



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 JUNE 2022



## Contents

<b>Chief Executive Officer Overview .....</b>	<b>4</b>
<b>Financial Overview .....</b>	<b>5</b>
<b>Financial Sustainability Risk Indicators .....</b>	<b>6</b>
<b>Capital Works Financial Performance .....</b>	<b>7</b>
<b>Capital Works Update .....</b>	<b>8</b>
<b>Progress of Council Action Plan .....</b>	<b>9</b>
<b>WELL INFORMED AND TRANSPARENT DECISIONS AND HIGHLY VALUED SERVICES .....</b>	<b>10</b>
<b>Governance .....</b>	<b>13</b>
<b>Customer Service.....</b>	<b>14</b>
<b>Traffic and Parking.....</b>	<b>15</b>
<b>Community Engagement.....</b>	<b>15</b>
<b>ACCESS TO WELL DESIGNED AND MAINTAINED OPEN SPACES AND PLACES .....</b>	<b>17</b>
<b>Project updates: .....</b>	<b>21</b>
<b>Footpaths.....</b>	<b>22</b>
<b>A LIVEABLE AND WELL PLANNED CITY.....</b>	<b>23</b>
<b>Planning .....</b>	<b>25</b>
<b>A GREEN AND SUSTAINABLE COMMUNITY.....</b>	<b>30</b>
<b>Trees .....</b>	<b>33</b>
<b>Recycling and Sustainability .....</b>	<b>33</b>
<b>A HEALTHY, INCLUSIVE AND RESILIENT COMMUNITY .....</b>	<b>35</b>
<b>Project updates: .....</b>	<b>40</b>
<b>Youth Services .....</b>	<b>41</b>
<b>Children’s Services .....</b>	<b>42</b>
<b>In Home Support .....</b>	<b>44</b>
<b>Libraries .....</b>	<b>44</b>
<b>Glen Eira Leisure (GEL) .....</b>	<b>46</b>
<b>Parking.....</b>	<b>47</b>
<b>Food Safety .....</b>	<b>47</b>
<b>Domestic Animal Management Plan.....</b>	<b>48</b>
<b>Community events – Libraries, Arts and Culture .....</b>	<b>48</b>
<b>Engagement Overview April to June 2022.....</b>	<b>51</b>
<b>Upcoming Projects in the next Quarter.....</b>	<b>53</b>
<b>Glen Eira Community Voice.....</b>	<b>54</b>

## Acknowledgement



## Acknowledgement of Country

Glen Eira City Council acknowledges the Boonwurrung/Bunurong and Wurundjeri 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 final *Quarterly Service Performance Report* for our *Council Plan Action Plan 2021-2022*.

Our 2021-2022 *Annual Action Plan* contained 69 commitments across our five strategic directions. We have successfully delivered 77 per cent of these initiatives despite capacity constraints linked to COVID-19 and ambitious programming.

Each year a state-wide community satisfaction survey is carried out throughout Victoria local government areas. Participation in this survey is optional, but we believe strongly in its value. The survey results showed an improvement in Council's overall performance index score with our four top performing areas customer service, appearance of public areas, recreational facilities and art centres and libraries. Across the board, all of our services were on par or above the metropolitan average. These results pleasingly support the work we have articulated in our *Council Plan*.



Some of the achievements that were successfully delivered include:

- Endorsing the *Community Engagement Strategy 2022-2023*
- Developing the *Climate Conversations* program
- Implementing the Glen Eira *Community Wellbeing Plan 2021-2025*
- Developing our advocacy policy and securing more than \$17 million in Federal election funding commitments
- Establishing a Business and Economic Advisory committee
- Completing our *Great Walking Streets* program
- Investing \$54.54 million in community infrastructure and facilities
- Establishment of our online GlenEira@Home arts and culture program to focus on combining the arts with positive mental health

It is important that we continue to hear from a broad range of community members to help guide our decision making on key projects and we will continue to build on our consultation and engagement methods. I encourage you to participate in these activities to help inform us of your priorities.

We would like to acknowledge and thank our staff and Councillors for their dedication and commitment to ensuring the community has remained front of mind — despite the challenges presented across the year.

We look forward to continuing to work in partnership with our community in the coming year as we rebuild our financial sustainability and set out to deliver the outcomes in our Annual Action Plan 2022-2023.

As always, I welcome any feedback and ideas for how we can improve the information we provide so if you have suggestions, please don't hesitate to contact me via the website at <https://www.gleneira.vic.gov.au/contact-us>

Regards,  
Rebecca McKenzie  
Chief Executive Officer

## Financial Overview

2021-2022 began with further lockdowns that forced the closure of many of council services and reduced our ability to raise income. By the fourth quarter most of our services were able to reopen but our income streams continue to be affected as usage remains below capacity. The operating result for the year was higher than anticipated when the budget was set, and the balance sheet position remains sound, but the cash position is lower than desirable and is being closely monitored.

At the end of June 2022, the performance against budget from ordinary activities showed a favourable variance of \$3.2 million. This includes lower than anticipated income of \$6.6 million mainly due to the loss of user fees during service closures and expenditure was \$9.8 million under budget. This is mainly made up of savings where services could not be provided.

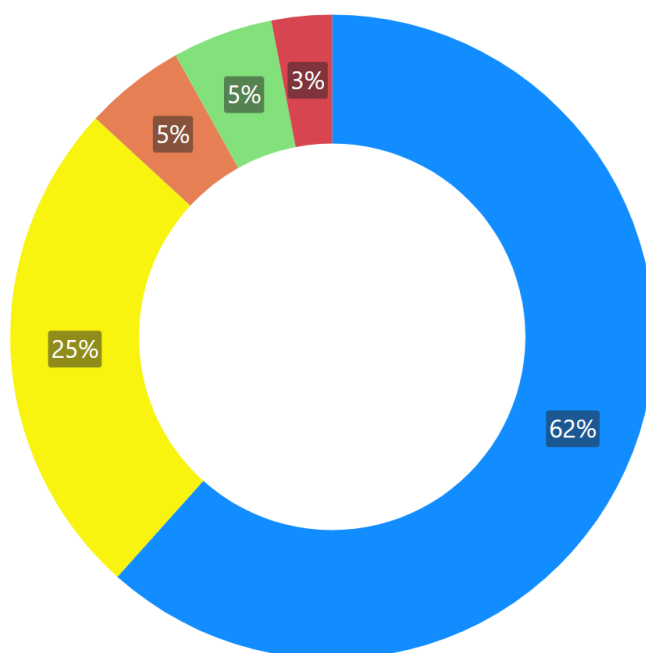
Council's liquidity ratio, a measurement of our financial strength, is 1.02 against our budget of 0.94. This means for every \$1 of current liability, Council has \$1.02 in current assets to meet those commitments. Our cash position has been significantly impacted by the loss of user fee income and this is impacting our internal financing ratio. Both of these indicators are better than budget mainly due to early payment of 2022-23 grants which will in turn have a detrimental effect for the start of the new year.

## Financial Sustainability Risk Indicators

Financial Sustainability Risk Indicators	Audited 2020-2021 Actuals	2021-2022 Annual Budget as at 30 June 2022	Unaudited 2021-22 Actuals	2021-2022 Risk based on Annuals as at 30 June 2022	Comment
<b>Net Result</b> <i>To generate surpluses consistently greater than 0%.</i>	0.29%	5.67%	7.55%	Low	Council is generating positive surpluses.
<b>Underlying Result (%)</b> <i>Ability to generate surplus in the ordinary course of business, excluding non-recurrent capital grants and non-monetary asset contributions to fund capital expenditure from net result. Low risk indicator to be more than 5%.</i>	-2.91%	-0.45%	2.27%	Medium	The low underlying result during 2021-22 is due to our reduced ability to generate fee income during the COVID-19 pandemic.
<b>Liquidity</b> <i>To measure Council's ability to repay short-term liabilities as they fall due. Low risk - indicator is to be greater than 1.0.</i>	1.21	0.94	1.02	Low	Year-end liquidity was slightly higher than anticipated in the budget.
<b>Internal Financing</b> <i>Generating enough cash from operations to fund new assets. Low risk indicator is to be greater than 100%.</i>	43%	60%	67%	High	Council is restricted in generating cash to fund new assets due to the impact of COVID-19.
<b>Indebtedness</b> <i>Lower than 40% relates to the ability to repay debt from own-source revenue.</i>	8.56%	22.87%	6.40%	Low	Council is operating at a ratio of lower than 40%, therefore has the ability to repay debt from own-source revenue.
<b>Capital Replacement</b> <i>To ascertain the level of risk of insufficient spending on asset renewal. Low risk indicator is to be more than 1.5.</i>	1.34	3.31	2.11	Low	Council operates at a low level of risk with respect to capital replacement.
<b>Renewal Gap</b> <i>To ensure there is sufficient spending on Council's asset base. Low risk indicator is to be greater than 1.0.</i>	0.89	2.23	1.12	Low	Council spends sufficient funds on its asset base.

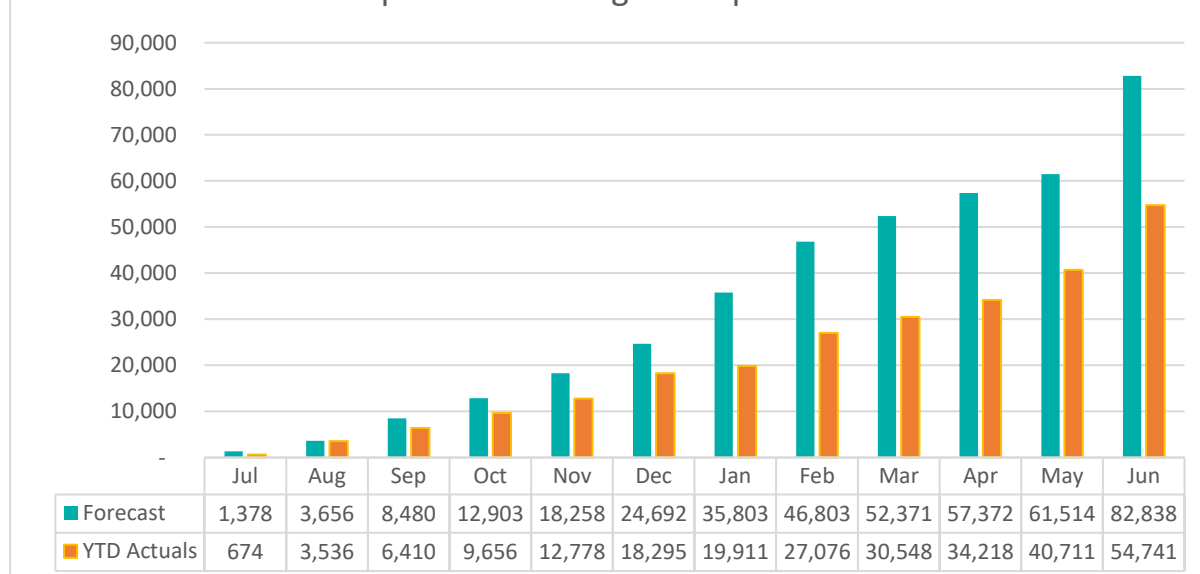
## Capital Works Financial Performance

### Status of Capital Works Program



● Completed ● Slipped ● Deferred ● On Track ● At Risk

### Capital Works Program Expenditure



**Capital monthly performance against budget and forecast - 30 June 2022**

## Capital Works Update

Projects completed this quarter:

### **Pedestrian Safety Program**

Works on a number of sites identified in the Pedestrian Safety Program have been completed. These include the installation of:

- a zebra crossing on Brewer Road, Bentleigh to ensure pedestrian crossing priority;
- new traffic lights installed on Thomas Street, Brighton East; and
- pedestrian refuge island on Kooyong Road, Caulfield and on Inkerman Road/Orrong Grove, Caulfield North making it easier and safer to cross multiple lanes of traffic.

### **Narrow Naturestrip Tree Planting Program**

We have completed two new streetscapes on Edward street and Garden Street, Elsternwick that involved the creation of tree planting pits. These have resulted in over 50 new trees added to locations that were devoid of tree canopy.

### **Empathetic parking bays**

Empathetic parking spaces provide special parking bays for members of the community who have more significant needs for parking. This financial year we provided spaces at 17 public off-street car parks within Glen Eira. Spaces were provided at parks and reserves including; Booran Reserve in Glen Huntly, Caulfield Park in Caulfield North, McKinnon Reserve in McKinnon, Mackie Rd Reserve and King George Reserve in Bentleigh East and Joyce Park in Ormond. Other locations where parking spaces were provided include shopping strips in Bentleigh, Bentleigh East, Carnegie, Caulfield North, Elsternwick, McKinnon and Ormond.

### **Bench seats installation along Council's 'Great Walking Streets'**

Council has installed 13 bench seats along the streets identified in our *Great Walking Streets Strategy*. 10 of the bench seats were refurbished by the Bentmoor Community Men's Shed. Some of the streets include:

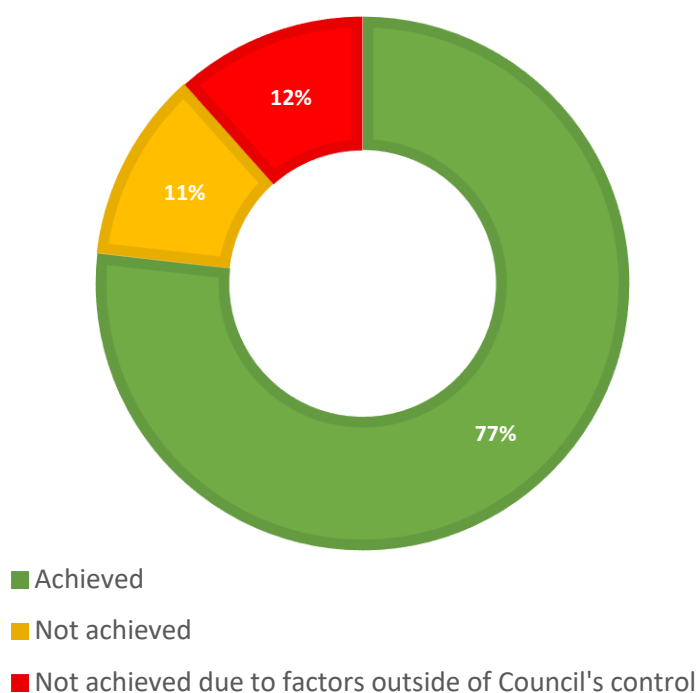
- Coorigil Road, Carnegie
- Balaclava Road, Caulfield
- Patterson Road, Bentleigh
- Glen Huntly Road, Elsternwick

## 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 AGAINST COUNCIL PLAN ACTIONS



# WELL INFORMED AND TRANSPARENT DECISIONS AND HIGHLY VALUED SERVICES




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

STRATEGIC PRIORITY	ACTION	PROGRESS UPDATES AS AT 30 JUNE 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 endorsed at the Ordinary Council Meeting on 5 April 2022.	
	1.1.2 Maintain or increase satisfaction with Council's communication and community engagement	Community satisfaction with consultation and engagement increased from 58 per cent in 2021 to 60 per cent in 2022.	
We will proactively communicate with the community about changes that impact them and genuinely listen to their feedback	1.2.1 Invest in customer-focused improvements to our online communication platforms including our websites and social media channels	We continued to improve the user experience of our website and online transactions. This included completing improvements to the Classified Tree Register and reviewing the dashboards for the Quarterly Service Performance Report. We improved accessibility and updated the content based on the review undertaken.	
	1.2.2 Develop a dedicated Project Updates webpage providing the community with regular updates about our capital works program	A Council Projects webpage is available on our website to keep the community informed on our current projects. We also inform and engage with the community about projects on our Latest News page and the Have Your Say website.  We continue to improve our website to make it more user-friendly and review content provided by departments across Council.	
	1.2.3 Community engagement tools and technology platforms are reviewed and improved	We completed an assessment of the current suite of engagement and survey tools in June 2022. We experienced delays in delivering improvements due to resourcing limitations, and the need to consult more widely to ensure the selected solution is fit for our purposes. We expect to complete this by December 2022.	

	1.2.4 Review our community and customer newsletters to simplify language and improve accessibility	All Council newsletters that are distributed to the community were reviewed and updated to simplify language and improve accessibility.	
	1.2.5 Develop an <i>Advocacy Framework</i> to support advocacy priorities	The new <i>Advocacy Policy</i> was adopted in March 2022. Council also endorsed a set of advocacy priorities for 2022–23 which informed advocacy efforts during the federal and upcoming state government elections.	
We will consider a broad base of evidence before making decisions	1.3.1 Commence implementation of the <i>Integrated Strategic Planning Framework</i> and deliver the first year of actions	<p>We commenced implementation of the <i>Integrated Strategic Planning Framework</i>. Activities completed include:</p> <ul style="list-style-type: none"> <li>- the establishment of governance arrangements;</li> <li>- developing capacity and understanding within the organisation of the <i>Framework</i>; and</li> <li>- ensuring all new strategies proceed through the established endorsed process.</li> </ul> <p>Work is currently underway to ensure all current strategies appear on the Council website for transparency for the community. We are looking at ways we can make the page engaging and informative.</p>	
	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 was not progressed as the endorsement of the supporting <i>Technology and Digital Strategy</i> was not completed before the end of the financial year. The data governance framework and supporting activities will proceed in the 2022–23 financial year following the endorsement of the <i>Strategy</i> . Capital funding has been allocated to begin the process.	
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>In the last year, we focused on reviewing our rates and valuations function and identified a number of recommendations will deliver greater efficiency within our teams, while improving our customer's experience and service we provide.</p>	

	1.4.2 Deliver the first year of actions under the <i>Customer Experience Strategy</i>	<p>Our first year actions delivered under the <i>Customer Experience Strategy</i>, included:</p> <ul style="list-style-type: none"> <li>- the internal publication of our <i>Customer Charter</i>, developed in collaboration with staff and our customers, which outlines the service levels we commit to;</li> <li>- evaluation of customer experience via our Customer Service Centre, including surveying customers post-interaction to identify areas for improvement;</li> <li>- delivery of an updated customer experience training module as part of employee induction;</li> <li>- refinement of the process of requests submitted through Snap Send Solve, improving response times through system integrations; and</li> <li>- improvements to our Contact Us page on our website to simplify and streamline requests made through that channel.</li> </ul>	
	1.4.3 Deliver a <i>Smart Cities Framework</i> and Implementation Plan to guide how we use technology and data to plan and deliver services	<p>This action was partially delivered.</p> <p>We engaged with the community on the development of our <i>Smart Cities Framework</i> in February 2022.</p> <p>The <i>Smart City Roadmap</i> was endorsed by Council in March 2022 and work is now underway to develop the Implementation Plan.</p> <p>Some of the key community priorities we are working on include improved resource management, city mobility, safety and health services, and continuing to work with a transparent and hands-on Council.</p>	
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	<p>Online engagement was completed in November 2021, and deliberative panel sessions were held on 28 November and 5 December 2021. An outcomes paper was presented to Councillors in December and this information assisted with decisions during the budget process.</p> <p>On 26 April 2022, Council resolved to advertise the proposed <i>Budget 2022–2023, Long-Term Financial Plan 2022–2023 to 2031–2032</i> and the <i>Revenue and Rating Plan 2022–2023 to 2025–26</i> for community feedback. We held two public information sessions and presented the <i>Budget</i> to the Youth Advisory Committee. The proposed <i>Budget</i> was advertised on Council's media platforms and was open for feedback from 28 April until 27 May 2022.</p>	

		Four submissions to the <i>Budget, Long-Term Financial Plan</i> and <i>Revenue and Rating Plan</i> were received and responses were sent to the submitters. The submissions were considered at the Ordinary Council Meeting on 7 June 2022. The <i>Budget 2022–2023, Long-Term Financial Plan</i> and <i>Revenue and Rating Plan</i> were 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 <i>Local Government Act 2020</i>	<p>A review of policies was completed. All policies required under the <i>Local Government Act 2020</i>, covering matters such as community engagement, CEO employment and public transparency have been adopted.</p> <p>In accordance with Council's <i>Public Transparency Policy</i>, all policies are now publicly available on our website.</p>	



Achieved



Not  
achieved



Not achieved due to  
factors outside of  
Council's control

## Governance

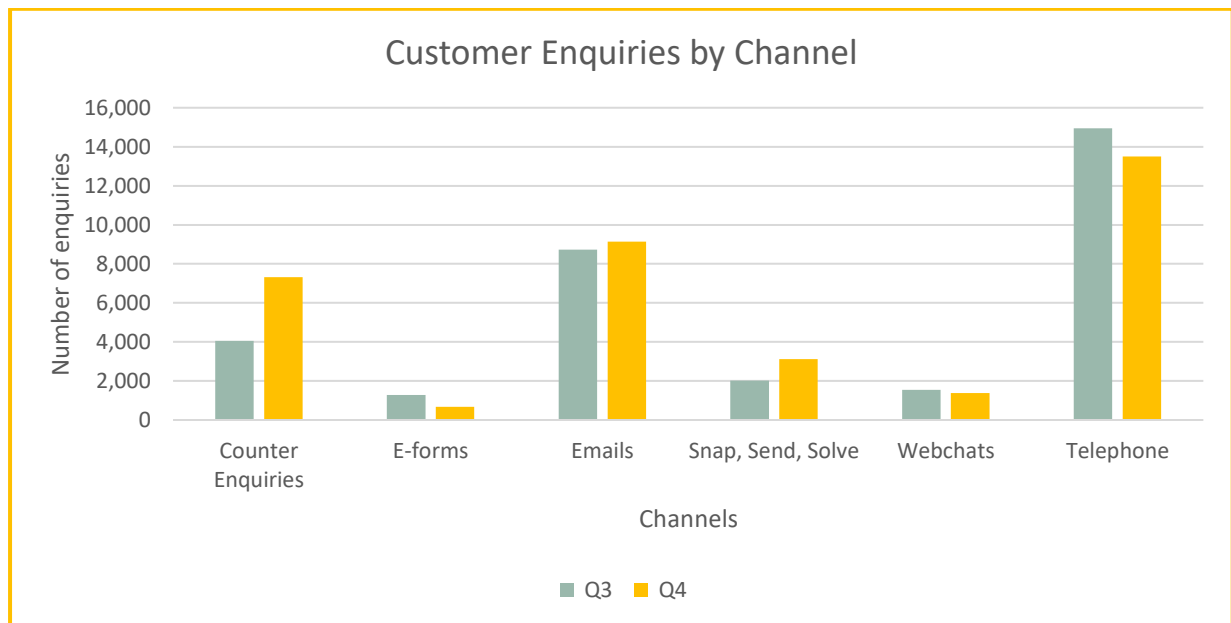
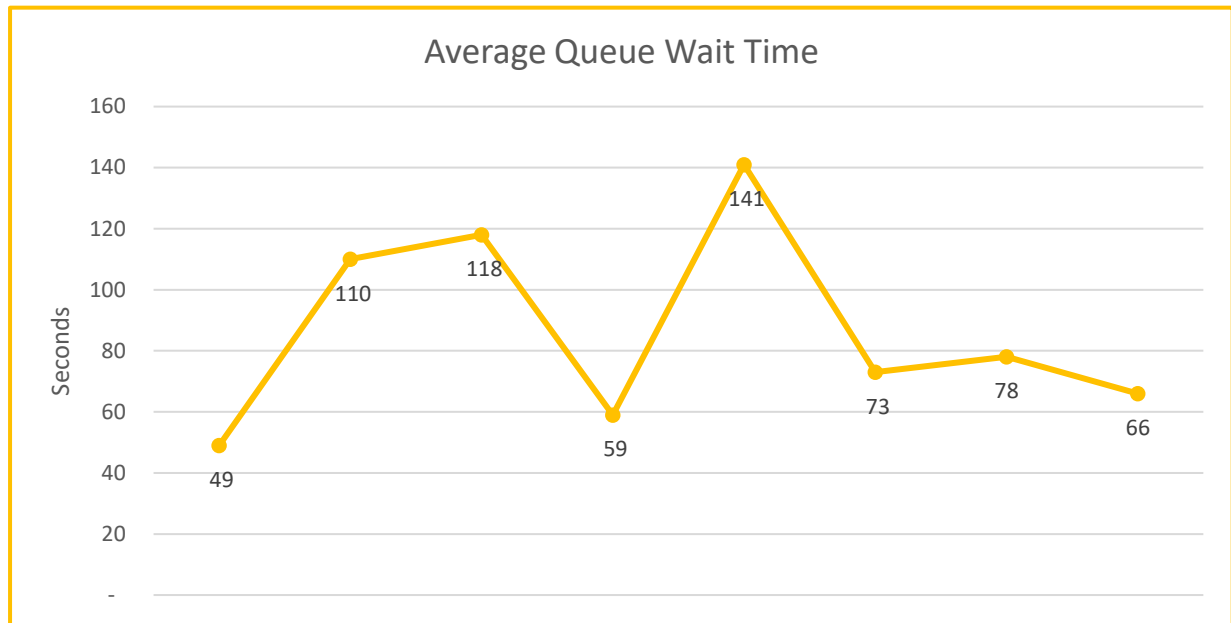
### PUBLIC QUESTIONS TO ORDINARY [COUNCIL MEETINGS](#) – 1 April to 30 June 2022

Metric	Quantity
Average time taken to reply to public questions taken on notice at Ordinary Council meetings	0 days
Number of Ordinary Council meetings	5
Number of public questions asked at Ordinary Council meetings	23
Number of Public questions ruled inadmissible at Ordinary Council meetings	2
Public questions answered following Ordinary Council meetings (person submitting question not present and/or public question taken on notice)	15

### Unethical practice by integrity agencies

Metric	Quantity
Reported findings of unethical practice by integrity agencies	0

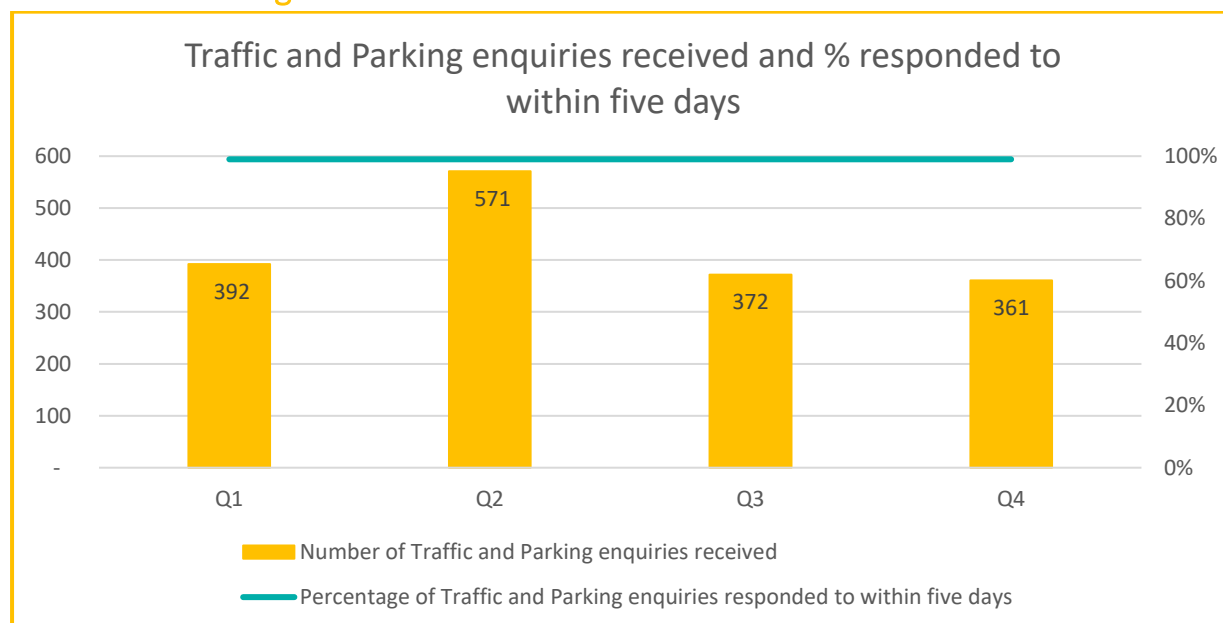
## Customer Service



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.

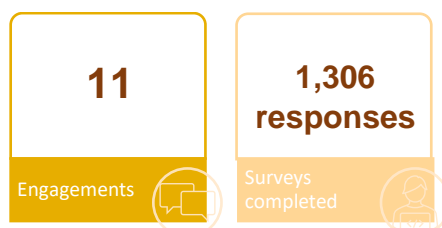
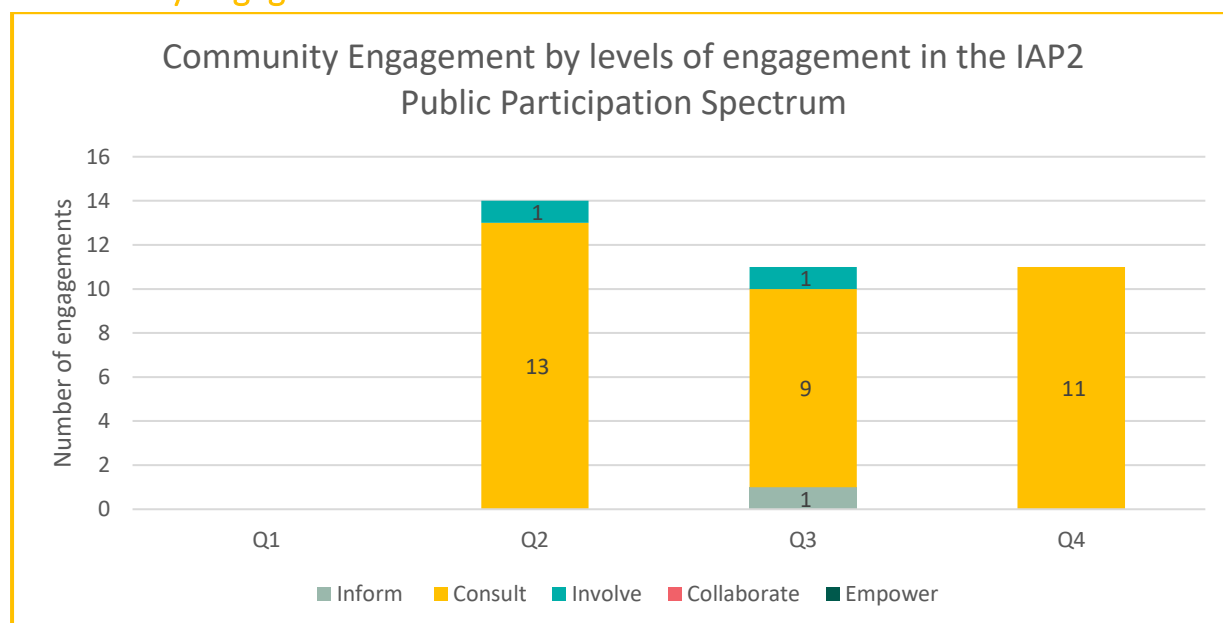
Since the introduction of these channels, the average queue wait time for calls to be answered has dropped.

## Traffic and Parking



The number of traffic and parking enquiries remains consistent. We continue to respond to 99 per cent of enquiries within five business days.

## Community Engagement



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. All were on the 'Consult' level, where the community had the opportunity to have their say on projects such as the *Integrated Water Management Plan* by means of survey and online information sessions, the *Living and Aging Well in Glen Eira* by means of survey, pop-up events and online forums, focused discussion groups and face to face CALD events, *Our Draft Circular Economy Plan for Glen Eira* by means of surveys, online information session, pop-up events and focus groups and the *Proposed Budget, Financial, Revenue and Rating Plan* by means of online information sessions, survey/submissions and the *Community Voice Survey*.

*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.*

STRATEGIC PRIORITY	ACTION	PROGRESS UPDATES AS AT 30 JUNE 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 \$26.9 million target over four years	<p>We invested nearly \$12 million during 2021–22 in new open space, which has included the 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>We negotiated the progressive acquisition of selected properties adjacent to the rail corridor in Carnegie with the State Government.</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>	
	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 from the community to inform the development of a draft <i>Mackie Road Reserve Masterplan</i>.</p> <p>Following the community engagement, Council endorsed the final <i>Mackie Road Reserve Masterplan</i> on 28 June 2022.</p>	
We will develop, improve and maintain the amenity of our public places and precincts	2.2.2 Complete the redevelopment of Lord Reserve Pavilion in Carnegie	<p>The external brickwork façade and window glazing at the Lord Reserve Pavilion was completed and internal works continue to progress.</p> <p>Due to high demand for labour and materials across the construction industry, some internal works have been impacted by delays. The delays are closely monitored and we estimate that the target completion date will be beginning of October 2022.</p>	

	2.2.3 Commence the Carnegie Memorial Swimming Pool redevelopment	<p>This project has been on hold while the Heritage Council Victoria considers an application for protection. A Heritage Council hearing was conducted on 17 May 2022 and a decision is expected by 17 August 2022. Assuming a favourable hearing decision, a tender will follow with a view to awarding the contract by the end of the year.</p> <p>An expression of interest to attract suitable builders was advertised, with an evaluation to produce a shortlist for tender candidates underway.</p>	
	2.2.4 Commence construction of the Bentleigh Eat Street Precinct project	<p>Stage 1 of construction on the <i>Bentleigh Eat Street Precinct</i> progressed during 2021–22 and is set to continue throughout August 2022. The steel structure for the second shelter was installed and the staircases including handrails completed. The remaining works in Stage 1 include installation of the second shelter, seating, tables and the opening of the Daley Street car park which is anticipated to be open in April 2023.</p> <p>The project is facing challenges with shortage in material and labour due to COVID-19. Stage 2 was scheduled to start at the end of July 2022.</p>	
	2.2.5 Complete the design of the Selwyn Street Cultural Precinct project in Elsternwick	<p>This action was partially delivered.</p> <p>The concept design was completed in March 2022. Community engagement on the concept design took place from 3 May to 12 June 2022. Feedback is being reviewed and a report will be presented to Council on 30 August 2022. The detailed designed phase is scheduled for September to December 2022.</p>	
	2.2.6 Deliver the annual program of works on our footpaths and road assets	<p>The Footpath Program 2021–22 was completed, with \$1.873 million of works delivered. The local road resurfacing program for 2021–22 was also completed.</p> <p>All road reconstruction projects within the 2021–22 program commenced, with a small number of commitments carried forward to the 2022–23 financial year.</p> <p>This includes the Powderham Road, Caulfield North reconstruction which was delayed due to supply and material shortages and will be completed in the first half of 2022–23.</p> <p>Council completed the condition assessment for all roads and footpaths, which is completed on a four-year cycle to develop the works program for 2022–23.</p>	
	2.2.7 Commence delivery of the Great Walking Streets project	<p>Council successfully secured \$500,000 from the Federal Government and contributed \$200,000 towards projects to improve the condition of our footpaths on high pedestrian streets.</p>	

		<p>The <i>Great Walking Streets Project</i> aims to identify and remove footpath hazards to further encourage outdoor exercise and improve both physical and mental health.</p> <p>Works to remove tripping hazards and improve the overall condition of footpaths were completed on the Great Walking Streets below:</p> <ul style="list-style-type: none"> <li>• Patterson Road, between Nepean Highway and Jasper Road;</li> <li>• McKinnon Road, between Thomas Street and Tucker Road;</li> <li>• Koornang Road, between Dandenong Road and North Road;</li> <li>• Glen Huntly Road, between Bamba Road and Truganini Road;</li> <li>• Tucker Road, between North Road and Centre Road and</li> <li>• Neerim Road, between Murrumbena Road and Poath Road.</li> </ul>	
	2.2.8 Consult the community on proposals for the construction of two new multi-storey commuter carparks in Bentleigh and Elsternwick, funded through the Federal Government's Urban Congestion Fund	<p>Feasibility and site due diligence outcomes for the construction of the two new multi-storey carparks were presented to Councillors in May 2022. Community consultation on the outcomes of feasibility was undertaken from 30 May to 30 June 2022.</p> <p>Community feedback is being reviewed and a report will be presented to Council on 30 August 2022.</p>	
We will provide improved access to a mix of passive and active spaces that are inclusive, fit-for-purpose, flexible and adaptable to meet the needs of our diverse community, now and in the future	2.3.1 Deliver upgrades to the playgrounds at Princes Park, Caulfield South and Rosanna Street Reserve Carnegie	<p>Redevelopment of 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> <p>Redevelopment of Princes Park, Caulfield South play space commenced in December 2021 and will be completed in September 2022. Works have been delayed due to materials supplies, labour shortages and wet weather.</p>	

	2.3.2 Engage with the community to inform the future design of Packer Park, Carnegie and Centenary Park, Bentleigh East Playgrounds	<p>Following the first phase of community engagement on the design of Packer Park in September 2021, a new concept design was produced and a second round of community engagement undertaken from 4 February to 7 March 2022 to gain feedback.</p> <p>At the 17 May 2022 Ordinary Council Meeting, Council endorsed the revised play space concept design and authorised officers to commence detailed design.</p> <p>Community engagement on the concept design for the Centenary Park, Bentleigh East upgraded play-space ran from on 1 December 2021 to 31 January 2022. Following this a report was presented at the Ordinary Council Meeting on 15 March 2022, where Council endorsed the playground design and authorised officers to commence detailed design.</p>	
	2.3.3 Construct a new shelter and living garden at Caulfield Park, Caulfield	Installation of the new shelter was completed in early May 2022. The living garden and other associated landscaping works are underway and will be completed in August 2022. Works were delayed due to materials supplies, labour shortages and wet weather.	
	2.3.4 Deliver a viewing deck adjacent to the lake at Caulfield Park, Caulfield	Works have commenced and will be completed by October 2022. Works have been delayed due to materials supplies, labour shortages and wet weather.	
	2.3.5 Deliver programs to improve the look and feel of our activity centres	<p>To improve the look and feel our activity centres, we:</p> <ul style="list-style-type: none"><li>- completed the Round 3 of the <i>Parklet Program</i>, which saw 20 parklets installed across Glen Eira;</li><li>- converted the Godfrey Street, Bentleigh carpark into the Bentleigh Urban Living Space; and</li><li>- completed the artwork installation on the Elsternwick Rail Bridge.</li></ul>	
	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	<p>This action was partially delivered.</p> <p>An annual report identifying improvement opportunities for the Elsternwick and Carnegie activity centres has been prepared and improvement works have commenced.</p> <p>The annual report of the Bentleigh activity centre has been delayed and will be completed in July 2022.</p>	
	We will seek innovative approaches to increasing access to open space through partnerships and	2.4.1 Increase advocacy, partnerships and agreements with other	Council adopted an <i>Advocacy Policy</i> and advocacy priorities for 2022–23 in March 2022. Work to strengthen partnerships and agreements is now underway. The advocacy program produced strong

multipurpose design and find ways to unlock access to open space owned by others.	organisations for access by Glen Eira residents	results in the 2022 federal election with Council securing over \$17 million in funding promises, including \$15 million for the redevelopment of the Carnegie Memorial Swimming Pool, which was the highest advocacy priority.	
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Achieved



Not achieved



Not achieved due to factors outside of Council's control

## Major initiatives

### Project updates:

#### Bentleigh Eat Street

Stage 1 of construction on the Bentleigh Eat Street Precinct is set to continue throughout August 2022. The steel structure for the second shelter has been installed and the staircases including handrails are completed. The carpark has been opened to through traffic. The remaining works in Stage 1 include installation of the second shelter, seating, tables and the opening of the Daley Street carpark which is anticipated to be open in April 2023.

The project is facing the challenges of shortage in material and labour due to the effects of COVID-19 on the construction industry. Stage 2 is planned to start at the end of July 2022.



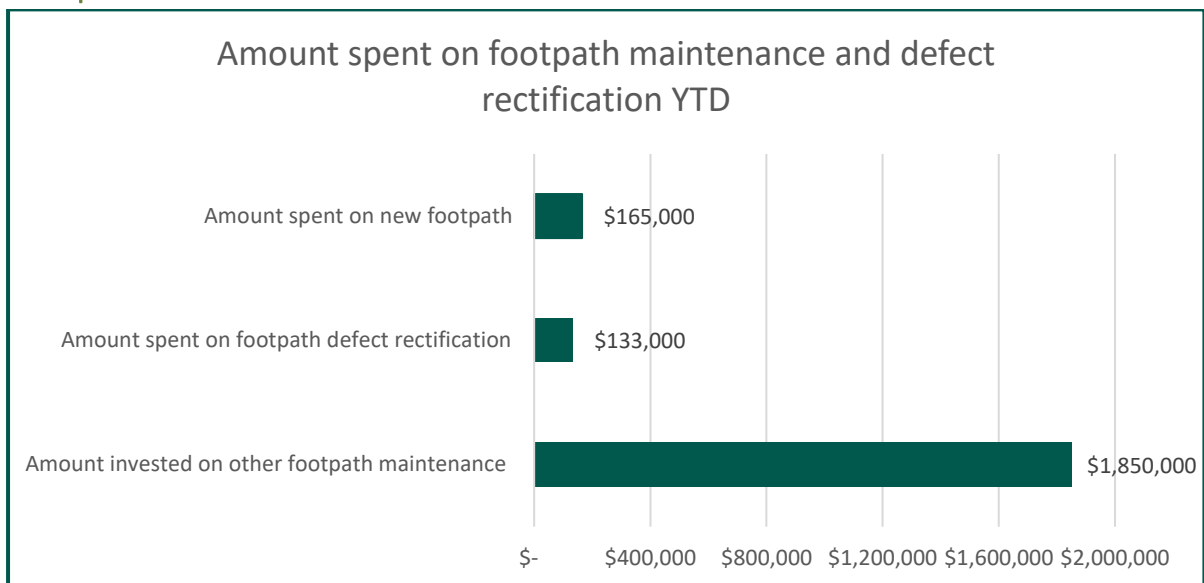
Eat Street construction: civil works and light pole installation at the back of the plaza area.

#### Lord Reserve Pavilion development

The external brickwork façade and window glazing at the Lord Reserve Pavilion are completed and internal works continue to progress. Floors to all amenities have been waterproofed. The kitchen joinery, internal linings and door installation are in progress.

Due to high demand for labour resources and materials across the construction industry, some internal works have been impacted by delays. The delays are being closely monitored by Council and we estimate that the target completion date will be beginning of October 2022.

## Footpaths








A total of \$1,983,000 was spent on maintaining and completing defect rectification works on our footpaths this year.

# 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.*

STRATEGIC PRIORITY	ACTION	PROGRESS UPDATE AS AT 30 JUNE 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>Work progressed on our structure planning program and we presented the following plans for Council's consideration:</p> <ul style="list-style-type: none"> <li>- The draft <i>Housing Strategy</i> was endorsed by Council in February 2022.</li> <li>- The <i>Glen Huntly Structure Plan</i> endorsed by Council in September 2021.</li> <li>- The draft <i>Caulfield Structure Plan</i> was endorsed by Council in February 2022.</li> <li>- The <i>Caulfield South</i> and <i>Caulfield Park Built Form Frameworks</i> were completed and authorised by the State Government for exhibition in June 2022.</li> </ul>	
	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 on 23 November 2021. The <i>Caulfield South</i> and <i>Caulfield Park Built Form Frameworks</i> were authorised by the State Government for exhibition in June 2022.	
	3.1.3 Improve the communication and engagement we undertake with the community about our role in planning	In recognition of people's differing preferences regarding community engagement following the pandemic, we continued to review and improve our communication and engagement activities to ensure we broaden our reach with the community. We 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 for the <i>Housing Strategy</i> engagement that enabled people to easily find their area of interests and have also linked associated material for further ease of access. To maximise our reach to the community, we also increased our communication activity on our social media channels.	

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. Complementing the six-week consultation period were events such as a webinar and an in-person Town Hall Meeting. Community consultation closed on 15 May 2022 and all feedback is currently being reviewed in preparation for the final <i>Housing Strategy</i> to be presented to Council in late 2022.	
	3.2.2 Implement Year 3 of the <i>Social and Affordable Housing Strategy 2019–2023</i>	Eight actions (89 per cent) were completed for Year 3 of the <i>Social and Affordable Housing Strategy</i> . This work included identifying Council's plans for improving the availability of social and affordable housing and our role in developing 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>	In 2021–22, we completed the Rosstown Rail Trail concept design. The <i>Inkerman Road Safe Cycling Corridor</i> project is proceeding to agreed timeframes and the <i>Street Design Guidelines</i> was completed and endorsed by Council in June 2022 for the purpose of community consultation.	
We will support and facilitate local job creation by enhancing our activity centres to be thriving and vibrant hubs	3.4.1 Progress the preparation of a <i>Place Making Framework</i>	A draft <i>Local Economy and Place Making Framework</i> is currently being prepared. Initial consultation with stakeholders was undertaken in March 2022 and the resultant draft will be presented to Council towards the end of 2022.	
	3.4.2 Establish a Business and Economy Advisory Committee	The Business and Economy Advisory Committee was established by Council in February. The first Committee meeting was held on 31 March 2022.	



Achieved

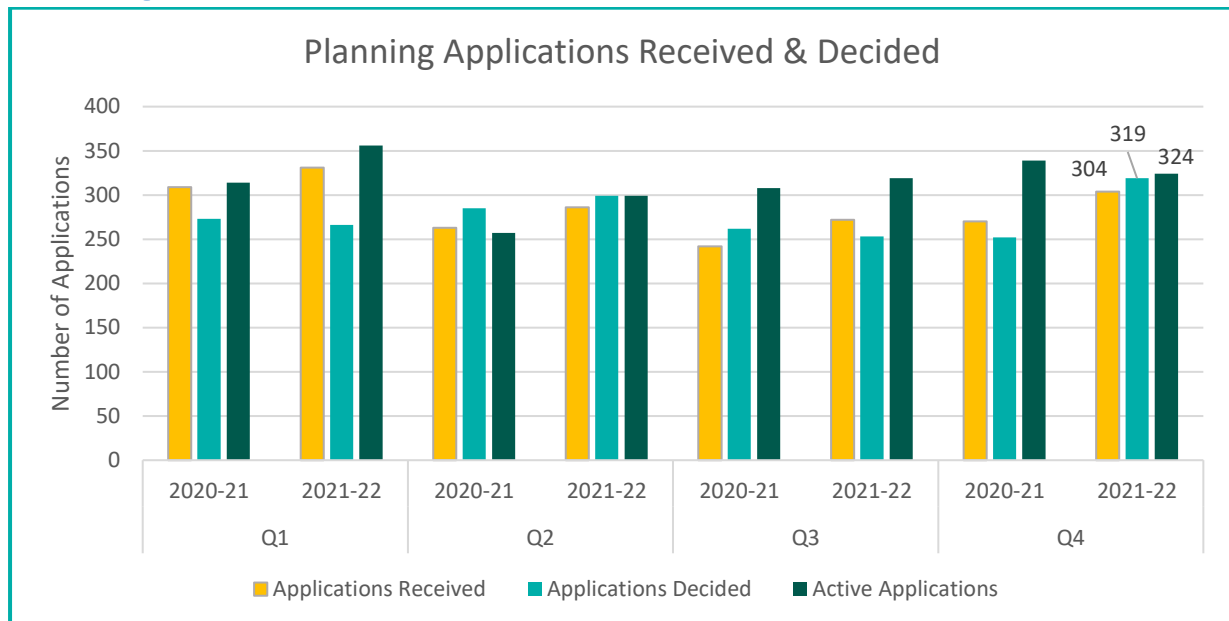


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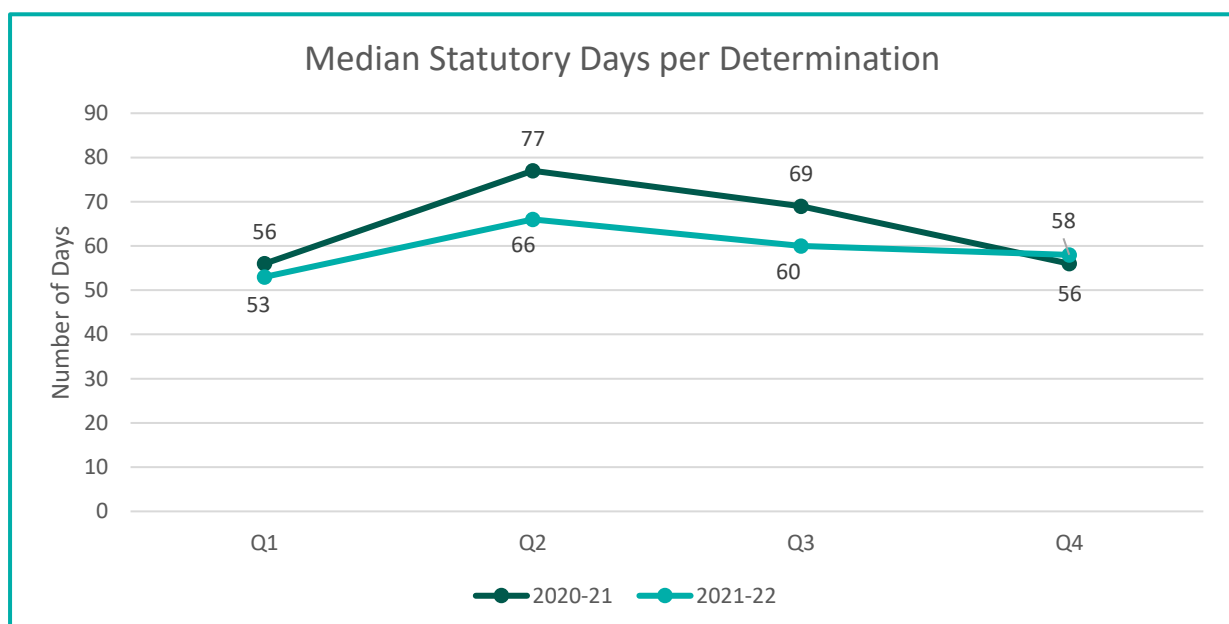


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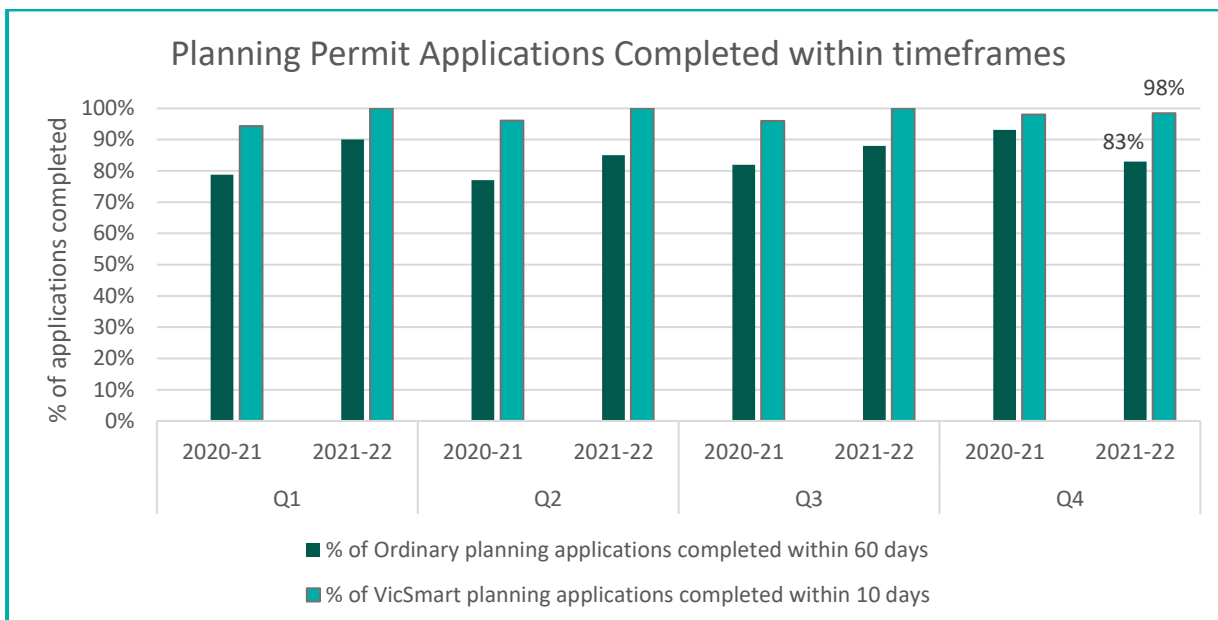
## Planning



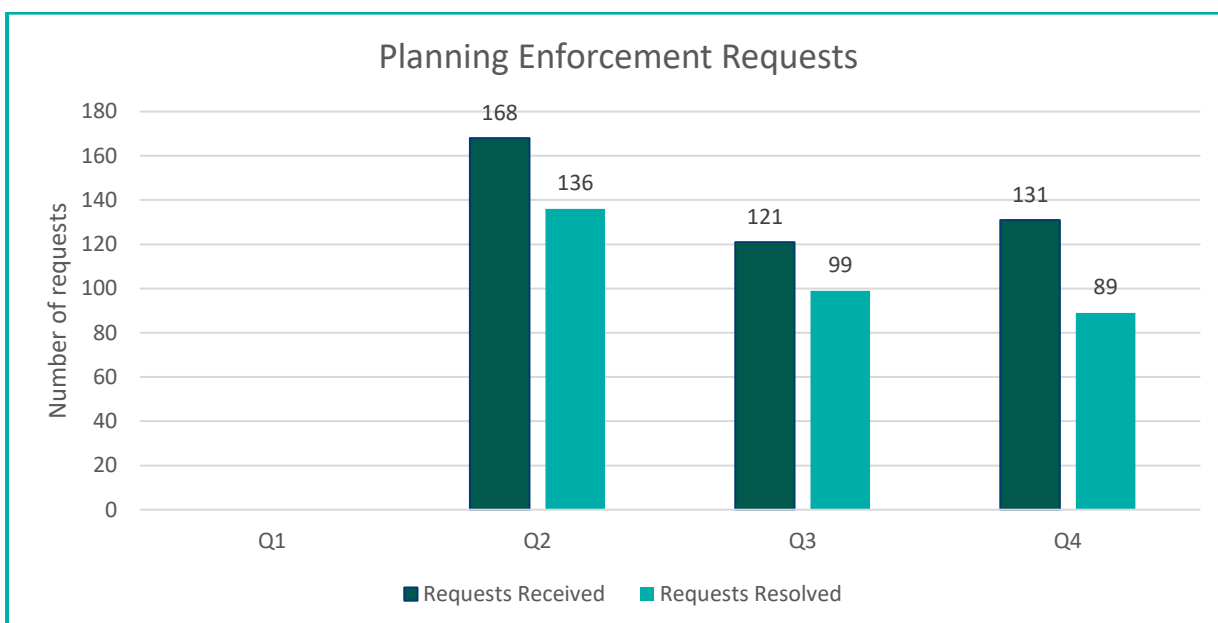
The trend in relation to the number of applications received and determined has not materially changed from previous quarters. The workload remains sustainable and Glen Eira continues to deliver one of the most efficient planning permit functions in the State.



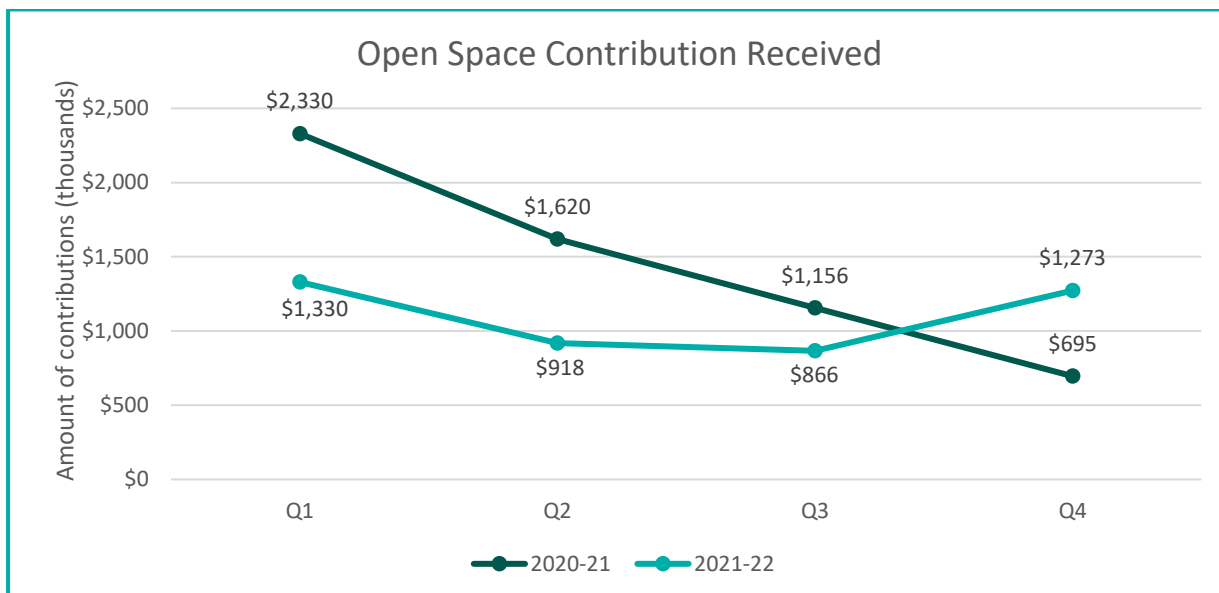
The median statutory days continues to be low due to the efficient management of planning permit applications and a focus of staff to resolve matters quickly. When this is compared with the median days of other metropolitan Councils as part of the State Government reporting requirements, Glen Eira has a median that is 36 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 25 per cent higher for completion rates of regular planning permit applications and 30 per cent higher for VicSmart planning permit applications.

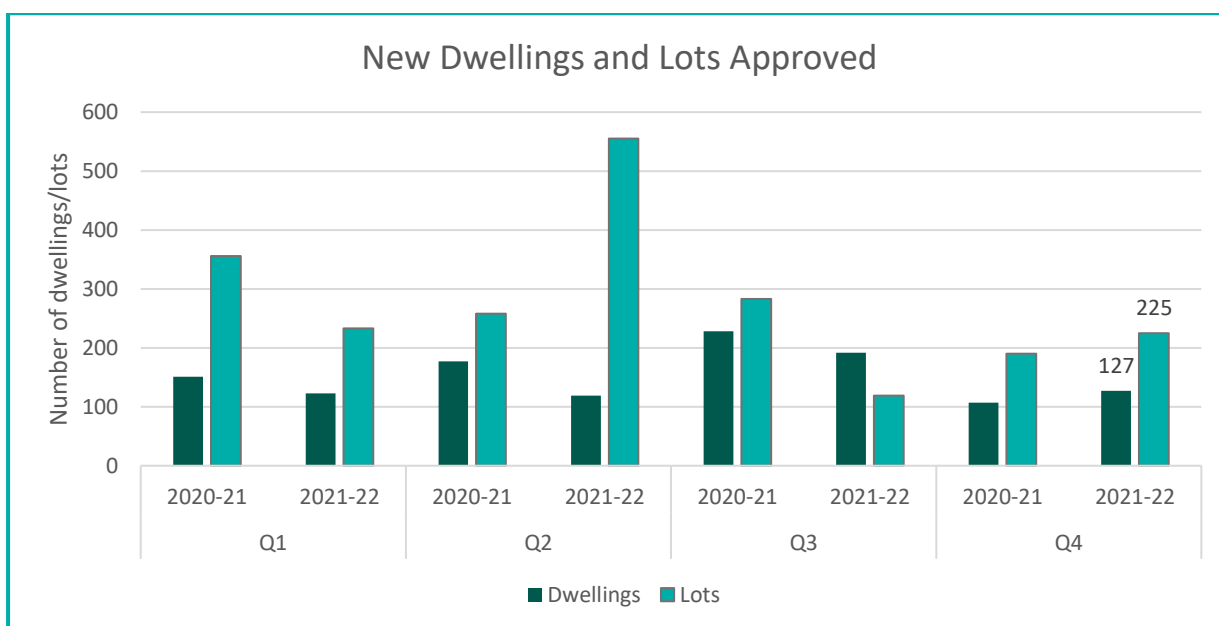


The number of reported planning breaches has reduced over the last quarter. All reported breaches are investigated and if substantiated, will be subject to enforcement action to resolve the breach.



Open space contributions have been steady for each quarter and are tracking well against the forecast budget amount.

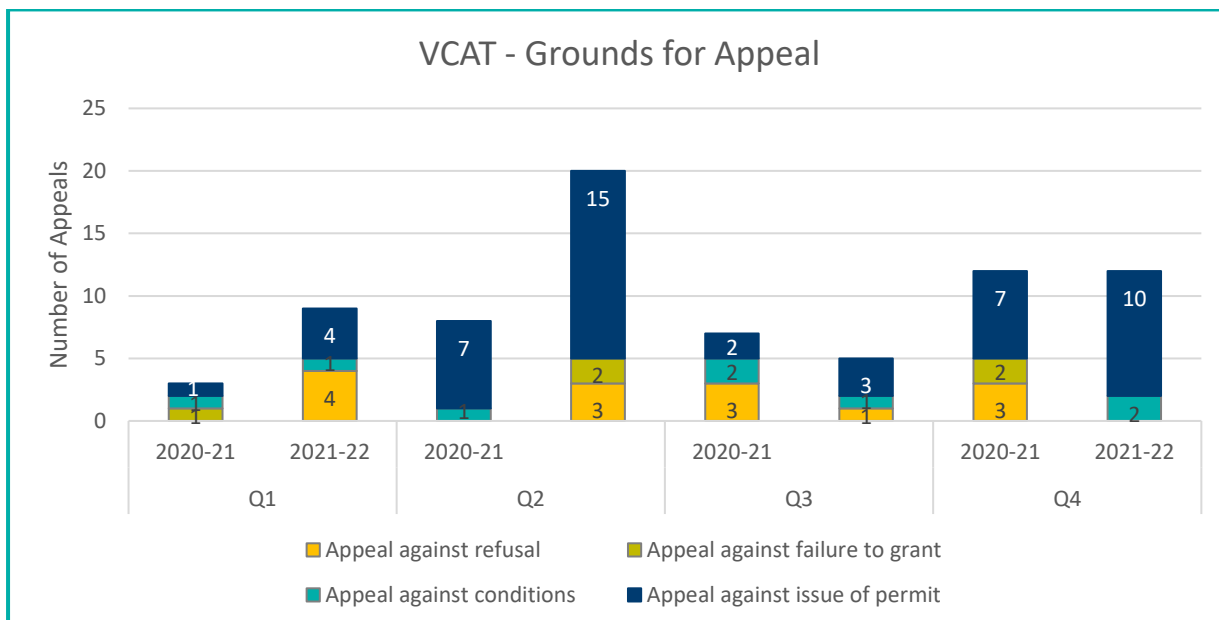
*Council collects a public open space contribution when prescribed types of land is subdivided. This public open space contribution is held by Council in reserve and can only be spent to purchase new land to be used as open space (ie. a Council park) or to upgrade existing open space. This Quarterly 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)



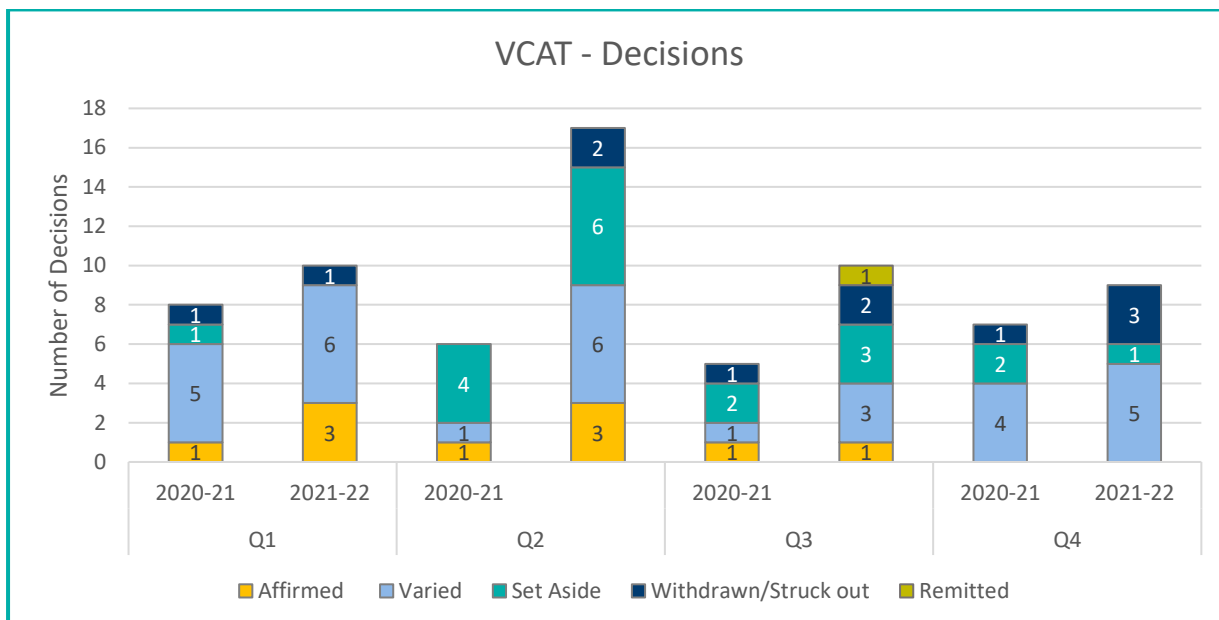
The data shows that there continues to be a higher proportion of appeals against the issue of a planning permit. This is a trend that we understand is common for many other municipalities. This will continue to be monitored to understand if there are reasons contributing to this.

*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*




## STRATEGIC DIRECTION FOUR:

# A GREEN AND SUSTAINABLE COMMUNITY



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

STRATEGIC PRIORITY	ACTION	PROGRESS UPDATES AS AT 30 JUNE 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	We actively advocated for funding and policy commitments to support urgent and tangible climate action. In March 2022, Council adopted its priority advocacy projects 2022–23, with climate and sustainability as one of its four priority areas.	
	4.1.2 Incorporate environmentally sustainable design requirements into Council building and infrastructure projects where appropriate	We incorporated Environmentally Sustainable Design (ESD) requirements in projects such as the permeable footpath trial in Dromana Avenue, Bentleigh East. The footpath is constructed using 50 per cent recycled content aggregate, will decrease storm water runoff, and is light in colour, which will reduce urban heat affects.	
	4.1.3 Consideration of climate change is embedded into integrated strategic planning and reporting processes	Climate change has been included in the <i>Integrated Planning and Reporting Framework</i> process through the quarterly services performance report, business plans and reporting on the outcomes and achievements of the <i>Our Climate Emergency Response Strategy</i> .	
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	We developed and engaged with 27 community members through 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>	Endorsement of the <i>Circular Economy Plan</i> was delayed to ensure appropriate engagement with stakeholders and community feedback incorporated into the final proposed <i>Plan</i> . Community consultation on the draft <i>Plan</i> was completed in June 2022, and further engagement with internal stakeholders and First Nations people remains ongoing. The <i>Circular Economy Plan 2022–</i>	

		2026 is scheduled to be considered at the 20 September 2022 Ordinary Council Meeting.	
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>	We are working towards achieving our targets in relation to tree canopy and our biodiversity footprint through the City. Tree planting initiatives delivered in Lord Reserve and Koornang Park in Carnegie have seen a further 170 new canopy trees planted. This will increase tree canopy at both locations by 45 per cent when the trees reach maturity. From a biodiversity perspective, we prepared over 1,000 square metres of understory biodiversity planting beds that will enhance one of our remnant natural park areas in the southern end of Boyd Park.	
	4.3.2 Progress our annual tree planting program and deliver on our 2021–22 planting commitments	<p>Council planted 1,008 new and replacement trees across streets and parks throughout our City in 2021–22. Tree planting was slightly down from last year due to the COVID-19 restrictions and shortages in resource.</p> <p>We have completed two new streetscapes that involved the creation of tree planting pits; these have seen over 50 new trees added into locations that were previously devoid of tree canopy. With current supply issues for tree stock, we have also pro-actively ordered over 1,000 new trees that will be planting by the end of 2022.</p> <p>We also prepared over 2,500 square metres of urban biodiversity garden beds for future planting.</p>	
	4.3.3 Neighbourhood Character Statements are updated to reinforce the importance of vegetation as a core element of preferred neighbourhood character	Existing and Preferred Neighbourhood Statements were prepared as part of the draft <i>Housing Strategy</i> endorsed by Council for consultation in February 2022.	
	4.3.4 Deliver community projects that expand and support plantings on private land, in identified hotspots and areas with limited natural landscape	We are working to identify communities that live in streets and neighbourhoods with a high level of vulnerability to climate impacts such as heatwaves and will engage, educate and support these residents to take proactive action to reduce these impacts, including increasing tree planting on both public and private land. It was anticipated that the initial locations would be identified and engaged in June 2022; this has been delayed due to capacity constraints and communities in pilot locations will now be identified and engaged in the second half of 2022. Learnings from these locations will guide future engagements we undertake elsewhere in Glen Eira.	

		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	We are liaising with emergency management agencies, and service providers involved in emergency management to identify, engage with and support residents who are vulnerable to climate change impacts. We will expand this engagement through our place-based engagement model to include communities that live in streets and neighbourhoods with a high level of vulnerability to climate impacts.	
	4.4.2 Develop initiatives to support population groups with higher vulnerability to support them to improve their safety during extreme weather	<p>Initiatives to support vulnerable population groups have been developed including:</p> <p>A letter about heatwave / extreme heat was sent to all active Commonwealth Home Support Program and Home and Community Care clients 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.</p> <p>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.</p>	
	4.4.3 Develop <i>Integrated Water Management Plan</i>	The Glen Eira <i>Integrated Water Management Plan / Dhumbali W'urneet Gadhaba</i> was adopted by Council in June 2022. The Plan outlines Council's approach to water management and the specific actions we will take to manage water in our environment.	



Achieved



Not achieved

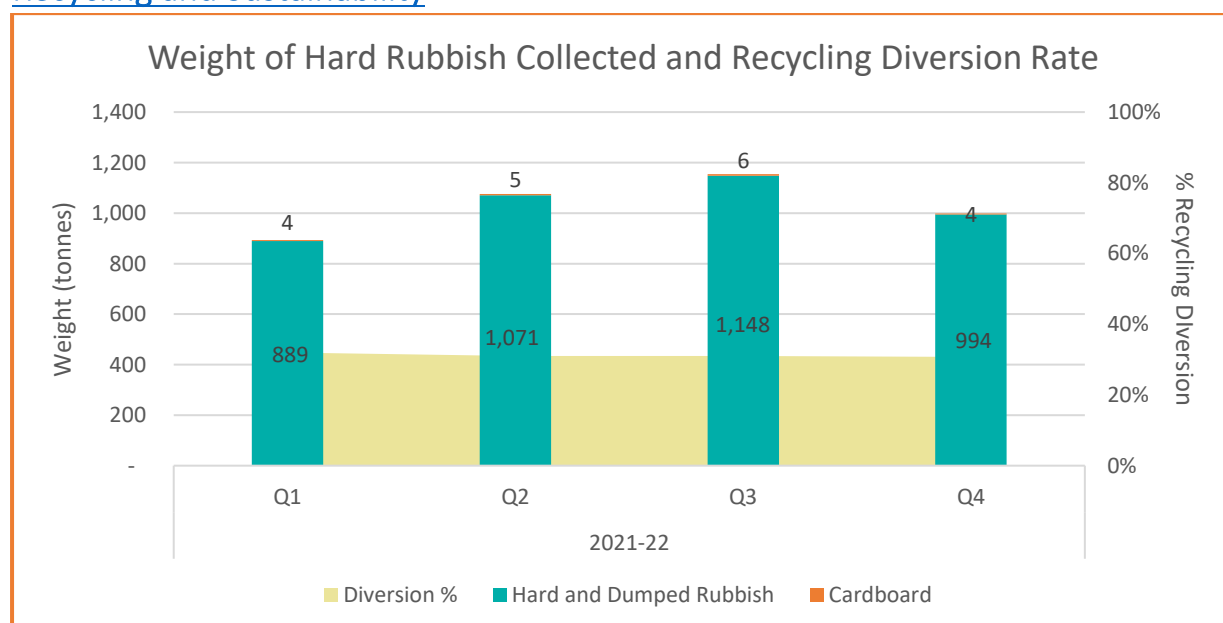


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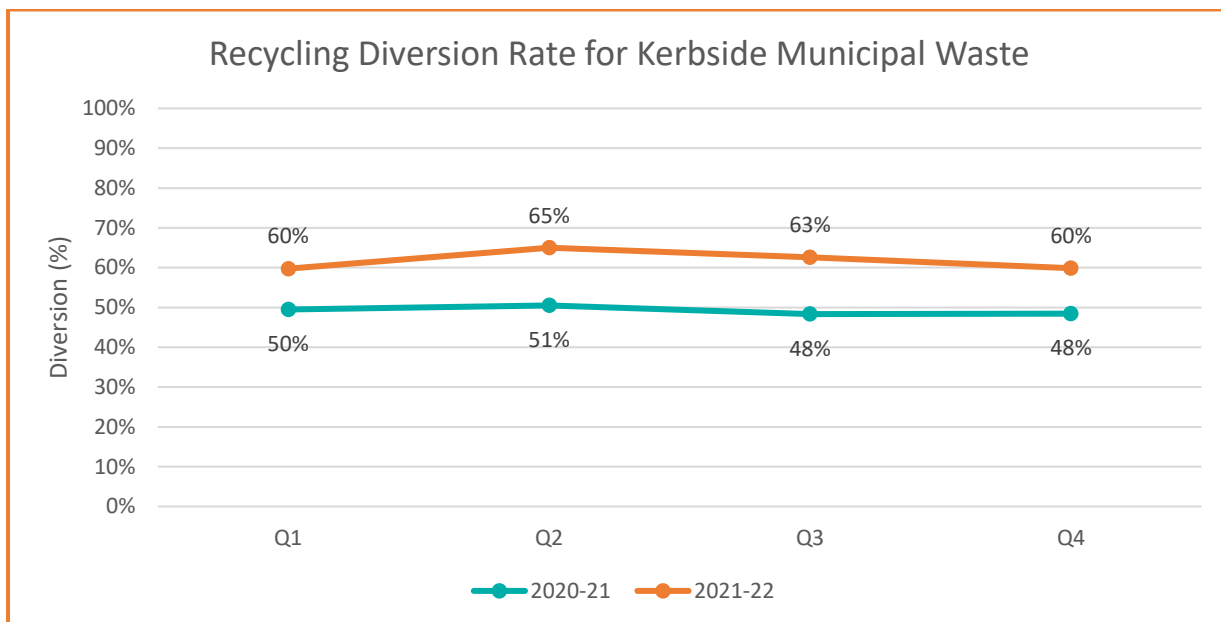
## Trees



## Recycling and Sustainability



The weight of hard rubbish collected, and number of hard rubbish collections has slightly reduced compared with the previous quarter. This is consistent with the same time in previous years. Hard rubbish collection numbers and tonnages remain steady, with the recycling rate around 30 per cent.



The kerbside recycling rate continues to be higher compared with previous years. However, from April to June 2022 there was a slight decrease in total organics recycled due to less garden organics generated over the cooler months. This trend is consistent with previous years.



# 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.*

STRATEGIC PRIORITY	ACTION	PROGRESS UPDATES AS AT 30 JUNE 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 Glen Eira <i>Community Wellbeing Plan 2021–2025</i>	The <i>Glen Eira Community Wellbeing Plan 2021–2025</i> and <i>Community Wellbeing Action Plan 2021–2022</i> were endorsed by Council in October 2021 and 97 per cent of Year One actions have been completed.	
	5.1.2 Work with our community, local support agencies and community partners to implement COVID-19 responses and recovery initiatives	<p>We provided emergency relief services to support members of the community impacted by COVID-19.</p> <p>As part of the COVID-19 emergency relief program, Council supported 340 residents with food and pharmaceutical supplies during their mandatory isolation periods.</p> <p>We worked with a range of community organisations and public health service providers to disseminate important public health messages to prevent the spread of COVID-19 including regular updates in <i>Glen Eira News</i> media releases, video updates by the Mayor and CEO, e-newsletters, community fact sheets, webinars, dedicated COVID-19 information page on our website and social media COVID-19 updates.</p> <p>We co-ordinated the Glen Eira COVID-19 Municipal Response and Recovery Committee which consisted of local emergency service providers and community support agencies to plan and respond to local community needs.</p> <p>Key highlights included:</p> <ul style="list-style-type: none"> <li>- partnering with Connect Health, Monash Health and Sandringham Hospital to deliver a COVID-19 vaccination hub at Spurway facility in Murrumbeena.</li> <li>- holding vaccination pop-ups at Moorleigh Village, Hatzolah, Carnegie Library, Glen Eira Gallery and</li> </ul>	

		<p>provided support to other vaccination initiatives in the community;</p> <ul style="list-style-type: none"> <li>- <i>Glen Eira Get Vaxxed</i> campaign provided information about the importance of vaccination up-take;</li> <li>- distribution of Rapid Antigen Tests to Culturally and Linguistically Diverse community groups, senior citizens, and vulnerable residents; and</li> <li>- provided business support, including links to Local and State Government support, business webinars and the <i>Your Glen Eira</i> campaign to support local business.</li> </ul>	
	5.1.3 Develop a new <i>Community Safety Plan</i> to improve the sense of safety and support crime prevention in the municipality	On 7 June 2022, Council endorsed the <i>Community Safety Plan 2022–2025</i> .	
	5.1.4 Support parents and carers to build and develop skills and confidence to enhance the health, wellbeing and development of infants and young children	Maternal and Child Health (MCH) continued to offer information, education and support to all families through our supported playgroups, first time parents' group, sleep/settling sessions and other educational sessions. Throughout 2021–22, the MCH service offered over 250 online and face-to-face educational sessions.	
	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	<i>The Domestic Animal Management Plan 2022–2026</i> was adopted on 23 November 2021.	
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 approved by the Commission for Gender Equality in the Public Sector on 14 June 2022. Council delivered a range of activities as part of the <i>16 Days of Activism</i> against gender-based violence in November 2021.	
	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 endorsed the establishment of a Glen Eira Multicultural Advisory Committee and Terms of Reference at the Ordinary Council Meeting held on 17 May 2022.	

	5.2.3 Coordinate and deliver the annual <i>International Day of Disability</i> event to help grow a more inclusive community	The <i>International Day of Disability</i> 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 Nations' cultural heritage	<p>The annual <i>Koorie Chill Out</i> was held on 26 January 2022 to recognise the significance of the date for First Nations people. The First Nations flags were lowered to half-mast.</p> <p>Council endorsed our second '<i>Innovate</i>' <i>Reconciliation Action Plan 2022–2024 (RAP)</i> at the Ordinary Council Meeting on 15 March 2022. The <i>Plan</i> was developed with Traditional Owners and new and existing community partners. The <i>Plan</i> outlines the focus areas for Glen Eira's work in reconciliation over the next two years.</p> <p>A staff <i>RAP Champion's League</i> was developed to generate ideas and promote events, activities to increase respect and understanding, and opportunities for Aboriginal and Torres Strait Islanders to engage Glen Eira staff in reconciliation.</p> <p>Further to the Council's endorsement of the '<i>Innovate</i>' <i>Reconciliation Action Plan</i>, Glen Eira City Council Gallery hosted the <i>RAP</i> launch with a presentation by the Mayor, Councillor Jim Magee on 13 May, supported by a discussion panel and musical performance by Indigenous artist Jess Hitchcock.</p>	
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	<p>On 26 April 2022, Council endorsed the <i>Future of Aged Care Services — Responding to Commonwealth Aged Care Reforms: Discussion Paper 2022</i> and approved the community engagement process to seek feedback on what living and ageing well looks like in Glen Eira, now and into the future.</p> <p>The community engagement commenced on 27 April 2022 and concluded on 30 June 2022. It included online and print surveys, community forums, pop-up activities at our libraries, senior citizens centres, GESAC and other community locations, engagement with residents in our residential aged care facility, and with our in-home and social support services clients.</p>	

	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 provided support options to 310 young people through our one-on-one support program, weekly social drop-in sessions, and the provision of our living and life skills program which offers young people access to education, employment and training opportunities.	
	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 outside Council and the builder's control. The project is now expected to be completed in September 2022 and opened to the public in mid-October. 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 and material shortages. Despite the delays, construction is expected to be completed September 2022. The building will be open to the public in October 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 being the upgrade 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 be completed in mid-August. A concept design for the upgrade of the first floor is currently going through an approval process.	
	5.3.6 Implement empathetic parking at key carpark locations	We invested \$70,000 in empathetic parking initiatives. Empathetic parking spaces were provided at 17 public off-street car parks within Glen Eira during the 2021–22 financial year. Spaces were provided at parks and reserves including Booran Reserve, Caulfield Park, McKinnon Reserve, Mackie Rd Reserve, King George Reserve and Joyce Park. Other locations where parking spaces were provided include Bentleigh, Bentleigh East, Carnegie, Caulfield North, Elsternwick, McKinnon and Ormond.	
We will deliver services, events and programs that recognise and celebrate our broad interests and	5.4.1 Deliver a range of community programs and events that promote community inclusion, celebrate	Over 80 online and in person events and activities were delivered across the year. Highlights include an author talk with writer Yves Rees about their trans experience and an event with autism	

differences and promote participation for all	diversity and encourage cultural expression	<p>advocate, Clem Bastow. Indigenous authors Dr Anita Heiss, Dianne O'Brien, and Veronica Gorrie shared powerful stories of survival and resilience. <i>Lunar New Year</i> and <i>Channukah</i> were also celebrated.</p> <p>The <i>Glen Eira Storytelling Festival</i> celebrated diverse stories, identities and cultures through both streamed and in-person events. Other cultural events included <i>National Reconciliation Week</i>, an exhibition presented by The Torch, <i>Confined 13</i> as well as the exhibition <i>Unearthed</i>. Both featured a series of floor talks, workshops and performances to celebrate diversity.</p>	
	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	Usage of library services and resources has increased since the easing of COVID-19 restrictions. New digital and physical items are regularly added to the library collection to ensure library customers have access to fresh and relevant materials to support their learning and recreational needs. Over 32,000 items were added 2021–22. A wide variety of library programs continue to be offered onsite and online with interest remaining high.	
	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>The leisure industry continued to be impacted by restricted services and capacity limits as a result of state lockdowns, which ended in October 2021.</p> <p>Glen Eira Leisure (GEL) focused on encouraging members of the community back to our facilities. Campaigns have included waived joining and administration fees, bonuses for referrals and many free inclusive days for anyone in the community to introduce to them to some of GEL's program offerings.</p> <p>Membership numbers continued to increase every month and are nearing pre-pandemic levels, indicating that the community is responding well to the programming and facilities we offer and is ready to get active and be part of an inclusive and welcoming environment.</p>	
	5.4.4 Develop a library of 50 GEL Anywhere online classes to enable the community to stay active at home	Over 50 online classes with 24 different workout styles are available on <i>GEL Anywhere</i> to suit all abilities. This also features a chat series and incorporates an Active Ageing Health series.	



Achieved



Not achieved



Not achieved due to factors outside of Council's control

## Major Initiatives

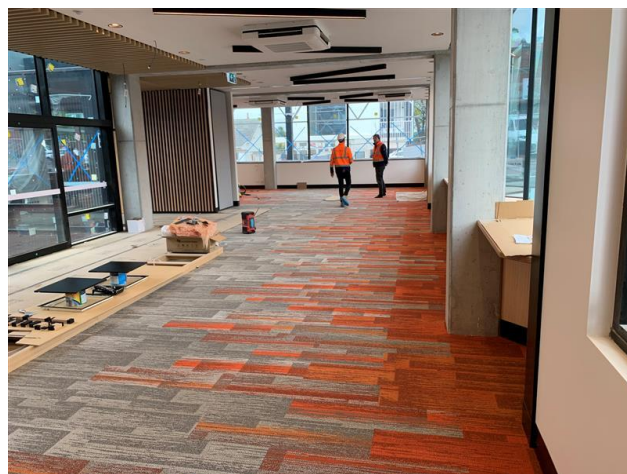
### Project updates:

#### Murrumbeena Community Hub Development

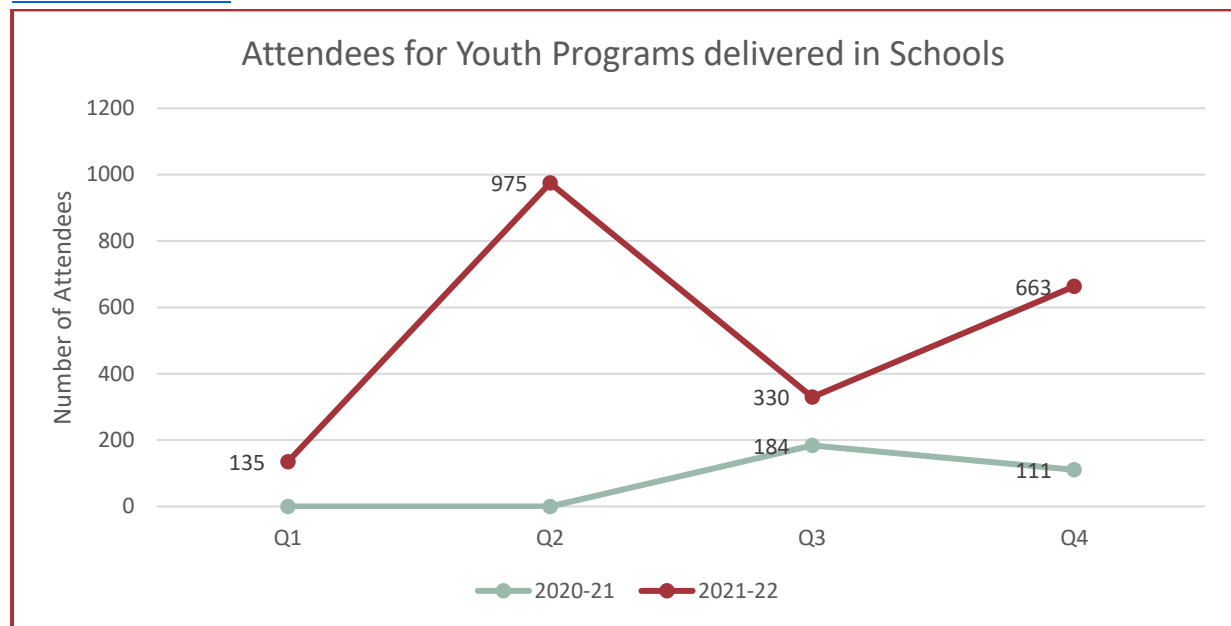
Construction of the Murrumbeena Community Hub is progressing, with internal works such as door installation and window glazing completed to ensure the building is weather-tight and secure. Works on the external area is currently underway with sensory play elements being installed in the community play-area.

#### Bentleigh Library and Youth Hub

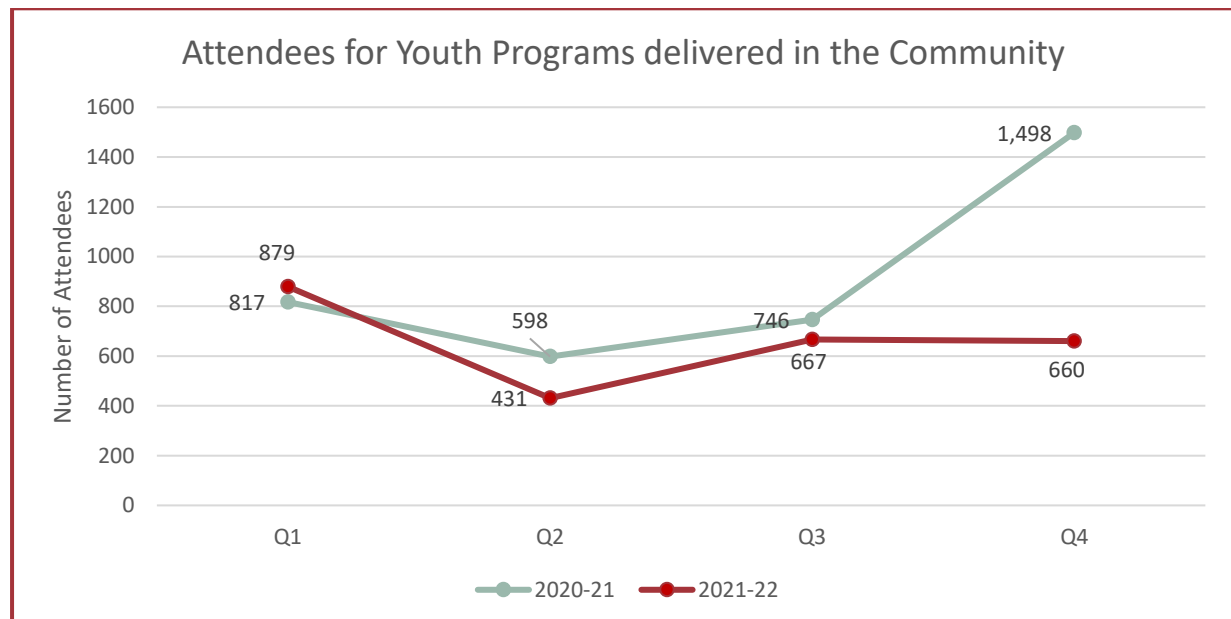
Bentleigh Library and Youth Hub was scheduled to be completed in June 2022. However, this project has been delayed by building industry related COVID-19 impacts that were outside Council and the builder's control. The project is now expected to be completed in September 2022 and opened to the public in mid-October. 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.



## Youth Services

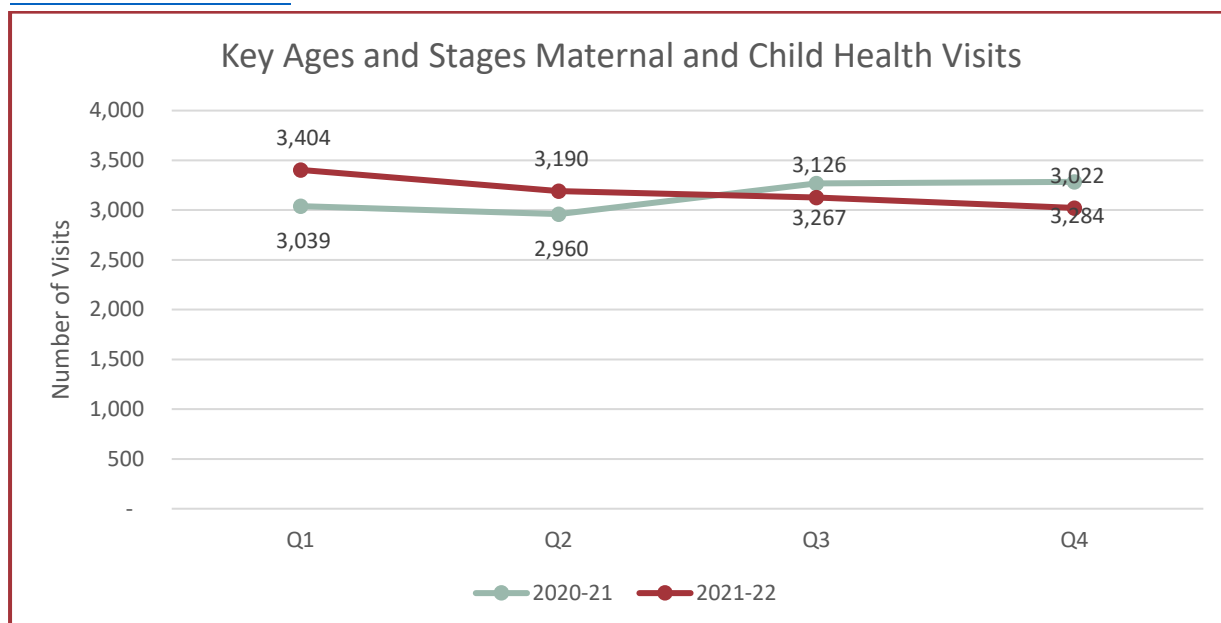


This quarter, Youth Services delivered the new School Engagement Program, and support through the Pride in Schools program was provided to Glen Eira College for their Rainbow Retreat Day. The Teen Mental Health program at Bentleigh Secondary School concluded in this quarter.



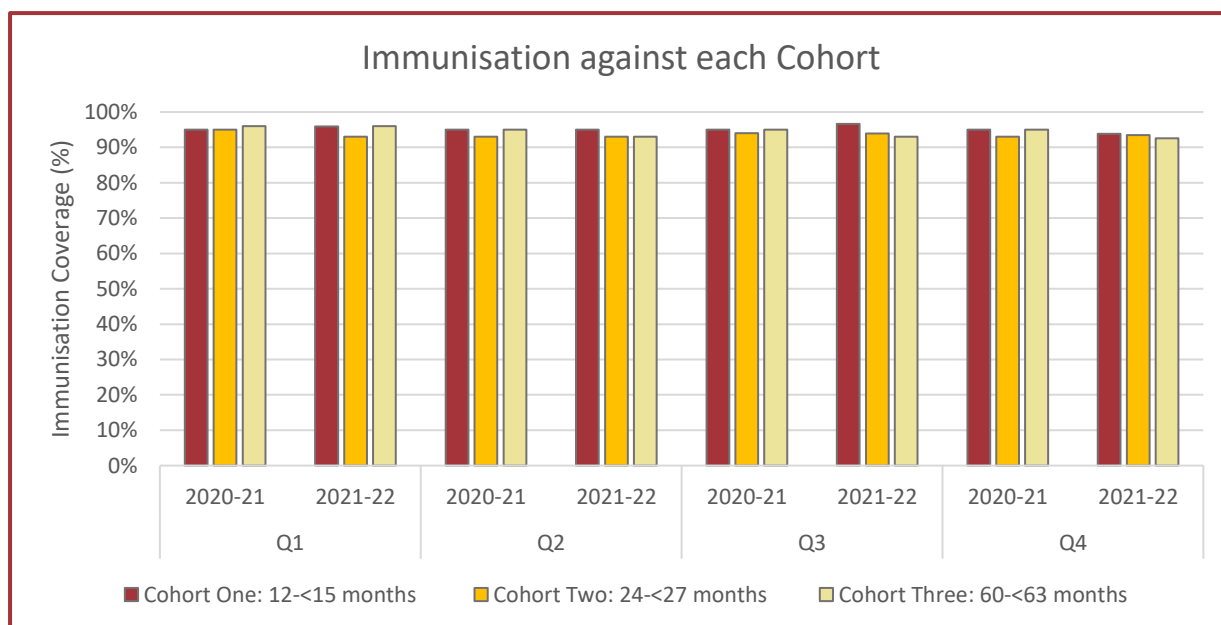
Community based programs delivered during this quarter included: Youth Events and Leadership Team, Youth Climate and Sustainability Action Group, Press Start, Drop Ins, Your Story, Living and Life Skills workshops and the Youth Advisory Committee.

## Children's Services



There were 65 less birth notices in 2021-2022 compared to 2020-2021, resulting in a slight decline of Key Ages and Stages consultations for the year.

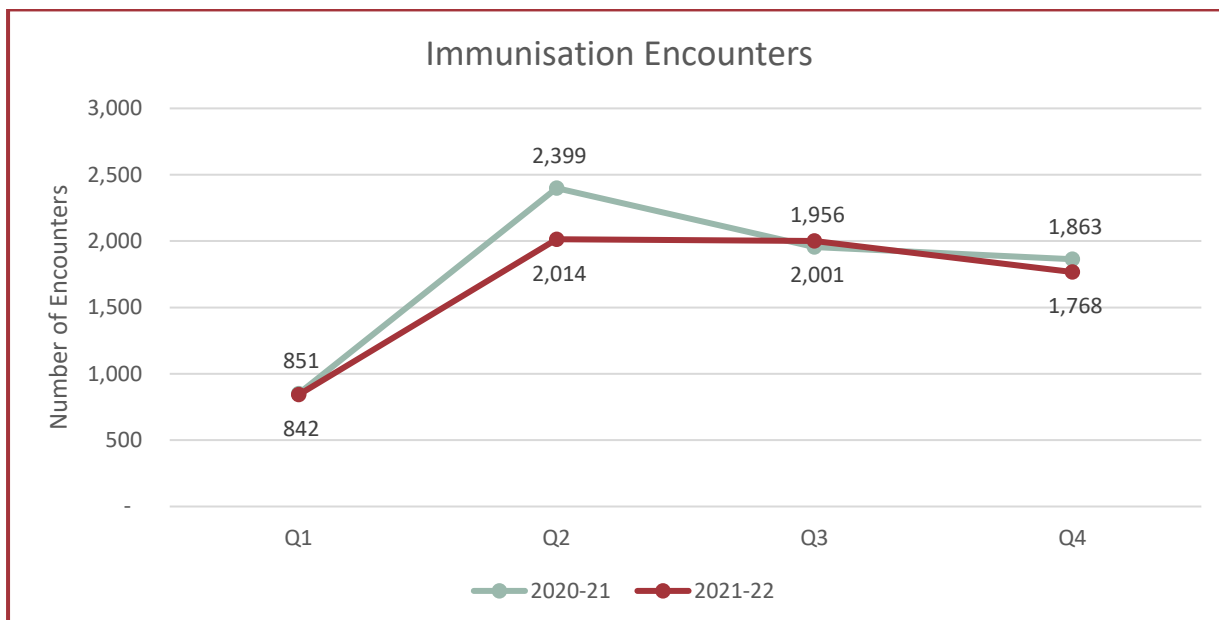
During this quarter high levels of staff sick leave and community illness continued to impact the Maternal and Child Health service, including families rescheduling appointments. In the first part of this quarter, the State Government required the prioritisation of our Maternal and Child Health service to younger children (0-8 weeks) and vulnerable clients as part of the COVID-19 Response.



**Cohort One: 12-<15 months;** There was a 2.87 per cent decrease in vaccination rates compared to last quarter.

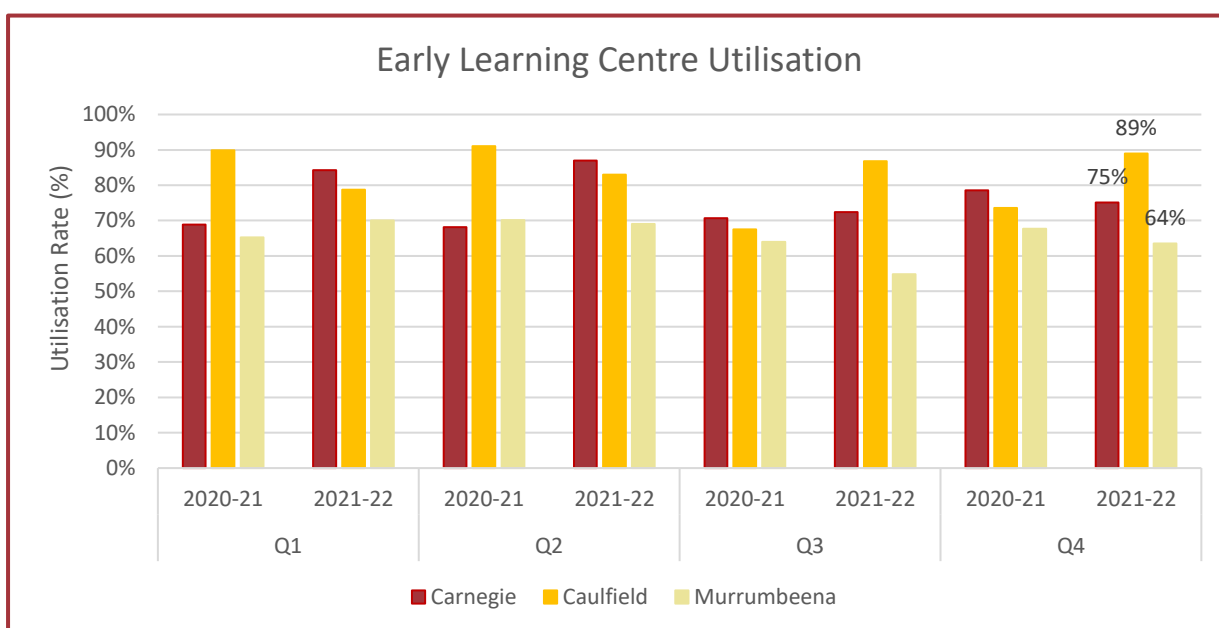
**Cohort Two: 24-<27 months;** There was a 0.02 per cent decrease from the last quarter.

**Cohort Three: 60-<63 months;** There was a 0.65 per cent increase from the last quarter.



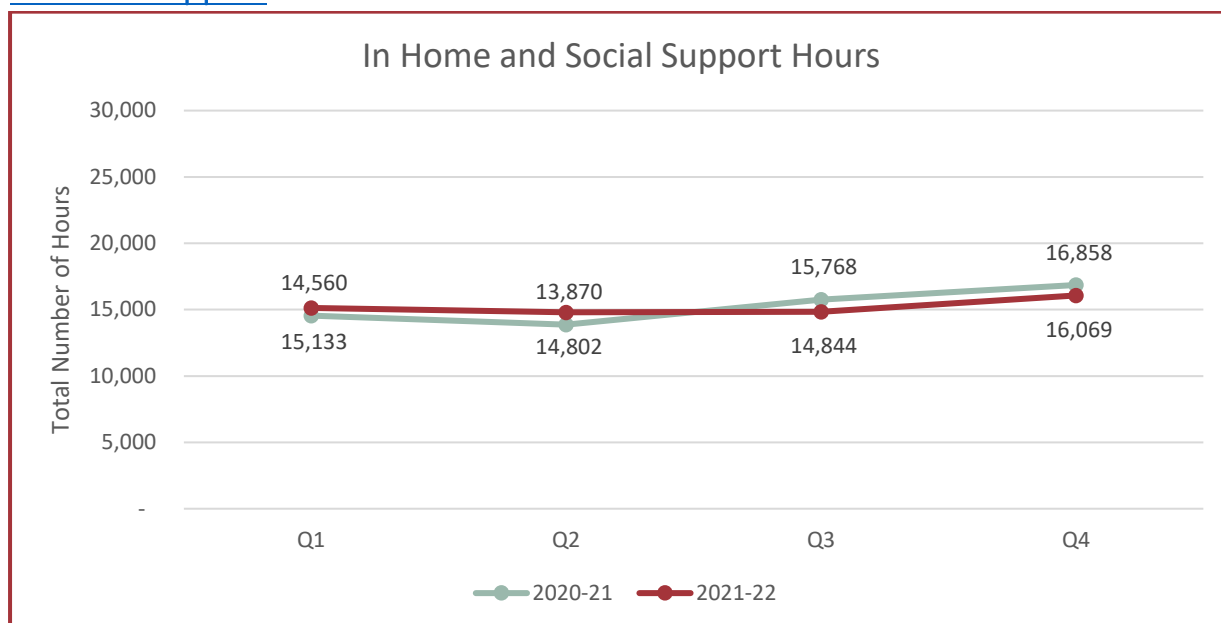
This quarter, we administered 1,768 flu vaccinations.

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



There has been an increase in Early Learning Centre utilisation across all three Centres. Family confidence in returning to early learning programs is increasing after hesitancy due to concerns about COVID-19.

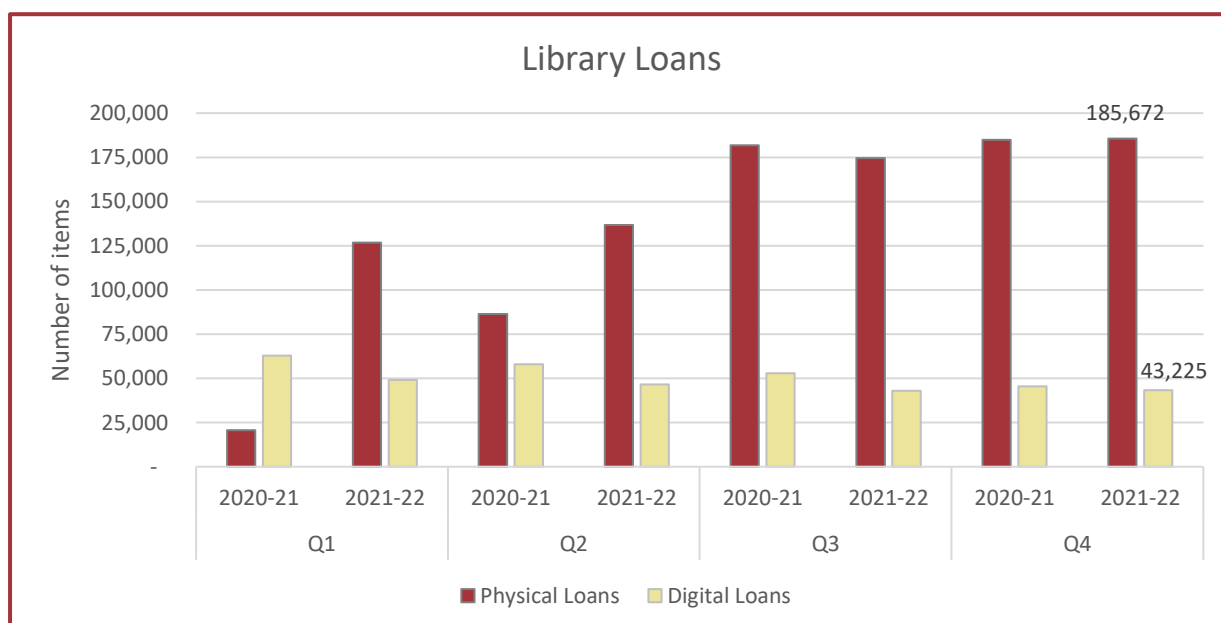
## In Home Support



Under the Commonwealth Home Support Program, our funding target for Quarter 4 was 25,900 hours. We were short of the target by 9,800 and 800 hours compared to same time last year.

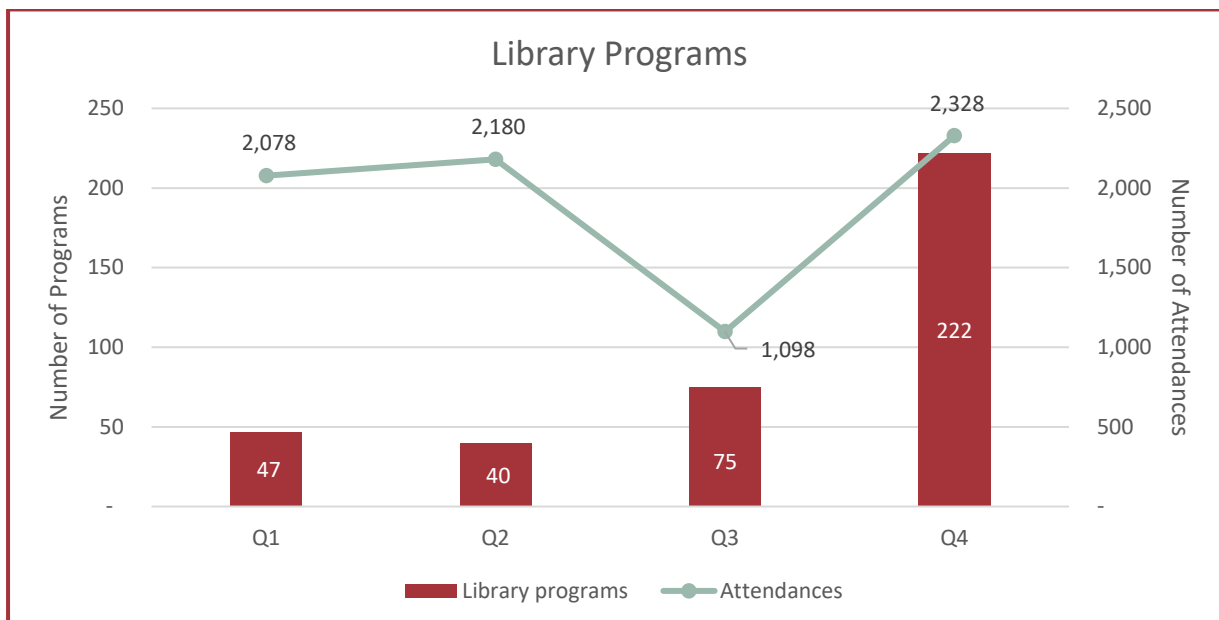
Overall, for this financial year we missed our funding target by 42 000 hours. COVID-19 continued to impact with services being cancelled due to lockdowns, OMICRON strain, client anxiety and staff and/or clients being a close contact or having COVID-19 and having to isolate.

## Libraries



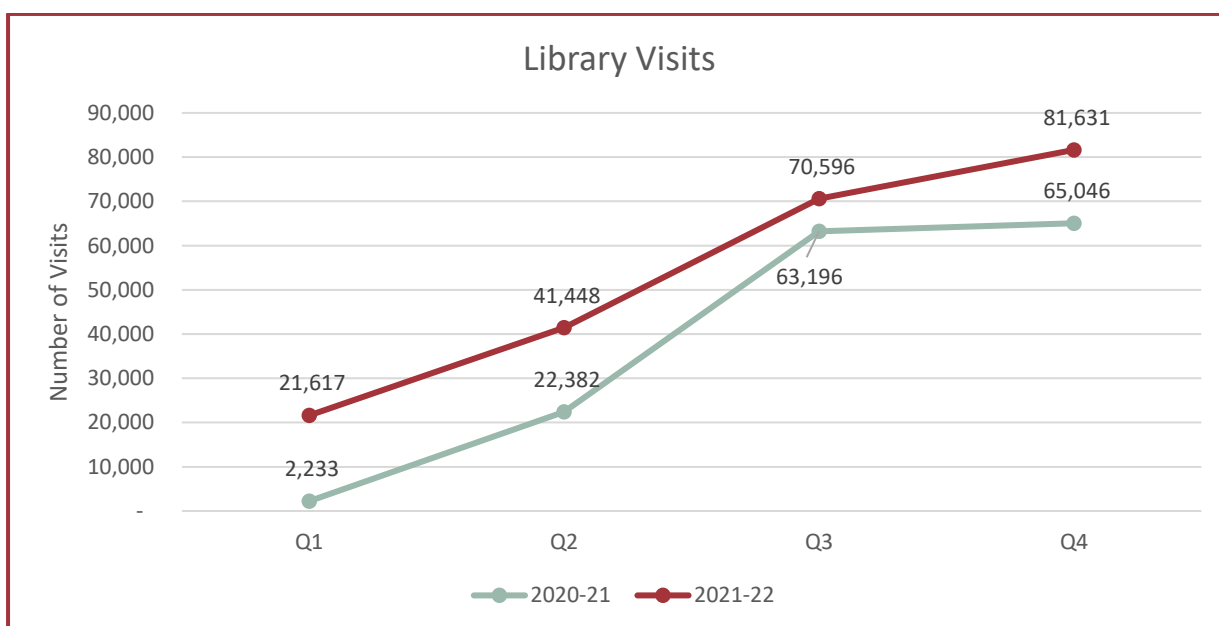
Loans of digital library items remained steady. Downloadable audio books were very popular with library customers.

Loans of physical library items continued to increase in Quarter 4.



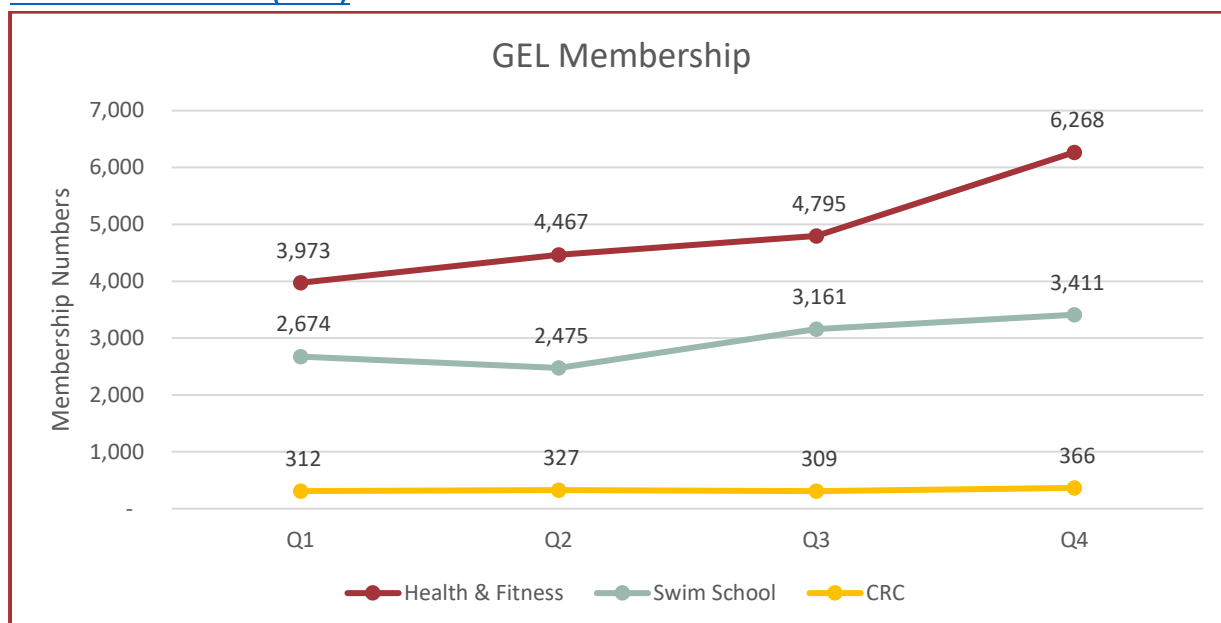
Easing of COVID-19 restrictions and the return of onsite library programs, including Storytime and Babytime sessions, in March 2022 resulted in an increased number of programs offered during this quarter.

Attendance at library programs increased and attendance is expected to increase further once all onsite library programs are restored in the coming months.



Visits to library branches has increased modestly since the easing of COVID-19 restrictions.

## Glen Eira Leisure (GEL)



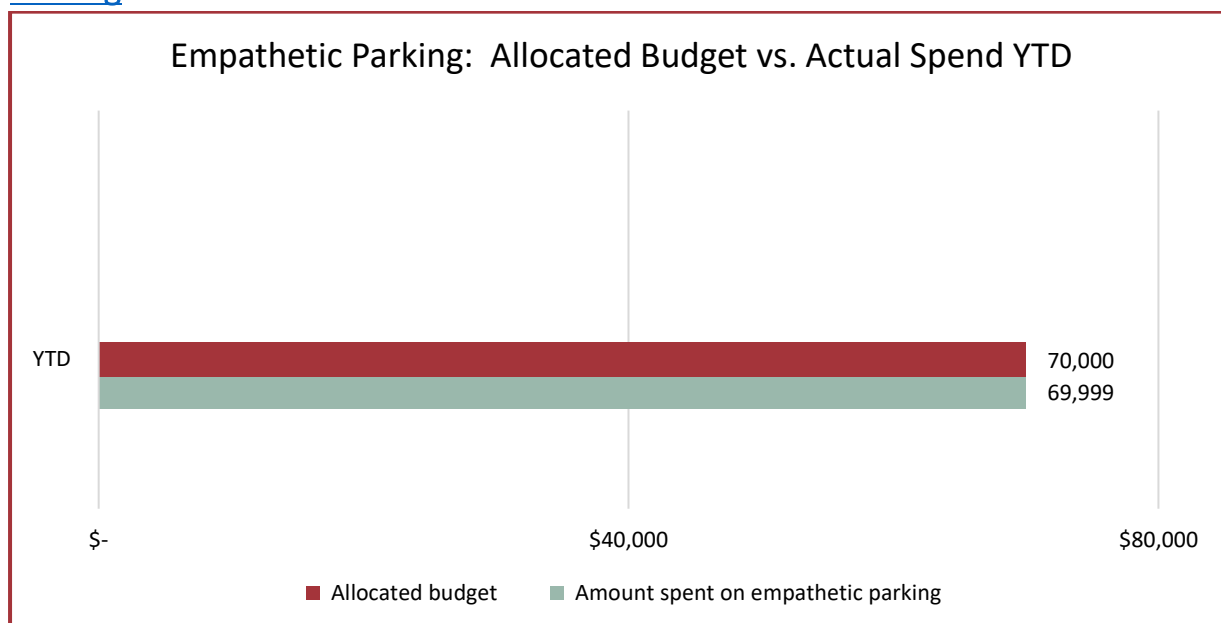
**Health and Fitness:** A range of promotions from April to June have been offered to increase the membership including;

- Mates Month;
- GESAC's Birthday Week;
- Come and Try day;
- Pride Night; and
- Targeted local advertising.

**Swim School:** Memberships in Swim School are on the rise despite winter conditions

**Caulfield Recreation Centre (CRC):** Membership base has remained steady over the past 12 months.

## Parking



Empathetic parking spaces have now been provided at 17 public off-street car parks within Glen Eira this financial year.

## Food Safety



In line with the Department of Health training and attention for Victorian Food Businesses, Council's Environmental Health Officers are focusing on allergens and labelling requirements during Food Safety Assessments. 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	Target	2021-22 Results	Comments
Dog registration rate: (per cent dogs registered/ estimated dog population)	85%	98%	
Cat registration rate: (per cent cats registered/ estimated cat population)	85%	82%	The cat registration target was not met. However, cat registration numbers have been relatively stable over the past 12 months. We continued to remind pet owners via SMS if they had not renewed their pet registration.
Enforcement success rates: (per cent successful prosecutions/ total prosecutions)	100%	100%	
Dog return/ reclaim rate (per cent total dogs reclaimed-returned/ total dogs impounded)(includes adopted/sold dogs)	90%	99%	
Cat return/ reclaim rate (per cent total cats reclaimed-returned/ total cats impounded)(includes adopted/sold cats)	20%	49%	
Domestic animal business compliance rates: (complaint/registered)	93%	100%	
Dog desexing rate: (per cent dogs desexed/ actual registered)	70%	80%	
Cat desexing rate: (per cent cats desexed/ actual registered)	80%	97%	
Infringements versus official warnings rates: (per cent of infringements/warnings)	<40%	47%	There has been a slight increase in the issuing of infringement notices. These infringement notices are related to public safety offences, where the issuing of infringement notices was more appropriate than an official warning. These are generally dog attack related.

## Community events – Libraries, Arts and Culture

### April Events:



From interactive installations to dance and live performance, [\*The CUBE: Illuminating Arts Experiences\*](#) brought contemporary art into the public realm. Visitors were invited to create their own butterfly using recycled materials and release it to fly within the glittering butterfly chamber, while interacting with performers and puppets in *The Butterfly House*. *The CUBE* transformed into a gallery, showcasing local street artists at work and becoming a hub of artistic exploration and creation. Audiences experienced a rare window into the collaborative approach of one of Melbourne's leading experimental contemporary dance-theatre companies, Alice Will Caroline. Finally, the hit of Melbourne's White Night festival was *Enlighten*, a unique choreographed and spontaneous performance integrating dance, comedy and participatory theatre with sophisticated interactive lighting.

In the Libraries, April was a bumper month for programs and workshops both online and in branch, as we moved some of our events back to face-to-face delivery. Highlights included *Butterfly Preservation with Rest in Pieces*, a live demonstration of insect preservation, where online audiences learned all about the basics of insect anatomy, the process of rehydration, specimen repair, and pinning techniques for butterflies and moths. In *The Murky World of Psychopaths with the Crime Lab*, we joined former Murder Squad Detective Chief Inspector at New Scotland Yard, Steve Gaskin, to find out what makes a 'psychopath'.



#### May Events:

National  
Reconciliation  
Week

National Trust  
Heritage Festival

Lighting the  
Past

Melbourne  
Jewish Book  
Week

Glen Eira celebrated the annual [National Reconciliation Week](#). Each year we explore themes of reconciliation through a week of insightful events. Our 2022 programs included Indigenous storytime, performances by local musicians, native flora and fauna tours, and movie nights. A highlight is the Flora and Fauna tour of Mallanbool Reserve, in which Kulin Nation bushtukka woman Cassie Leatham shared her extensive knowledge of traditional and medicinal uses of native plants and how to identify edible native plants.

In collaboration with the *National Trust Heritage Festival*, History and Heritage hosted two Family History Writing workshops. Over 100 participants explored ways to weave their family history or memoir into an engaging story, filled with narrative tension and well-rounded characters. In addition, we launched *Lighting the Past*, across three Friday nights in May, a series of projections depicting a nostalgic flashback to the shopfronts and streets of Glen Eira, accompanied by live music from local performers, Pomaa and Chloe James.

The Libraries enjoyed inviting local authors to present in May, including Emily Brugman to share her debut novel, *The Islands*. Melbourne Jewish Book Week came to Caulfield Library, with author and circus performer, Simi Genziuk, for a unique creative writing workshop combining her two greatest passions: circus and writing. As part of the event, storyteller Zoe Bell shared a reading of Simi's book, *So She Did*.



## June Events:

Storytelling Festival

Triple Treat  
Comedy

UNEARTHED  
Digital installation

This year, we celebrated the Storytelling Festival's 11th anniversary from 18 June to 2 July. This year's Festival continued to embrace storytelling in all its forms for all ages, interests and budgets from exhibitions to concerts, theatre, comedy and film, to live discussion, talks, poetry and book readings. Many events were live-streamed to enjoy from the comfort of home. A highlight of the festival was the *Triple Treat* Comedy, starring Cal Wilson, a perennial favourite on shows such as *Have You Been Paying Attention*, *Spicks and Specks*, and *Thank God You're Here*, and renowned for her side-splitting stand-up offerings. She was joined by multi-award-winning comedian, author and broadcaster Sami Shah and one of the fastest rising stars of the Melbourne comedy scene Annie Louey, in this night of refreshingly honest and hilarious entertainment.

The Glen Eira City Council Gallery proudly presented *UNEARTHED*, an immersive digital installation presented by PluginHUMAN. With over 150 visitors attending the opening event, *UNEARTHED* was an experience that captivated audiences of all ages. Immersive lighting, 3D projection mapping and sound technology combine to create a space for audiences to access a microverse — a parallel universe and digital landscape, explored via their smartphones.

At the Libraries during June, Jayne Josem, CEO of the Melbourne Holocaust Museum hosted a very special event as part of the Storytelling Festival: *The Strength of Hope: A Holocaust Survivor's Guide to Love and Loss*. Abram and Fiona discussed the process of creating this book together; how their very different backgrounds and life experiences shaped the writing of it, and how a professional writing job became personal for both of their families. Online, we were joined by writer Catherine Deveny, with *True North: A Memoir*. Facing the end of a seventeen-year relationship with the father of her children, she had no idea what lay on the other side of the months of tumult: she just knew she had to create space for a new life.



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

[What's on in Glen Eira](#)

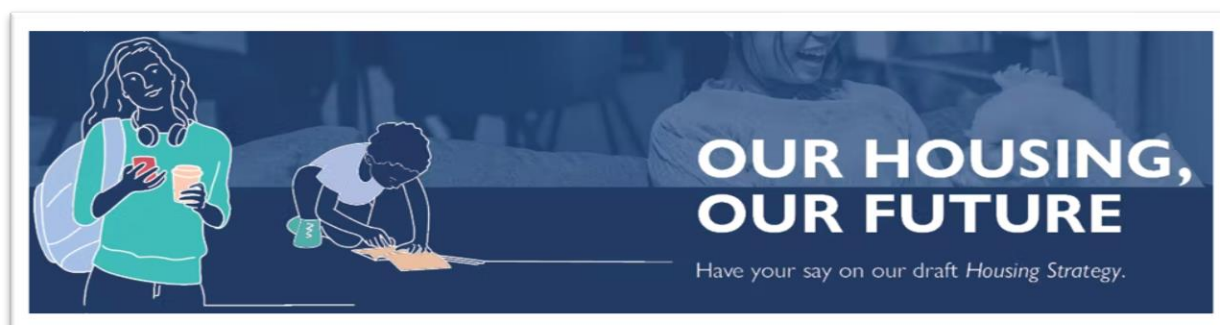
[Glen Eira Events and festivals](#)

[Library events calendar](#)

[Current Gallery Exhibitions](#)

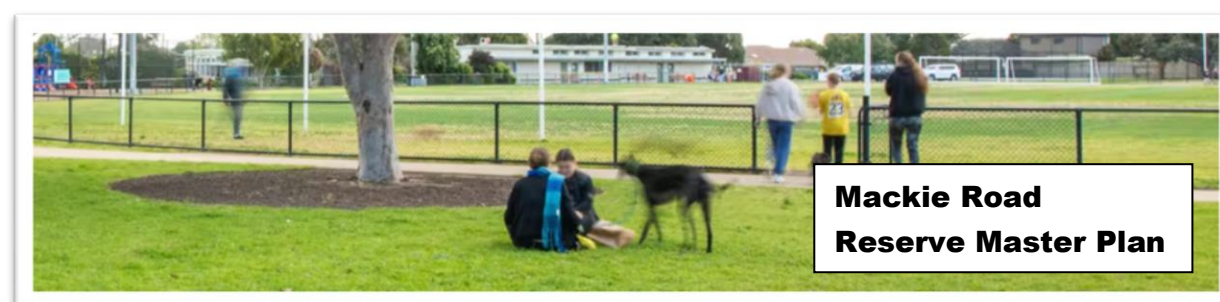
[Subscribe to arts and culture newsletter](#)

## Engagement Overview April to June 2022

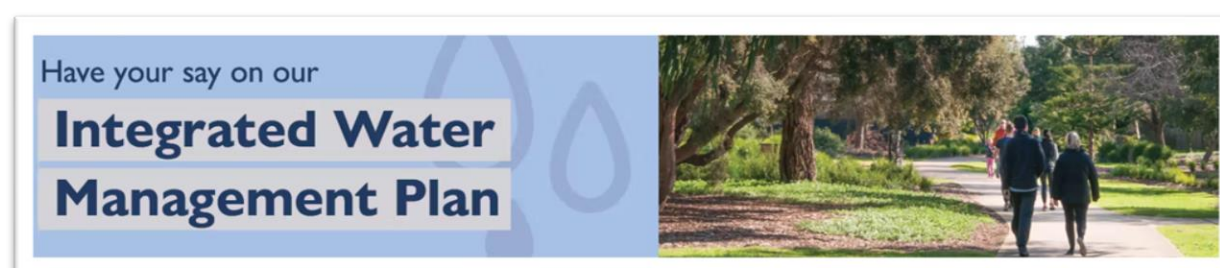


The second phase of community consultation for the draft Glen Eira Housing Strategy concluded on 15 May 2022.

The final Glen Eira Housing Strategy will be presented to Council to consider for adoption in late 2022. The Strategy will provide Council's long-term strategic direction to meet the varied housing needs of our current and future residents.



The Mackie Road Reserve Master Plan was adopted by Council at the Ordinary Council meeting which occurred on Tuesday 28 June 2022. You can view the report and meeting minutes on Council's website via the following [link](#).



The community engagement survey and story concluded on 1 June 2022.

The Glen Eira Integrated Water Management Plan | Dhumbali W'urneet Gadhaha was adopted by Council in June 2022. The Plan outlines Council's approach to water management and the specific actions we will take to manage water in our environment.



Our 2022–2023 Budget, Financial Plan and Revenue and Rating Plan were adopted at a Council Meeting on Tuesday 28 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.

The Budget also includes information regarding your rates and residential garbage charges.



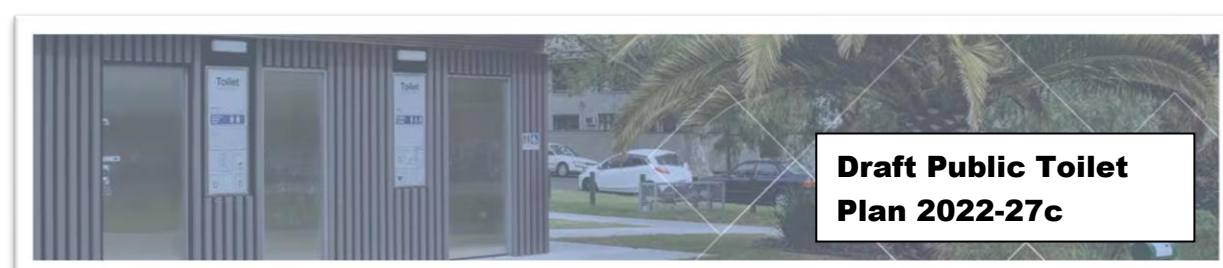
The Commonwealth Government's current reform of aged care is introducing significant changes to the funding and delivery of aged care services, including those services currently delivered by Glen Eira City Council.

This time of significant change provides a real opportunity to consider how Council may best use its valuable resources to deliver outcomes to our community that respond to the identified and expressed needs and priorities of our ageing community in a sustainable, responsible and responsive way into the future.

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



Community engagement closed on 12 June 2022. We are reviewing community feedback and will consider necessary changes to designs where appropriate.



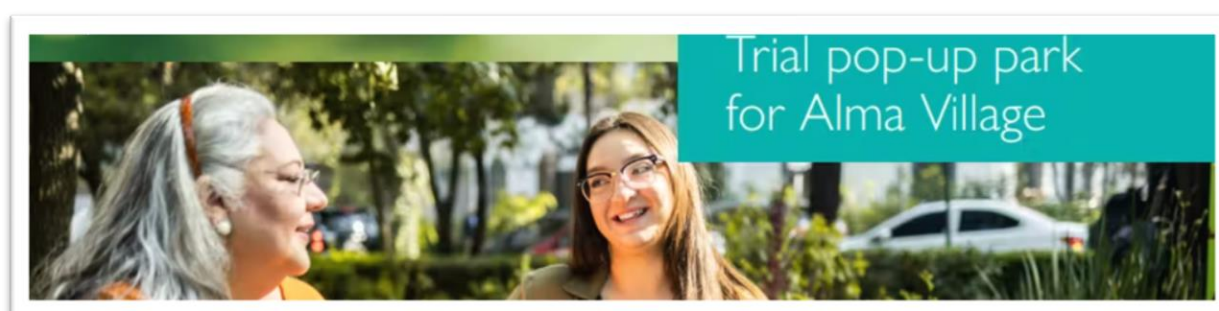
The opportunity to provide feedback concluded on **31 May 2022**. Community feedback was reviewed, and a report was presented for Council review on 9 August 2022.

## Upcoming Projects in the next Quarter



Council is proposing to make changes to our Governance Rules related to how we conduct our meetings in-line with COVID-19-related amendments to the Local Government Act 2020. These amendments to Part 12 of the Act would come into effect on 2 September 2022 and replace temporary COVID-19 measures and the COVID-19 Omnibus (Emergency Measures) Act 2020. They include provisions for whether a meeting should be held in person, online or hybrid options.

Council is seeking views from the community about the proposed changes. A four-week community consultation will run from **Wednesday 20 July** until 5pm on **Wednesday 17 August**.



Council is seeking your opinion on the proposed temporary pop-up park within Alma Village, Caulfield North at the intersection of Alma Road and Orrong Crescent.

The pop-up park will require a section of Orrong Crescent to be closed to vehicle traffic; and while this will remove a popular short-cut between Alma Road and Inkerman Road, it will create safer and quieter streets with only local traffic. Car parking numbers will remain the same with new spaces being created on Alma Road.

The concept design can be viewed from this page with the community engagement period ending on **4 September 2022**.



Council Officers have prepared the document to help guide Council's street design and upgrades processes. It is intended to demonstrate how we will design our streets in the future in a way that aligns with Council's strategic direction and state policy.

It will be a toolkit for all streetscape projects and a best-practice approach to inform future policy. The draft Street Design Guidelines were endorsed for community consultation on Tuesday 28 June 2022.

You are invited to have your say on the summary document for the proposed Street Design Guidelines until community engagement closes **Sunday 11 September 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

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### 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](http://www.facebook.com/GlenEiraCityCouncil)

#### @cityofgleneira:

[www.instagram.com/cityofgleneira](http://www.instagram.com/cityofgleneira)

#### Glen Eira arts, gallery and events:

[www.facebook.com/gleneiraarts](http://www.facebook.com/gleneiraarts)  
[www.instagram.com/gleneiraarts](http://www.instagram.com/gleneiraarts)

#### Glen Eira Leisure:

[www.facebook.com/GESACOnline](http://www.facebook.com/GESACOnline)  
<https://www.instagram.com/gleneiraleisure>  
[www.twitter.com/GESACOnline](http://www.twitter.com/GESACOnline)

#### Glen Eira Libraries and Learning Centres:

[www.facebook.com/GlenEiraLibraries](http://www.facebook.com/GlenEiraLibraries)  
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#### Glen Eira Sustainable Living:

[www.facebook.com/sustainablelivinggleneira](http://www.facebook.com/sustainablelivinggleneira)

#### Glen Eira Youth Services:

[www.facebook.com/GlenEiraYouthServices](http://www.facebook.com/GlenEiraYouthServices)  
[www.instagram.com/gleneirayouthservices](http://www.instagram.com/gleneirayouthservices)

