



GLEN EIRA
CITY COUNCIL

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

GLEN EIRA CITY COUNCIL QUARTERLY SERVICE PERFORMANCE REPORT

QUARTER ENDING MARCH 2022



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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 third *Quarterly Service Performance Report* for our *Council Plan 2021-2025*.

It has been a productive start to 2022 for Council, with a number of important projects and strategies progressing. With some easing of COVID-19 restrictions, many Council services have begun to return to normal conditions, with some minor disruptions due to staff shortages.

During this quarter there was a significant focus on community engagement, with Council seeking input and feedback on the *Community Engagement Strategy*, the *Housing Strategy*, the *Caulfield Structure Plan* and the *Smart City Roadmap*. These strategic documents will inform Council's decision making for many years to come, so it is pleasing to see a high level of engagement and interest from the community. Consultation and engagement will continue over the next quarter to ensure the views of all community members are well understood and reflected in our future planning.



The annual capital works program has been progressing well, despite delays in the construction industry due to COVID-19. Some of the key highlights and achievements include:

- The acquisition of three properties on Porter Road, Bentleigh for the purposes of future redevelopment into open space
- Completion of the new Aileen Avenue Park in Caulfield South which was officially opened on Wednesday 30 March 2022 by Hon. Lily D'Ambrosio MP
- Completion of a new nature-based play space at Rosanna Street Reserve, Carnegie
- Installation of a new exercise and fitness pod at Duncan MacKinnon Reserve.

In preparation for the state and federal elections in 2022, Council adopted a new *Advocacy Policy* and agreed advocacy priorities for 2022-2023. Our highest priorities for the coming year are to secure funding for the redevelopment of the Carnegie Memorial Swimming Pool and funding to help develop new open space for Glen Eira residents. Council has been working proactively to engage with all candidates in the upcoming federal election to promote its advocacy agenda.

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

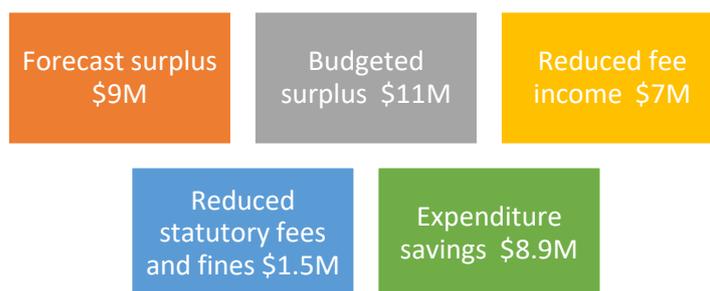
Financial Overview

2021-2022 began with further lockdowns that forced the closure of many council services and reduced our ability to raise income. In the third quarter most of our services have been able to reopen, and although our income streams continue to be affected there is a positive future outlook. 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 March 2022, the performance against budget from ordinary activities showed a favourable variance of \$4.5 million. This includes lower than anticipated income of \$6.5 million mainly due to the loss of user fees during service closures; and reduced expenditure - now \$11 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 \$9 million compared with the adopted 2021–22 Budget surplus of \$11 million. The decreased forecast result is attributed to reduced fee income (\$7 million); reduced statutory fees and fines (\$1.5 million); an asset write-off of \$2.66 million to enable new capital works to progress. The potential loss was partially offset by expenditure savings (\$8.9 million) mainly in employee costs.

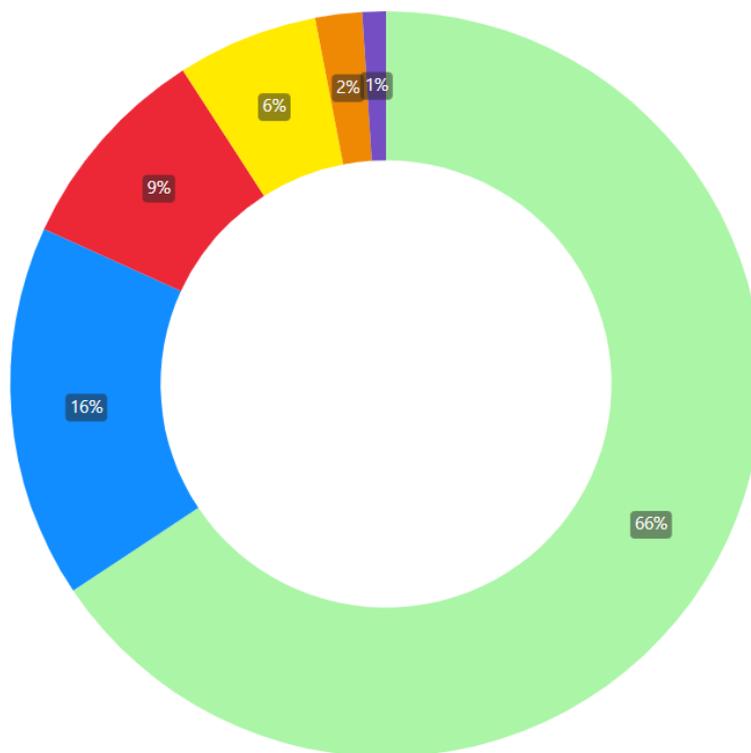
Council's forecast liquidity ratio, a measurement of our financial strength, is 0.98 against our budget of 0.94. This means for every \$1 of current liability, Council has 98 cents in current assets to meet those commitments. This position has been deemed a medium risk in the short term while we fund our strategic capital works projects.



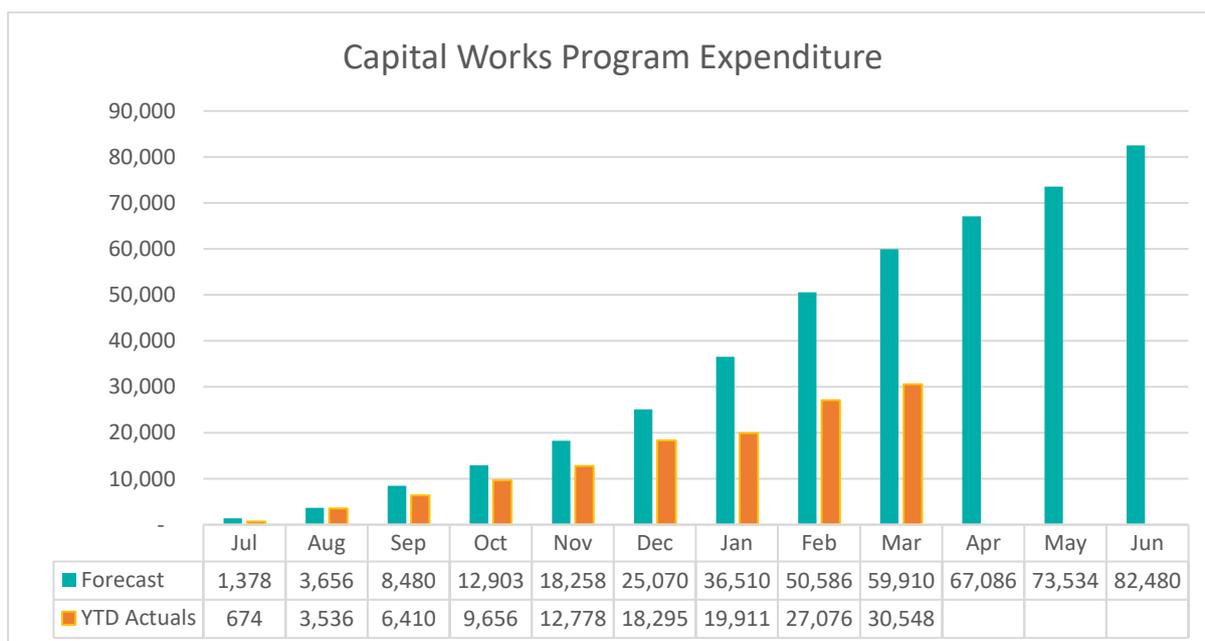
Financial Sustainability Risk Indicators

| 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 |
|--|-------------------|--|--|--|--|
| Net Result <i>To generate surpluses consistently greater than 0%.</i> | 0.29% | 5.67% | 4.83% | Low | Council is generating positive surpluses. |
| Underlying Result (%) <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% | -1.76% | High | Council anticipates a low underlying result during 2021-22 due to our reduced ability to generate fee income during the COVID-19 pandemic. |
| Liquidity <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 | 0.98 | Medium | Council's forecast to 30 June 2022 indicates a Liquidity Ratio slightly below 1.0. |
| Internal Financing <i>Generating enough cash from operations to fund new assets. Low risk indicator is to be greater than 100%.</i> | 43% | 60% | 66% | High | Council is restricted in generating cash to fund new assets due to the impact of COVID-19. |
| Indebtedness <i>Lower than 40% relates to the ability to repay debt from own-source revenue.</i> | 8.56% | 22.87% | 9.51% | Low | Council is operating at a ratio of lower than 40%, therefore has the ability to repay debt from own-source revenue. |
| Capital Replacement <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 | 2.26 | Low | Council operates at a low level of risk with respect to capital replacement. |
| Renewal Gap <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. |

Status of Capital Works Program



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



Capital monthly performance against budget and forecast - 31 March 2022

Capital Works Update

Projects Completed this Quarter:

Activity centre minor improvements program

This initiative incorporated upgrades, additions, refresh or enhancements within our activity centres including: laneway upgrades/rejuvenations, historical plaque celebrations, new street furniture and minor landscaping.

Duncan Mackinnon Reserve Community fitness facility and new shelters on netball courts

Tuesday 29 March 2022 saw the opening of a key feature of the Duncan MacKinnon Reserve Masterplan. This was the installation of a new exercise and fitness area in the south-east corner of the Reserve. The outdoor fitness pod features an impressive array of equipment including battle ropes, medicine balls, pull-up bars, step-up boxes, sit-up benches, as well as exercise bikes that connect to your smart phone by Bluetooth to race, track your progress and increase/decrease resistance. This project received State Government funding through a Sports and Recreation Victoria Grant of \$140,000.

All weather shelters were also installed between the netball courts for utilisation by coaches, players and spectators.

New open space Aileen Avenue

This is the conclusion of a project that began in the 2019-20 financial year. Further details on this project can be found in the project updates under strategic direction two.

Rosanna Street Reserve – Playground and landscape enhancement works

In addition to the upgrade of equipment, the play space has been extended to include nature play, a scooter loop with railway signage, new plantings, and a new shelter with a solar barbecue.

The Reserve was officially opened on Wednesday 30 March 2022. This project was made possible with the assistance of the Victorian Government through its Suburban Parks Grant, and the Federal Government through its Local Roads and Community Infrastructure Program.

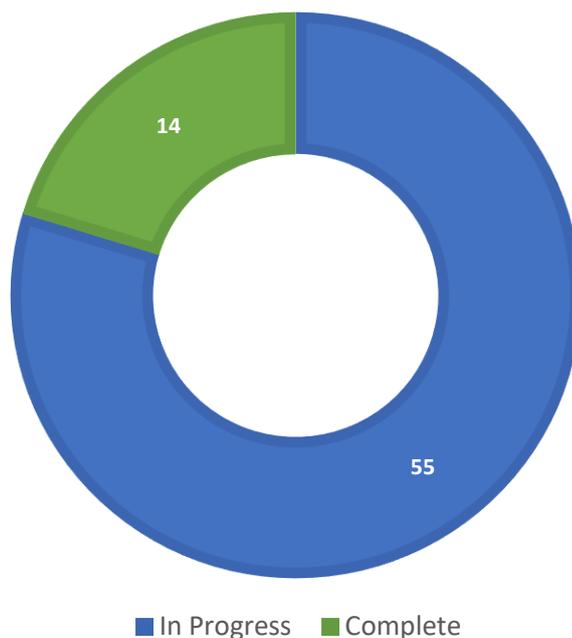


Progress of Council Action Plan

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 OF COUNCIL ACTION PLAN



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 MARCH 2022 | 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 <i>Community Engagement Strategy 2022-2026</i> was reviewed by the Community Engagement Advisory Committee and will be presented to the Ordinary Council Meeting on 5 April 2022. | |
| | 1.1.2 Maintain or increase satisfaction with Council's communication and community engagement | Council has reviewed its communications, engagement and advocacy functions and identified a roadmap of improvements including the adoption of a new centralised function. | |
| 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 undertaking an accessibility review to make sure our websites continue to meet accessibility standards. There will be a review of our content to ensure that it is written in language that is easy to understand and a review of our application forms to identify improvements for easier use. User testing of our current website navigation will start in April to identify any changes that will make it easier for the community to find what they are looking for. We will also be launching the upgraded <i>Classified Tree Register</i> and the improved Glen Eira Leisure platform for customers to view pool availability in April 2022. | |
| | 1.2.2 Develop a dedicated Project Updates webpage providing the community with regular updates about our capital works program | The new Project Updates webpage has a summary of Council's current capital projects. Work will continue to make it more user-friendly in response to community feedback. | |
| | 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 tools or platform is best for the future. | |
| | 1.2.4 Review our community and customer newsletters to simplify language and improve accessibility | All Council newsletters that are distributed to the community are being reviewed and updated to simplify language and improve accessibility. | |
| | 1.2.5 Develop an <i>Advocacy Framework</i> to support advocacy priorities | Council adopted a new <i>Advocacy Policy</i> in March 2022. Council also endorsed a set of advocacy priorities for 2022-23 which will inform advocacy efforts during the upcoming federal and state government elections. | |

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| 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 | As part of the implementation of the <i>Integrated Planning and Reporting Framework (IPRF)</i> , work has continued to categorise our strategies into Tier One and Tier Two. We will be publishing information about how our strategies directly support and link to our Council Plan and Community Vision before the end of this financial year. |  |
| | 1.3.2 Develop a data governance framework to support improved use and availability of Council's data assets | The development of a data governance framework has been scoped and incorporated into the draft budget for 2022-23. In the interim, incremental development of Power BI dashboards continues, while we will begin the more formal activities outlined in the roadmap from July 2022. |  |
| We will provide value-for-money, responsive and innovative services | 1.4.1 Conduct service reviews on Council services and implement identified improvements | <p>The service review schedule is periodically reviewed and updated to ensure alignment and suitability with organisational priorities and resources.</p> <p>Currently, a service review of the Rates and Valuations services is underway, including a customer experience quality assessment.</p> |  |
| | 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"> - Improvements to Council's customer request management system – Pathway – to streamline how Council manage requests and improve how progress is monitored - Drafting of a new Customer Charter is progressing, with customer focus groups scheduled for May 2022 - Evaluation of customer experience via our customer service centre, including surveying customers post-interaction to identify areas for improvement. Findings of this evaluation are being developed into an Action Plan -Refinement to how requests submitted through Snap Send Solve are managed improving response times through system integrations - Improvements to Council's Contact Us page on our website to simplify and streamline requests made through that channel - An audit of our digital transactions platform - e-Pathway has been conducted, with a raft of improvements identified and incorporated |  |
| | 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 | The public exhibition of the draft <i>Smart City Roadmap</i> was completed this quarter and all community feedback was incorporated into the document. The <i>Roadmap</i> was adopted by Council on 15 March 2022. Work is now underway to complete the Implementation Plan to complement the <i>Roadmap</i> and identify initiatives that will progress our Smart City vision. |  |

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| 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 proposed Budget will be endorsed by Council on 26 April 2022 and presented to the community during May. The final budget is scheduled to be adopted on 28 June 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

Governance

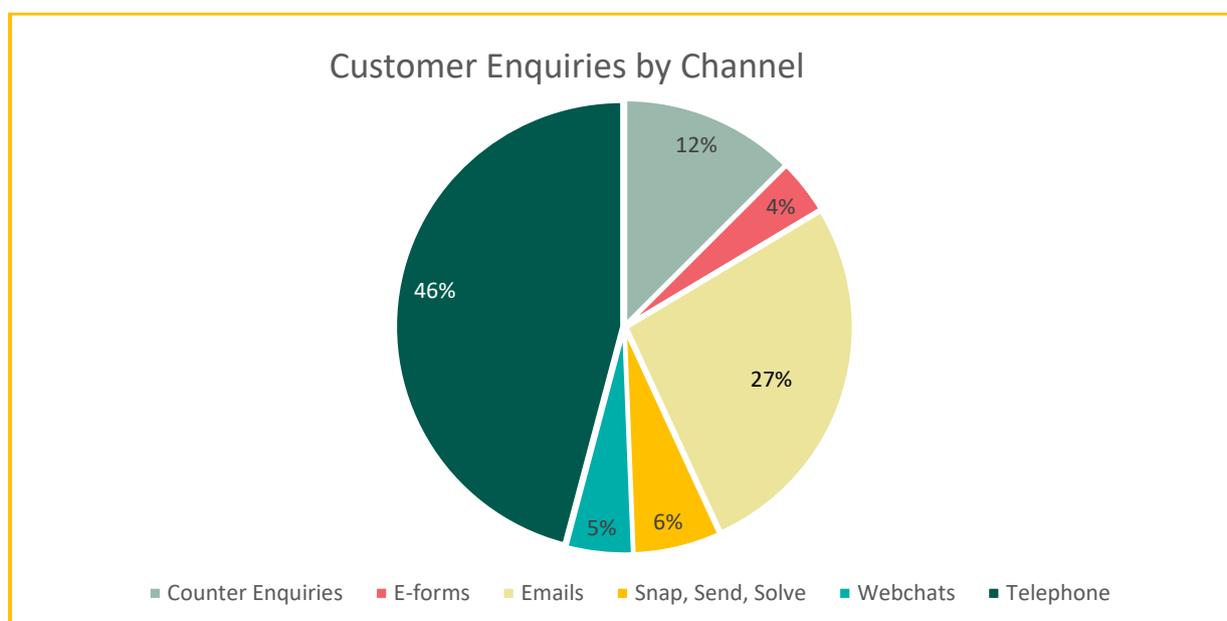
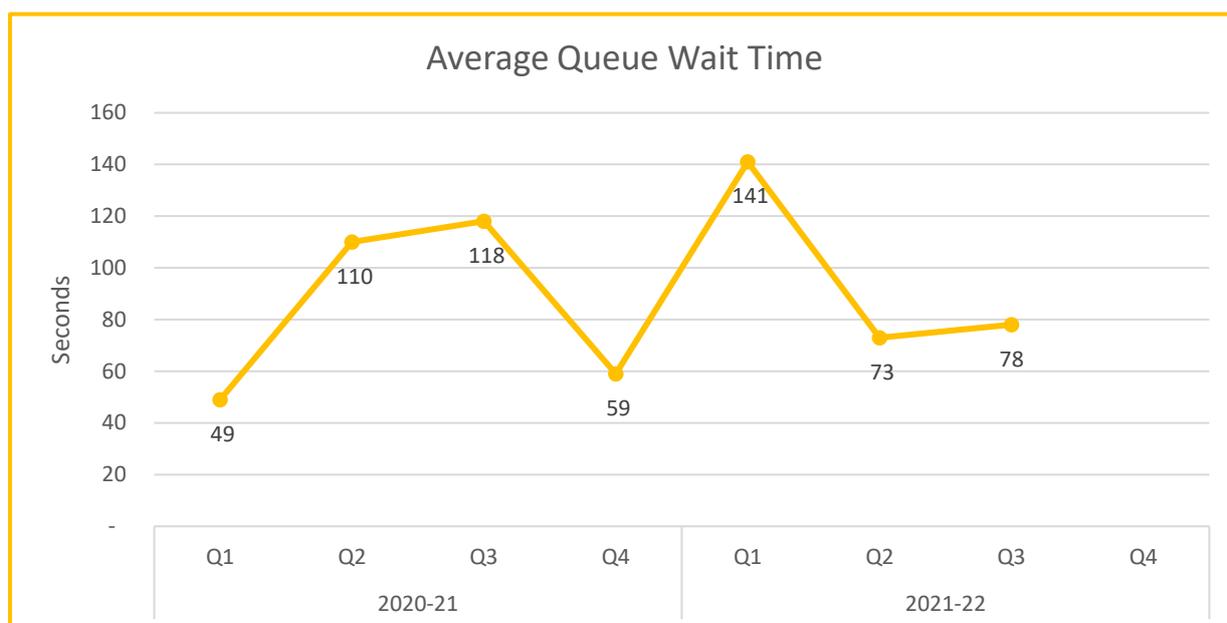
PUBLIC QUESTIONS TO ORDINARY COUNCIL MEETINGS – 1 January to 31 March 2022

| Metric | Quantity |
|---|----------|
| Average time taken to reply to public questions taken on notice at Ordinary Council meetings | 0 days |
| Number of Ordinary Council meetings | 3 |
| Number of public questions asked at Ordinary Council meetings | 52 |
| Number of Public questions ruled inadmissible at Ordinary Council meetings | 14 |
| Public questions answered following Ordinary Council meetings (person submitting question not present and/or public question taken on notice) | 7 |

Unethical practice by integrity agencies

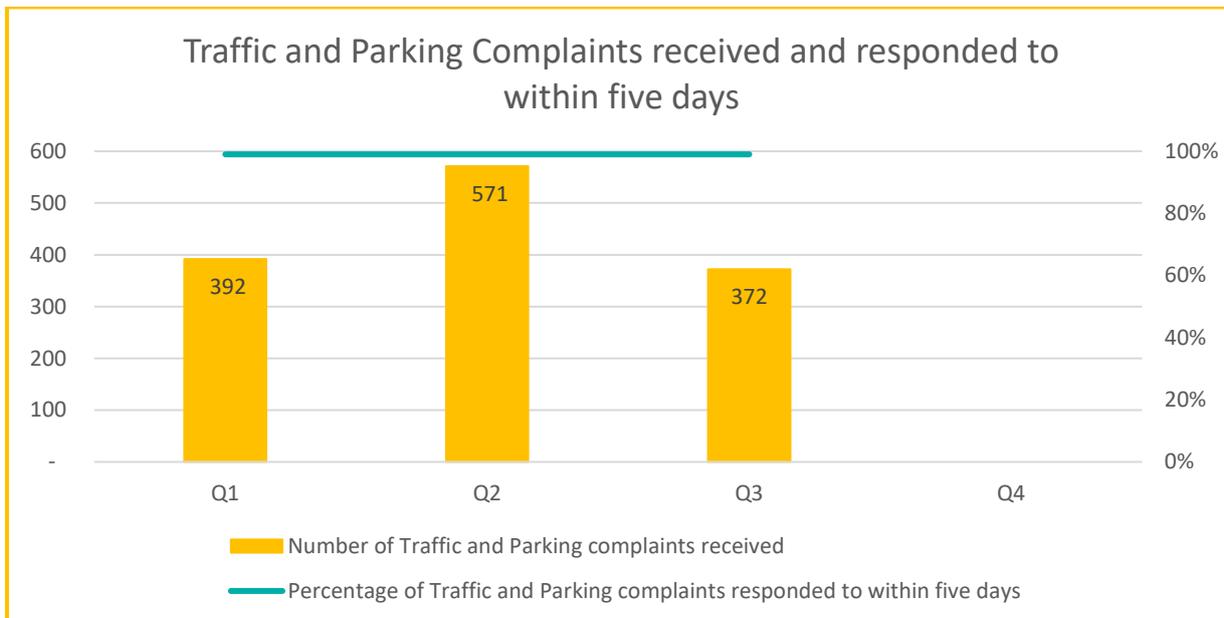
| Metric | Quantity |
|---|----------|
| Reported findings of unethical practice by integrity agencies | 0 |

Customer Service

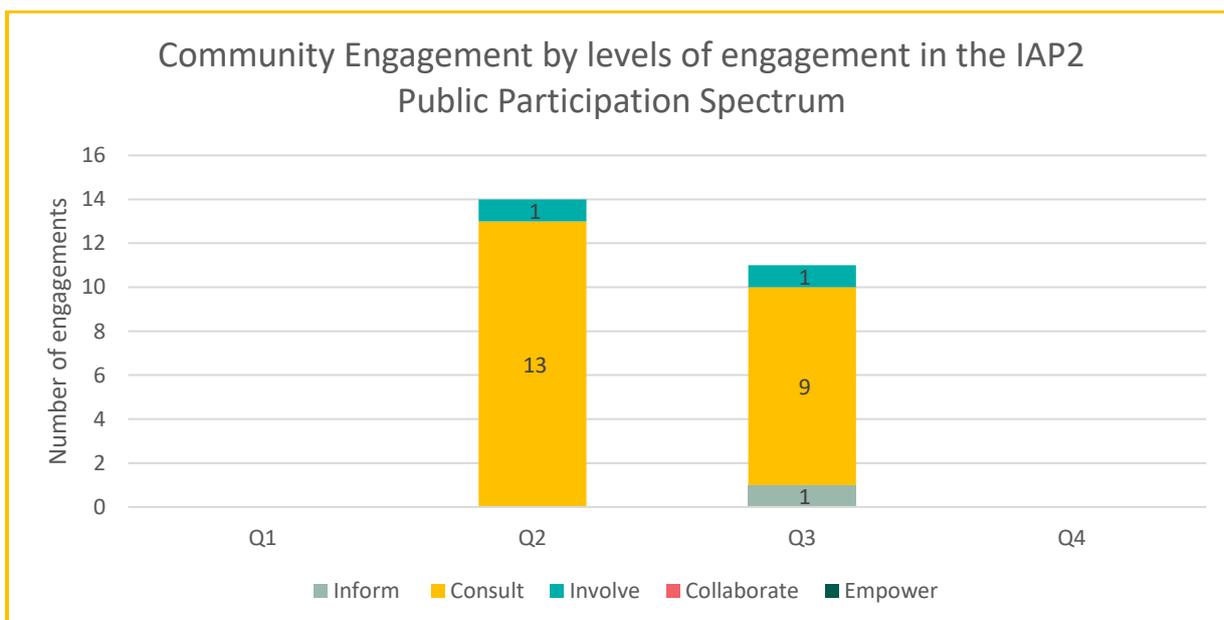


As part of the *Customer Experience Strategy 2020-2023*, we are committed to building better service experiences for our customers and community. To keep pace with evolving expectations, we have introduced a range of channels such as *Snap, Send, Solve* and the webchat functionality on our website, enabling customers to choose when and how to connect with us and access our services.

Since the introduction of these channels, the average queue wait time for calls to be answered has dropped.



The reduction in traffic and parking complaints received this quarter may be a result of people re-familiarising themselves with the traffic and parking rules. Council continues to respond to 99 per cent of complaints within five business days.



1,244
people

Participation

1,244
responses

Surveys completed

The *Community Engagement Strategy 2022-2026* aims to deliver on our promise to be open, transparent and inclusive in our engagement with the community.

As part of the *Strategy*, Council's approach to community engagement has been informed by public participation approaches outlined by the *International Association of Public Participation (IAP2)*.

The IAP2 Public Participation Spectrum articulates five levels of engagement, from very little influence (Inform) to the most influence (Empower) where the final decision is placed in the hands of the community.

A total of 11 community engagements were conducted this quarter. One on the 'Inform' level, where the community had the opportunity to provide feedback on the *Caulfield Village* development by means of a submission form, emailing or writing to us.

Nine engagements were conducted on a 'Consult' level. The community had the chance to have their say on projects such as the *Smart City Roadmap*, *Packer Park Playground* and *Draft Community Safety Plan* by completing online surveys, phone/video call, attending our drop-in sessions and writing to us.

The *Packer Park Playground Upgrade* community engagement was conducted on the 'Involve' level. Community feedback provided in the first phase of engagement was used to develop a concept design for the new playground. A second phase of community engagement was held from 4 February to 7 March 2022 to gain feedback on the concept design.

Inform: To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions

Consult: To obtain public feedback on analysis alternatives and/or decisions

Involve: To work directly with the public throughout the process to ensure public concerns and aspirations are consistently understood and considered

Collaborate: To partner with the public in each aspect of the decision, including the development of alternatives and identification of the preferred solution

Empower: To place final decision-making in the hands of the public

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 UPDATES AS AT 31 MARCH 2022 | 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 | <p>Council recently acquired three properties in Bentleigh - 15, 17 and 19 Porter Road - to create a new local park. 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.</p> <p>Council is currently negotiating with the State Government on the acquisition of selected properties adjacent to the rail corridor in Carnegie.</p> <p>The new Aileen Avenue Park officially opened on 30 March 2022 by Hon. Lily D'Ambrosio MP and Glen Eira Mayor Cr Jim Magee, joined by Nina Taylor MP and Councillors.</p> | |
| 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 | <p>Community engagement was undertaken in September 2021 to obtain feedback on what the community values in Mackie Road Reserve and what new or additional activities should be provided. A draft Masterplan has been developed which was informed by the community feedback.</p> <p>Community engagement on the draft Masterplan is open from 13 April to 24 May 2022.</p> | |
| | 2.2.2 Complete the redevelopment of Lord Reserve Pavilion in Carnegie | <p>Work on the external brickwork facade has commenced and internal works continue to progress on the redevelopment of the Lord Reserve Pavilion.</p> <p>Due to high demand for labour resources and materials across the construction industry, the glazing of windows is now delayed until May, which may impact on some internal works commencing. The delay is being closely monitored by Council and we estimate that the target completion date will be July 2022.</p> | |

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| | 2.2.3 Commence the Carnegie Memorial Swimming Pool redevelopment | <p>The project has been on hold the last couple of months while a heritage matter is being resolved. The Heritage Council will conduct a hearing on 17 May 2022 and after that a decision will be made within 90 days. Assuming a favourable decision, a tender will be advertised for a suitable builder with a view to award the contract by the end of the year.</p> <p>Council's advocacy has resulted in an election promise of \$15 million of funding from the Labor candidate, Dr Michelle Ananda-Rajah and election promises of \$10 million each from Liberal Candidate, Dr Katie Allen and Greens Candidate, Sonya Semmens.</p> |  |
| | 2.2.4 Commence construction of the Bentleigh Eat Street Precinct project | <p>Stage 1 of construction on the Bentleigh Eat Street Precinct is currently underway and is set to continue throughout April 2022.</p> <p>The remaining works in Stage 1 include installation of the second shelter, seating, tables and the opening of the Daley St car park which is anticipated to be open in April.</p> |  |
| | 2.2.5 Complete the design of the Selwyn Street Cultural Precinct project in Elsternwick | A concept design has been developed and a phase of community engagement will commence in May 2022 to seek feedback from the community. |  |
| | 2.2.6 Deliver the annual program of works on our footpaths and road assets | <p>All road reconstruction projects within the annual program are in progress, with the last project tendered this quarter.</p> <p>Of the \$1.8 million committed to the footpath renewal program, a total of \$1.6 million has been committed and delivered to date.</p> <p>Council has completed the condition assessment for all roads and footpaths this quarter which is completed on a four year cycle. The condition assessment is used to reset the annual program and planning is currently underway to develop the works program for 2022-23.</p> |  |

| | | | |
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| | <p>2.2.7 Commence delivery of the Great Walking Streets project</p> | <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 footpaths have now been completed on the Great Walking Streets below:</p> <ul style="list-style-type: none"> • Patterson Road, between Nepean Highway and Jasper Road; • McKinnon Road, between Thomas Street and Tucker Road; • Koornang Road, between Dandenong Road and North Road; • Glen Huntly Road, between Bambra Road and Truganini Road. • Tucker Road, between North Road and Centre Road and • Neerim Road, between Murrumbeena Road and Poath Road. |  |
| | <p>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> | <p>Feasibility and site due diligence are underway with the outcomes due to be presented to Councillors in May 2022. Community consultation on the outcomes of feasibility will follow this in late May and June with a decision made in regard to the next steps at the conclusion of the engagement phase.</p> |  |
| <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</p> | <p>2.3.1 Deliver upgrades to the playgrounds at Princes Park, Caulfield South and Rosanna Street Reserve Carnegie</p> | <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 the play space and social areas at Rosanna Street Reserve, Carnegie, was completed and open to the public on 28 February 2022. The official opening was on 30 March 2022.</p> |  |

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| | 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 the Packer Park was conducted in September 2021. Based on the 222 responses received, a new concept design was produced and a second round of community engagement ran from 4 February to 7 March 2022 to gain feedback on the concept design. A report has been prepared for Council on the feedback and recommendations received and will be presented at the 17 May 2022 Ordinary Council Meeting.</p> <p>Community engagement on the concept design for the Centenary Park, Bentleigh East upgraded play space ran from 1 December 2021 to 31 January 2022. As a result of the feedback, a report was presented at the Ordinary Council Meeting on 15 March 2022, where Council noted the community feedback, endorsed the playground design and authorised officers to commence the detailed design.</p> |  |
| | 2.3.3 Construct a new shelter and living garden at Caulfield Park, Caulfield | Works commenced in February 2022 on the new shelter. Living garden and other associated landscaping works will 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 | The detailed design was finalised and a construction contract has been awarded. Fabrication of the deck is now in progress and works will be completed by 30 June 2022. |  |
| | 2.3.5 Deliver programs to improve the look and feel of our activity centres | The parklet program has been extended to March 2023. The parklets provide open air dining opportunities that bring diners to the streets. The structure plans provide the basis for seeking permanent planning controls to manage future development in our activity centres so the scale does not overwhelm the shopping strips. They also identify the need to undertake streetscape masterplans that will coordinate street upgrades and ensure they are designed with environmentally sensitive design and water saving principles |  |
| | 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 was undertaken to identify amenity improvement opportunities in the activity centres. Walks around the activity centres have begun to identify areas for improvement. |  |
| 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 | Council adopted an <i>Advocacy Policy</i> and advocacy priorities for 2022-23 in March. Work to strengthen partnerships and agreements is now underway. |  |



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 has completed the assessment, recommending that the pool is not added to the Victorian Heritage Register. The hearing has been scheduled for 17 May 2022. It would take up to 90 days from the hearing for the decision on the Heritage matter.

The additional time taken with the Heritage review means there is a further delay of 6 months on the initial start date for the project.

Artwork has been used on the fences to cover the site and to provide information to the community about the project. Federal funding has recently been pledged by all the major Parties ahead of the upcoming election.



Bentleigh Eat Street

Works are currently in progress at the ramp at the rear of Plaza and Daley Street car park. The first shelter has been installed and stage 1 works are almost complete



Lord Reserve Pavilion development

Work is progressing steadily with solar panels and window frames now installed.

Approximately 95 per cent of electrical, plumbing, mechanical and security works have been completed and brickwork will commence in April.

Glazing for windows which was due for installation has now been delayed until May.

The program is running slightly behind schedule due to resourcing challenges caused by the COVID-19 pandemic. Completion is expected in early July 2022.

New open space – Aileen Avenue

The park was officially opened by Hon. Lily D'Ambrosio MP and Glen Eira Mayor Cr Jim Magee, joined by Nina Taylor MP and Councillors.

The new open space features nature play, picnic tables and shelter, seating, open grassed areas, tree planting, garden beds and boardwalks.

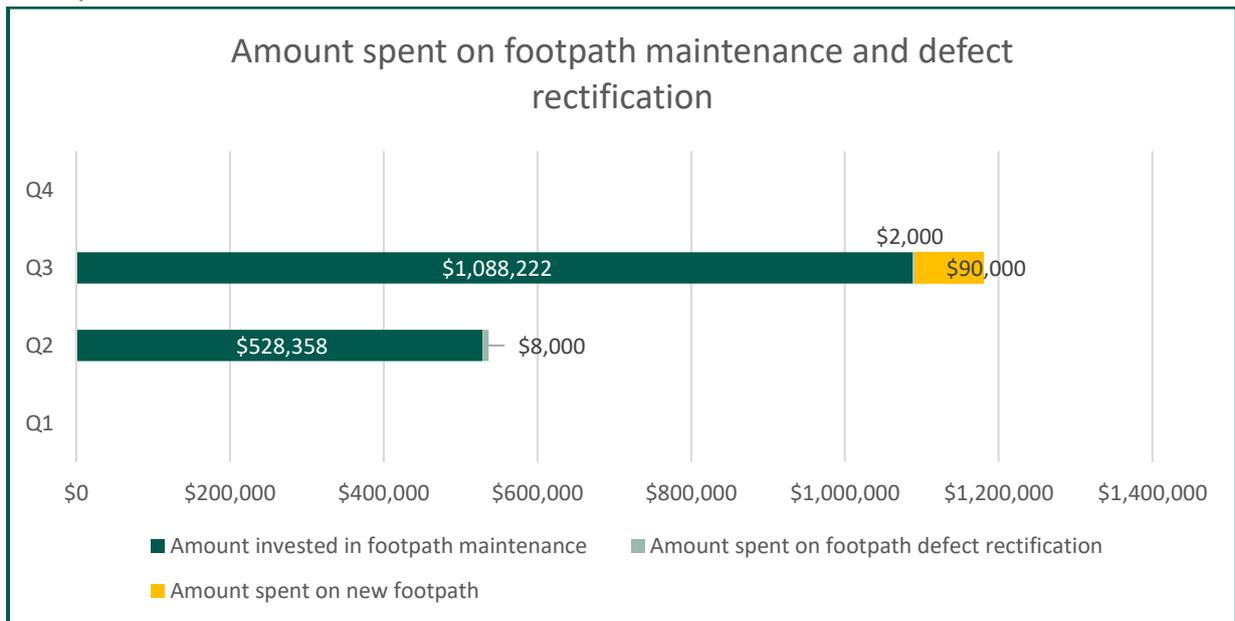
This project was made possible with the assistance of the Victorian Government through its Suburban Parks Program.



Pedestrian Safety Program

The tender has been awarded and construction is set to commence for traffic lights to be 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 \$1,090,222 was spent on maintaining and completing defect rectification works on our footpaths this quarter.

Works on new footpaths has commenced and is expected to be completed by the end of June 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 MARCH 2022 | 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 | <p>The Draft <i>Caulfield Structure Plan</i> was adopted by Council on 22 February 2022. It is currently out on consultation with the community until late April 2022. It is expected that the final <i>Structure Plan</i> will be presented to Council for adoption in July/August 2022. The detailed suite of provisions (planning scheme controls) will be drafted and be presented to Council later this year.</p> <p>The <i>Carnegie Structure Plan</i> will be presented to Council for adoption on 7 June 2022. A built form framework, a public realm strategy and a traffic study have been prepared and form the basis of the <i>Structure Plan</i>. At the Council meeting, officers will request authorisation of the Planning Scheme Amendment from the Minister for Planning. The amendment proposes the introduction of planning controls through a Design and Development Overlay and a new local policy. This will provide the community with more certainty about what planning outcomes are expected in Carnegie.</p> | |
| | 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 | <p>In recognition of people's different preferences regarding community engagement events post COVID-19, we continue to improve our communication and engagement activities to ensure that we broaden our reach with the community.</p> <p>We have incorporated a mixture of online and face-to-face activities as part of our engagement on planning matters. To improve our online offering, we developed a bespoke online mapping tool that enables people to easily find their area of interests and have also linked associated material for further ease of access.</p> <p>To maximise the outreach to the community, we have also increased our communication activity on our social media channels.</p> | |

| | | | |
|---|--|---|--|
| 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 consultation began after the Council meeting on 22 February 2022. Councillors initially agreed to a six week consultation period but now consultation is underway, they have requested additional events such as a webinar and a Town Hall Meeting. Consultation will now close on 15 May 2022. |  |
| | 3.2.2 Implement year three of the <i>Social and Affordable Housing Strategy 2019–2023</i> | Actions are underway to continue our work to assess the need for social and affordable housing in Glen Eira. Council is progressing plans for improving availability and defining our role in 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> | Wayfinding route improvements are being delivered to the Rosstown Rail Trail. Increased bike parking is being delivered in the Glen Huntly Road, Elsternwick and Caulfield Station precincts. |  |
| | 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 was undertaken in March and the resulting draft will be presented to Council mid-2022. |  |
| We will support and facilitate local job creation by enhancing our activity centres to be thriving and vibrant hubs | 3.4.2 Establish a Business and Economy Advisory Committee | The Business and Economy Advisory Committee was endorsed by Council in February. The first Committee meeting was held on 31 March 2022. |  |



Completed



In Progress

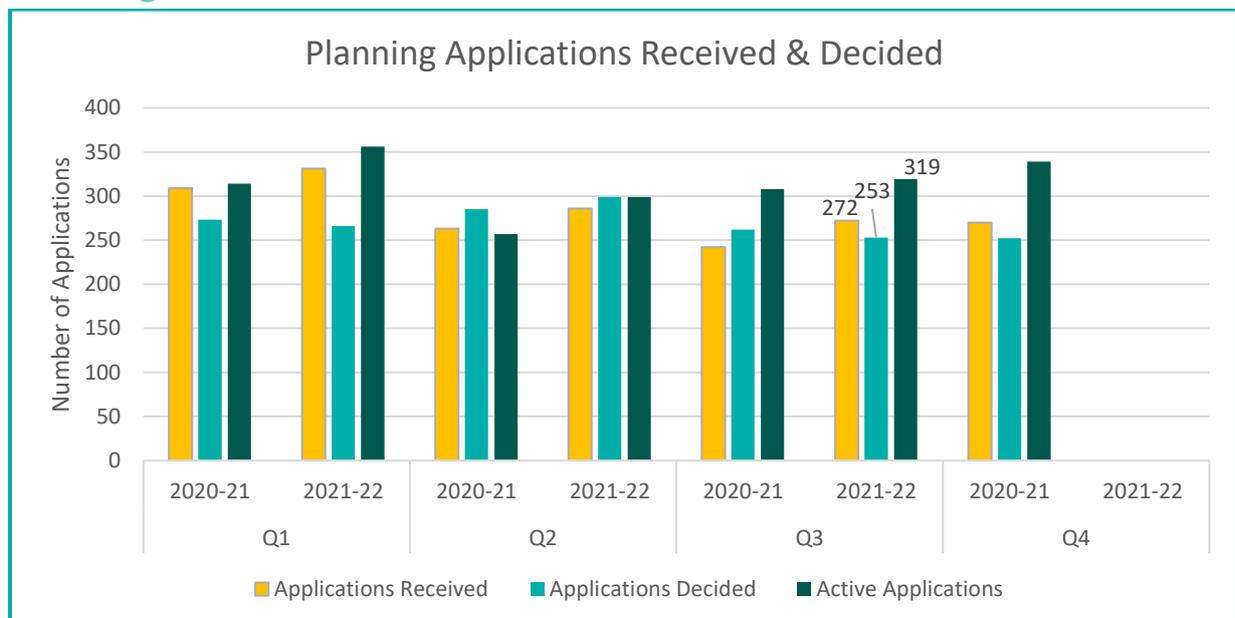


Deferred

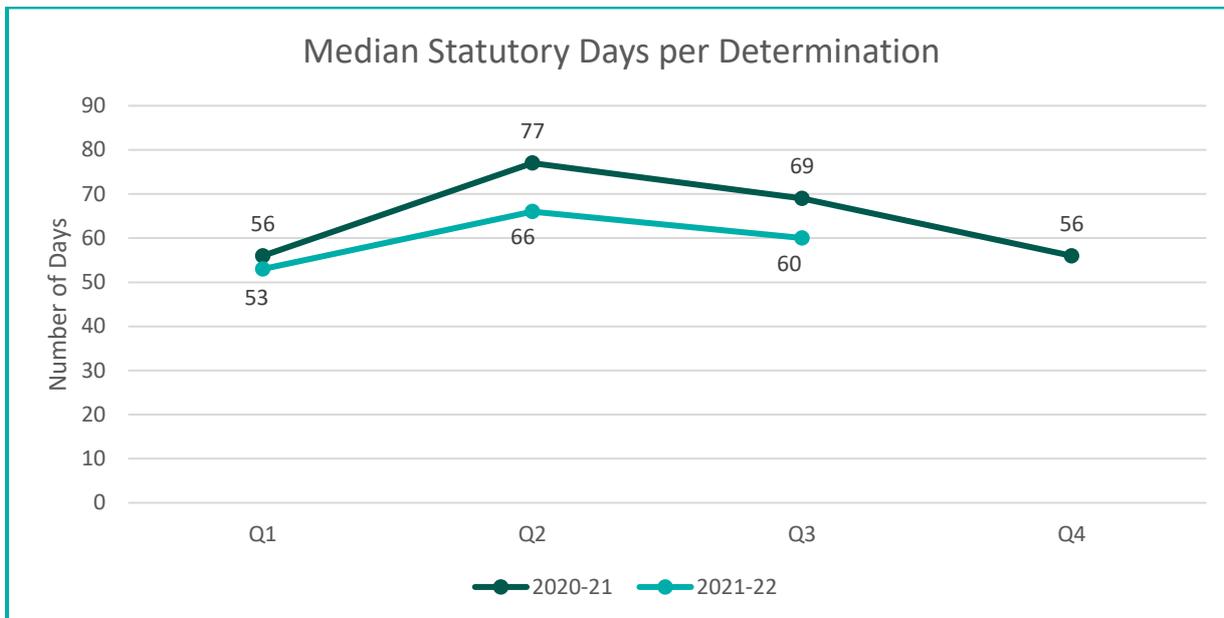


Not Started

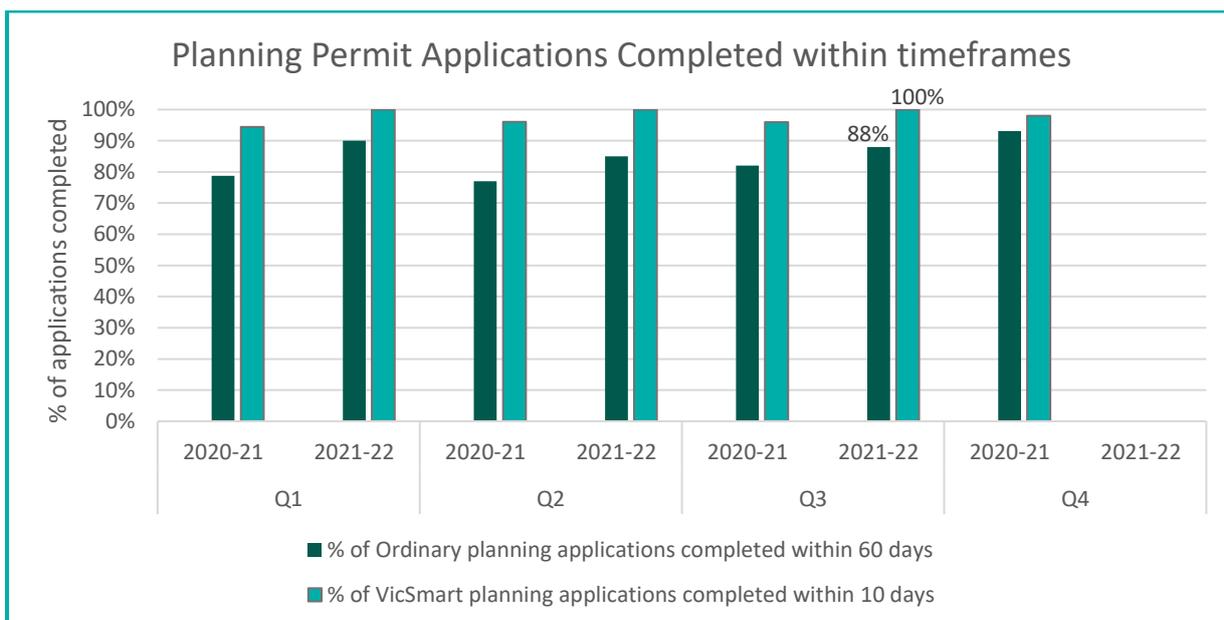
Planning



The trend in relation to the number of applications received and determined has not materially changed from previous quarters. The workload remains sustainable and Glen Eira continues to deliver one of the most efficient planning permit functions in the State.



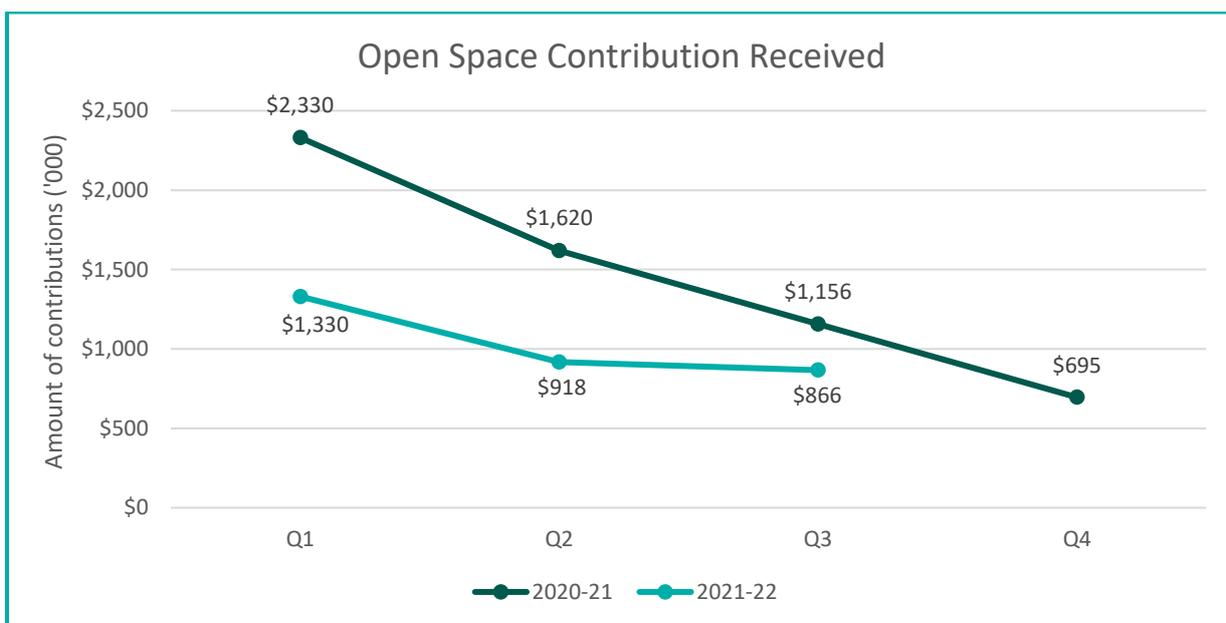
The median statutory days continues to be low. This is due to the efficient management of planning permit applications and a focus of staff to resolve matters quickly. When this is compared with the median days of other metropolitan Councils as part of the State Government reporting requirements, Glen Eira has a median that is 45 days lower than this average.



Glen Eira continues to deliver 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 35 per cent higher for regular planning permit applications and 29 per cent higher for VicSmart planning permit applications.

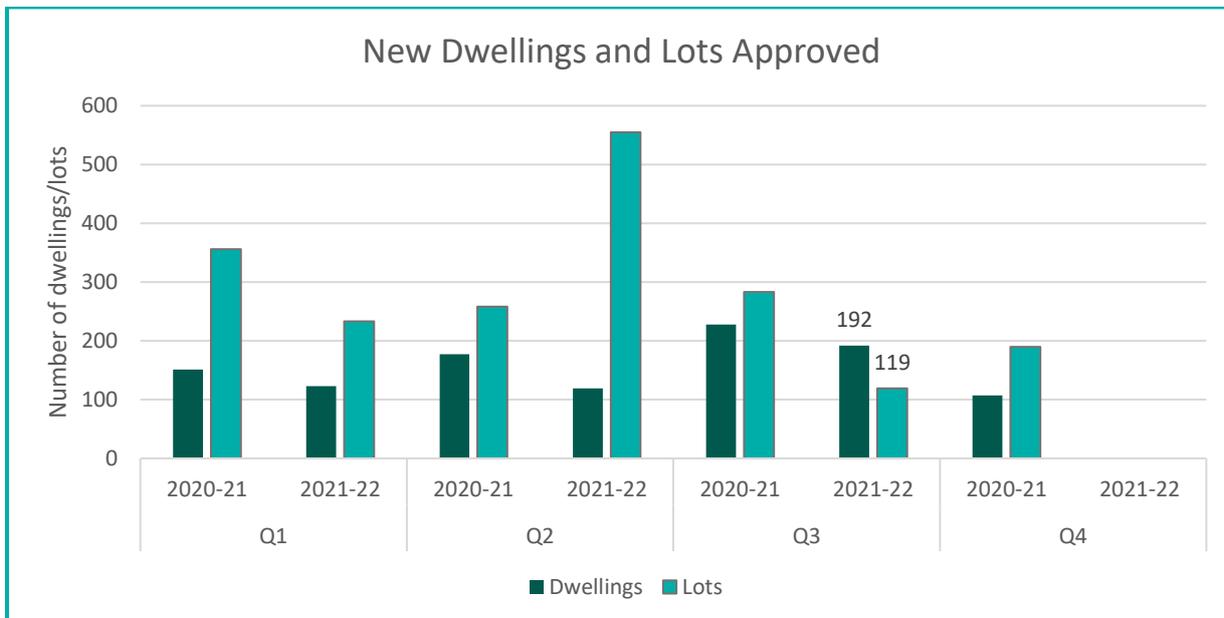


The number of reported planning breaches has reduced over the last quarter. All reported breaches are investigated and if substantiated, will be subject to enforcement action to resolve the breach.



The development sector has slowed due to the impacts of COVID-19. As a result, a lower open space contribution was collected.

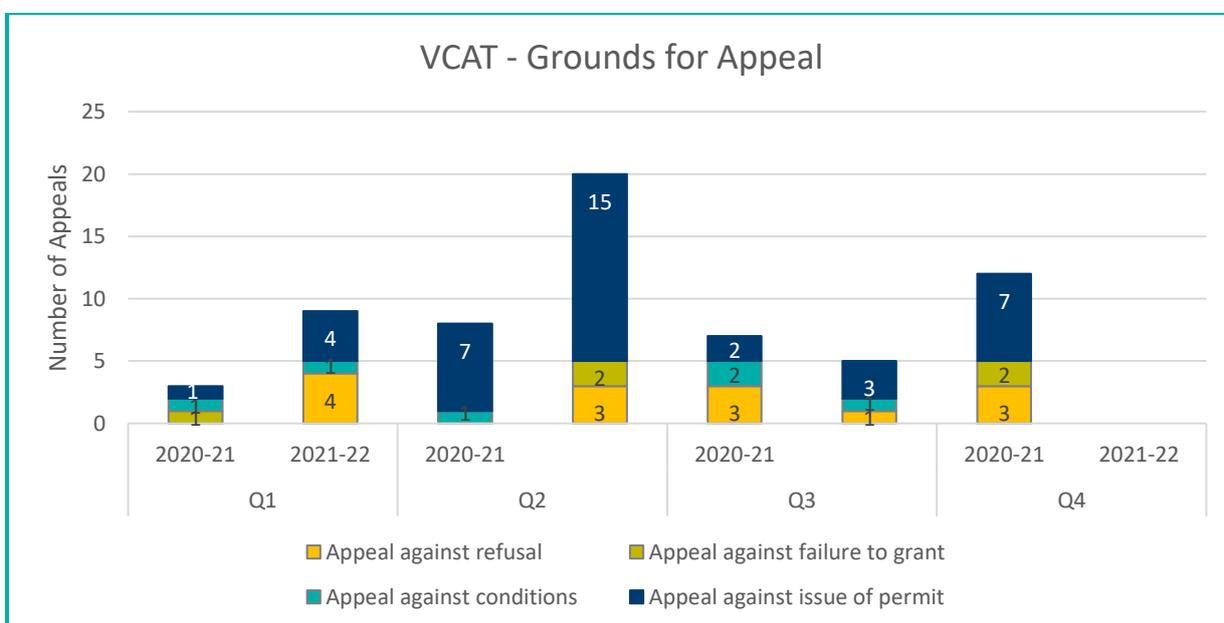
Council collects a public open space contribution when prescribed types of land is subdivided. This public open space contribution is held by Council in reserve and can only be spent to purchase new land to be used as open space (ie. a Council park) or to upgrade existing open space. This Quarterly Service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



Dwellings: The number of new dwellings approved shows that there is a sustainable pipeline of dwellings that could be built to accommodate future housing needs within the municipality. An approved permit that authorises a new dwelling does not imply that it will be constructed.

Lots: The number of new lots approved provides an understanding of future rateable properties. It includes lots for all types of uses including residential, commercial and other employment generating uses.

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)



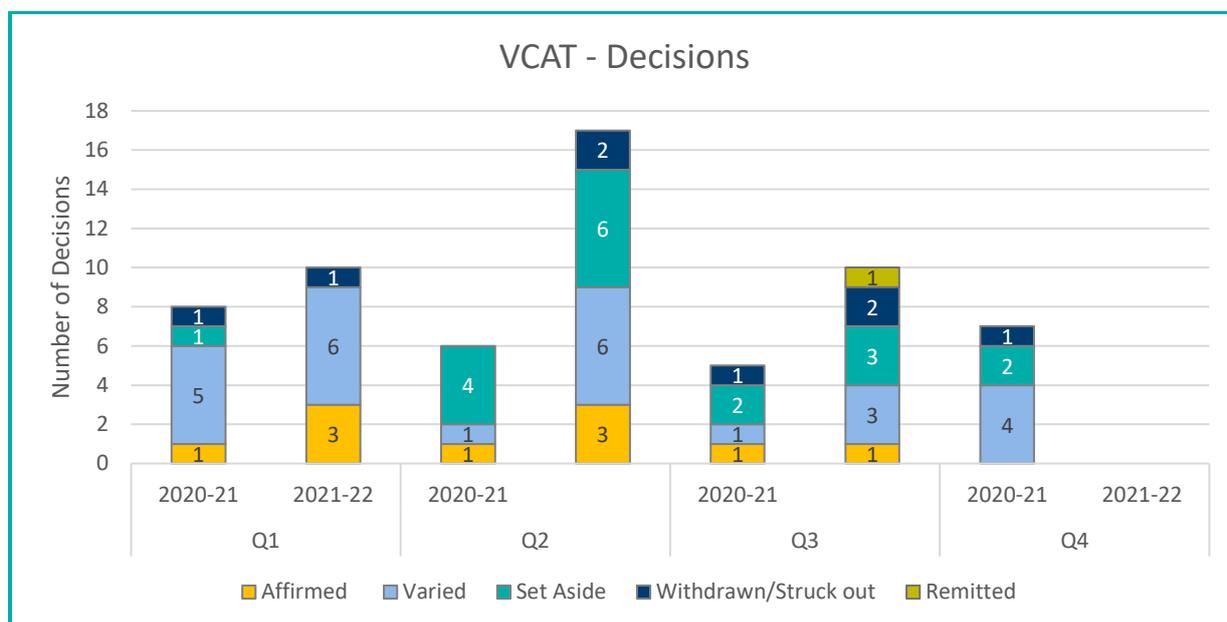
There has been a reduction in the number of appeals lodged this quarter. The data shows that there continues to be a higher proportion of appeals against the issue of a planning permit. This is a trend that we understand is common for many other municipalities. This will continue to be monitored to understand 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



The VCAT decisions remain consistent with other quarters. 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 MARCH 2022 | 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 list of draft advocacy priorities were developed and ready for consultation within Council. This work has also fed into the federal and state election advocacy priorities this year. | |
| | 4.1.2 Incorporate environmentally sustainable design requirements into Council building and infrastructure projects where appropriate | <p>The Climate and Sustainability team continue to assist teams working on building and infrastructure projects to ensure Environmentally Sustainable Design (ESD) requirements are incorporated. This includes projects like the Ground Floor Refurbishment at Town Hall, with old furniture and fittings being sold, donated or recycled rather than taken to landfill. The design also includes finishes such as carpet made from recycled materials and energy efficient appliances.</p> <p>The embedding of ESD into future Council projects will be an important measure moving forward, therefore the Climate and Sustainability Team have commenced an assessment of projects within the 2021-22 capital works program to determine baseline measurement so that our progress can be tracked.</p> <p>The initial findings have been promising, showing that a significant per cent of projects are meeting the requirements of Council's <i>Sustainable Buildings and Infrastructure Policy</i>. Further details on the assessment statistics will be provided in the next quarter.</p> | |
| | 4.1.3 Consideration of climate change is embedded into integrated strategic planning and reporting processes | We are currently consulting with all service areas commencing new strategies and plans to ensure they are applying a climate change 'lens' as part of the strategy or plan development. 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, and facilitated conversations commenced in March 2022. | |
| | 4.2.2 Develop a <i>Circular Economy Plan</i> | The draft <i>Circular Economy Plan</i> is scheduled for Council endorsement in May to release for community consultation in May-June 2022. | |

| | | | |
|--|---|--|---|
| 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, extra tree planting projects such as Edward Street tree planting pits and Boyd Park provenance Red Gum plantings have recently taken place. Garden beds have also been created at the southern end of Boyd Park in preparation for planting of biodiversity understory. |  |
| | 4.3.2 Progress our annual tree planting program and deliver on our 2021–22 planting commitments | Council is currently reviewing vacant tree planting sites across the municipality, with 280 sites identified this quarter. Tree stock has been ordered to be planted in these 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 have been included as part of the consultation on the <i>Housing Strategy</i> . The results of the consultation will determine whether any changes need to be made to the statements. |  |
| | 4.3.4 Deliver community projects that expand and support plantings on private land, in identified hotspots and areas with limited natural landscape | Council is developing a place-based engagement model, whereby communities that live in streets and neighbourhoods with a high level of heatwave vulnerability are engaged, educated and supported to increase planting trees on both public and private land. It is anticipated that communities in pilot locations will be identified and engaged by June 2022. The learnings from this engagement will guide the future engagements we undertake in the second half of 2022. Projects are also currently being developed to engage and support tree planting at schools across Glen Eira. |  |
| 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 | Council is liaising with emergency management agencies, and service providers involved in emergency management, who have expressed support for working with us to identify, engage with and support residents who are vulnerable to climate change impacts. |  |
| | 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 draft <i>Integrated Water Management Plan</i> is scheduled for Council endorsement in April 2022 to release for community consultation in April-June. |  |



Completed



In Progress



Deferred



Not Started

Major initiatives

Project updates:

Urban Forest Strategy

Since the adoption of the *Urban Forest Strategy* on the 29 June 2021, Council has planted 160 trees across Lord Reserve and around the site of the Carnegie Swim Centre in Koornang Park. A mix of large, medium and small native trees were selected to provide the best outcome in terms of canopy, amenity and biodiversity.

Tree plantings for Moorleigh Community Village, Packer Park and Rosanna Reserve have been scoped and plans are currently being drafted to expand open space canopy cover across the municipality.

Council is also investigating innovative tree planting opportunities that will enable planting of trees in roadways and other areas that are currently devoid of tree canopy. Council will ensure that kerbside services and available on street parking will not be impacted significantly though the introduction of new street tree planting. One street that is currently being surveyed and designed is Parkside Street, Elsternwick. This program will then be expanded into other streets that will be identified as appropriate.



Classified Tree Register

To date, Council has received 400 nominations for individual trees and groups of trees to be included in the Register since opening the Register in September 2020. 83 trees have been endorsed by Council for inclusion in the Register, five nominations are undergoing a review at the request of a relevant landholder and two interim protection orders have been issued.

Trees

83

Trees added to the [Classified Tree Register](#)

83

Suspected vandalised trees

280

Identified vacant tree planting sites

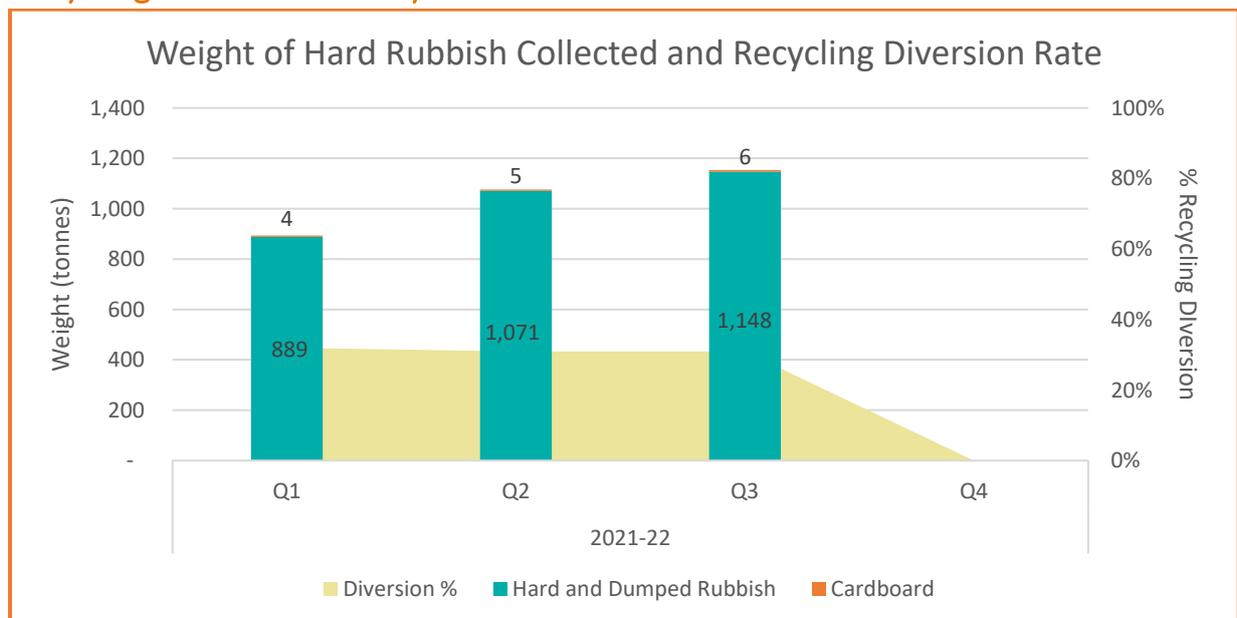
87

Trees removed across Glen Eira
*Includes street trees park trees and carpark trees

1,000m²

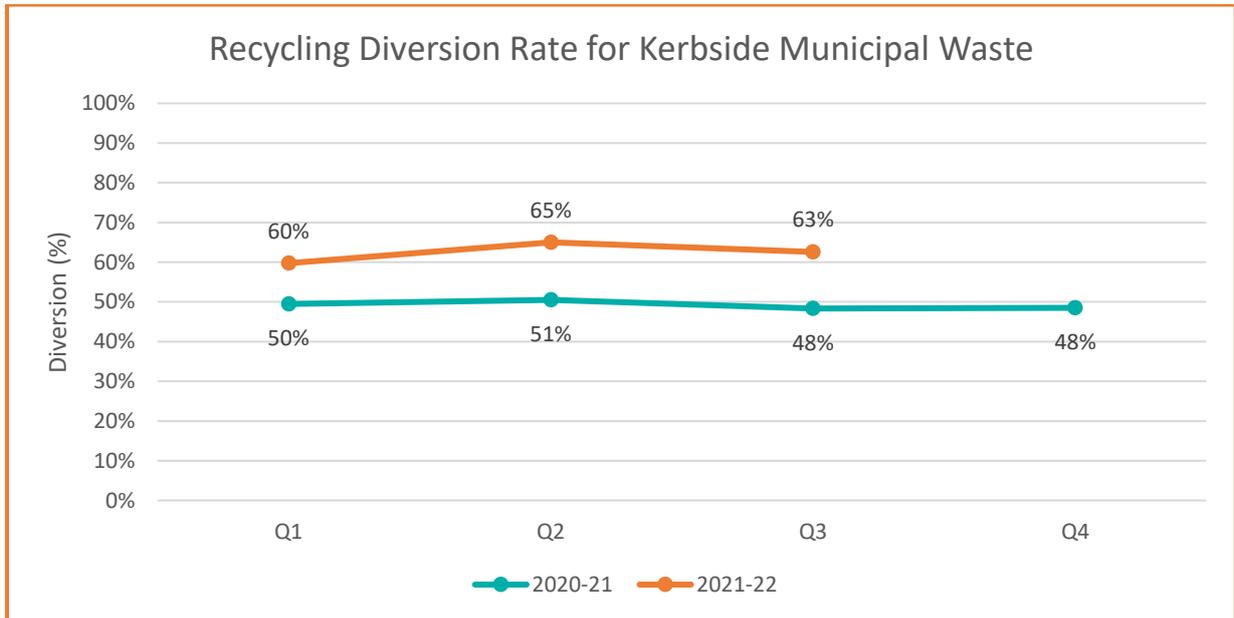
Urban biodiversity garden beds created in southern end of Boyd Park in preparation

Recycling and Sustainability



The weight of hard rubbish collected, and number of hard rubbish collections has further increased from the last quarter as expected around the beginning of the year. This trend is consistent with last year.

The number of hard rubbish collections remains high as well as the overall weight of waste to landfill. The hard rubbish recycling rate is therefore consistently hovering around 30 per cent.



The kerbside recycling rate remains consistently higher compared with the same time in previous years. This is due to more food and garden organics 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 MARCH 2022 | 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 <i>Glen Eira Community Wellbeing Plan 2021–2025</i> | <p>Implementation of the <i>Glen Eira Community Wellbeing Plan 2021–2025</i> is well progressed with 64 per cent of the actions currently on target and the remainder completed.</p> <p>Key highlights include:</p> <ul style="list-style-type: none"> - Mental Health Fact Sheet has been developed and distributed through our website and to our sporting and community groups. - Staying Healthy in the Heat education and promotion of tips and cheaper ways to stay cool during summer. | |
| | 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 100 deliveries of food relief since August 2021 to impacted residents. Council continues to work with the community and facilitate delivery of support including COVID-19 vaccination and testing services, support for schools, seniors and community groups.</p> <p>Key highlights include:</p> <ul style="list-style-type: none"> - Coordinating the distribution of Rapid Antigen Tests to culturally and linguistically diverse (CALD) community groups, senior citizens, local food relief agencies and vulnerable residents - Continuing to work with local and state government health partners to promote vaccination messaging for children and adult with focus on vulnerable and CALD groups - Business support including links to local and state government support, business webinars and a campaign to support local business - 'Your Glen Eira' - 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. | |

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| | 5.1.3 Develop a new <i>Community Safety Plan</i> to improve the sense of safety and support crime prevention in the municipality | On 15 March Council approved the draft <i>Community Safety Plan</i> to go out to a 35-day community engagement period from 17 March – 20 April 2022. |  |
| | 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 continue to offer information, education and support to all families through our supported Playgroups, First Time Parents Group, Sleep/Settling sessions and other educational sessions. These sessions have been offered online and face to face. |  |
| | 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 <i>Gender Equality Action Plan</i> was endorsed by Council on 15 March 2022 and sent to the Commission for Gender Equality in the Public Sector. |  |
| | 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. Based on feedback from the forum, Council officers are investigating the setting up of a new Multicultural Advisory Committee. |  |
| | 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 | Council endorsed our second 'Innovate' <i>Reconciliation Action Plan 2022-2024</i> at the Ordinary Council Meeting held on 15 March 2022. <i>The Plan</i> was developed with Traditional Owners and new and existing community partners. <i>The Plan</i> outlines the focus areas for Glen Eira's work in reconciliation over the next two years. The annual Koorie Chill Out was held on 26 January 2022 to recognise the significance of the date for First Nations people. |  |
| 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 | Across the quarter, Council conducted two surveys with clients who use Council's delivered meals and transport services. Results are being reviewed and a proposed community engagement be undertaken in May-June 2022. |  |

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| | 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 has provided support for vulnerable young people with 56 one-on-one support sessions conducted. <i>Living and Life Skills</i> program has offered 96 places for young people to access pathways to education, employment and training. Weekly drop-in sessions have also provided social support to 96 young people. |  |
| | 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. However, 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. Unfortunately, these were outside Council and the builder's control. The project is now expected to be completed in early September 2022. The pop-up library in McKinnon will be extended beyond its original anticipated closure date of July 2022 to ensure the community has access to a library service. |  |
| | 5.3.4 Deliver the Murrumbeena Community Hub capital works project | The Murrumbeena Community Hub was scheduled to be completed in late May. However, this project has been impacted by the COVID-19 Government mandated restrictions on construction sites. There have also been further delays due to material shortages. This has led to items such as steel, window frames, glass taking longer than normal to be delivered. This has caused additional delays to the overall program. Despite the delays, the construction is able to continue and is expected to be completed at the end of July 2022. |  |
| | 5.3.5 Deliver upgrades to the Glen Eira Town Hall | This project involves the upgrade of the office accommodation areas within the Town Hall. It is a multi-year project with the first year involving the update of the ground floor. A builder was appointed by Council at the 15 March 2022 Council Meeting and construction of the ground floor upgrade will commence in mid-April. |  |
| | 5.3.6 Implement empathetic parking at key car park locations | Empathetic parking spaces have been provided at 11 public off-street car parks within Glen Eira this financial year. We are looking at implementing a further six parking spaces. Designs for the six parking spaces have been prepared and we are currently waiting on quotes from contractors before works commence. We aim to have these completed in the May-June 2022. |  |
| 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 | Glen Eira libraries have delivered a vast range of online programming celebrating diversity, encouraging cultural expression and inclusion. Live events such as <i>The Big Summer Read</i> , <i>We're Wild about Reading</i> and <i>Jolabokafloð</i> have encouraged togetherness and engagement. |  |
| | 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 | Loans of library items have not yet returned to pre-COVID-19 levels. It is also noted that COVID-19 hesitancy may have changed the way some people interact with the library resulting in less time spent browsing for items to borrow. Interest in library programming, both online and onsite, remains high. |  |

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| | <p>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</p> | <p>With the easing of COVID-19 restrictions, the focus this quarter has been on contacting past members to encourage them back to our facilities,</p> <p>Campaigns that will run in April - May include:</p> <ul style="list-style-type: none"> - <i>Mates Month</i> at Glen Eira Leisure (GEL); refer a friend to join GEL and both will receive two weeks of free memberships in April - <i>GESAC's Birthday Week</i>: No joining fee or admin fee from 2 – 7 May. - <i>Come and Try</i> day on 4 May: A day for participants to try a range of activities including Table Tennis and Wheelchair Table Tennis, Wheelchair AFL, The Marriott Sensory Tent, Basketball and inclusive Gymnastics. - <i>Pride Night</i> in the gym on 17 May: a night filled with fun and inclusive activities and entertainment. |  |
| | <p>5.4.4 Develop a library of 50 GEL Anywhere online classes to enable the community to stay active at home</p> | <p>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.</p> |  |



Completed



In Progress



Deferred



Not Started

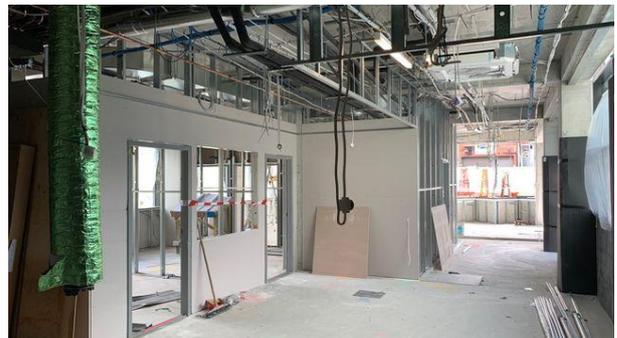
Major Initiatives

Project updates:

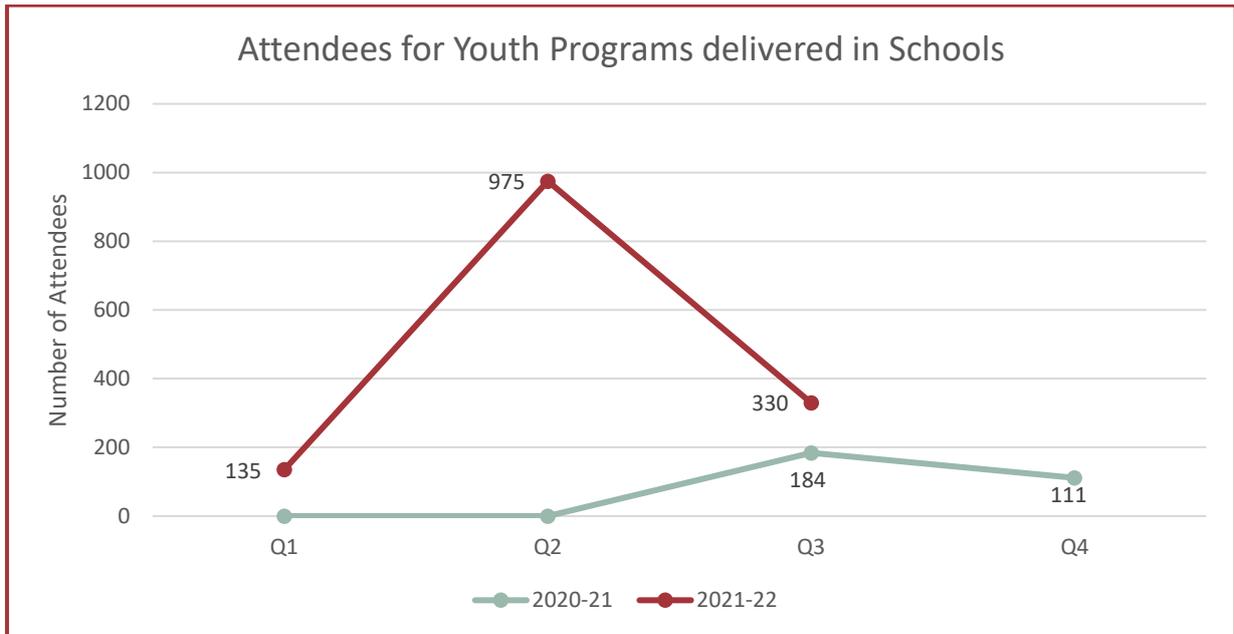
Bentleigh Library and Youth Hub

Construction of the Bentleigh Library and Youth Hub is scheduled to be completed in August 2022. The following works are currently being undertaken: installation of windows, external wall cladding, render of courtyard wall, and signage design works have commenced on the external and internal signage for the Library and Youth Hub.

This project has been delayed due to the restrictions implemented by the Government (25% capacity limit) and the two-week shutdown.

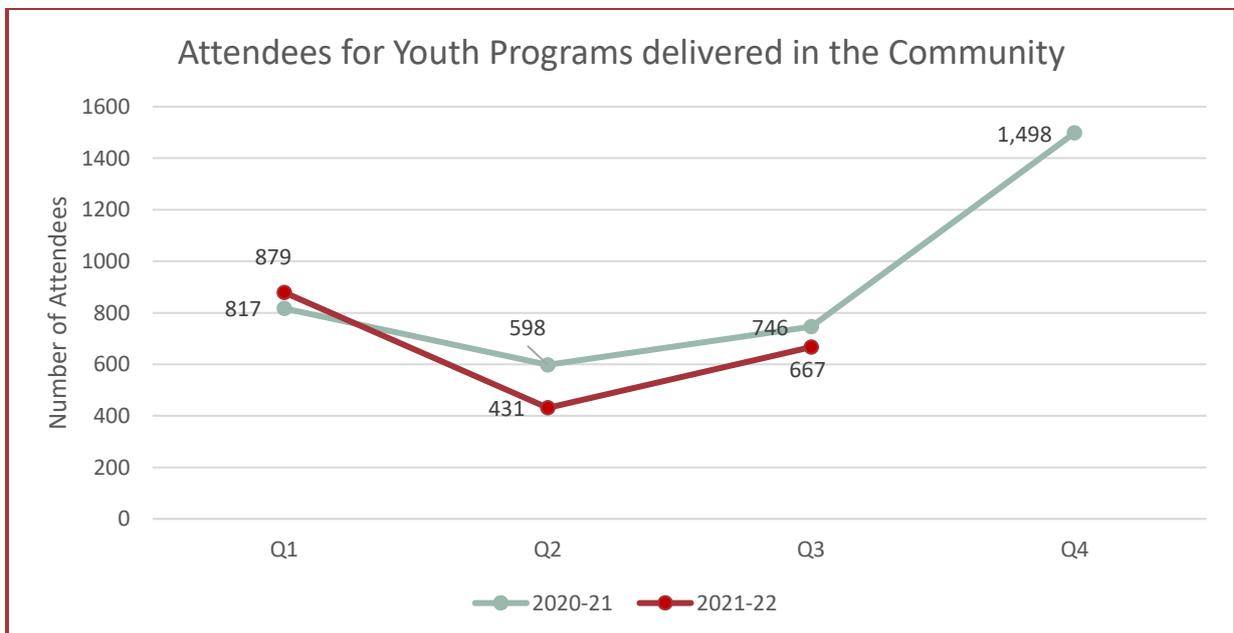


Youth Services



This quarter, Youth Services hosted an information stall for students at Benteigh Secondary school's *RESPECT Day* and organised the *Teen Mental Health First Aid* at Shelford Secondary School.

The decline in number of attendees was due to the *Moving Up Program* finishing last quarter. The *Moving Up Program* supports students transition from primary school to secondary school and is only offered from August – December.

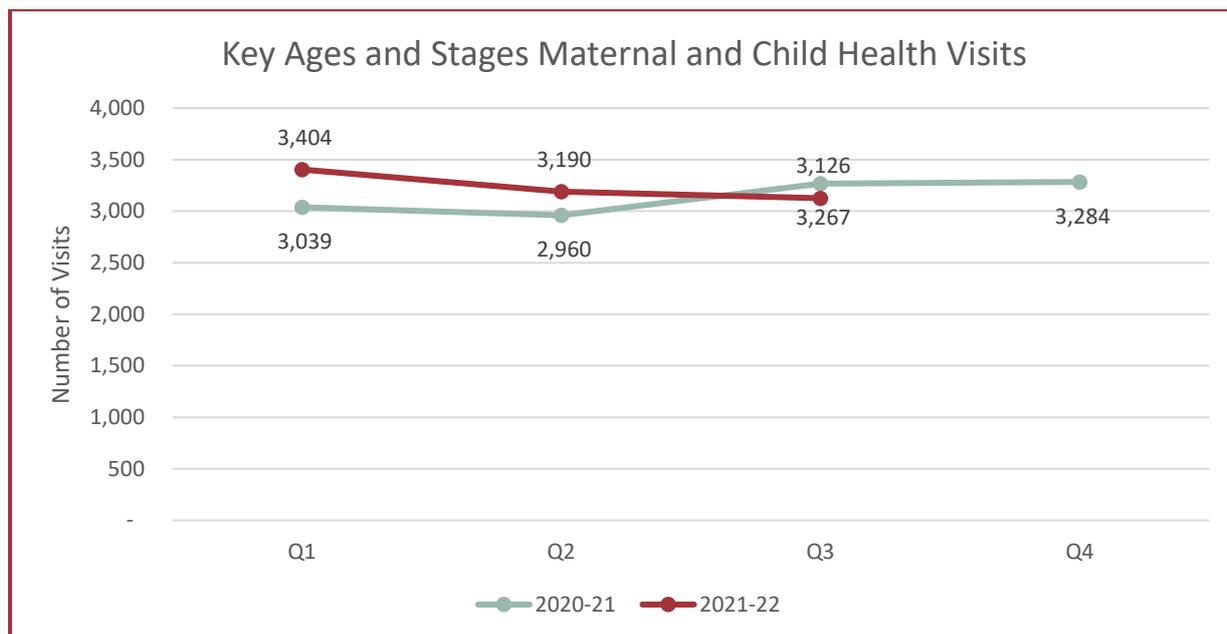


Community based programs delivered during this quarter included:

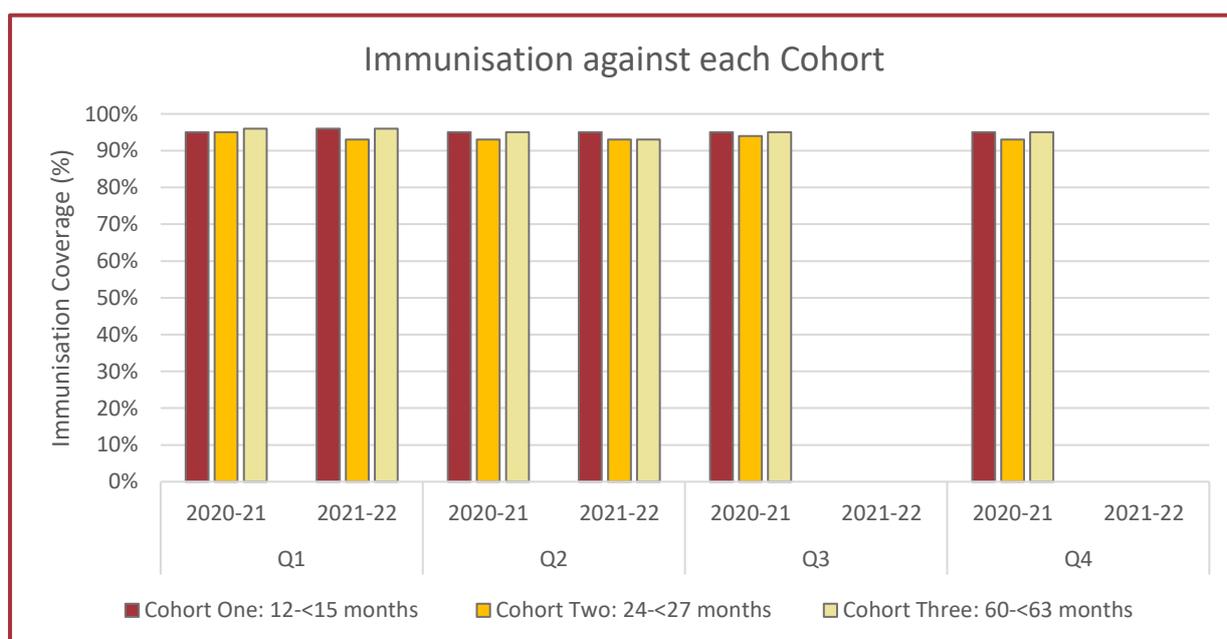
- *Press Start*, a program to support positive social gaming and promote healthy habits.
- *Youth Events and Leadership Team (YELT)*: YELT members work together and alongside the Youth Services Team to hold events and activities for the young people of Glen Eira over the course of the year
- *Youth Climate and Sustainability Action Group* commenced for the 2022 calendar year.

Youth Services also supported Bentleigh Secondary School at their *PRIDE Day* and *Teen Mental Health First Aid* training was provided to Shelford Secondary School.

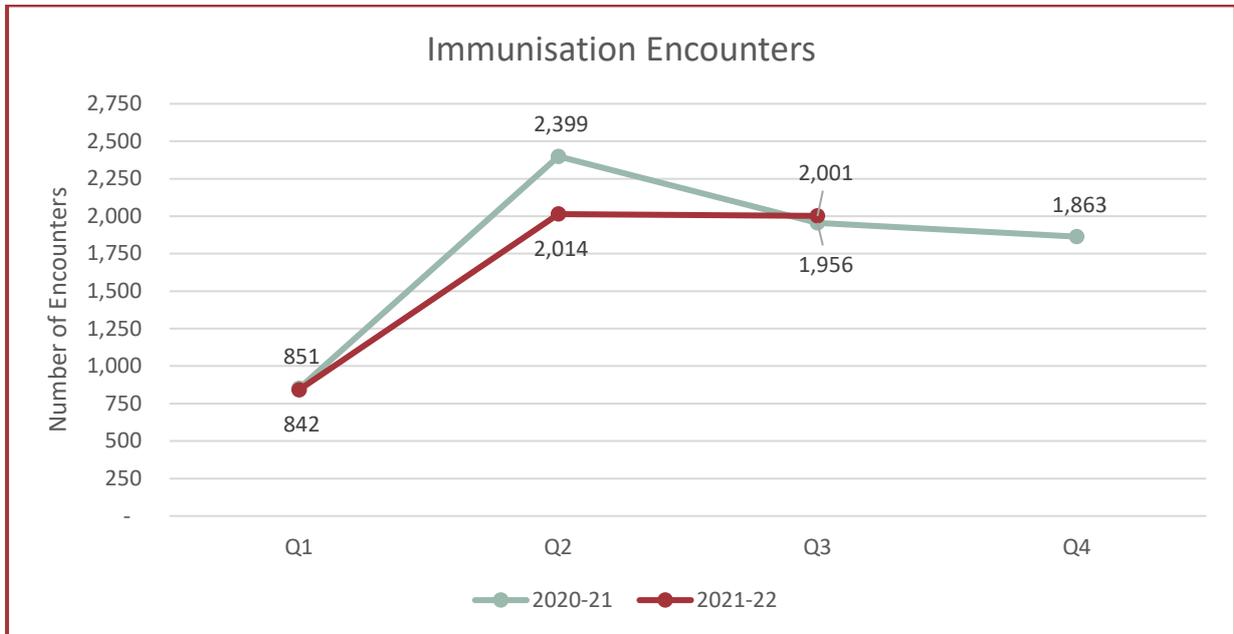
Children's Services



During this quarter, the Municipal Association of Victoria and the Department of Health and Human Services required us to prioritise our Maternal and Child Health service to infants aged 0-8 weeks and families needing additional support. This allowed us to assist other Councils that were unable to deliver service to prioritised families with infants aged 0-8 weeks and those needing additional support due to the impacts of COVID-19 on their Maternal and Child Health workforce. Glen Eira's Maternal and Child Health Service resumed normal operations from early March 2022.

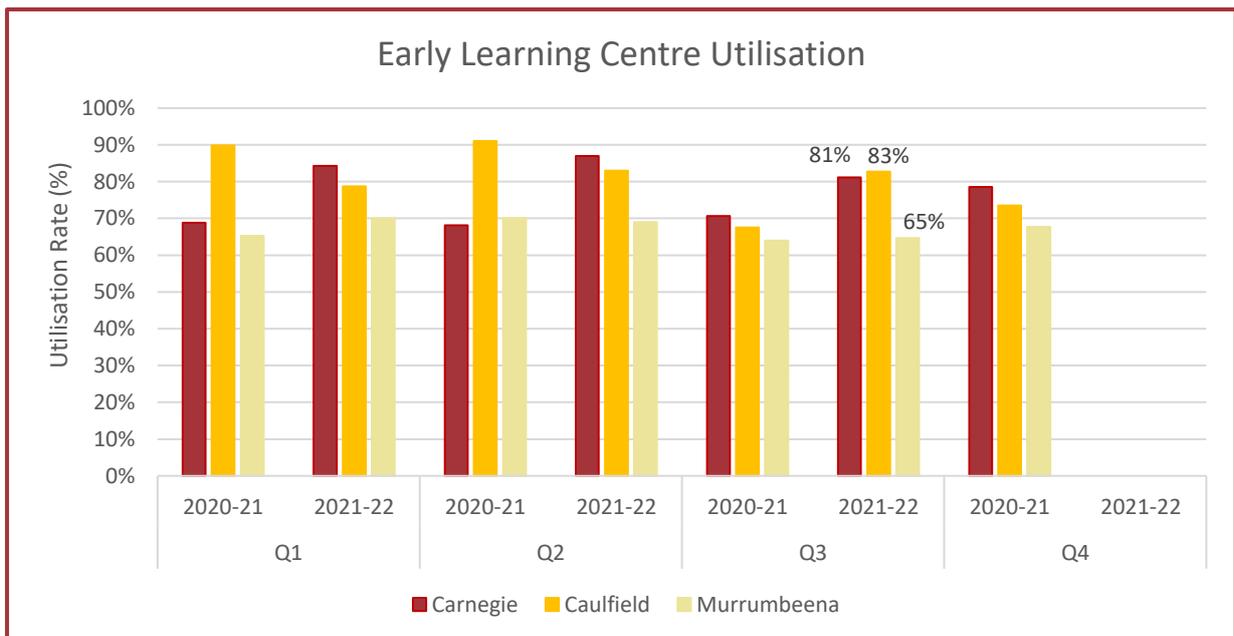


Information from the Department of Health and Human Services was not available at the time the report was being prepared.



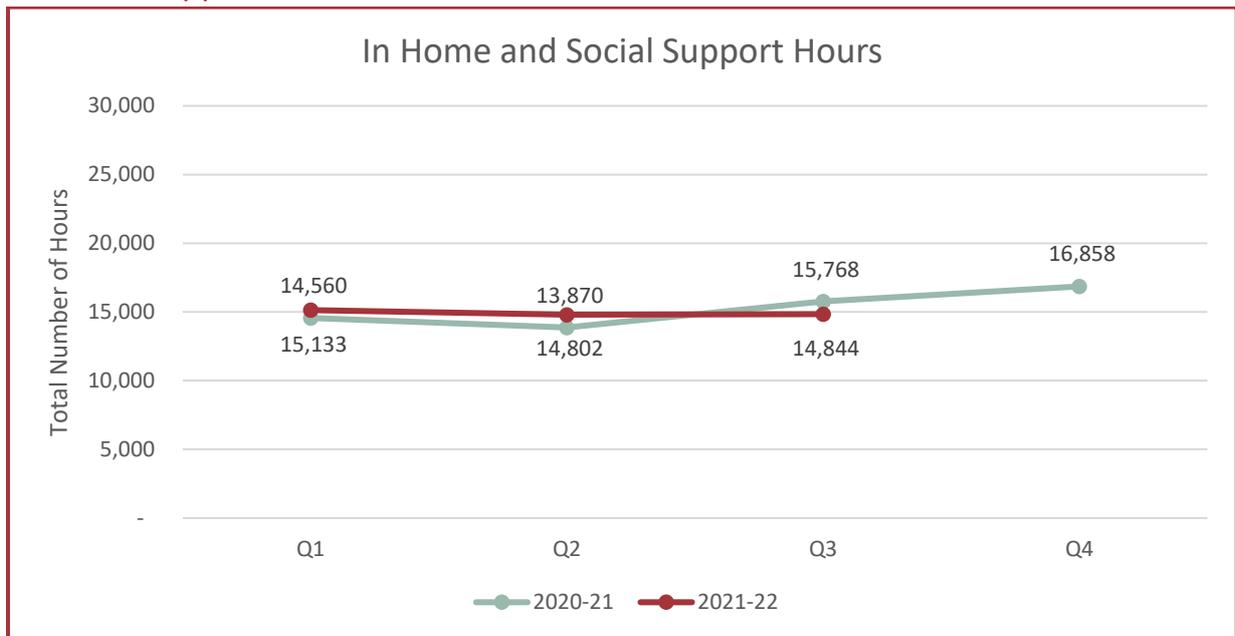
This quarter included 789 clients immunised as part of the community immunisation sessions and 1,212 students immunised as part of the *School Immunisation Program*.

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



Increased utilisation during this quarter is due to the easing of COVID-19 restrictions impacting attendance and enrolments, and increased family confidence in returning to early learning services.

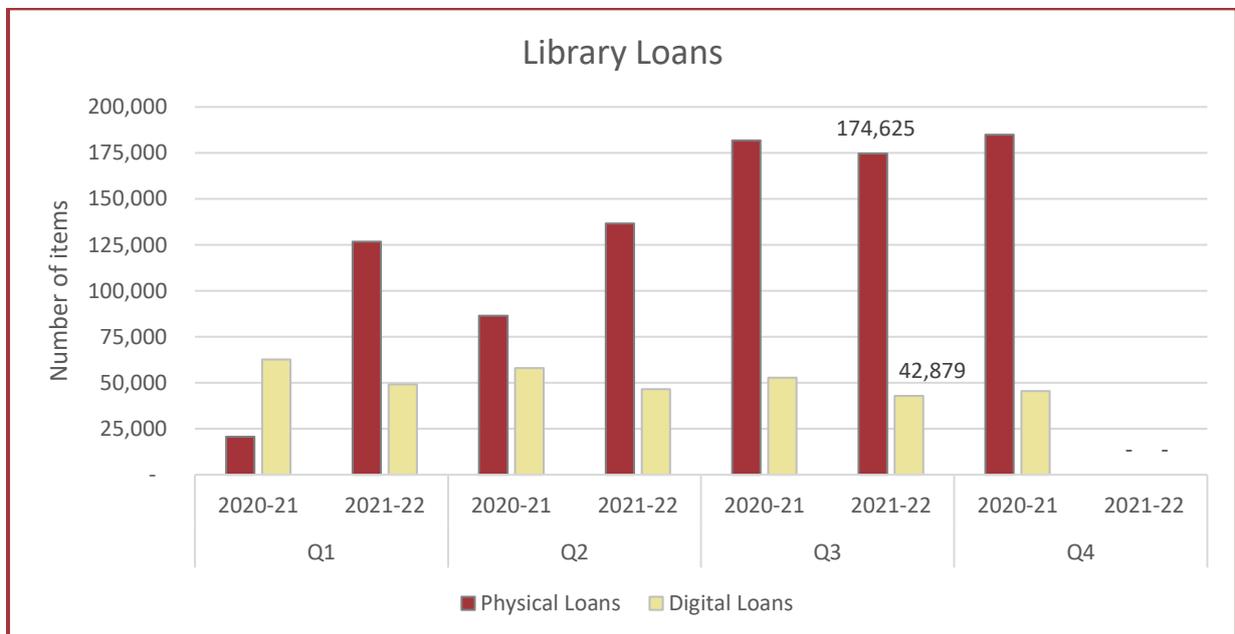
In Home Support



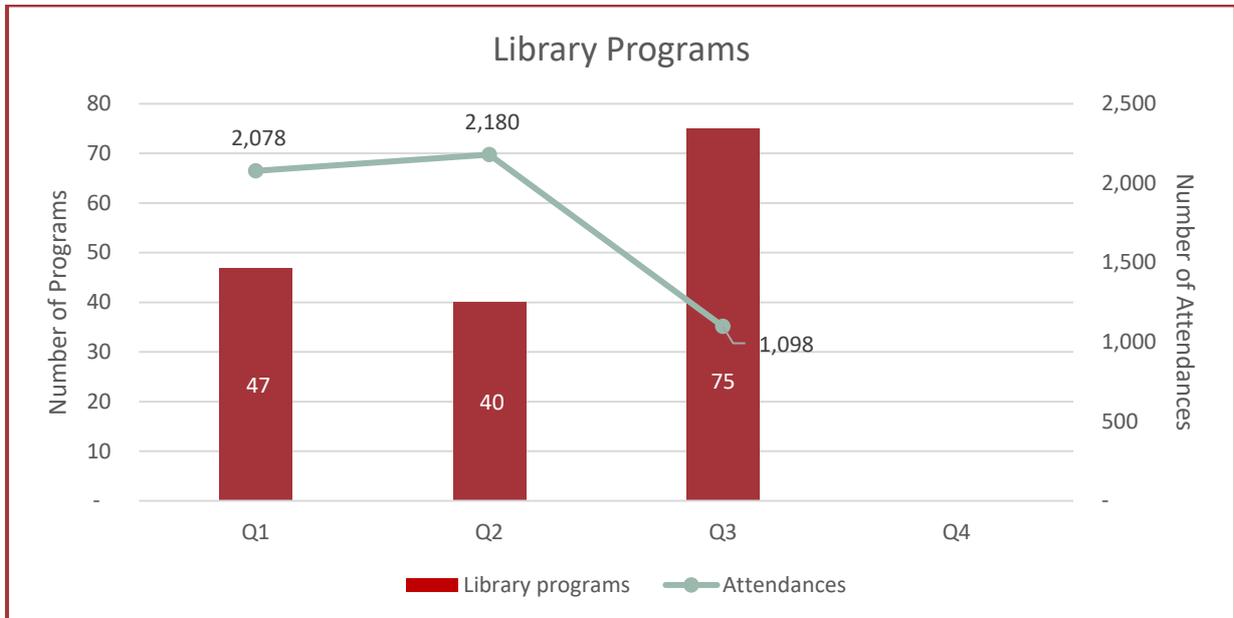
Under the Commonwealth Home Support Program, our funding target for Quarter 3 is 25,900 hours. We were short of the target by 11,000 hours for the quarter and 32,000 hours year-to-date.

COVID-19 continues to impact with services being cancelled due to fear, exposure sites, isolation and illness.

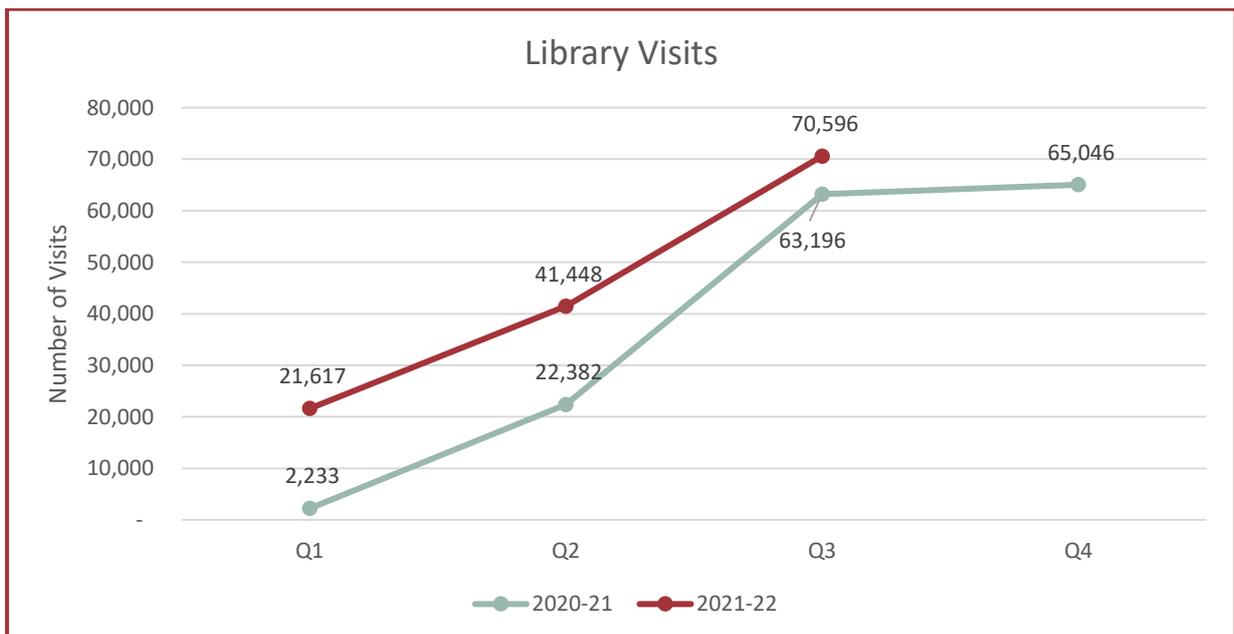
Libraries



Loans of digital items such as eBooks and eAudio books reduced in comparison to Quarter 2 which is likely to be due to the increased opportunities to borrow physical library items post lockdown.

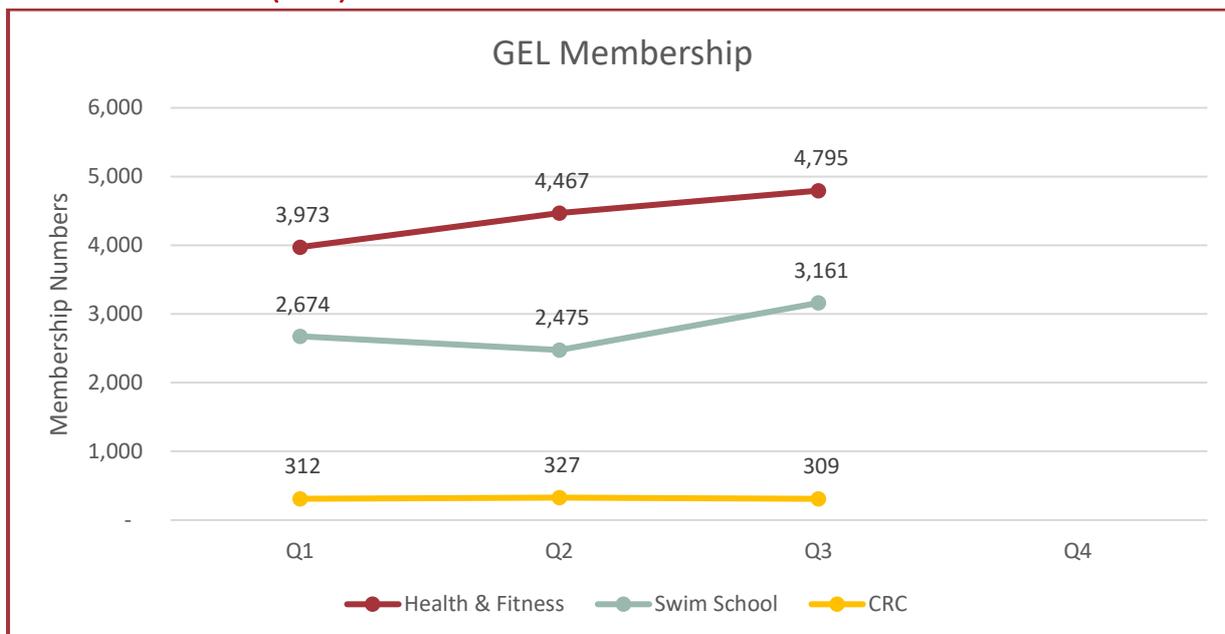


Although the number of programs increased, there has been a dip in attendance numbers this quarter. This is likely due to warmer weather, the easing of restrictions, and the slow but steady uptake of a hybrid online/face-to-face program. There has also been a focus this quarter on more targeted events. *Babytime* and *Storytime* returned to the branches in March with a likely return to pre-COVID capacity soon. It is anticipated that programming numbers should stabilise next quarter.



Monthly visits to library branches have increased, bolstered by the return of onsite library programs in February and onsite *Storytime* and *Babytime* sessions in March.

Glen Eira Leisure (GEL)

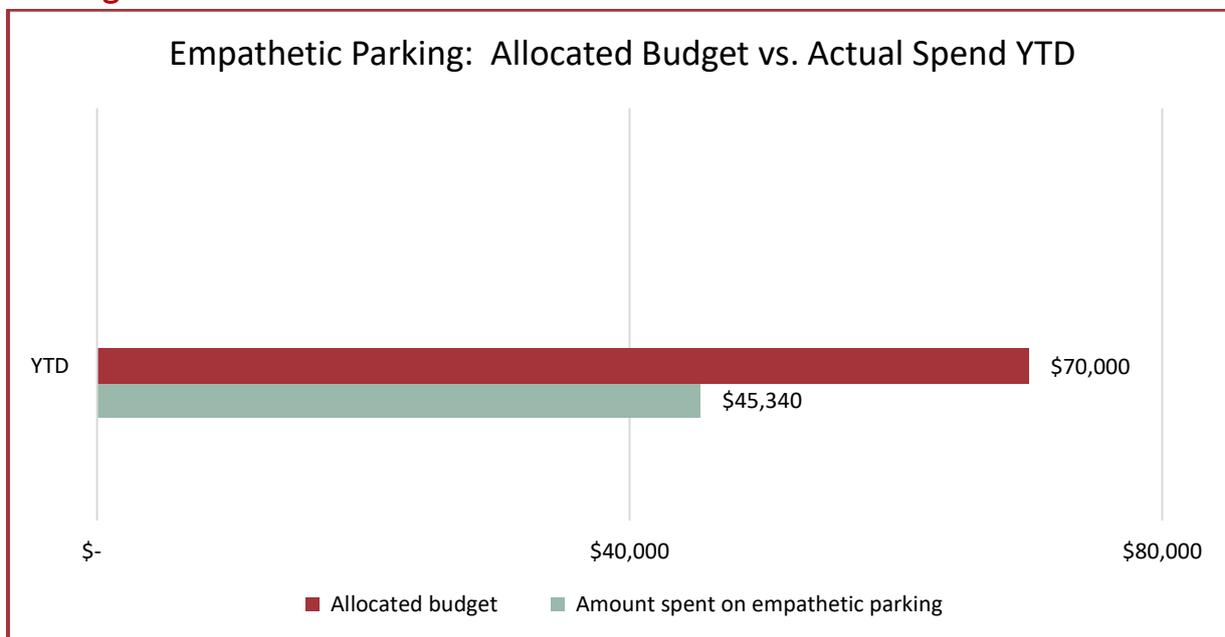


Health and Fitness: The number of Health and Fitness memberships continues to steadily increase post COVID-19 restrictions.

Swim School: Membership numbers have increased this quarter due to classes resuming.

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

Parking



Empathetic parking spaces have been provided at 11 public off-street car parks within Glen Eira this financial year.

We are looking at implementing a further six parking spaces. Designs for the six parking spaces have been prepared and we are currently waiting on quotes from contractors before works commence. We aim to have these completed in the May/June 2022.

The six empathetic parking spaces will be located on:

- 668 Centre Road, Bentleigh East
- 92 Bignell Road, Bentleigh East (Moorleigh Village)
- 310-318 Jasper Road, Ormond (Joyce Park)
- 201-209 Tucker Road, McKinnon (McKinnon Reserve)
- 58-60 Mackie Road, Bentleigh East (Mackie Road Reserve)
- 70 East Boundary Road, Bentleigh East (King George Memorial Reserve)

Food Safety



Council’s Environmental Health Officers are focusing on allergens and labelling requirements during Food Safety Assessments, in line with the Department of Health training and attention for Victorian Food Businesses. This focus has resulted in an increase in failed inspections which require a follow up inspection. Additionally, COVID-19 impacts on food business operations are a common theme for those businesses failing an inspection.

A failed inspection is when a deficiency is found by a Council officer that poses a risk to public health and must be followed up by the Council. This includes situations where there is a serious risk of food being sold that is unsafe to eat.

Domestic Animal Management Plan

| Indicator | Q3 Results | |
|--|------------|---|
| Dog registration rate: (per cent dogs registered/ estimated dog population) | 109% | There has been a large increase in the number of registered dogs and cats this quarter. This is due to a large number of incomplete pending registrations that were finalised during this period. |
| Cat registration rate: (per cent cats registered/ estimated cat population) | 93% | |
| Enforcement success rates: (per cent successful prosecutions/ total prosecutions) | N/A | No animal related prosecutions for this quarter. |
| Dog return/ reclaim rate (per cent total dogs reclaimed-returned/ total dogs impounded) *includes adopted/sold dogs | 86% | |
| Cat return/ reclaim rate (per cent total cats reclaimed-returned/ total cats impounded) *includes adopted/sold cats | 100% | |
| Domestic animal business compliance rates: (complaint/registered) | 100% | |
| Dog desexing rate: (per cent dogs desexed/ actual registered) | 77% | |
| Cat desexing rate: (per cent cats desexed/ actual registered) | 93% | |
| Infringements versus official warnings rates: (per cent of infringements/warnings) | 57% | |

Community events – Libraries, Arts and Culture



January saw Glen Eira Libraries welcome authors and subject experts from all around the world. First up, British historian Tracey Borman zoomed in from London to chat about English witch hunts under James I. Participants later learned about the birth of the Olympic Games and were introduced to the perilous world of shipwrecks and pirates in ancient Rome.

Delia Falconer, author of *Signs of Wonder*, shared with audiences her poetic examination of ecological change. And later in the month, Jenny Valentish sat down with Claire Halliday to learn why some people push their bodies to the extreme.

Kids had fun exploring the night sky at Carnegie Library's mobile planetarium, while the state-wide *Big Summer Read* program entered its second month.

To relaunch the Glen Eira Arts and Culture events calendar in 2022, the Lunar New Year was celebrated in February, with 80 guests from the community, including business leaders, community groups, and leaders from the Senior Citizen's Centres.

Guests enjoyed performances by Jow Ga Kuen Dragon & Lion Dance Association, and music by the New Eastern Arts College.

Lunar New Year Carnegie

80's fashion

Dogs in Melbourne

Out of this world experience

February saw a slow return of people back to the library for live events and activities - starting with more Lunar New Year celebrations, this time at Carnegie Library. Participants learned all about the evolution of the octopus and its incredible mind, while journalist Gary Nunn introduced us to the colourful world of psychics, mediums and septsics.

Glen Eira Libraries also showcased fashion on in February! Audiences travelled back to the 80s with Nicole Jenkins for a look at a decade where clothing got loose, comfortable, and very colourful. Participants later practised sustainable jewellery making with artist Vivian Qiu.

Audiences were introduced to *Dogs in Melbourne* with photographer Chris Cincotta, and later welcomed Carol Diehl to learn about the mysterious world of street artist, Banksy. The library's littlest participants had fun making theatrical masks and learning to draw tropical birds! Carnegie Library also hosted three giant kaleidoscopes for an out-of-this-world experience.



International womens day

Books and brews

Sustainable gardening

Costume and mosaic making

In **March**, 250 guests joined us for a special International Women's Day celebration, with music from Rebecca Barnard and 'The Women of Note'. In two sessions, to promote social distancing, guests enjoyed drinks and canapes upon arrival, a tour of the Glen Eira Town Hall Gallery, and the performance of music from favourite female artists including Stevie Nicks, Dolly Parton, Joni Mitchell, Helen Reddy, Aretha Franklin, Billie Holiday, Ella

Fitzgerald and more. The event was also livestreamed for those who could not attend in person.

At the Libraries during March, audiences spoke with local and international authors on the topic of animal hearts, the history of science's darkest secrets, and the untold lives of the victims of Jack the Ripper.

Proud Gunai/Kurnai women Veronica Gorrie shared her remarkable story of racism and resilience, offering audiences an intimate insight into her childhood and the decade she spent in the police force.

Kids experimented with costume design and some very messy mosaic making!

We later pickled vegetables with Cornersmith; learned calligraphy with Maria Montes and blended tea with Impala and Peacock. Sustainable Gardening Australia offered audiences some great tips to make gardens a really great place for bees to hang out.

Books and Brews, the library's monthly online book club, also welcomed new members.

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 January to March 2022



Feedback on the draft Smart Cities Roadmap closed on 21 February and was endorsed by Council on 15 March 2022. The Roadmap provides direction for the ways in which we can use data, enhance connectivity, and improve digital technology to deliver improved services with greater efficiency to the Glen Eira community.

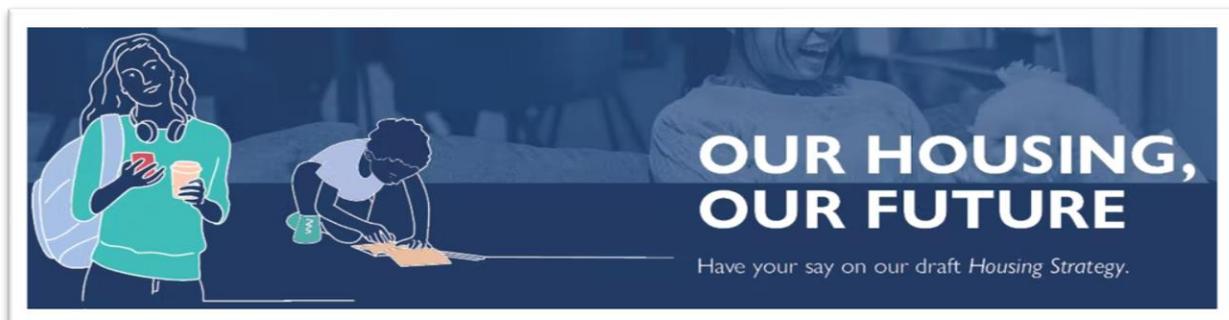


We are developing a Placemaking Framework which will provide guidance to stakeholders on Council and community placemaking projects, assist in the activation and revitalisation of public spaces, encourage community interaction and guide the delivery of projects and events by both Council and the community.

Phase one of community engagement is open from 20 February to 3 April 2022. Feedback from the engagement will help influence preparation of the draft Placemaking Framework, which will be presented to the community for further consultation in July 2022.



Phase two of community engagement on the Packer Park Playground upgrade closed on 7 March 2022. We are currently reviewing all 370 survey responses and will prepare a report for Council on the feedback received.



Our population is growing and changing. To meet the varied housing needs of our current and future residents, the City of Glen Eira will need more housing, and a greater variety of housing types.

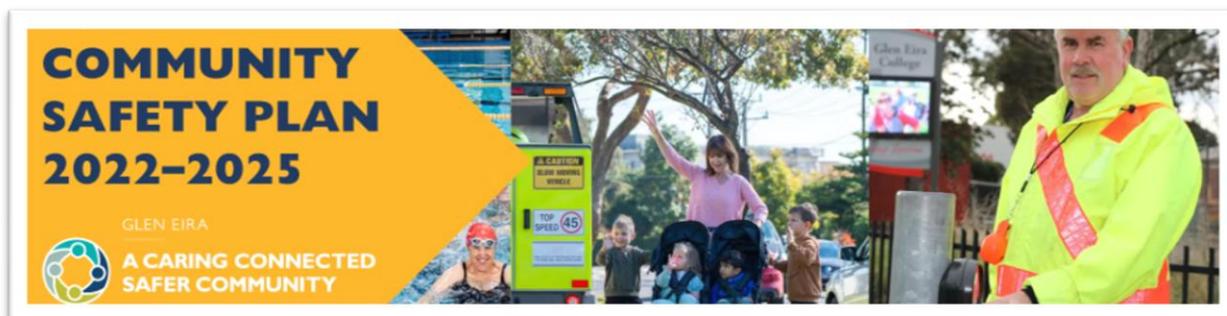
To help forecast and manage these future housing needs, we have developed a draft Housing Strategy that is currently open for our second round of community engagement. The engagement period has been extended and will now close on 15 May 2022.



We have developed the draft Caulfield Structure Plan, which outlines a vision for the area's future and illustrates how a more accessible and integrated network of places could be created.

With support from the Victorian Planning Authority (VPA) we have carried out long-term planning to help shape the opportunities that come with the anticipated government and private-sector investment in the area.

Phase three community engagement will close on 10 April and online surveys and submissions will close on 24 April 2022.



Between September and November 2021, we engaged with community members, local traders, Victoria Police, community service organisations, government agencies and internal staff to better understand public perceptions of safety.

The feedback received from this first period of engagement helped to inform the development of the draft Community Safety Plan 2022-2025, which includes three key themes which the Plan will address over the next three years.

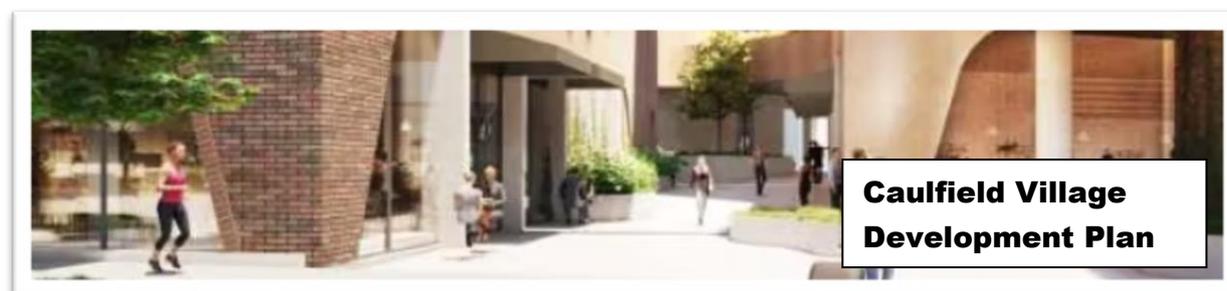
The final community engagement will close on 20 April 2022.



The Asset Plan is a 10-year document that guides the way Council prioritises and manages its assets to increase their lifespan whilst ensuring that their replacement, disposal, upgrade or renewal occurs at the right time and in the most cost-effective manner.

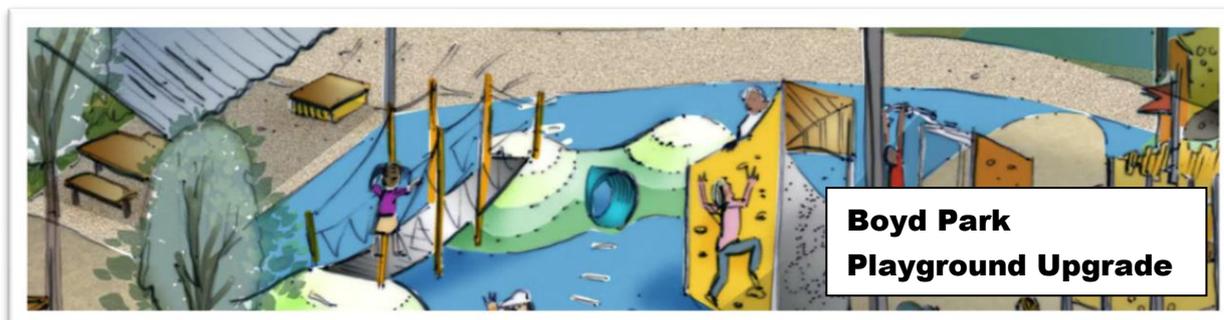
Phase one of community engagement is open from 7 March – 4 April 2022. The community will be able to provide feedback online by completing the Asset Plan survey and in writing.

Phase two of engagement will commence from 30 April – 7 May 2022. This engagement will be in-person, where a deliberative panel will be informed through a random selection process and participants will participate over two sessions to provide detailed feedback.



The community have until 1 April 2022 to provide feedback on the Development Plan application for mixed-use development of 14 storeys at 31 Station Street, Caulfield East. The site is the next stage of the 'Caulfield Village' development and is located to the east of the recently constructed Caulfield Boulevard.

The next stage of engagement involves inviting any parties who have made a submission to attend a planning conference, where they will be able to elaborate on their submissions to a member of the Councillor group. The Conference will also include the assessing Urban Planner, and the Permit Applicant.

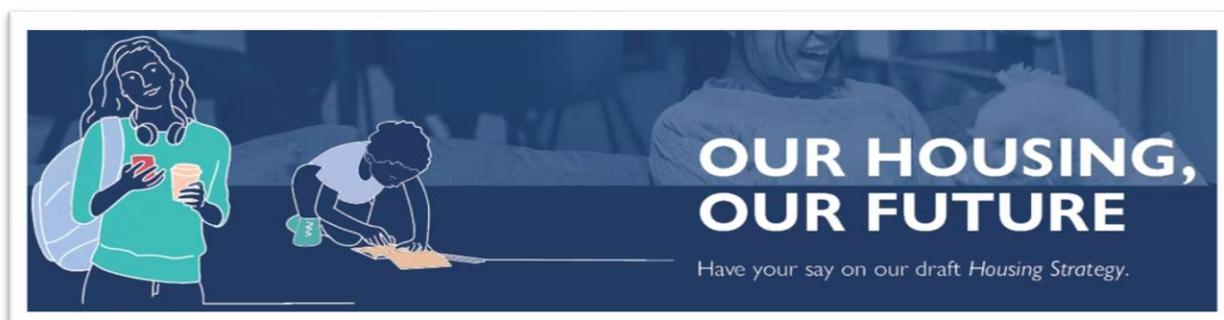


A concept design was developed for the Boyd Park Playground. The design incorporates an expansion on the existing play equipment, the inclusion of all abilities access elements, nature play and intergenerational play equipment. Additional social facilities have also been introduced and as the community requested, a public toilet will be constructed in the park to the north of the playground.

Community feedback on the concept design will close on 24 April 2022.

- *Community Voice Survey February*

Upcoming Projects in the next Quarter



Our population is growing and changing. To meet the varied housing needs of our current and future residents, the City of Glen Eira will need more housing, and a greater variety of housing types.

To help forecast and manage these future housing needs, we have developed a draft Housing Strategy for the City of Glen Eira.

Our second round of community engagement for our draft *Housing Strategy* is now open. There are a variety of ways you can find out more, ask questions and have your say before the engagement period ends. The engagement period has been extended and will now close on **Sunday 15 May**.

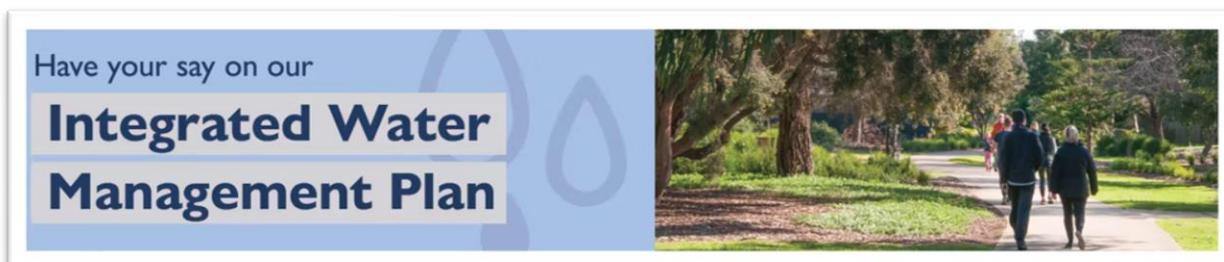


We are seeking your feedback on the draft Mackie Road Reserve Master Plan which will guide future development and investment.

The key highlights of the draft Master Plan include:

- Creation of a new all abilities playground, shelters and social facilities along Mackie Road
- A consolidated central car park to improve movement, pedestrian safety and protect significant trees
- Provision of a fully enclosed multi-purpose facility suitable for cricket training and other codes, with an adjacent basketball and netball area
- A redeveloped sports pavilion within the footprint of the existing pavilion to protect existing significant trees
- Creation of an off-lead dog park for our furry friends in Orange Reserve.

Please provide your feedback by **Tuesday 24 May 2022** by completing the survey below. The survey is for your feedback on the [draft Master Plan](#).



The [Integrated Water Management Plan](#) is an important part of our climate emergency response as climate impacts are changing our relationship with water – storms and flooding are becoming more severe and frequent, and drought will affect water availability into the future.

We would like to know how Council can work with you to better plan for and use water responsibly in a changed and changing climate. Feel free to review the [Integrated Water Management Plan Summary](#) before providing your feedback.

The community engagement survey and story are open until **1 June 2022**.



Our focus for the next year is to continue to support and lead our community's recovery from the pandemic; deliver quality projects and services that make our City a great place to live,

work and do business; and to demonstrate our commitment to deep community engagement through our actions.

In the draft 2022–23 Budget, we have allocated \$35.69 million for asset renewals, upgrades and expansions including Open Space Strategy implementation; sustainability initiatives; building improvements; community safety projects; and the renewal and upgrade of Council’s major infrastructure assets such as footpaths, drains and roads. The draft Budget also includes information regarding your rates and residential garbage charges.

The opportunity to provide feedback closes on **Friday 27 May 2022**. Budget feedback will be considered by Council at a Council Meeting that will be open to the public on Tuesday 7 June at 7.30pm.



The Commonwealth Government’s current reform of aged care is introducing significant changes to the funding and delivery of aged care services, including those services currently delivered by Glen Eira City Council.

In considering the future of aged care services, Council will be guided by its commitment to deliver ‘Well informed and transparent decisions and highly-valued services’ and that our efforts will support the further development of ‘A healthy, inclusive and resilient community’ as outlined in the Glen Eira Council Plan 2021–2025.

The opportunity to provide feedback concludes on **30 June 2022**.



The Elsternwick Cultural Precinct is a vision to turn Selwyn Street into a first-class cultural centre. A destination for people from all backgrounds. For people who want to explore history, cultural heritage and embrace a new experience.

The project is in the design phase, and to help guide this vision, we will be inviting the community to provide feedback on a range of themes relating to the site, such as materials, planting and public art.

The opportunity to provide feedback concludes on **12 June 2022**.



Provision of public toilets in Glen Eira improves our local amenity — supporting active participation in recreational, social and commercial activity within the municipality for residents and visitors alike. The challenge for Council is to provide a sustainable network of well-located public toilets that provide all users with a convenient, safe and positive experience.

The [draft Public Toilet Plan 2022-27](#) responds to this challenge by providing a series of guidelines for the provision and maintenance of public toilets. The *Plan* also includes public toilet design standards to ensure the facilities meet the expectations of the community and visitors and comply with Australian Standards.

The opportunity to provide feedback concludes on **31 May 2022**.

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>



GLEN EIRA
CITY COUNCIL

Glen Eira City Council

Corner Glen Eira and Hawthorn Roads, Caulfield

Mail address: PO Box 42
Caulfield South, 3162

Phone: (03) 9524 3333
Fax: (03) 9523 0339

mail@gleneira.vic.gov.au
www.gleneira.vic.gov.au

National Relay Service

If you are deaf, hearing-impaired, or speech-impaired, we ask that you call us via the National Relay Service and then ask for (03) 9524 3333.

Online: <https://internet-relay.nrscall.gov.au>
Teletypewriter (TTY): 13 36 77
Speak and Listen: 1300 555 727

Social media

Glen Eira City Council:

www.facebook.com/GlenEiraCityCouncil

@cityofgleneira:

www.instagram.com/cityofgleneira

Glen Eira arts, gallery and events:

www.facebook.com/gleneiraarts

www.instagram.com/gleneiraarts

Glen Eira Leisure:

www.facebook.com/GESACOnline

<https://www.instagram.com/gleneiraleisure>

www.twitter.com/GESACOnline

Glen Eira Libraries and Learning Centres:

www.facebook.com/GlenEiraLibraries

<https://www.instagram.com/gleneiralibraries>

Glen Eira Sustainable Living:

www.facebook.com/sustainablelivinggleneira

Glen Eira Youth Services:

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