 trees by June 2022. Of the 1,800 trees to be planted, 800 new trees will replace those existing and 1,000 new trees will be planted in vacant sites.

## Recycling and Sustainability



The weight of hard rubbish collected, and number of hard rubbish collections generally increases around the end of the year and early in the new year (December - February), with people doing more clean-outs. This has been a consistent trend over the years. Even with the increased volumes over the holiday season, we saw an increase of 12 per cent compared to the same time last year.



The kerbside recycling rate has increased since the introduction of the weekly green bin service in late July 2021 and remains higher compared to previous years. The increased collection frequency of the green bin has resulted in more food and garden waste being recycled and less waste sent to landfill.



# A HEALTHY, INCLUSIVE AND RESILIENT COMMUNITY








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



COMMITMENT	PERFORMANCE MEASURE	PROGRESS UPDATE AS AT 31 DECEMBER 2021	STATUS
We will support improved health, wellbeing and resilience of all individuals, families and groups within our community	5.1.1 Implement annual actions within the Glen Eira <i>Community Wellbeing Plan 2021–2025</i>	<p>Implementation of the Glen Eira <i>Community Wellbeing Action Plan 2021–2022</i> has commenced with 32 per cent of the actions currently on target. These actions include</p> <ul style="list-style-type: none"> <li>• Successfully securing \$500, 000 from the Federal Government's <i>Local Roads and Community Infrastructure Funding Program</i> which will provide improving the condition of our footpaths identified on higher pedestrian use streets.</li> <li>• Delivering educational programs in Council's Early Learning Centres to raise awareness about healthy eating, oral health and sun protection.</li> <li>• Volunteering Victoria delivered the <i>A-Z of Volunteer Management</i> session to volunteers and volunteer organisations to promote and support volunteering in the community.</li> </ul>	
	5.1.2 Work with our community, local support agencies and community partners to implement COVID-19 responses and recovery initiatives	<p>Council has made over 75 deliveries of food relief since August 2021 to impacted residents. Council continues to work with the community through the Pandemic Response and Recovery Committee and the Community Groups Committee to collaborate and respond to issues and facilitate delivery of supports including COVID-19 vaccination and testing services, supports for schools, seniors and community groups.</p> <p>Key highlights for the last six months include:</p> <ul style="list-style-type: none"> <li>• Business support including visits to provide support and guidance, update of Council's business support webpage '<a href="#">Taking Care of your Business</a>' with resources and links to local and state government support, business webinars and a campaign to support local business - 'Your Glen Eira'</li> <li>• Guiding our community groups on how to be COVID-19 safe</li> <li>• GlenEira@Home online programs</li> <li>• COVID-19 Home Safety Plan</li> <li>• Local Vaccination Hub – Spurway in Murrumbeena and the #GET VAXXED campaign for staff and community</li> <li>• Media releases, video updates with Mayor and CEO, e-newsletters, community fact sheets, webinars, dedicated COVID-19 information page on Council website, social media COVID-19 updates.</li> </ul>	



	5.1.3 Develop a new <i>Community Safety Plan</i> to improve the sense of safety and support crime prevention in the municipality	Community engagement for the development of the new <i>Community Safety Plan 2022-2025</i> has been completed. A range of key stakeholders have been engaged in conversations and forums to inform the draft <i>Plan</i> .	
	5.1.4 Support parents and carers to build and develop skills and confidence to enhance the health, wellbeing and development of infants and young children	Maternal and Child Health (MCH) continue to offer online and face to face groups, education and outreach to support and enhance parenting capacity. Our groups and education sessions build social connectedness by parents sharing their experiences and learnings. The groups and sessions are extremely well attended.	
	5.1.5 Develop a new four-year Glen Eira <i>Domestic Animal Management Plan</i> in consultation with the community outlining Council's approach to the management of domestic animals	The <i>Domestic Animal Management Plan 2022-2026</i> is now in place. The previous Plan for the period 2017-2021 has now expired.	
We will embrace diversity and value all people, promoting a community that welcomes and includes everyone	5.2.1 Demonstrate strong leadership in the promotion of gender equality and prevention of family violence and violence against women	The 16 Days of Activism campaign ran from 25 November – 10 December 2021. Council implemented two sessions of Active Bystander training for staff, internal and external social media campaigns, bookmarks campaign with messaging promoting respect at all Glen Eira libraries. The Glen Eira website was updated to reflect new resources and banners and posters were erected through the Glen Eira Municipality.	
	5.2.2 Work with community leaders from culturally and linguistically diverse backgrounds to ensure Council strategies, services and initiatives build social cohesion	A Culturally and Linguistically Diverse (CALD) Community Leaders Forum was held online on 10 November 2021 to engage with new and emerging community leaders. Community engagement was the focus for discussion and exploring an ongoing forum, network group or meeting format.	
	5.2.3 Coordinate and deliver the annual International Day of Disability event to help grow a more inclusive community	The event was held on 3 December 2021 at the Glen Eira Sports and Aquatic Centre as well as through online sessions including: A fast and furious and Wheelie fit online live fitness classes and interviews with para triathlete, Liam Twomey, inclusive education and support officer, Zoe Murdoch and Carer, Liam Seymour.	
	5.2.4 Build a unified community that acknowledges Aboriginal and Torres Strait Islander Peoples through meaningful reconciliation and respect of First Nation's cultural heritage	Engagement with new and existing community partners and Traditional Owner groups through the <i>Reconciliation Action Plan</i> (RAP) development has continued to be the focus of Glen Eira's work in reconciliation. Online training and workshops in October through to December 2021 have supported the community gain a better understanding of how to provide an Acknowledgement of Country and build cultural awareness.	
We will support accessible pathways into services, activities and facilities for people of all ages and abilities, particularly those most in need	5.3.1 Engage with our community to ensure our aged care and independent living services remain responsive to Commonwealth aged care reforms and meet current and future community needs	Planning is under way to rollout an engagement process which will launch in April 2022. The engagement process will enable Council to engage with our community to ensure that services continue to meet their needs.	
	5.3.2 Support vulnerable young people to access social emotional and financial supports, including access to mental health services and education, employment and training pathways	Youth Services have offered 90 places to participate in six Living and Life Skill workshops, handed out 55 breakfast club vouchers under our drop-in program to promote Youth Services new location at the McKinnon Pop Up site and conducted 32 individual client support meetings.	
	5.3.3 Deliver the Bentleigh Library and Youth Hub capital works project	Bentleigh Library and Youth Hub was scheduled to be completed in June 2022. Unfortunately, this project has been delayed by building industry related COVID-19 impacts. These include the two-week Government mandated site shutdown and the reduction of contractors permitted to be on site.	

		These were outside Council and the builder's control. The project is now expected to be completed in early August 2022.	
	5.3.4 Deliver the Murrumbene Community Hub capital works project	The Murrumbene Community Hub is scheduled to be completed in late May 2022. This project has been impacted by the COVID-19 restrictions on construction sites. Despite the delays, the construction is progressing well.	
	5.3.5 Deliver upgrades to the Glen Eira Town Hall	This is a multi-year project. The first year is the upgrade of the ground floor. The tender to award the contract for the upgrade works to the ground floor is currently being advertised. The contractor will be appointed in March and the works will begin in April 2022.	
	5.3.6 Implement empathetic parking at key carpark locations	Empathetic parking spaces have been provided at five public off-street carparks within Glen Eira. Council will implement a further seven carparks but are awaiting contractor availability to proceed.  There are available funds to cover up to 5-7 more carparks as part of this budget which is currently being explored.	
We will deliver services, events and programs that recognise and celebrate our broad interests and differences and promote participation for all	5.4.1 Deliver a range of community programs and events that promote community inclusion, celebrate diversity and encourage cultural expression	Between October and December, a total of just over 80 programs and events have been on offer for the community, developed to appeal to a wide range of audiences and interests and provided online and live onsite where deemed 'COVIDsafe': <ul style="list-style-type: none"> <li>• GE@Home online series continues with 30 programs, including Zumba classes, crosswords sessions, magic workshops, song writing and history programs</li> <li>• Glen Eira Libraries hosted 31 online programs including fashion of the 1970s, meditation, animations workshop and online snorkelling</li> <li>• The annual 'My Brother Jack' Literary Awards was successfully presented online</li> <li>• The Libraries also presented on site events - the <i>Big Summer Read</i>, <i>We're Wild about Reading</i> and the annual <i>Jolabokaflod</i> a popular get together with free second hand books and hot chocolate on Christmas Eve</li> <li>• Cultural events held live and onsite this quarter included Live Sunday Sessions: Music in the Gallery with performances by Tamara Kuldin, Dafka and the Invictus Quartet, a wonderful start to Chanukah with the <i>Lighting of the Menorah</i> at the Town Hall, a talk in the Gallery by artist Penelope Davis and a book sculptures workshop with artist Nicholas Jones, both of whom were featured in the exhibition <i>Telling Tales</i>, music and a picnic in collaboration with the Rose St Markets at Ripponlea Estate - which was also the venue for 'Carols in the Gardens', the welcome return of Council's annual Christmas event.</li> </ul>	
	5.4.2 Increase library usage through the provision of new programs and materials that support the diversity of life-long learning needs and emerging new ways of working	In comparison to this time last year, library usage has significantly increased. Where digital loans have declined slightly, physical loans have risen through the provision of adaptive services like Click & Collect that have provided opportunity for the community to borrow through COVID-19 lockdown periods. Online programming has retained a steady attendance even outside of lockdown periods, with an attractive suite of engaging programs designed for both children and adults.	



	5.4.3 Rebuild the membership profile at Glen Eira Sports and Aquatic Centre and other leisure facilities when they re-open and operations return to normal	Member returns have been pleasing at around 75 per cent with a more gradual growth expected from now on. There is some renewed hesitancy due to the recent COVID-19 outbreaks which has slowed down the return and increased suspensions.	
	5.4.4 Develop a library of 50 GEL Anywhere online classes to enable the community to stay active at home	Over 50 online classes with 24 different workout styles are available on GEL Anywhere to suit all abilities. This also features a chat series and incorporates an Active Ageing Health series.	



Completed



In Progress



Deferred



Not Started

## Major Initiatives

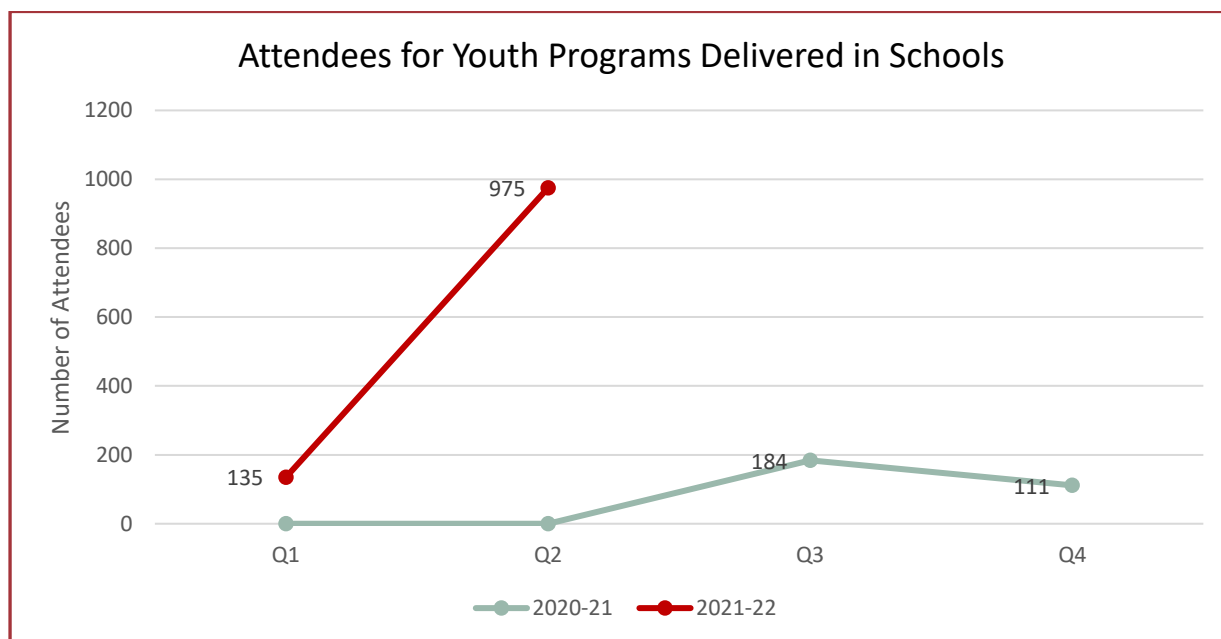
### Project updates:

#### Murrumbeena Community Hub

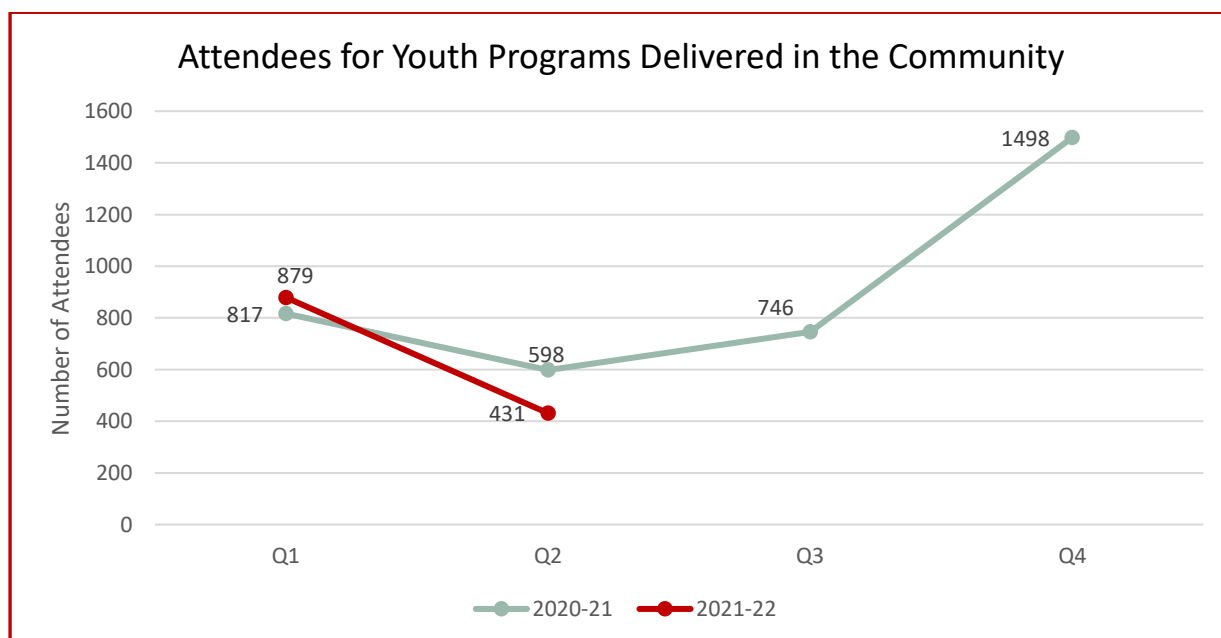
As at 31 December, 91 per cent installation of the structural steel for the building has been completed. Carpenters are scheduled to commence ground floor partitioning early in the new year with practical completion set for May 2022.



## Youth Services

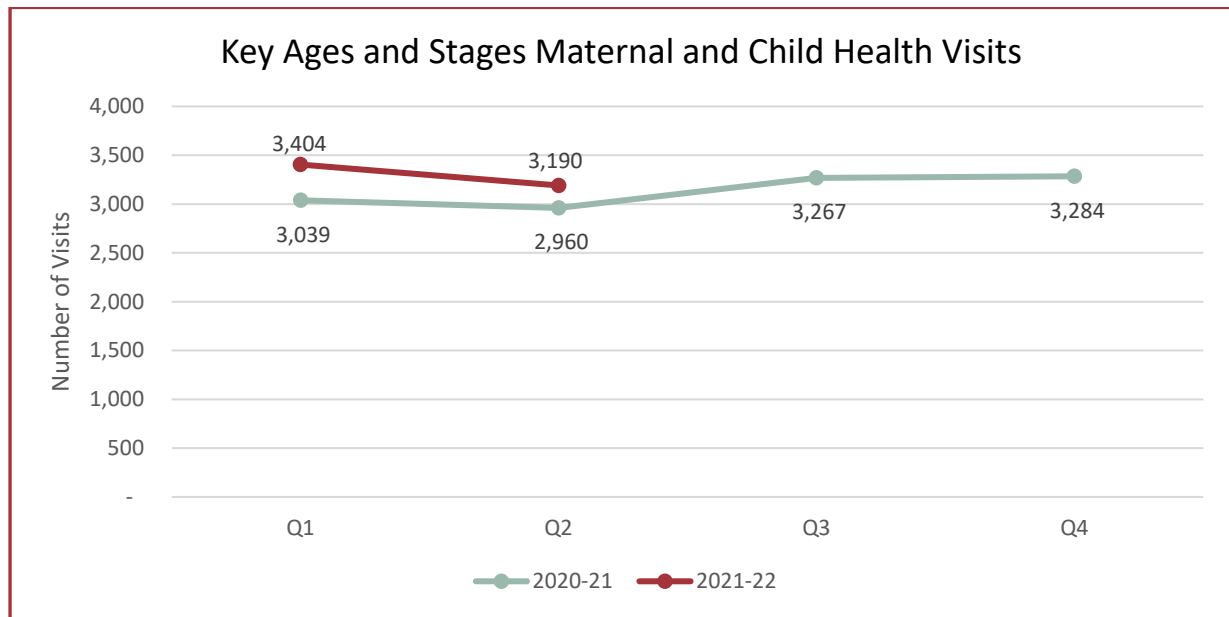


The significant increase in attendance during this quarter is due to the successful delivery of the *Moving Up Program* to support students transitioning from primary school to secondary school. The program focuses on the supports available, changing expectations, practical skills necessary to succeed, and fosters excitement about the next stage of their education. McKinnon Secondary School were provided with content and resources to run the *Healthy Relationship Friendship* school-based program to students in Years 7,8 and 9. No programs could be offered in Quarter 1 and 2 in 2020-21 due to COVID-19 restrictions.



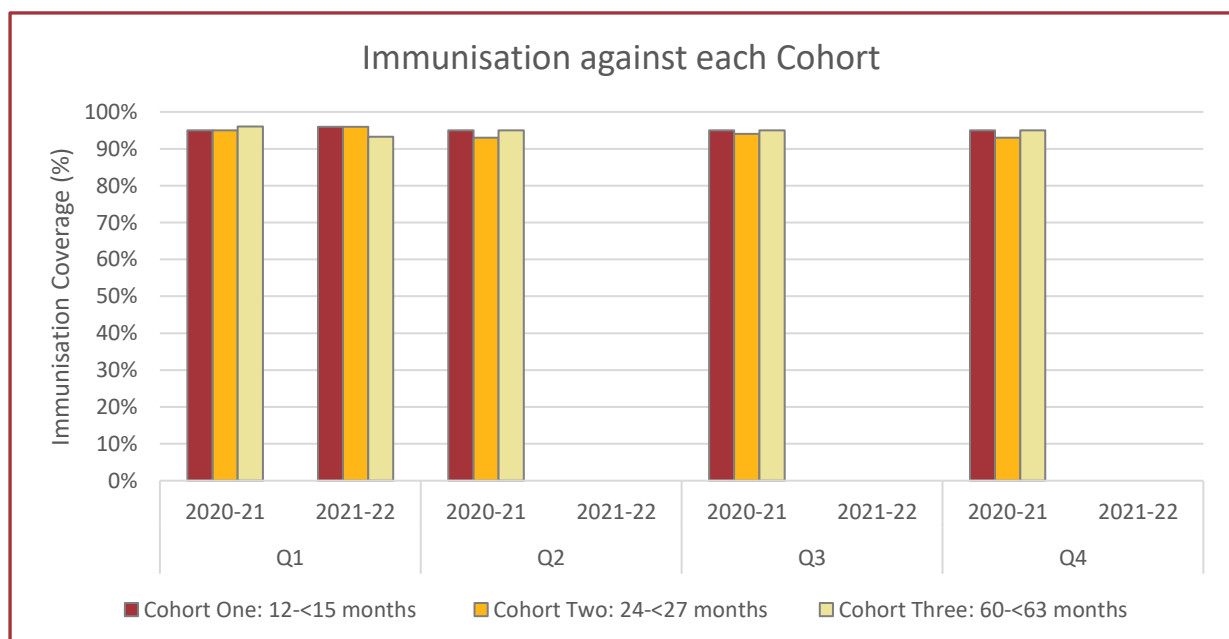
Community based programs delivered during this quarter included *Press Start* (supporting positive gaming habits), *Youth Leadership Team* and the *Youth Climate and Sustainability Action Group*, as well as special events which are open to the whole Glen Eira community including the *Moving Up* parent information night and student webinar to support the transition from primary to secondary school.

## Children's Services

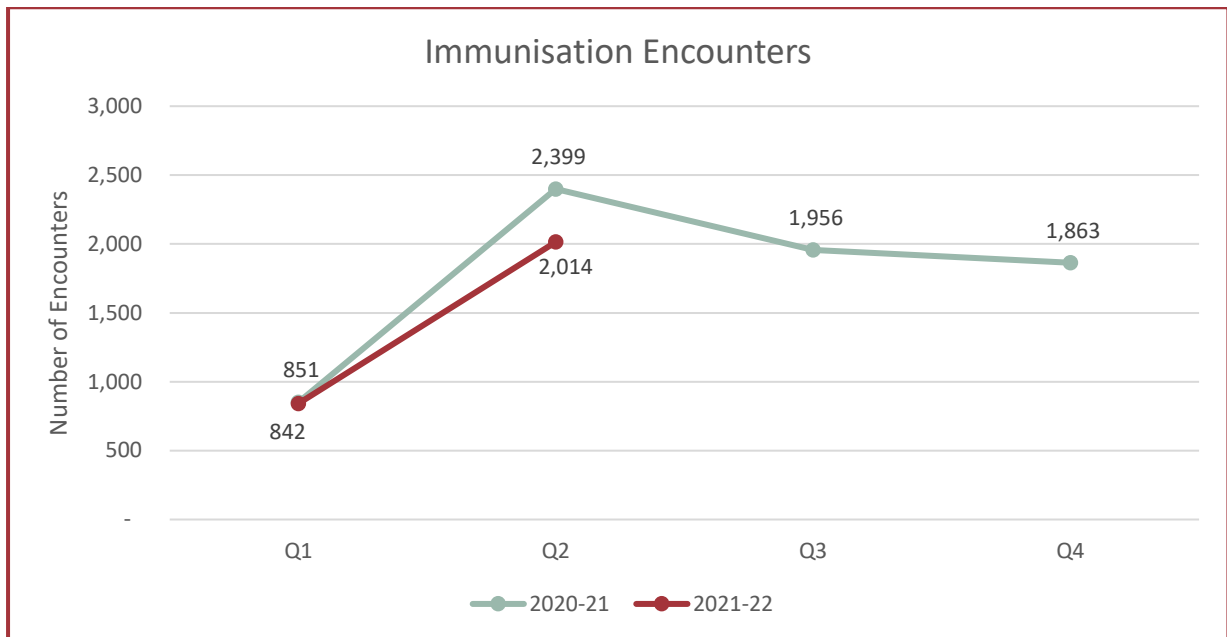


Throughout the COVID-19 pandemic, Council's Maternal and Child Health (MCH) Service offered a flexible service and conducted the Key Ages and Stages (KAS) consultations via telehealth and face-to-face appointments. To comply with COVID-19 restrictions and Victorian Department of Health requirements all 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.

Throughout December, Council operated on reduced permanent and relief staff due to staff illness and booked leave. The scheduled public holidays during December also impacted on our ability to offer appointments for children outside the listed criteria.

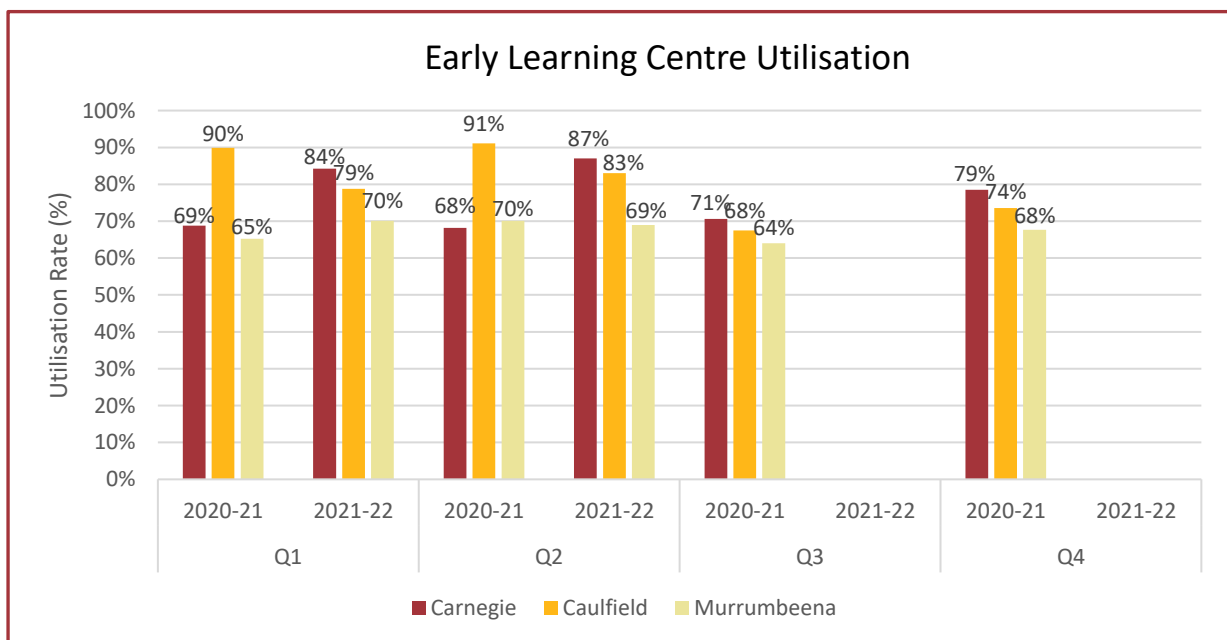


At the time of the report preparation, information provided by the Department of Health and Human Services was not available.



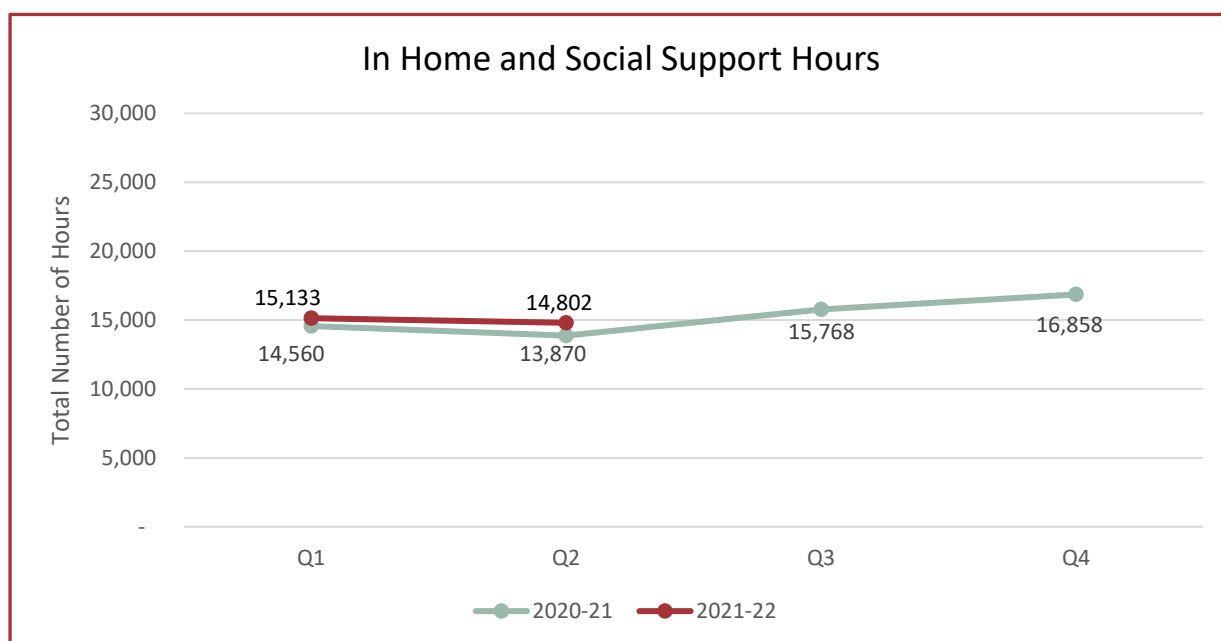
The increase in immunisation encounters this quarter is a result of vaccinations administered as part of the Secondary School Program in October and the community sessions offered throughout October to December 2021 to provide vaccination as part of the childhood vaccination program.

*An immunisation encounter is a record of any immunisation that is given to any member of the community*



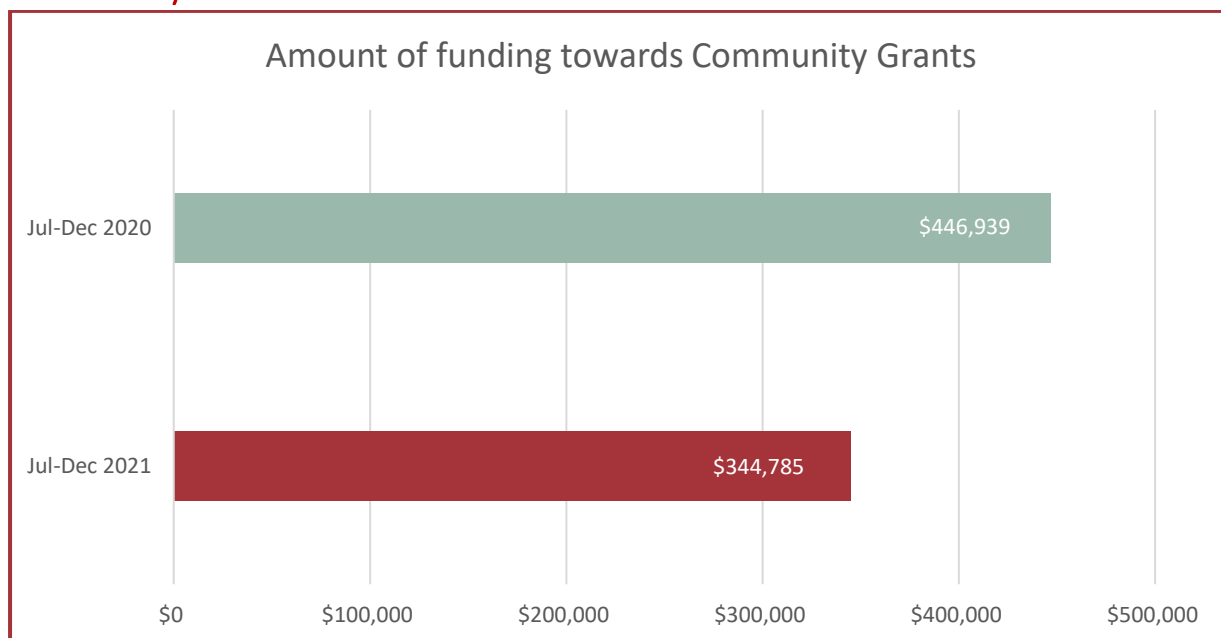
Utilisation remained relatively stable at the three centres during this quarter, with continued lower levels of utilisation due to families' concerns about COVID-19. The increase in utilisation at Caulfield is due to families booking extra days prior to the holiday period.

## In Home Support



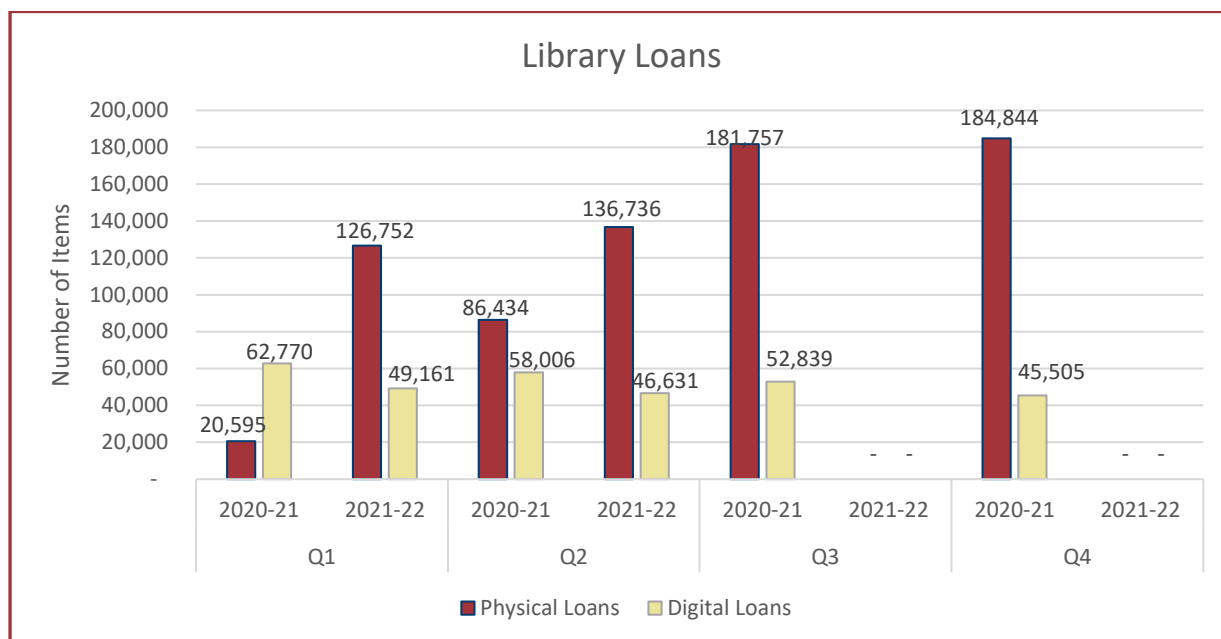
Overall, the number of in-home and social support hours remains consistent. This quarter, Council provided 14,802 hours of in-home and social support to 2,335 residents. These services include providing delivered meals, home maintenance and home modification works. COVID-19 continues to impact on in-home services as clients cancel services due to being close contacts.

## Community Grants



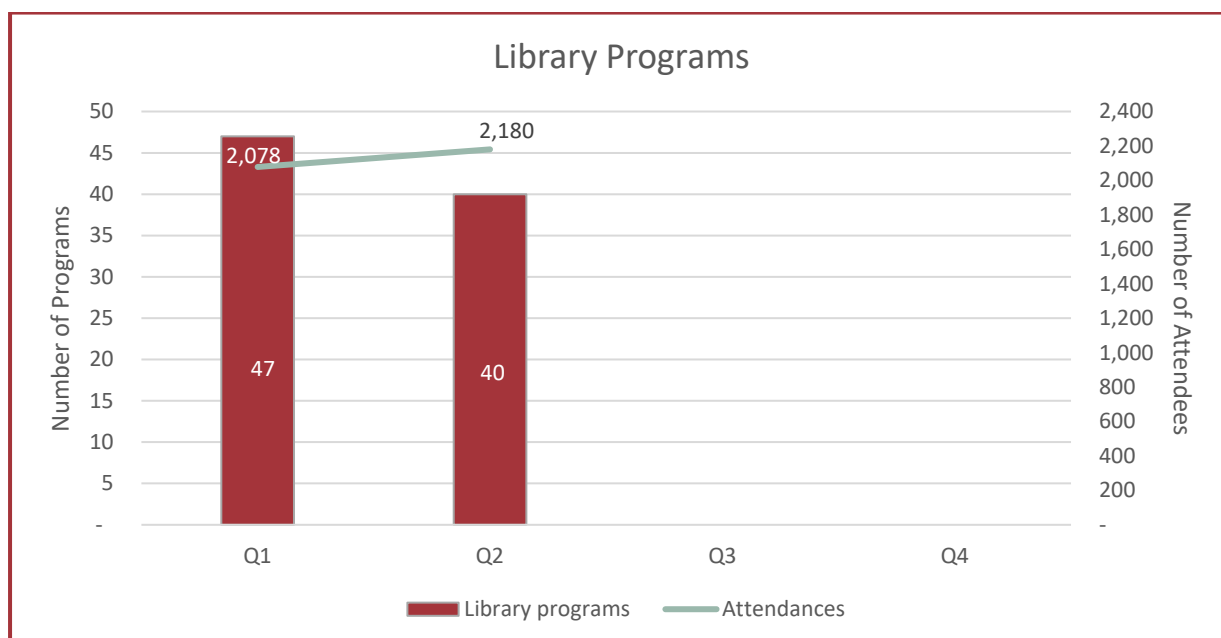
In the first half of this financial year, Council awarded a total of 95 grants to 87 Not for profit community groups and organisations, totalling to an amount of \$344,785.

## Libraries



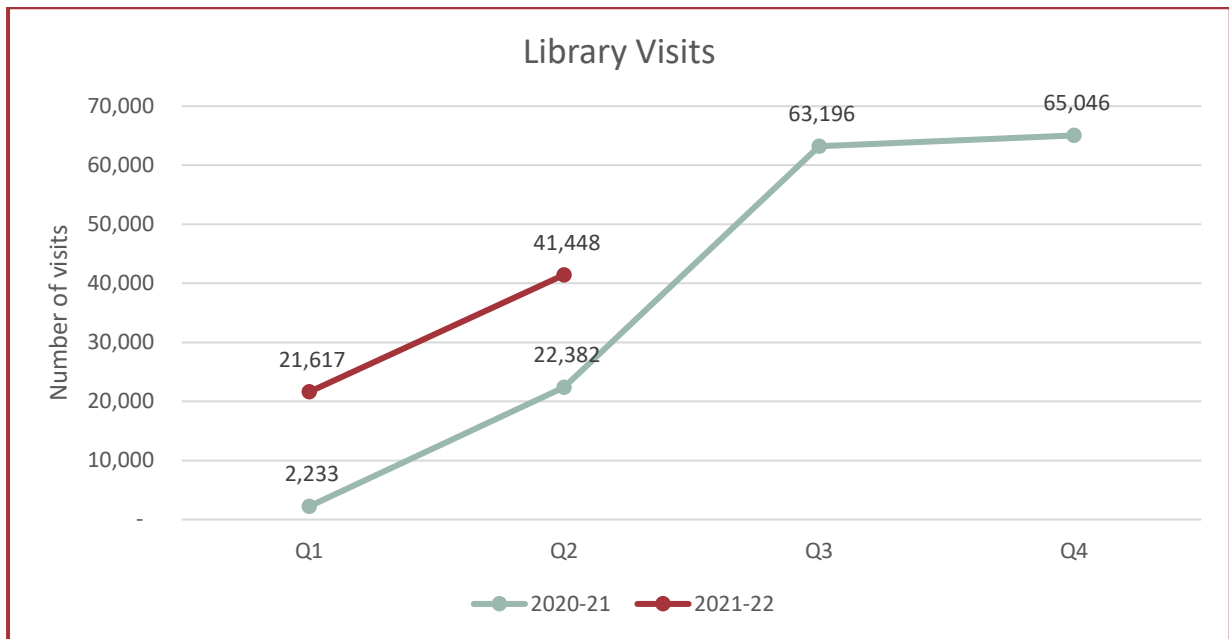
Loans of digital items such as eBooks and eAudio books reduced in comparison to Quarter 2 last year, this is due to increased opportunities to borrow physical library items post lockdown.

Loans of physical library items continued an upwards trend with *Click & Collect* enabling borrowing during lockdown and customers being able to browse and borrow themselves from October 30 2021, when the libraries reopened.



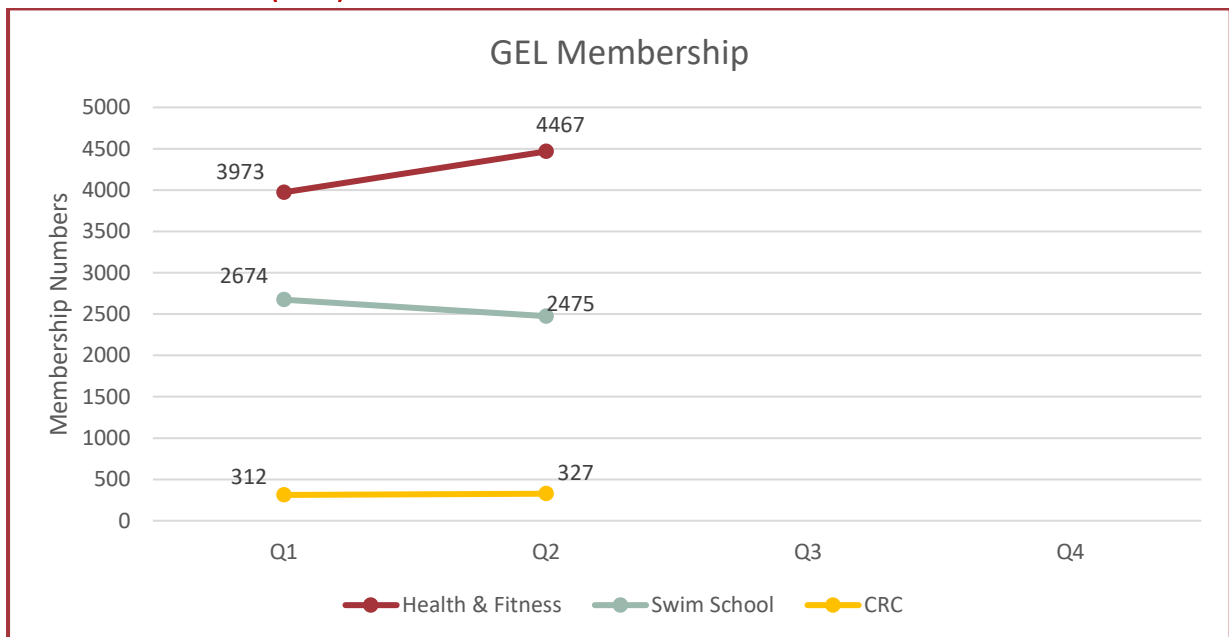
COVID-19 continued to impact provision of onsite programs. Council continued to offer an average of three online programs per week.

These online programs continued to have a steady attendance rate, with attendance overall receiving a significant boost from the library's popular festive program, *Jolabokaflod*, which was held on site.



The number of library visits almost doubled that of last quarter. This can be attributed to be easing of COVID-19 restrictions and the reopening of libraries to the public on 30 October 2021.

### Glen Eira Leisure (GEL)

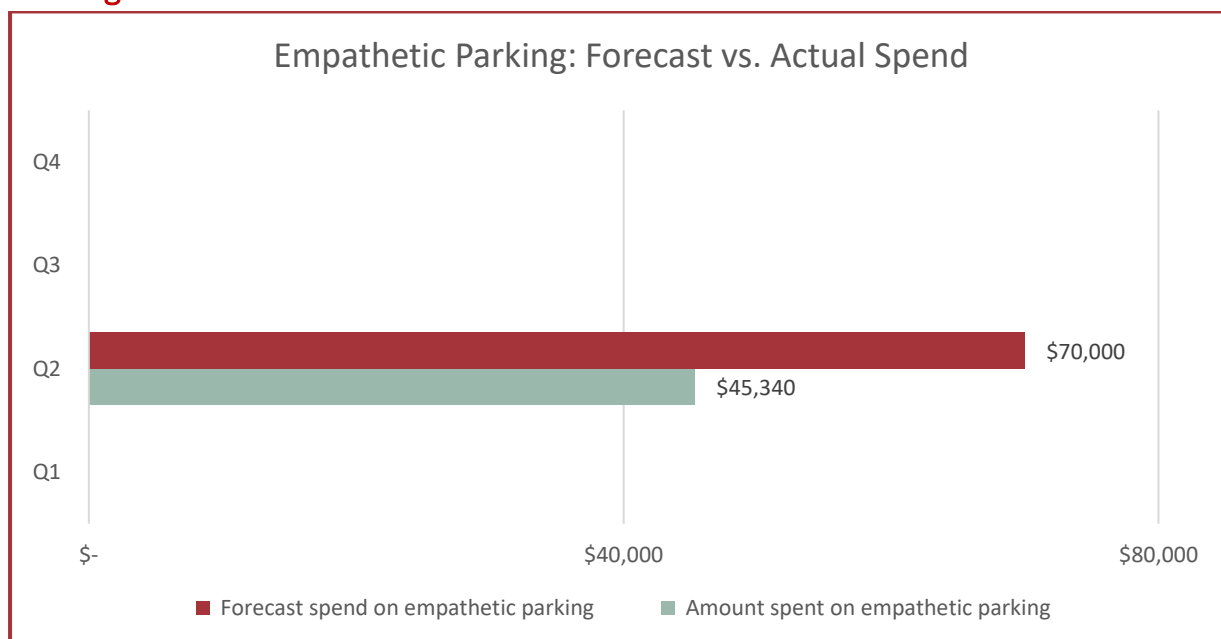


**Health and Fitness:** Despite the steady increase in member returns, there are some renewed hesitancies due to the recent COVID-19 outbreaks, which has slowed down the overall rate of return.

**Swim School:** Membership numbers are expected to increase in the new year once classes resume.

**Caulfield Recreation Centre (CRC):** Membership numbers remain stable.

## Parking



Empathetic parking spaces have been provided at five public off-street carparks within Glen Eira. Council will implement a further seven carparks but are awaiting contractor availability to proceed.

There are available funds to cover up to 5-7 more carparks as part of this budget which is currently being explored.

## Domestic Animal Management Plan

Indicator	Q2 Results
Dog registration rate: (per cent dogs registered/ estimated dog population)	91%
Cat registration rate: (per cent cats registered/ estimated cat population)	75%
Enforcement success rates: (per cent successful prosecutions/ total prosecutions)	100%
Dog return/ reclaim rate (per cent total dogs reclaimed-returned/ total dogs impounded) *includes adopted/sold dogs	100%
Cat return/ reclaim rate (per cent total cats reclaimed-returned/ total cats impounded) *includes adopted/sold cats	67%
Domestic animal business compliance rates: (complaint/registered)	100%
Dog desexing rate: (per cent dogs desexed/ actual registered)	75%
Cat desexing rate: (per cent cats desexed/ actual registered)	92%
Infringements versus official warnings rates: (per cent of infringements/warnings)	67%



## Community events – Libraries, Arts and Culture

Once again this quarter, events and programming have been developed to reach as wide an audience as possible taking in all ages and abilities – online and on site where possible.

### Gallery

The Gallery re-opened to the public on Thursday 11 November with an exhibition presented by local artists Tony Scott and Simon Lloyd. This was followed by a Council curated exhibition [Telling Tales](#) which opened on Friday 3 December. The exhibition focussed on the language of books, the stories they tell, and their shifting role in contemporary life. The works spanned a range of mediums including painting, book sculptures, photography, video, collage and altered books and featured artists Chris Bond; Penelope Davis; Prudence Flint; Nicholas Jones; Victoria Reichelt; Tai Snaith; Charlie Sofo; and Deborah Walker. A series of artist floor talks, interactive workshops and Live Sunday music sessions were also produced as part of the Gallery program.

### Events

[GE@HOME](#) (online events program) continued to be streamed online throughout October and included history focused in-conversations, Zumba classes, comedy, song writing, percussion, cryptic crosswords, live music and a very popular conversation on mental health with Barry Dubois from The Living Room TV series.

A lighting of the Menorah celebration was held at the Town Hall, as part of Channukah, hosted in collaboration with Chabad Glen Eira. Around 100 participants enjoyed music and refreshments, as well as lots of fun and dancing.

Council produced a *Rolling Shows* style event with live music performed on a vintage truck along with roving entertainment as part of *The Trust Market - Rose Street Artist Market* held at Rippon Lea Estate. Council also staged the first major event (since the pandemic) - *Carols in the Gardens* at Rippon Lea Estate. A crowd of 4,500 enjoyed an evening of music and festive celebrations hosted by Rob Mills and Lucy Durack with special performances from The Australian Girls' Choir, The Grinch Stage Show, Glen Eira Brass Band and a visit from Santa! Holding the 'Carols' event within the gated Estate was an effective way of hosting a COVID safe event but also had the added community benefit of promoting the wonderful historic Rippon Lea House and Gardens as a local venue. The event was also [livestreamed](#) for guests who couldn't attend on the night.



A program of various artists and roving entertainment was produced for [GE is OPEN](#) held in December. The program included local bands, hula hoopers, puppeteers, magicians and stilt walkers and extended across 10 shopping strips within the municipality to support local traders.

### At the [Libraries](#)

October saw the libraries create magic, with kids magic trick workshops and Harry Potter science experiments. Participants learnt about the archaeological search for St Peter's final resting place under the Vatican and explored 1960's fashion and spoke to autism advocate Clem Bastow about her memoir *Late Bloomer*.

Library visitors discovered the feminist monsters of classical art, met the mysterious Edward Gorey, created stories around our travels in the stars with *100 Story Building* and learnt the history of the humble butterfly. Participants celebrated the achievements of *the My Brother Jack Awards*' winners, explored the history of Halloween and spoke to winner of the Wilbur Smith Adventure Writing Prize, Jake Avila about his debut novel: *Cave Diver*.

In November the Glen Eira Libraries learnt about the history of cannibalism and heard about rabbits and their communication style with biologist Madlen Ziege and went on the Little Lonsdale archaeological dig with historian Barbara Minchinton to meet the women who lived and worked in the Melbourne brothels in the Nineteenth- Century.

Participants were introduced to Gabrielle Chanel (Coco) and her fashion empire, went underwater snorkelling with the Port Phillip Eco Centre and made bath fizz for fun! We went behind the scenes of Australia's prisons, hosted the hearing van and met Yves Rees for their book: *All About Yves: Notes from a Transition*.

In December the library celebrated the holiday season with a special Chanukah session with artist Romi Kupfer and an interview with the man himself - Santa! The holiday season was rounded off with our annual *Jolabokaflod* event where participants were invited to take a second-hand book home to keep and enjoy a barista-made hot chocolate to celebrate this Icelandic holiday.

This month participants also learnt about animation with ACMI, discovered fashion of the 1970s, meditated, learnt about the British monarchy with BBC's Tracy Borman and even went with ex-Scotland Yard Chief Inspector Scott Gaskin to an active online crime scene to discover who-dunnit!

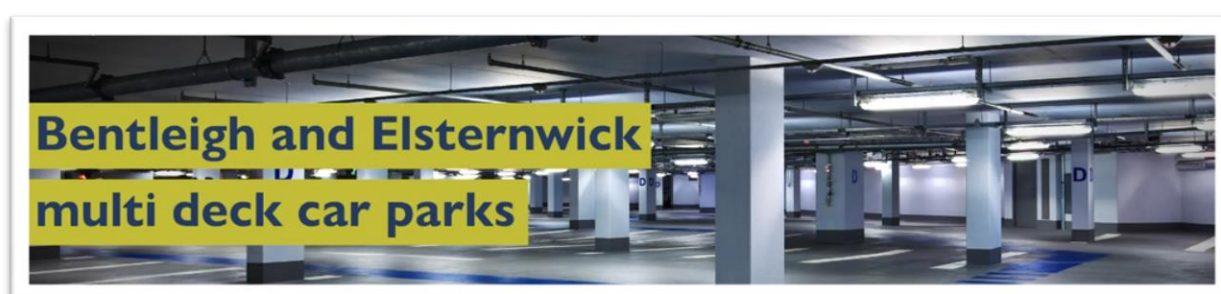
More information about what is on in Glen Eira can be found following these links:

[What's on in Glen Eira](#)  
[Glen Eira Events and festivals](#)  
[Library events calendar](#)  
[Current Gallery Exhibitions](#)  
[subscribe to arts and culture newsletter](#)

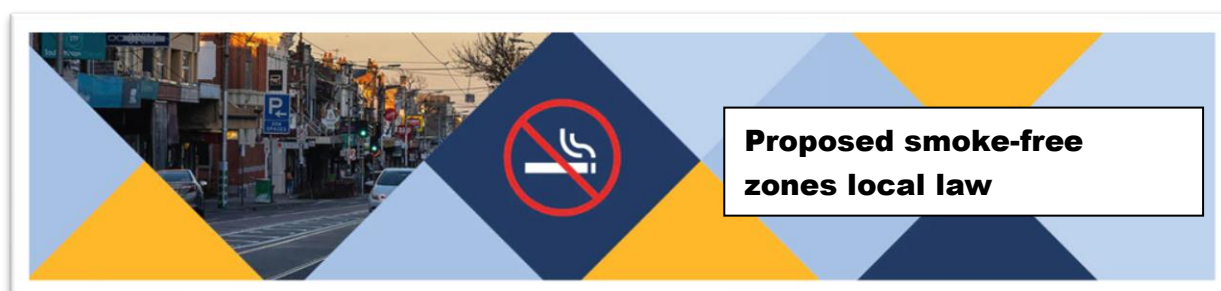
## Engagement Overview October to December 2021



Thank you to everyone who helped us prioritise the budget by using the interactive budgeting tool or by completing the short survey. The information provided will be used in a deliberative engagement process in the coming weeks and will be used to inform the development of the Budget and Financial Plan. Once drafted, both documents will be available for feedback in May 2022.



Please visit the [Multideck Commuter Carparks project page](#) for an update on the project.



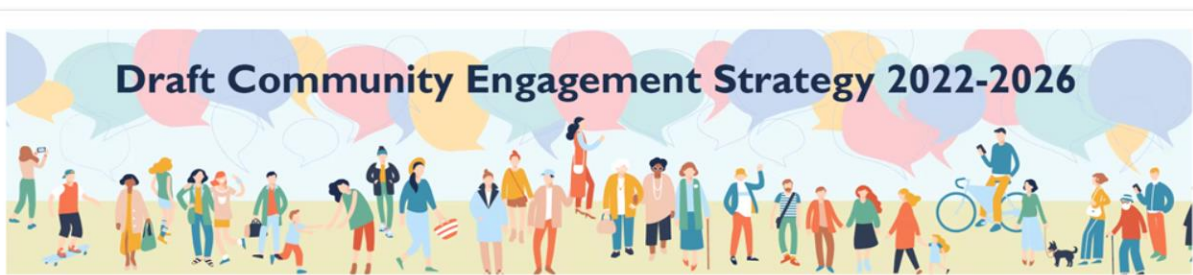
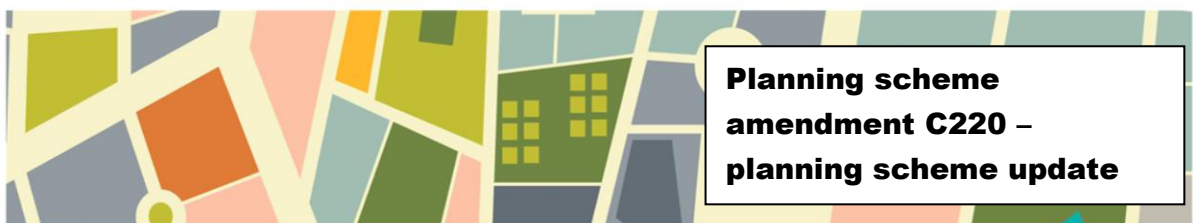
Council has commenced the statutory process to make a new local law to prescribe and enforce the proposed smoke-free zones.



Thank you to everyone who completed a survey or emailed us their feedback. We received 425 responses telling us what facilities you use, why you value them and what new or additional facilities you would like at the Reserve.

We will now review all the responses which will inform the draft Masterplan. Once the draft Masterplan is completed, we will share this with the community and ask for your feedback





We're currently reviewing all the feedback and making changes to the Strategy where needed. Please check back to this page for updates or [register](#) for the Community Engagement e-Newsletter, contains lots of information about our community engagement projects and how you can get involved. It also includes updates on engagement activities.



We had 197 completed surveys. We are now collating and reviewing everyone's feedback. We will keep you informed.

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

### Upcoming Projects in the next Quarter



**The draft *Glen Eira Smart City Roadmap* is now open for feedback.**

A smart city is a city that uses data and innovation to be better — more sustainable, more liveable, and more economically productive.

In the middle of a digital revolution, we are looking to make the most of emerging technologies. The COVID-19 pandemic has shown us that we need to be more agile and resilient, and digital technology can help us do this.

This draft Roadmap highlights future smart city opportunities for the City of Glen Eira, include developing a 3D digital city model, enhancing local digital communication networks, and delivering digital skills training.

## PACKER PARK PLAYGROUND UPGRADE SURVEY



**Phase two community engagement on the Packer Park Playground upgrade is open.**

Packer Park is one of Council's eight municipal level playgrounds. The playground is getting an upgrade and we asked you in September 2021 what you would like to see there. We asked about what play equipment you value in the playground, what play equipment you would like included in a new playground and what you think about the picnic facilities, trees, and plants around the existing playground.

We have reviewed community feedback from phase one and used it to develop a [concept design](#), and we are now seeking feedback to refine the final design.

### Local Economy and Placemaking Framework

The framework will provide guidance to stakeholders on Council and community placemaking projects, assist in the activation and revitalisation of public spaces, encourage community interaction and guide the delivery of projects and events.

### 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>



