



GLEN EIRA
CITY COUNCIL

GLEN EIRA CITY COUNCIL QUARTERLY SERVICE PERFORMANCE REPORT

QUARTER ENDING SEPTEMBER 2022

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



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ACKNOWLEDGEMENT OF TRADITIONAL OWNERS

Glen Eira City Council acknowledges the Boonwurrung/ Bunurong and Wurundjeri Woi Wurrung peoples of the Kulin Nation as Traditional Owners and Custodians, and pays respect to their Elders past, present and emerging. We acknowledge and uphold their continuing relationship to land and waterways. Council extends its respect to all Aboriginal and Torres Strait Islander peoples.

Council honours the rich histories and cultures of First Nations peoples and recognises and values the important contribution of Aboriginal and Torres Strait Islander peoples in enriching our community.

We support the Uluru Statement from the Heart and are committed to a *Reconciliation Action Plan* which is underpinned by the principles of self-determination. We work towards improved outcomes and long-term generational change, and to consolidate Glen Eira as a culturally safe place for Aboriginal and Torres Strait Islander peoples. We are committed to achieving equality for Aboriginal and Torres Strait Islander people to live healthy and prosperous lives and to improve life outcomes for current and future generations.

Glen Eira resides on country that always was, and always will be, Aboriginal land.

CHIEF EXECUTIVE OFFICER OVERVIEW



Welcome to our first Quarterly Service Performance Report for our *Council Plan Action Plan 2022–2023*. The *Action Plan* contains 48 commitments that we have set out to deliver during the financial year.

This year, our focus continues to be on:

- > our advocacy efforts to maximise pre-election promises for funding and policy support;
- > actively pursuing opportunities to invest in public open space;
- > planning for Glen Eira's future diverse housing needs;
- > our commitment to achieve net zero Council emissions by 2025; and
- > promoting community inclusion and celebrating diversity through our community programs and events.

After being on hold for almost 12 months, I am pleased to announce that we can now proceed with the redevelopment of the Carnegie Memorial Swimming Pool. The Heritage Council of Victoria dismissed the appeal to have the Pool included in the Victorian Heritage Register on 11 August 2022. We will now commence the tender process and aim to appoint a builder by late 2022, start construction in early 2023 and open the centre in late 2024. We have also progressed a range of initiatives and projects and commenced the delivery of our 2022-2023 Capital Works Program, making good progress on a number of fronts.

Some of the highlights this quarter include:

- > planting more than 1,000 small trees and shrubs during the community planting day in Boyd Park, Murrumbeena;
- > the completion of the new integrated Bentleigh Library and Youth Hub, which will be open to the public on 26 October with a family-friendly open day;
- > the adoption of the Carnegie and Caulfield Structure Plans, setting out how we will manage growth and improvement for both activity centres;
- > the return of our services to pre-COVID levels, with GEL health and fitness memberships surpassing pre-COVID numbers and our physical library loans the highest since 2020.

We have an exciting year ahead of us with plenty of activities and projects underway. We will continue to provide you with updates on our progress and achievements throughout the year.

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

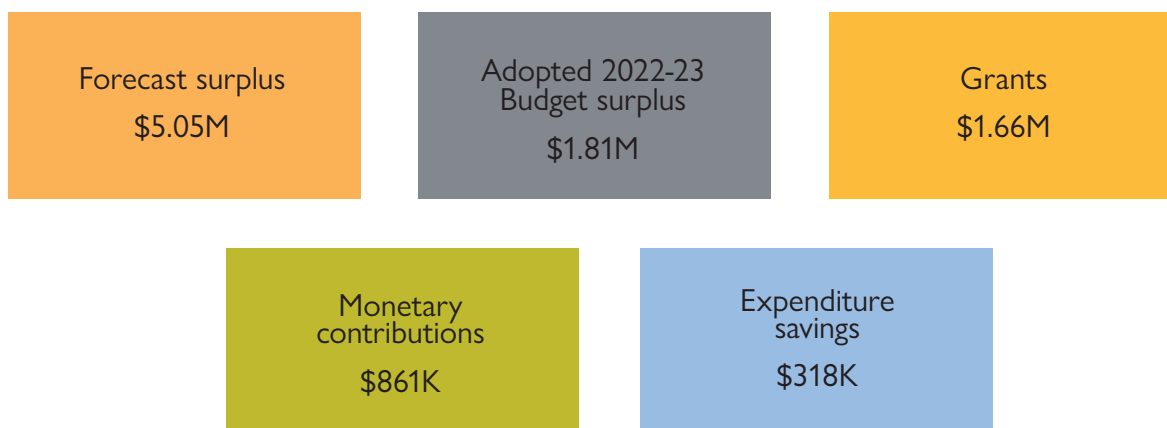
FINANCIAL OVERVIEW

2022-2023 began with most council services returning to normal operations. In the first quarter our opening hours have resumed normal programming, and our income streams presented an upward trend, showing a higher than anticipated result against budget and a favourable variance in operating expenditure. This is a timing issue and we anticipate returning to our budgeted position over the course of the financial year. The balance sheet position and the cash position are favourable but we remain cautious due to our level of risk exposure.

At the end of September 2022, the performance against budget from ordinary activities showed a favourable variance of \$5.41 million. This includes higher than budgeted income of \$3.28 million mainly due to timing of grants received - \$2.02 million; and reduced expenditure - \$2.14 million under budget. This is mainly due to a favourable variance in contractor and maintenance payments of \$1.65 million, however current variances are largely due to the scheduling of budgets and timing of actual results. The next few months should better reflect whether the expenditure variances are likely to translate to savings for the 2022-23 financial year.

The forecast result expected for the financial year is a surplus of \$5.05 million compared with the adopted 2022-23 Budget surplus of \$1.81 million. The increased forecast result is attributed to increased grants (\$1.66 million); monetary contributions (\$861,000); and savings in contractor expenditure of \$318,000.

Council's forecast liquidity ratio, a measurement of our financial strength, is 0.95 against our budget of 1. This means for every \$1 of current liability, Council has 95 cents in current assets to meet those commitments. This position has been accepted as appropriate risk in the short term while we fund our strategic capital works projects.

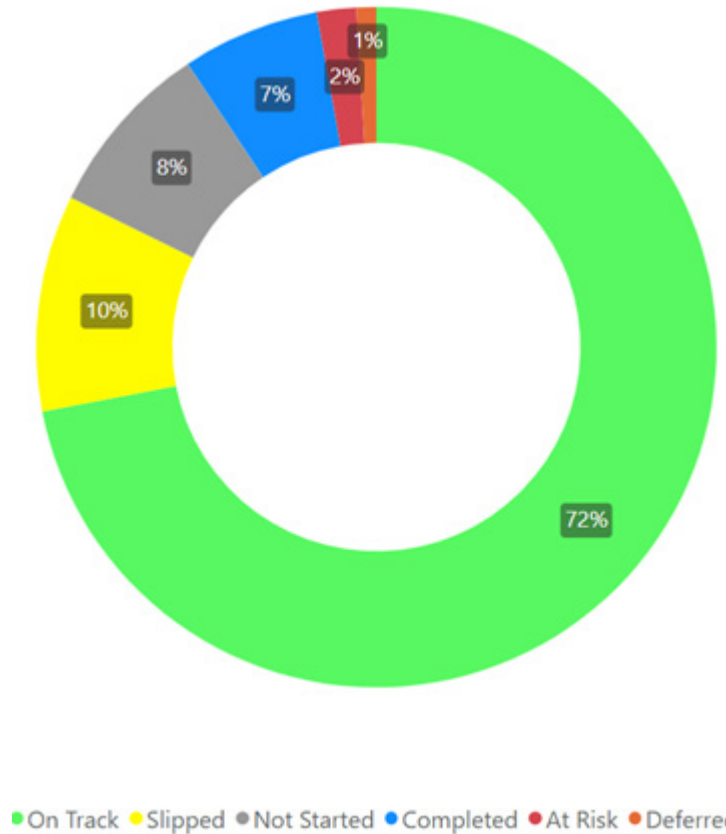


FINANCIAL SUSTAINABILITY RISK INDICATORS

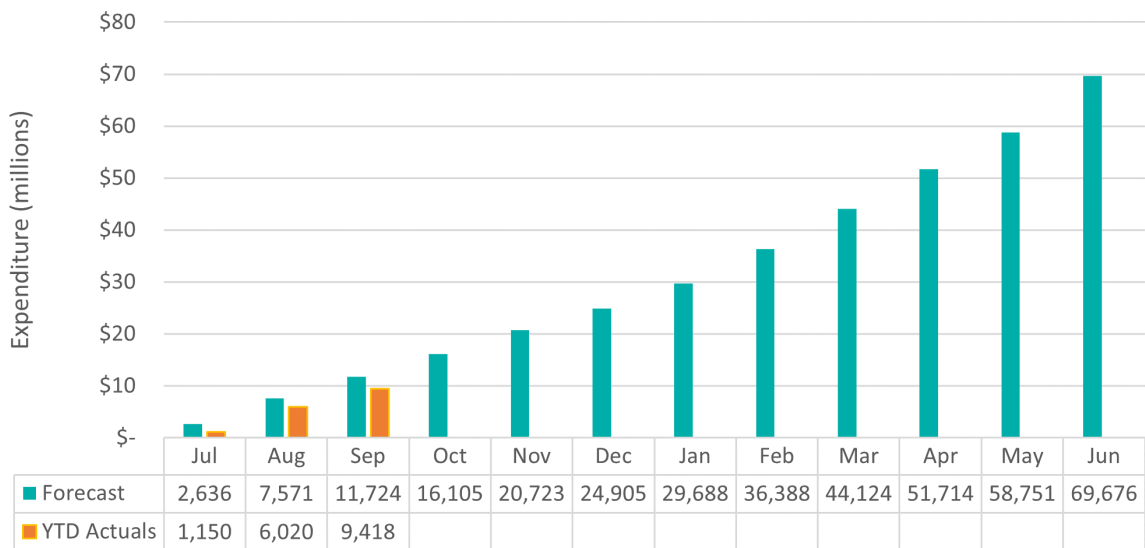
Financial Sustainability Risk Indicators	Unaudited 2021-2022 Actuals	2022-2023 Annual Budget as at 30 June 2023	2022-23 Annual Forecast as at 30 June 2023	2022-2023 Risk based on Annual Forecast as at 30 June	Comments
Net Result To generate surpluses consistently greater than 0%.	7.55%	0.96%	2.66%	Low	Council is generating surpluses.
Underlying Result (%) 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%.	2.27%	-0.60%	0.18%	High	Council anticipates a low underlying result during 2022-23 due to our reduced ability to generate fee income during the COVID-19 pandemic.
Liquidity To measure Council's ability to repay short-term liabilities as they fall due. Low risk - indicator is to be greater than 1.0.	1.02	1.00	0.95	Medium	Council's forecast to 30 June 2023 indicates a Liquidity Ratio slightly below 1.0.
Internal Financing Generating enough cash from operations to fund new assets. Low risk indicator is to be greater than 100%.	67%	48%	48%	High	Council is restricted in generating cash to fund new assets due to the impact of COVID-19.
Indebtedness Lower than 40% relates to the ability to repay debt from own-source revenue.	6.40%	25.32%	24.76%	Low	Council is operating at a ratio of lower than 40%, therefore has the ability to repay debt from own-source revenue.
Capital Replacement To ascertain the level of risk of insufficient spending on asset renewal. Low risk indicator is to be more than 1.5.	2.11	2.52	2.57	Low	Council operates at a low level of risk with respect to capital replacement.
Renewal Gap To ensure there is sufficient spending on Council's asset base. Low risk indicator is to be greater than 1.0.	1.12	1.41	1.41	Low	Council spends sufficient funds on its asset base.

CAPITAL WORKS FINANCIAL PERFORMANCE

STATUS OF CAPITAL WORKS PROGRAM



Capital Works Program Expenditure



CAPITAL WORKS UPDATE

PROJECTS COMPLETED THIS QUARTER:

Erindale Street Laneway Upgrade – Murrumbeena Park

Works on the Erindale Street laneway included installing concrete paths, solar powered bollard lighting, fixed and removable bollards and drainage works on the Erindale Street entrance. Overgrown trees and vegetation along the narrow laneway have also been replaced with low level shrubs.

Spring Road Reserve Upgrade – Stage One

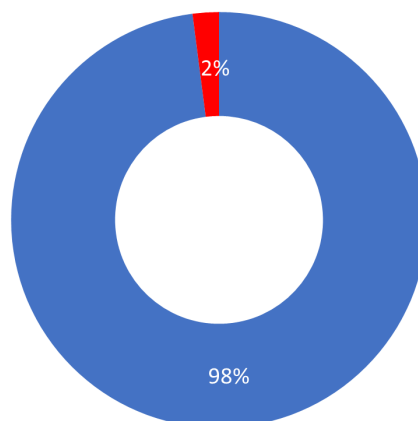
Stage One of the upgrades included enhancements to the North Road frontage to create an inviting and attractive space. Vehicle access through this area has been removed to create additional open space. Existing bluestone paving has been modified to allow accessibility and new bench seats and garden beds have been added.

COUNCIL PLAN ANNUAL ACTION PLAN PROGRESS

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 2022-2023](#).

Council Plan Action progress



■ Completed ■ In Progress ■ Deferred ■ Not Started

STRATEGIC DIRECTION 1: WELL INFORMED AND TRANSPARENT DECISIONS AND HIGHLY VALUED SERVICES



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

ANNUAL ACTIONS



Completed



In Progress



Deferred



Not Started

STRATEGIC PRIORITY	ACTION	PROGRESS COMMENT	STATUS
1.1 Ensure our community engagement is accessible and transparent.	1.1.1 Implement the year one actions of the <i>Community Engagement Strategy</i> . This is a major initiative in the 2022-23 Annual Budget.	The <i>Community Engagement Strategy 2022-2026</i> aims to deliver on our promise to be open, transparent and inclusive in our engagement with the community. Work is underway in defining the year one actions for the <i>Strategy</i> .	
	1.1.2 Evaluate our community engagement activities after every engagement and ensure we close the loop.	We have developed a new engagement plan to better map out and track our projects. We are working on a summary template to standardise how we report back to the community and Council to ensure we have closed the loop on all our engagement activities.	
1.2 Proactively communicate with the community about changes that impact them and genuinely listen to their feedback.	1.2.1 Develop a proactive communications plan for key Council activities and initiatives.	Work has commenced on a forward plan for social media, following this a broader proactive communications plan will be developed by the end of December 2022.	
	1.2.2 Review Council's approach to communicating with the community.	The review will commence in Quarter Two. Work has been undertaken to increase the use of Plain English in our Planning communications.	
1.3 Consider a broad base of evidence before making decisions.	1.3.1 Enhance data management through developing a <i>Data Governance Strategy</i> and <i>Framework</i> to support Council's approach to collecting and using data.	Planning is underway with the details to be defined in conjunction with the <i>Technology and Digital Strategy</i> .	
	1.3.2 Implement the year one actions from the <i>Smart Cities Implementation Plan</i> . This is a major initiative in the 2022-23 Annual Budget.	The <i>Smart City Roadmap</i> was developed in collaboration with the community and local stakeholders to outline our plan to leverage technology, data and innovation for a thriving and sustainable City. The <i>Implementation Plan</i> is currently under review and planning continues to determine key projects for deployment that will create a foundation for future success.	

STRATEGIC PRIORITY	ACTION	PROGRESS COMMENT	STATUS
<p>1.4 Provide value-for-money, responsive and innovative services.</p>	<p>1.4.1 Advocate on the priority initiatives for Council for 2022–23 to maximise pre-election promises for funding and policy support.</p> <p><i>This is a major initiative in the 2022-23 Annual Budget.</i></p>	<p>Our advocacy priorities and campaign approach has been endorsed by Council. The campaign has commenced and meetings have been secured with the majority of sitting members and candidates. A social media campaign and candidates breakfast will be held in October.</p>	
	<p>1.4.2 Deliver the third year of actions under the <i>Customer Experience Strategy</i>.</p>	<p>Progress continues against the roadmap of actions in the <i>Customer Experience Action Plan</i>. Key projects in progress include system modernisation, our Customer Charter, and the review of the customer feedback and complaints process.</p>	
<p>1.5 Put in place robust and transparent planning to ensure our organisation is sustainable now and into the future.</p>	<p>1.5.1 Develop a model to ensure Council proactively plans and reviews the services the community receive.</p>	<p>We are currently reviewing our existing services to determine the current state before we can develop a new Service Planning Model.</p>	
	<p>1.5.2 Embed and communicate our <i>Integrated Planning and Reporting Framework (IPRF)</i> to improve community visibility of the connection between Council strategies and policies.</p> <ul style="list-style-type: none"> — Monitor Council policy updates and ensure these are published on Council’s website in accordance with the <i>Local Government Act 2020</i>. — Ensure all community engagement activities highlight links between Council strategies, the <i>Council Plan</i> and <i>Community Vision</i>. — Report to the community quarterly on progress toward achievement of annual actions in our <i>Council Plan</i> and tier one strategies. — Communicate the long-term financial, asset and resource plans to the community. 	<p>The <i>Quarterly Service Performance Report</i> will report to the community on the achievements against our outcomes set out in the <i>Annual Action Plan</i> for 2022-23.</p> <p>We will continue to ensure any new strategies and plans display alignment with other strategic documents to show how we are integrating our planning activities.</p>	
	<p>1.5.3 Build a financially sustainable Capital Works Program for the next 10 years that aligns with the strategic directions of Council and the needs of the community.</p>	<p>A prioritisation model for developing the plan is ready to be implemented and work has commenced to build the program. The new program will need to align with the important work in relation to Council’s long term financial sustainability that is currently being undertaken.</p>	

GOVERNANCE

Public questions to [Ordinary Council Meetings](#) – 1 July to 30 September 2022

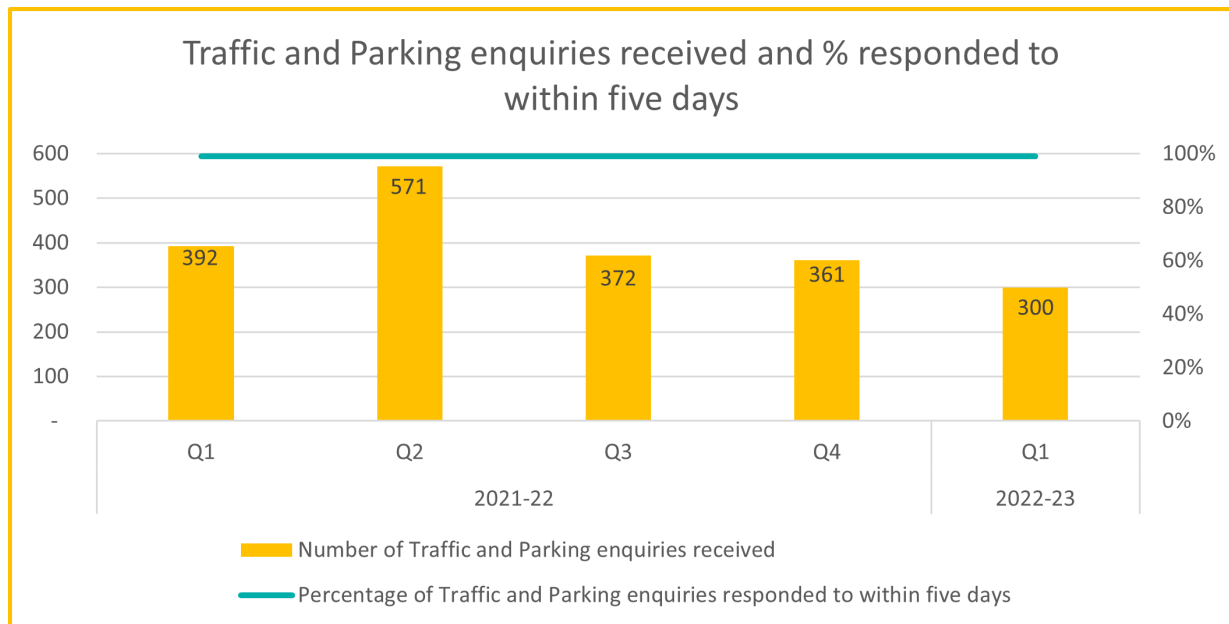
Metric	Quantity
Average time taken to reply to public questions taken on notice at Ordinary Council meetings	0 days
Number of Ordinary Council meetings	4
Number of public questions asked at Ordinary Council meetings	45
Number of Public questions ruled inadmissible at Ordinary Council meetings	4
Public questions answered following Ordinary Council meetings (person submitting question not present and/or public question taken on notice)	0

Four public questions were ruled inadmissible this quarter, as it exceeded the allowed limit per person. These questions were not read out loud during the Ordinary Council Meetings but were responded to via mail post-meeting.

Unethical practice by integrity agencies

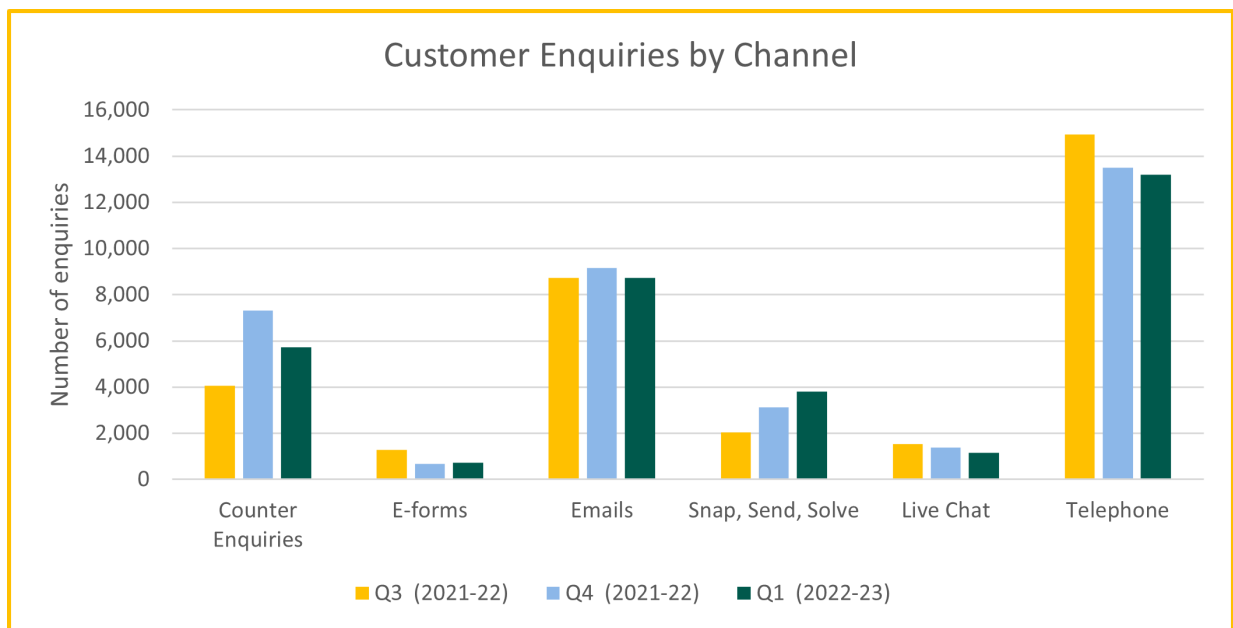
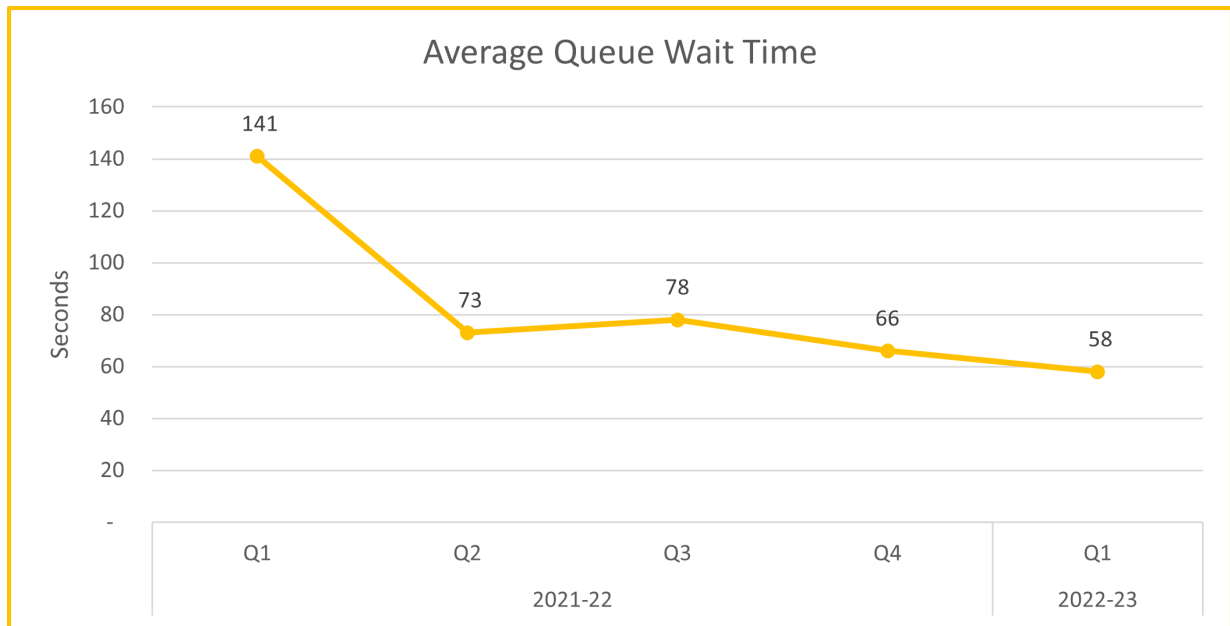
Metric	Quantity
Reported findings of unethical practice by integrity agencies	0

TRAFFIC AND PARKING



The number of traffic and parking enquiries dropped by 17 per cent this quarter. We continue to respond to 99 per cent of enquiries within five business days.

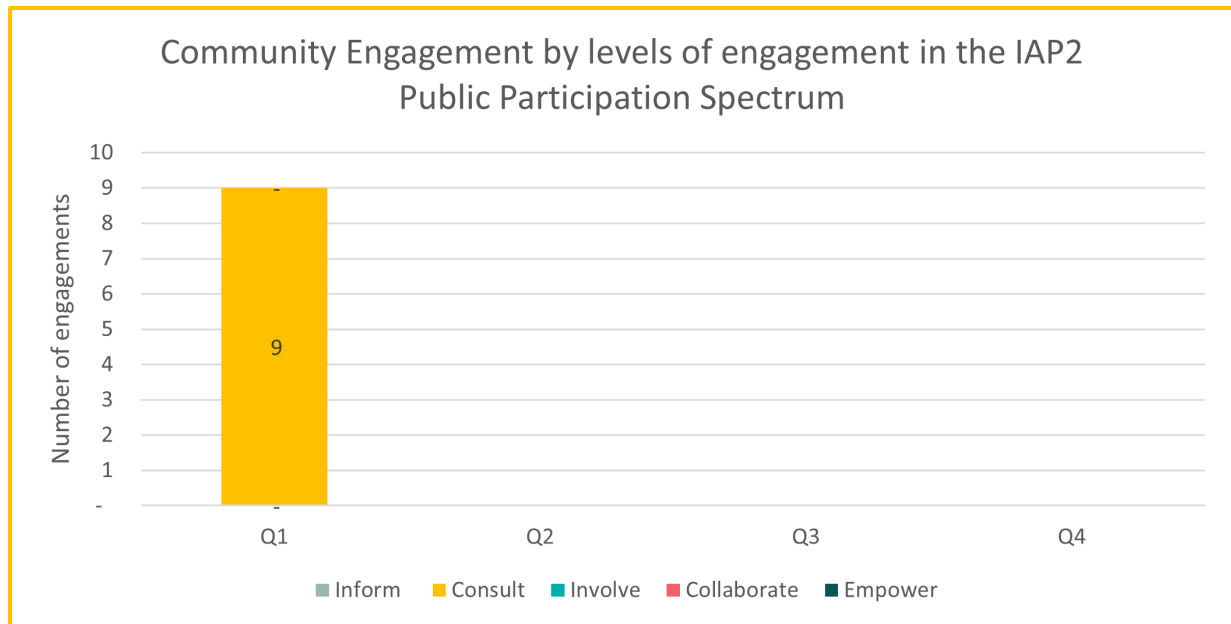
CUSTOMER SERVICE



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 live chat functionality on our website, enabling customers to choose when and how they 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.

COMMUNITY ENGAGEMENT



232

Face-to-face participants



270

Surveys completed



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

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

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

A total of nine community engagements were conducted this quarter. All were on the ‘Consult’ level, where the community had the opportunity to have their say through a range of surveys and pop-up events on projects such as the:

- > [Alma Village Pop-Up Park](#)
- > [Bailey Reserve Community Outdoor Fitness Facility](#)
- > [Draft Asset Plan](#)
- > [Draft Caulfield Structure Plan](#)
- > [Draft Housing Strategy](#)
- > [Draft Street Design Guidelines](#)
- > [Glen Eira Multi-Deck Car Parks](#)
- > [Living and Ageing Well in Glen Eira](#)
- > [Waste Champions Program for shared bins](#)

STRATEGIC DIRECTION 2: ACCESS TO WELL DESIGNED AND MAINTAINED OPEN SPACE AND PLACES



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

ANNUAL ACTIONS



Completed



In Progress







Deferred



Not Started

STRATEGIC PRIORITY	ACTION	PROGRESS COMMENT	STATUS
2.1 Increase the quantity and quality of public open spaces 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>The former Rosstown aged care site and 10 Ames Avenue, Carnegie is proposed to be converted to new public open space. Concept plans have been prepared and consultation with the community will commence in late 2022.</p> <p>Concept plans are being developed for three Porter Road properties with consultations set to commence early 2023.</p>	
2.2 Develop, improve and maintain the amenity of our public places and precincts.	<p>2.2.1 Deliver our open space commitments within our Capital Works Program including:</p> <ul style="list-style-type: none"> – Detailed design of Selwyn Street, Elsternwick Cultural Precinct. – Commence construction of Carnegie Memorial Swim Centre. – Complete Porter Road, Bentleigh site investigation, concept design and community consultation. – Construction of stairs from the existing central path to the shared perimeter pathway at Duncan Mackinnon Reserve. – Complete construction of Eat Street, Bentleigh. 	<p>Selwyn Street, Elsternwick Cultural Precinct – Feedback from the community consultation was presented to Council on 30 August 2022. The detailed design phase is underway with timing to be confirmed due to the need to coordinate with other nearby developments.</p> <p>The tender process for the main construction works for the Carnegie Memorial Swimming Pool is underway and a successful builder is planned to be appointed in December 2022, and main works to commence in early 2023. Council has already commenced an early works package, which will see the disconnection of services and demolition of the brick building in November 2022.</p> <p>Porter Road, Bentleigh – Concept plans are currently being prepared. Community engagement will be undertaken early 2023. Demolition is expected to be undertaken in November following the abolishment of services.</p> <p>Duncan MacKinnon Reserve stairs - the project will go to tender during November 2022.</p> <p>Eat Street, Bentleigh – Stage One of the construction is set to be completed mid-October 2022, with furniture installation electrical and landscaping works underway.</p>	

STRATEGIC PRIORITY	ACTION	PROGRESS COMMENT	STATUS
2.2 Develop, improve and maintain the amenity of our public places and precincts. (continued)	2.2.2 Renew our <i>Asset and related plans</i> to underpin the ongoing maintenance and sustainability of our assets.	The work to review Council's <i>Asset Management Policy and Strategy</i> is in progress.	
2.3 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 into the future.	2.3.1 Invest in providing access to spaces that provide a mix of passive and active recreation. <ul style="list-style-type: none"> — Complete Packer Park, Carnegie playground detailed design. — Develop concept design and conduct community consultation for an intergenerational precinct at Caulfield Park, Caulfield North. — Conduct feasibility study and concept design of Grey Brick pavilion at Caulfield Park, Caulfield North. 	Detailed design has commenced for the Packer Park Playground . The development of concept designs for the intergenerational precinct at Caulfield Park is underway. Community engagement will be undertaken early in 2023. An architect has been engaged to develop concept designs for the redevelopment of the Grey Brick Pavilion . Community engagement will be undertaken during the first half of 2023.	
	2.3.2 Prepare an annual report in collaboration with Elsternwick, Bentleigh and Carnegie Traders Associations to identify amenity improvement opportunities in the activity centres.	This will be progressed in early 2023.	
2.4 Seek innovative approaches to increasing access to open space through partnerships and multipurpose design and find ways to unlock access to open space owned by others.	2.4.1 Increase advocacy partnerships and agreements with other organisations for access to open space by Glen Eira residents. <ul style="list-style-type: none"> — Progress advocacy on the Level Crossing Rail Program (LXRP) open space provision. — Progress advocacy on Caulfield Racecourse Reserve, Caulfield North. 	Council adopted the advocacy priorities to support all of these projects as part of the State Government Advocacy campaign. Regular meetings and discussions are underway with the relevant stakeholders. Council is also working in partnership with other bodies and stakeholders to support their advocacy efforts including the Inner South Metropolitan Mayors Forum. Officers are in regular contact with the Caulfield Racecourse Reserve Trust on both strategic and communications matters to ensure priorities are well understood and publicised with interested parties.	

MAJOR INITIATIVES

Project updates:

Bentleigh Eat Street

Stage 1 of construction on the Bentleigh Eat Street Precinct is set to be completed in October 2022. Roof installation, paving and concrete works for the rear garden bed has been completed. Planned works include completion of furniture installation, electrical and landscaping works.

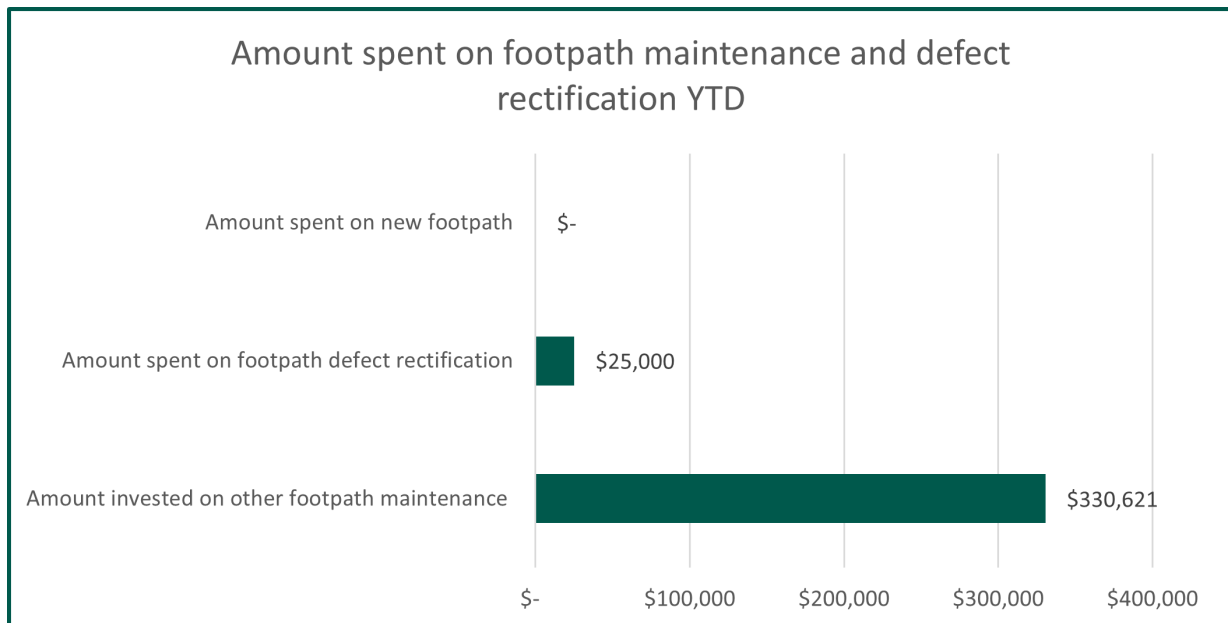


Lord Reserve Pavilion development

Lord Reserve Pavilion construction is due for completion in late 2022.



FOOTPATHS



A total of \$355,621 has been spent on maintaining and completing defect rectification works on our footpaths this financial year to date.

STRATEGIC DIRECTION 3: A LIVEABLE AND WELL PLANNED CITY



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

ANNUAL ACTIONS



Completed



In Progress








Deferred

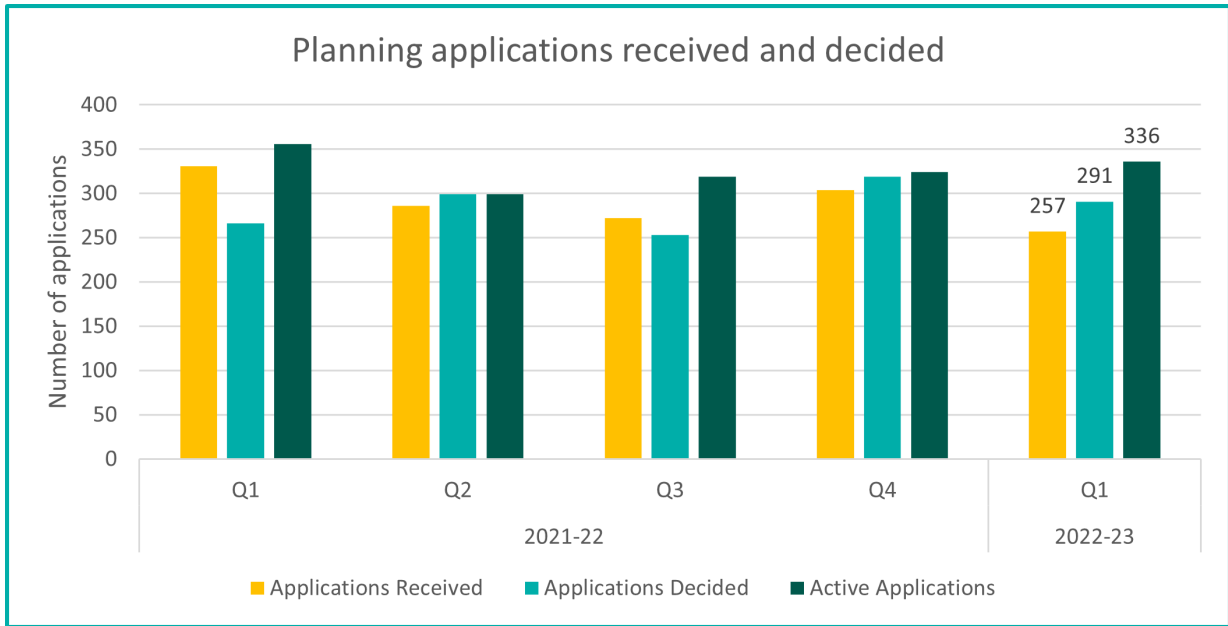


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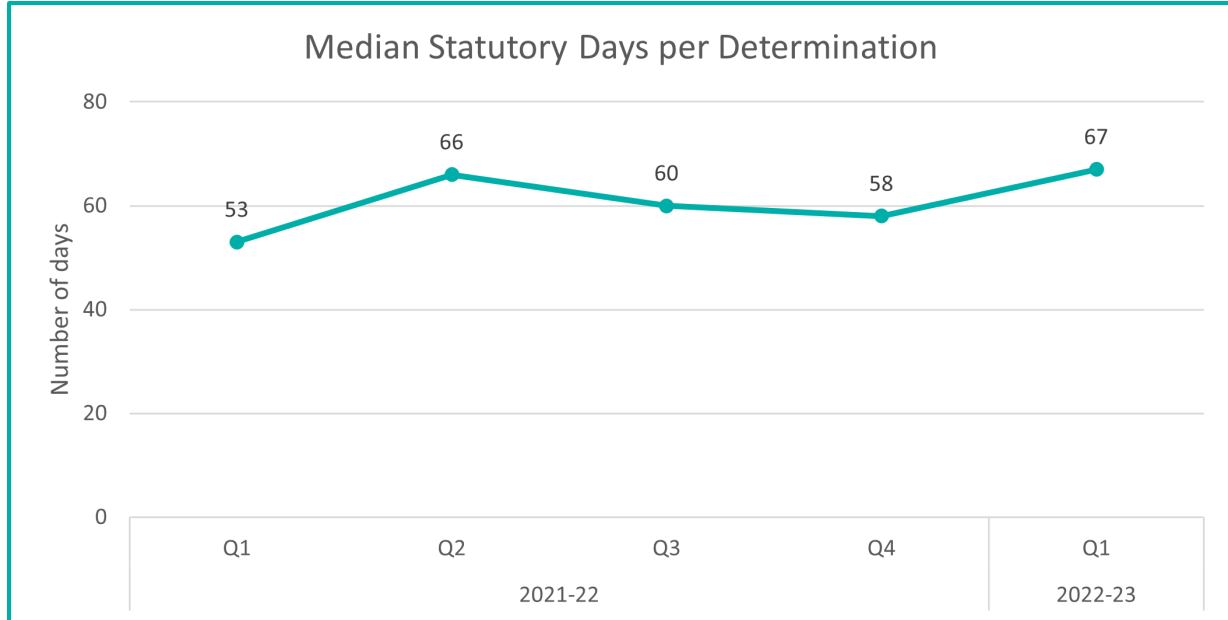
STRATEGIC PRIORITY	ACTION	PROGRESS COMMENT	STATUS
3.1 Actively progress our planning priorities to manage growth and maintain the character and heritage of our City.	3.1.1 Progress our structure planning program.	The Carnegie and Caulfield Structure Plans were adopted this quarter. Officers will request that Council endorses draft <i>Structure Plans</i> for Bentleigh and Elsternwick to go out for consultation in late 2022 for Elsternwick and early next year for Bentleigh.	
	3.1.2 Protect Glen Eira's heritage.	Council has commenced scoping heritage reviews for Carnegie and McKinnon. The reviews will identify places that may merit heritage protection.	
	3.1.3 Increase promotion and understanding of the status of heritage protection in Glen Eira.	In this quarter, Council updated its Heritage Studies webpage to include a visual timeline of Glen Eira's Heritage Studies. To find out more visit gleneira.vic.gov.au/services/planning-and-building/heritage/heritage-studies .	
3.2 Plan for diverse housing options to meet community needs now and into the future.	3.2.1 Plan for Glen Eira's future diverse housing needs whilst seeking improved neighbourhood character and sustainability outcomes.	Phase Two community engagement on our draft <i>Housing Strategy</i> was conducted from February to May 2022. We have reviewed the feedback and reported back to the community during the 'What we heard' online event held on 11 and 15 August 2022. The draft <i>Housing Strategy</i> is being revised and finalised with the community's input, ready for adoption late 2022.	
	3.2.2 Plan, provide, advocate and partner for improved social and affordable housing outcomes by implementing the <i>Social and Affordable Housing Strategy 2019–2023</i> .	To assist in the increase of social and affordable housing, we are meeting with surrounding councils to discuss advocacy projects to State Government in regard to mandatory contributions, unused state land and inclusionary zoning.	

STRATEGIC PRIORITY	ACTION	PROGRESS COMMENT	STATUS
3.2 Plan for diverse housing options to meet community needs now and into the future. (continued)	3.2.3 Complete a review of our existing approach to increasing social and affordable housing.	We have been working with Inner South Metropolitan Mayor's Forum to create a position on social and affordable housing. This will be supported by an advocacy campaign heading into the state election.	
3.3 Advocate for a transport network that provides safe, accessible and sustainable transport options for our community.	3.3.1 Continue our advocacy for integrated transport and connectivity to support the 50:50 mode share shift.	Council's endorsed State election advocacy campaign includes <i>Integrated Transport Strategy</i> priorities. This topic will be highlighted at the State Election Candidates breakfast and form the basis of an ongoing communications campaign.	
	3.3.2 Improve cycling infrastructure and connectivity including: <ul style="list-style-type: none"> – Complete the design requirements for the entire length of the Rosstown Rail Trail and commence delivery of stage one. – Complete the East Caulfield Reserve cycling connection between Djerring Trail and Caulfield activity centre. – Complete the design feasibility assessment for Inkerman Road Safe Cycling Corridor. 	Consultation for improvements to the Rosstown Rail Trail is underway. Concept plans are complete. Detailed design for the East Caulfield Reserve cycling connection , linking the Djerring Trail to the Caulfield Station precinct is underway. The design feasibility for the Inkerman Road cycling corridor is on track and anticipated to be presented to Council before the end of 2022.	
	3.3.3 Improve local street parking at the neighbourhood level.	This project is currently in the planning stage	
3.4 Support and facilitate local job creation by enhancing our activity centres to be thriving and vibrant hubs.	3.4.1 Identify projects and programs that improve the appeal and function of our activity centres.	The draft <i>Placemaking Framework</i> has been prepared and is with the community for consultation. It includes three demonstration projects that seek to improve the feel and function of our activity centres.	

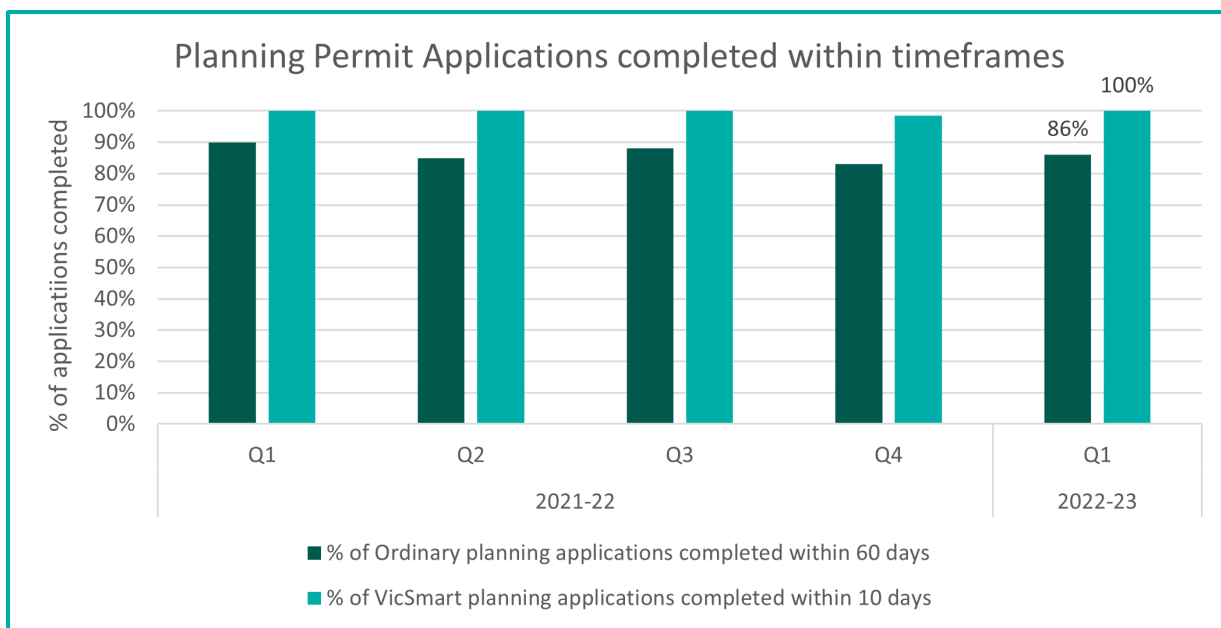
PLANNING



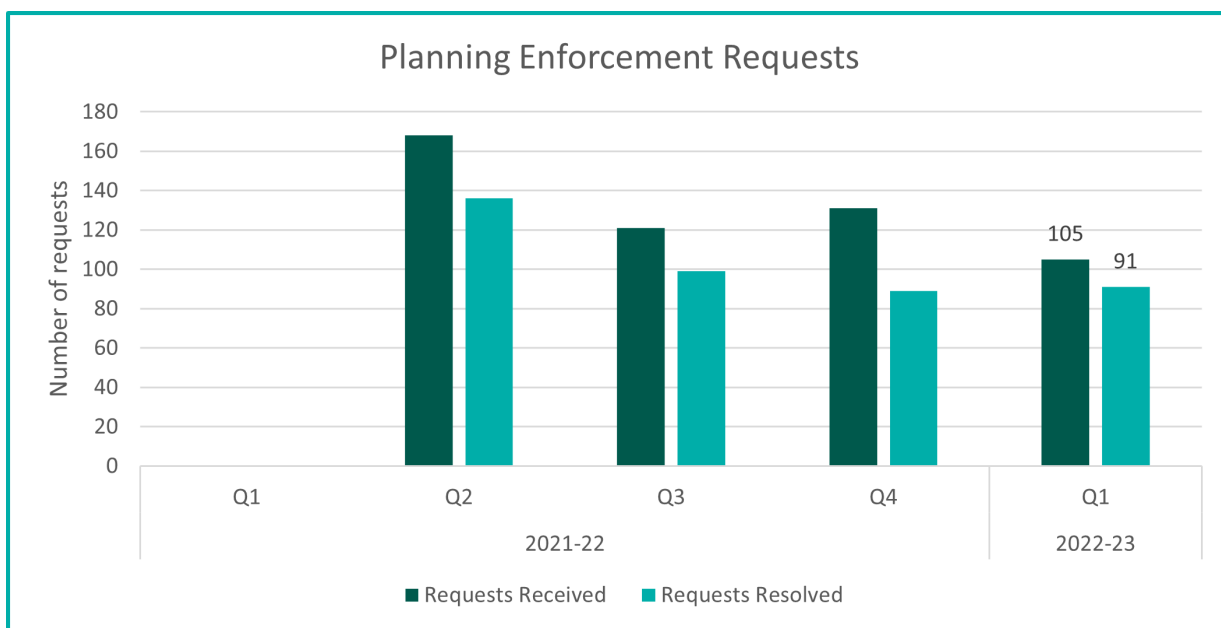
The trend in relation to the number of applications received and determined has not materially changed from previous quarters. The workload remains sustainable and Glen Eira continues to deliver one of the most efficient planning permit functions in the State.



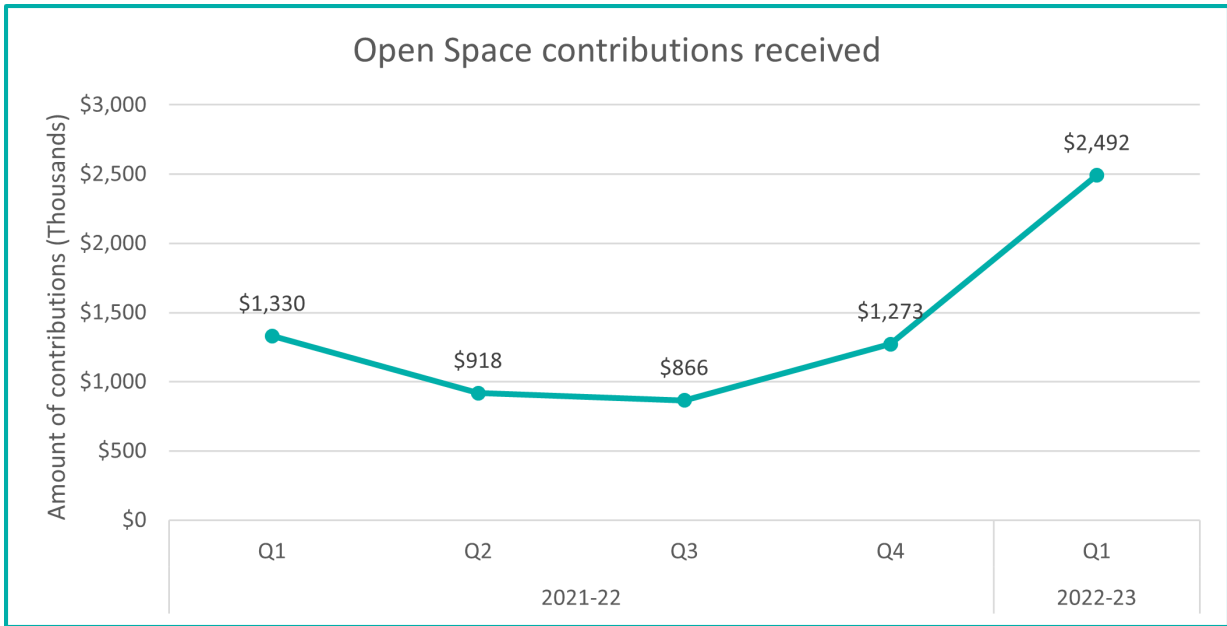
The median statutory days continues to be low. This is due to the efficient management of planning permit applications and a focus of staff to resolve matters quickly. When this is compared with the median days of other metropolitan Councils as part of the State Government reporting requirements, Glen Eira has a median that is 28 days lower than this average.



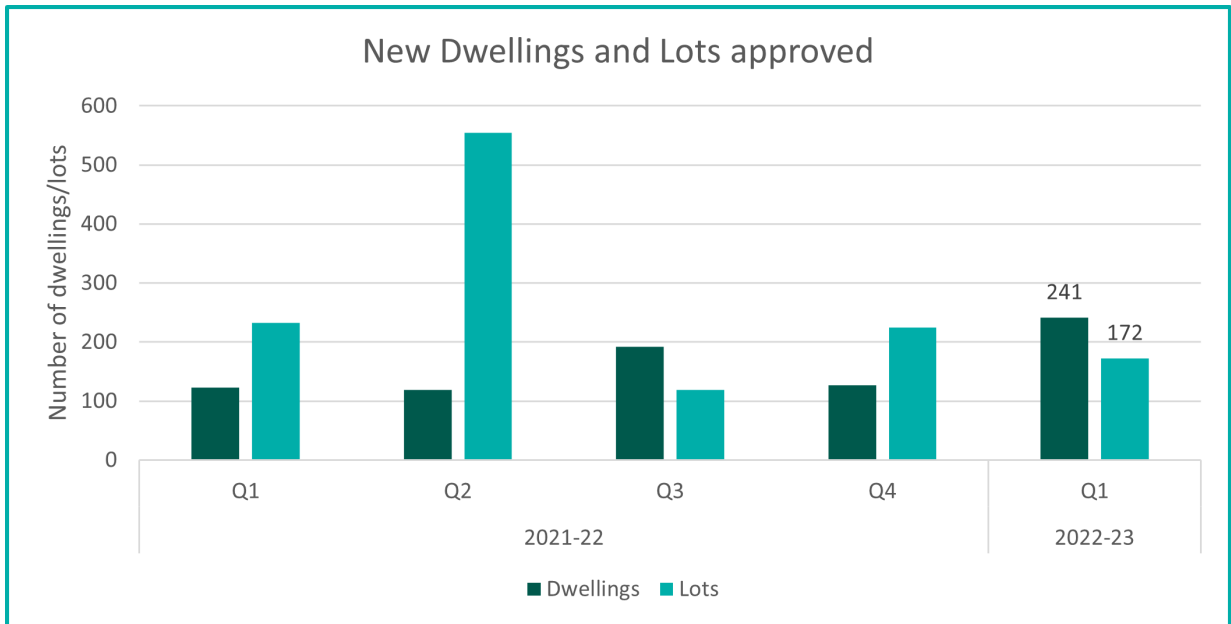
Glen Eira continues to deliver very high-quality service with one of the highest percentage of applications determined within timeframes within the State. When this is compared with the average for metropolitan Councils as part of the State Government reporting requirements, Glen Eira is approximately 28 per cent higher for completion rates of regular planning permit applications and 23 per cent higher for VicSmart planning permit applications.



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

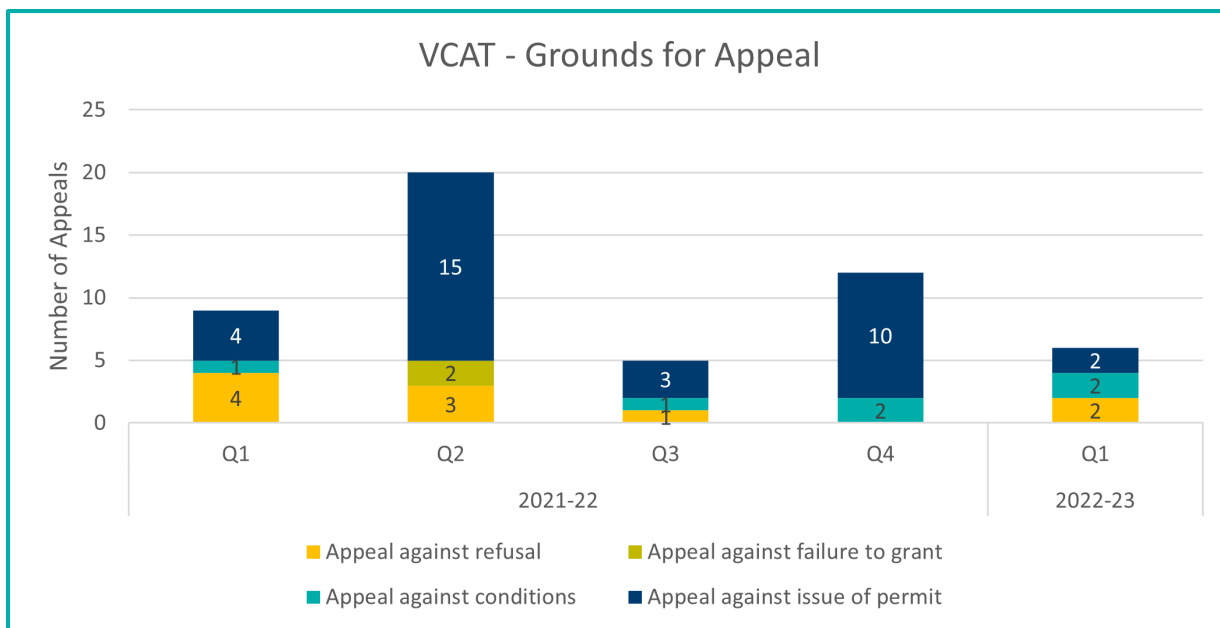


The latest stage of the Caulfield Village development was completed during this quarter and payment was made for its public open space contribution. This has increased the average contribution rate for this quarter.

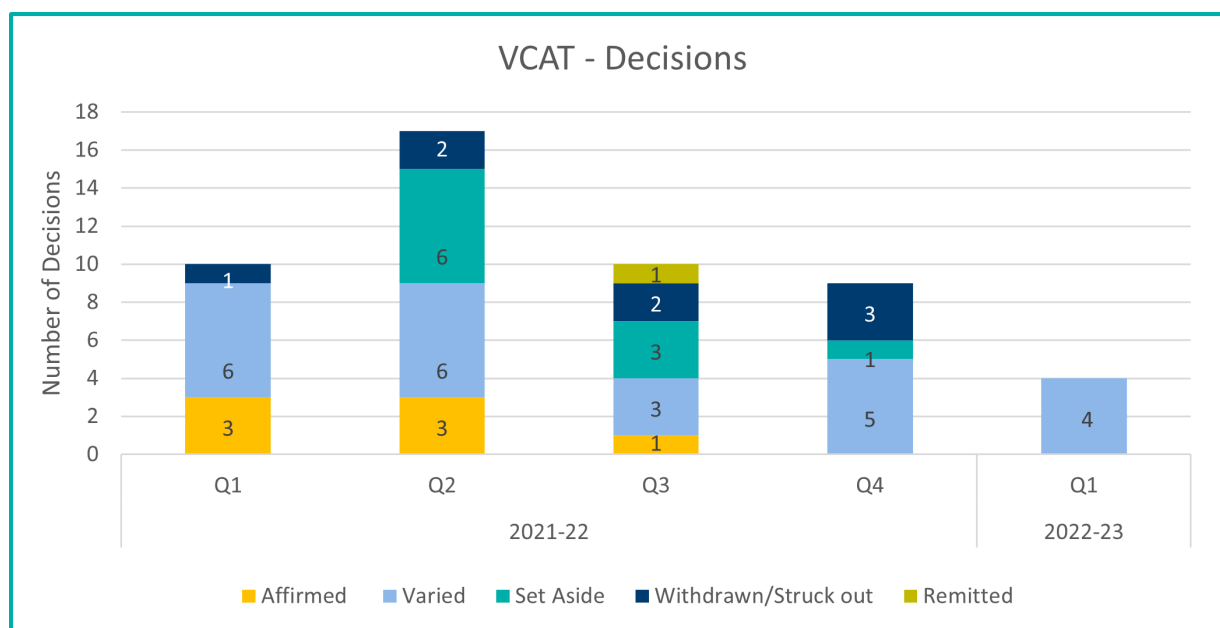


Dwellings: The number of new dwellings approved shows that there is a sustainable pipeline of dwellings that could be built to accommodate future housing needs within the municipality. An approved permit that authorises a new dwelling does not imply that it will be constructed.

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.



The data shows there has been a reduction in the number of appeals lodged this quarter and includes an even spread of appeal types.



The number of VCAT decisions are low for this quarter and all vary the the original Council decision. The variation is typically a minor change to conditions or requirements in the permit. The decisions are reported at each Council meeting in the VCAT Watch report and provide analysis about the decision.

STRATEGIC DIRECTION 4: A GREEN AND SUSTAINABLE COMMUNITY



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

ANNUAL ACTIONS



Completed



In Progress





Deferred



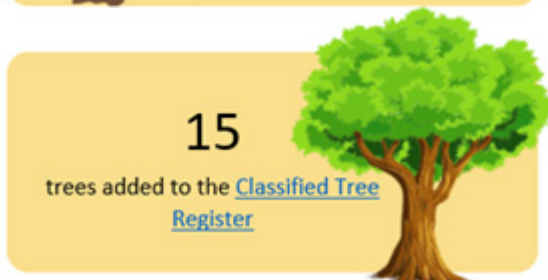
Not Started

STRATEGIC PRIORITY	ACTION	PROGRESS COMMENT	STATUS
4.1 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 Implement actions contained within <i>Our Climate Emergency Response Strategy</i> .	<p>Council is undertaking work on actions that are either ongoing or allocated to 2022-23 in <i>Our Climate Emergency Response Strategy 2021-2025 Dhumbali Wurrungi-biik Parbin-ata</i>.</p> <p>Some of the work we are delivering includes:</p> <ul style="list-style-type: none"> — Supporting businesses in Glen Eira to be more sustainable by creating a sustainable business newsletter, with information about actions businesses can take and links to rebates, incentives and programs that can help them reduce their climate impact. — Delivering sustainability programs for Glen Eira residents, including 10 sustainability and climate change related events delivered by Council or in partnership with local community organisations. — Adding a new sustainability category to the <i>Glen Eira Community Group of the Year</i> and <i>Citizen of the Year Awards</i> from 2023 onwards. The award will recognise individuals, community groups and not for profit organisations who demonstrate outstanding achievements in sustainability and climate action. 	

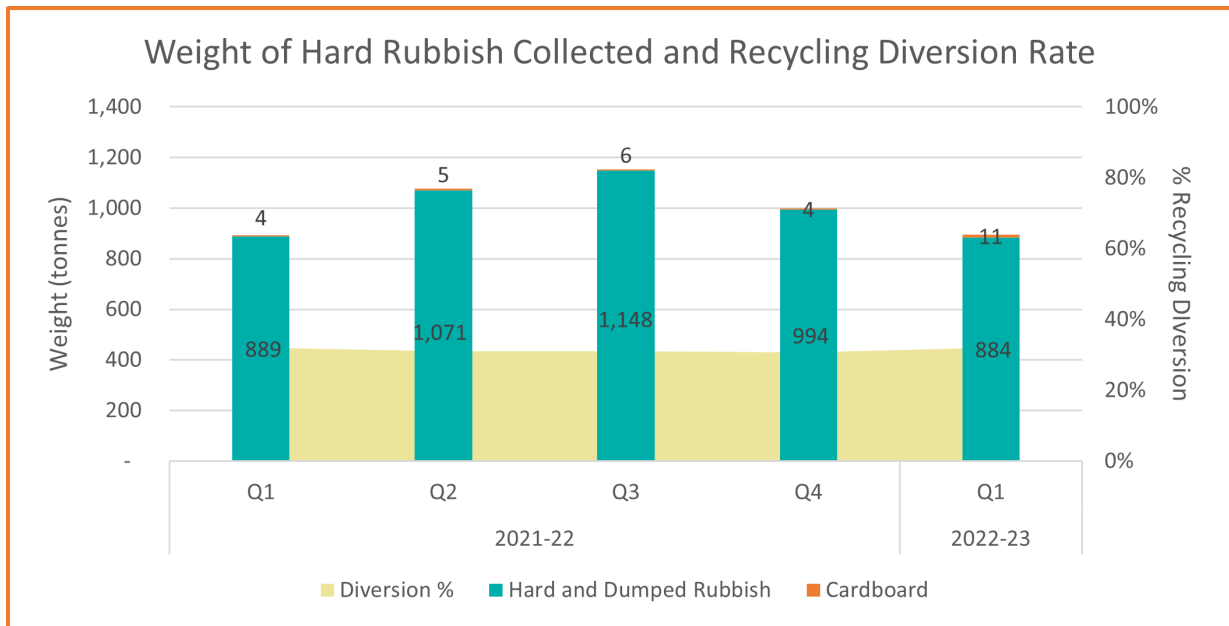
STRATEGIC PRIORITY	ACTION	PROGRESS COMMENT	STATUS
<p>4.1 We will embed climate change action in everything that we do to support the transition towards zero net emissions from Council by 2025. (continued)</p>	<p>4.1.2 Develop strategies to continue Council’s focus on net zero Council emissions by 2025.</p>	<p>A <i>Getting off Gas Roadmap</i> has been developed. The <i>Roadmap</i> identifies and prioritises sites for all-electric conversion based on emissions and replacement schedules. These will be embedded into upgrades and maintenance schedules in 2022-23.</p> <p>Council is implementing the <i>Glen Eira Business Case and Transition Plan for Electric Vehicle Fleets</i>, which provides a roadmap for the transition of our fleet to electric vehicles (EV) by 2030, resulting in estimated annual emissions savings equivalent to 496 tonnes of CO². Council currently has four electric vehicles in service with eight more on order with expected delivery in 2022-23. We will install nine charging stations capable of simultaneously charging 18 vehicles in 2022-23 to support our expanded EV fleet.</p>	
<p>4.2 We will create opportunities for our community to act on climate change to progress towards zero net emissions by 2030.</p>	<p>4.2.1 Implement actions contained within <i>Circular Economy Plan</i>.</p>	<p>The <i>Glen Eira Circular Economy Plan</i> will be considered for adoption at the Ordinary Council Meeting on 12 October 2022.</p>	
	<p>4.2.2 Provide 3 Electric Vehicle (EV) charging stations in key locations including Bentleigh, Murrumbeena and Carnegie.</p>	<p>In July 2022 Council unanimously adopted its priority projects for the state electorates of Bentleigh, Caulfield and Oakleigh, as part of our Victorian state election advocacy. This included calling for \$220,000 to fund the installation of EV charging stations at Bentleigh Library, Carnegie Memorial Swimming Pool, Carnegie Library and Murrumbeena Community Hub. These sites will provide convenient access to electric vehicle charging for residents from all parts of Glen Eira.</p>	
<p>4.3 We will increase our tree canopy and expand private and public greening initiatives.</p>	<p>4.3.1 Deliver community projects that expand and support plantings on private land in identified hot spots and areas with limited natural landscape to support community to take adaptation and mitigation action.</p>	<p>Council has undertaken the first of its initiatives to support plantings on private land. A community planting day was held at Boyd Park, Murrumbeena. The day consisted of planting more than 1,000 small trees and shrubs that will improve the biodiversity value of the area.</p> <p>Talks were given to members of the community about the benefits that the plantings will provide and how the same principles could be introduced into their own backyards.</p>	
<p>4.4 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.</p>	<p>4.4.1 Develop partnerships with Community Service organisations to support vulnerable people in our community to improve resilience to the impacts of climate change.</p>	<p>Council has initiated conversations with emergency services and community organisations to build on partnerships formed during emergency planning and the COVID-19 response. These will be developed further in 2022-23 to create dedicated projects that support these clients and communities to adapt and be more resilient to climate impacts.</p>	

STRATEGIC PRIORITY	ACTION	PROGRESS COMMENT	STATUS
4.4 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. (continued)	4.4.2 Develop initiatives to support population groups with higher vulnerability to assist them with strategies to improve their safety during extreme weather events.	In line with the <i>Glen Eira Urban Forest Strategy and Our Climate Emergency Response Strategy 2021-2025 Dhumbali Wurrungi-biik Parbin-ata</i> , we have developed the Resilient Streets program, which engages and works with local communities living in streets with minimal shade to plan tree-planting activities to reduce vulnerability to heatwaves. This is being reinforced by heatwave information communicated to vulnerable groups via the Seniors Festival and Community Safety Day, with more heatwave communications planned for summer. Council will also be holding two interactive workshops in November 2022, where residents will learn more about our changing climate and heat vulnerability, build their capacity to plant trees and vegetation on their private land to contribute to enhancing our urban forest and discuss other opportunities to adapt to climate change.	
	4.4.3 Use storytelling to enhance community connection thereby increasing cultural awareness. The purpose is to promote understanding and appreciation of our environment and its finite resources. — Council partners with Traditional Owners to incorporate cultural knowledge and storytelling to communicate cultural values and understanding of the limitations of finite resources.	We have conducted a wide range of engagement and communication activities in the first quarter of 2022-23, both independently or in partnership with local community organisations. Many of these have incorporated storytelling as a key engagement tool. We have worked extensively with Boonwurrung Land and Sea Council to incorporate cultural knowledge and storytelling into the draft <i>Circular Economy Plan</i> , and to use the <i>Plan</i> to communicate First Nations perspectives of finite resources.	

TREES

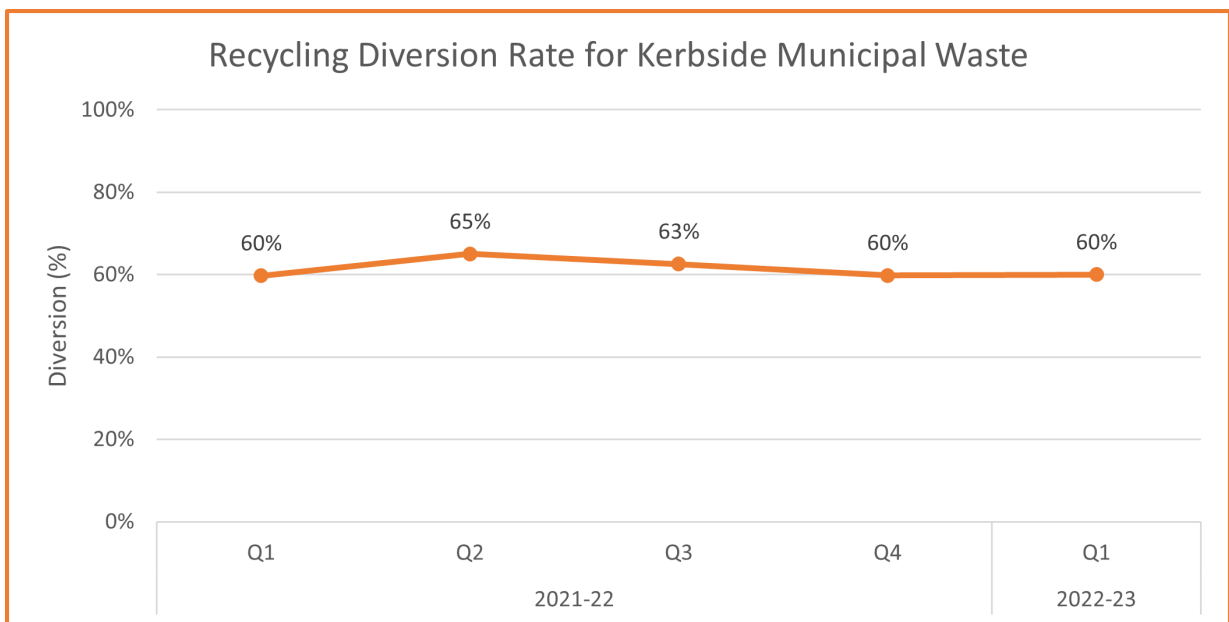


RECYCLING AND SUSTAINABILITY



The weight of hard rubbish collected and number of hard rubbish collections has reduced, and the trend is consistent with previous years where hard rubbish collections decrease during the colder months.

The recycling rate in the hard rubbish service has shown a slight improvement at 32 per cent for this quarter. The steady rate throughout the year reflects the type of waste stream where residents put out similar types of standard household items (e.g. mattresses, appliances, difficult to recycle household goods) regardless of the season.



The kerbside recycling rate for July to September 2022 was 60 per cent, similar to the average recycling rate for the same period last year when the green food and organics bin increased frequency to weekly and red general waste bin frequency was changed to fortnightly. As expected, most variation to the recycling rate throughout the year and this quarter is due to seasonal changes i.e. rainy months correlate with more organic waste.

STRATEGIC DIRECTION 5: A HEALTHY, INCLUSIVE AND RESILIENT COMMUNITY



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

ANNUAL ACTIONS



Completed



In Progress








Deferred






Not Started

STRATEGIC PRIORITY	ACTION	PROGRESS COMMENT	STATUS
5.1 We will support improved health, wellbeing and resilience of all individuals, families and groups within our community.	5.1.1 Implement annual actions in our <i>Community Wellbeing Plan 2021–2025</i> to improve the health, resilience and inclusiveness of our community.	<p>The <i>Community Wellbeing Action Plan 2022-2023</i> was endorsed by Council on 30 August 2022 and 15 per cent of actions are on track for the quarter, including:</p> <ul style="list-style-type: none"> – planning and organising the <i>16 Days of Activism Campaign</i> for 2022 for Council Officers and the community involvement and education was completed; – the Youth Climate and Sustainability Action group visited the Bentleigh East Community Garden to learn about the horticulture needs of the garden and how to sustain it for the community; and – commencing a review of the <i>Community Contacts</i> booklet. 	
	5.1.2 Implement annual actions in the <i>Community Safety Plan 2022–2025</i> to improve perception of safety and increase participation in community life.	<p>Council is working towards achieving the actions within the <i>Community Safety Plan</i>, with 12 per cent of actions underway.</p> <p>The <i>Good Neighbour Recognition Program</i> has highlighted two residents who have assisted their neighbours in various ways. Three educational articles have been published in <i>Glen Eira News</i> including how to report crime to police via its website and promoting the Snap Send Solve app.</p> <p>Planning for Community Safety Month was completed and a range of activities will be implemented during October 2022.</p>	

STRATEGIC PRIORITY	ACTION	PROGRESS COMMENT	STATUS
<p>5.1 We will support improved health, wellbeing and resilience of all individuals, families and groups within our community. (continued)</p>	<p>5.1.3 Work with government and community partners to support COVID-19 response, recovery and living with the pandemic across the community. Maintain a network of community agencies to ensure information, support and assistance is provided to the community to respond to COVID-19.</p>	<p>The Pandemic Response and Recovery team has worked closely with local relief and support agencies, in particular Community Information and Support Glen Eira, Compass Care and Tony's café to support COVID-19 response and recovery across the community.</p> <p>Council received two requests for emergency relief and these were responded to within 48 hours.</p> <p>COVID-19 updates are shared on our website and promotion of vaccination hub and pop-ups are shared in <i>Glen Eira News</i> and on social media.</p> <p>Meetings were held with our networks of community agencies and updates provided on 11 and 25 August, and 29 September.</p>	
	<p>5.1.4 Support parents and carers through 100 Maternal and Child Health Services education and support sessions to build and develop skills and confidence to enhance the health, wellbeing and development of children This includes sleep and settling, infant nutrition, breastfeeding, new parent groups and playgroups.</p>	<p>56 Maternal and Child Health Services education and support sessions were delivered this quarter. We are on track to deliver and meet our target by June 2023.</p>	
<p>5.2 We will embrace diversity and value all people, promoting a society that welcomes and includes everyone.</p>	<p>5.2.1 Implement annual actions in our <i>Gender Equality Action Plan 2022–2025</i> to demonstrate strong leadership in the promotion of gender equality and prevention of family violence against women.</p>	<p>Council is working towards achieving the actions within the <i>Gender Equality Action Plan</i>, with a range of actions including:</p> <ul style="list-style-type: none"> — ongoing work to complete Gender Impact Assessments; — Aboriginal cultural awareness training and disability awareness training programs conducted in August; and — engaging a disability training provider, 'Get Skilled Access' to provide 'Disability Confidence' training sessions to Council staff and the community. 	
	<p>5.2.2 Implement annual actions in our <i>Reconciliation Action Plan 2022–2024</i> Innovate to support reconciliation and a unified, respectful and thriving community that embraces our First Nations' Peoples.</p>	<p>Implementation of the year one actions in the <i>Reconciliation Action Plan (RAP)</i> is underway. Actions implemented include:</p> <ul style="list-style-type: none"> — Establishment of the <i>RAP</i> Champion's League; — Communicated our commitment to reconciliation publicly through the promotion of our <i>RAP</i>; — ongoing protocols of Welcome to Country and Acknowledgement of Country at all significant events and important meetings; — continued to develop relationships with local schools and early learning centres; and — NAIDOC Week activities in our leisure centres and libraries in July. 	

STRATEGIC PRIORITY	ACTION	PROGRESS COMMENT	STATUS
<p>5.2 We will embrace diversity and value all people, promoting a society that welcomes and includes everyone. (continued)</p>	<p>5.2.3 Implement traffic safety improvements included within the 2022–2023 budget.</p> <ul style="list-style-type: none"> — Whitmuir Road, at Elster Creek Trail, Bentleigh. — Neerim Road at Boyd Park (eastern end), Murrumbeena. — Kooyong Road, between Sycamore Street and Carlingford Street, Caulfield South. — Neerim Road, just west of Hobart Road, Murrumbeena 	<p>Planning and design for Whitmuir Road at Elster Creek Trail, Bentleigh has been completed. Construction will be completed as part of the 2022-23 Capital Works Program. This project is currently in the procurement stage with construction set to commence in the coming months.</p> <p>The Neerim Road at Boyd Park (eastern end), Murrumbeena project is currently in the planning and design stage. A design is currently being prepared and relevant consents sought.</p> <p>Design plans for the Kooyong Road, between Sycamore Street and Carlingford Street, Caulfield South project is being finalised. Construction will begin towards the end of the financial year.</p> <p>The planning and design for the Neerim Road, just west of Hobart Road, Murrumbeena has been completed. Construction to be completed as part of the 2022-23 Capital Works Program. This project is currently in the procurement stage with construction set to commence in the coming months.</p>	
	<p>5.2.4 Work with multicultural community leaders to build social cohesion and respect across our diverse community.</p>	<p>A meeting of the Multicultural Advisory Committee was held in September to review all Expressions of Interest for community and organisation representatives on the Multicultural Advisory Committee. 12 individuals and eight organisations were recommended for Council endorsement in October.</p>	
<p>5.3 We will support accessible pathways into services, activities and facilities for people of all ages and abilities, particularly those most in need.</p>	<p>5.3.1 Minimum of 250 sessions offered to young people through one-on-one appointments with youth development officers, youth workshops and support programs to provide social, emotional and financial support.</p>	<p>Actions in the <i>Community Wellbeing Plan</i> underway include:</p> <ul style="list-style-type: none"> — One-on-one sessions including: drop ins, brief interventions, referrals from schools and community organisations, and ongoing client support. — Social, emotional support and financial information offered through our community-based programming. 	
	<p>5.3.2 Assess the future of our aged care services to respond to the Commonwealth Aged Care reforms and community feedback on the future of Council aged care services.</p>	<p>The Commonwealth Government has extended the implementation of the <i>Support at Home Program (SHP)</i> to 1 July 2024. We completed our community engagement about Living and Ageing Well in Glen Eira and reported the outcomes to Council in August 2022.</p>	

STRATEGIC PRIORITY	ACTION	PROGRESS COMMENT	STATUS
<p>5.4 We will deliver services, events and programs that recognise and celebrate our broad interests and differences and promote participation for all.</p>	<p>5.4.1 Develop a schedule of community programs and events in parks, activity centres, major precincts and Council facilities to promote community inclusion, celebrate diversity and encourage cultural expression.</p>	<p>We have developed an annual schedule which incorporates small to large scale indoor and outdoor events as well as programs and workshops.</p> <p>This quarter we have delivered:</p> <ul style="list-style-type: none"> – three <i>Live Sunday Sessions</i> on the second Sunday of every month in the Gallery; – <i>Lighting the Past</i> projections in Glen Eira’s major shopping precincts; and – an immersive arts installation – <i>Gardens of Galapagos</i> at Hodgson Reserve in Bentleigh. 	
	<p>5.4.2 Open the new integrated Bentleigh Library and Youth Hub with a diversity of programs to provide welcoming and accessible library services for all with a particular focus on young people.</p>	<p>After an 18-month construction period, the new Bentleigh Library and Youth Hub will open on 26 October with a family-friendly open day.</p> <p>The larger and more flexible spaces at Bentleigh Library will allow a broader range of programs, including <i>Storytime</i> and <i>Babytime</i>.</p>	
	<p>5.4.3 Provide opportunities for young people at the new Bentleigh Library and Youth Hub to access resources that support storytelling and focus on amplifying their achievements and exploring the lived experience of young people.</p>	<p>The new Bentleigh Library and Youth Hub will host the Your Story; Youth Voice program. Youth Voice will support young people to amplify their achievements and discuss the things that are important to young people in Glen Eira. The program will be offered from the new digital editing suite, Studio 161. Planning for the program has commenced during Quarter One whilst construction of the Hub is completed.</p>	

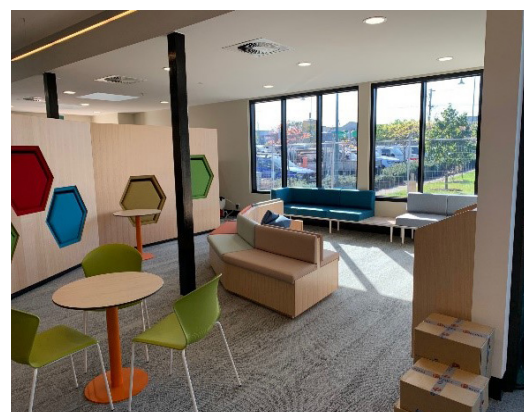
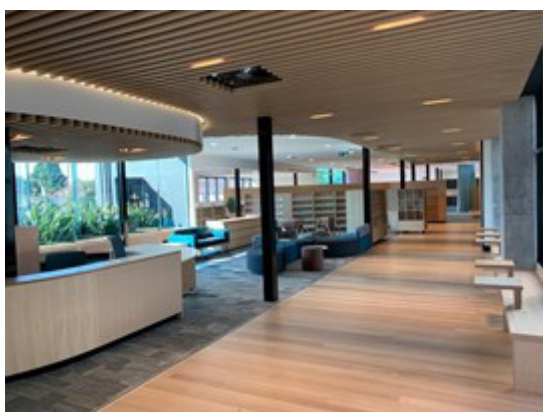
MAJOR INITIATIVES

Project updates:

Bentleigh Library and Youth Hub

Bentleigh Library and Youth Hub is nearing completion with the official opening scheduled for the 26 October. The new Bentleigh Library and Youth Hub will feature: flexible programming spaces, independent study areas, expanded areas to browse book collections, a ‘Changing Places’ facility for people with disabilities and their carers to use, a pedestrian plaza and play space at the entrance to the building.

Features designed with young people in mind include a teen lounge, a light-filled courtyard, children’s reading nooks, a fully equipped training room, places for a confidential discussion with a Youth Development Officer, and a recording and editing suite.



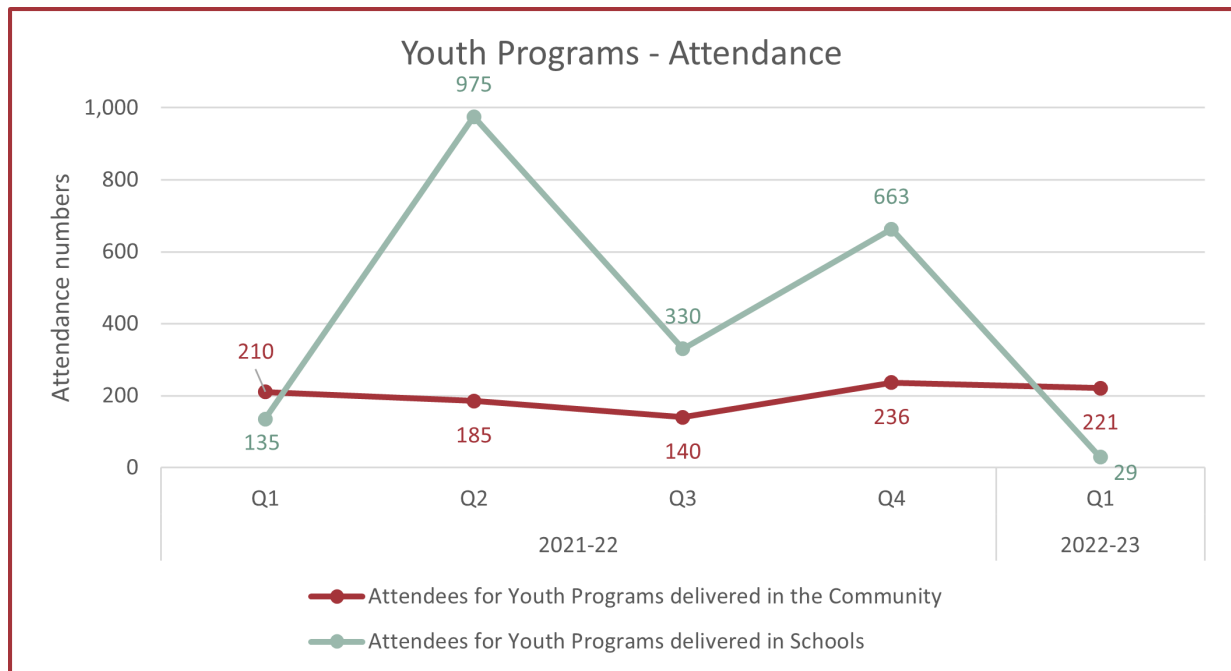
Murrumbeena Community Hub Development

The Murrumbeena Community Hub commenced construction in early April 2021. It was due to be completed at the end of April 2022 but the project has been delayed due to the COVID-19 related impacts. These impacts mean the project will not be completed until October 2022.

The Murrumbeena Park Community Hub will be officially opened by Federal Member for Higgins, Michelle Ananda- Rajah MP; and Steve Dimopoulos MP, Minister for Tourism, Sport and Major Events, Minister for Creative Industries on Friday 21 October 2022.



YOUTH SERVICES

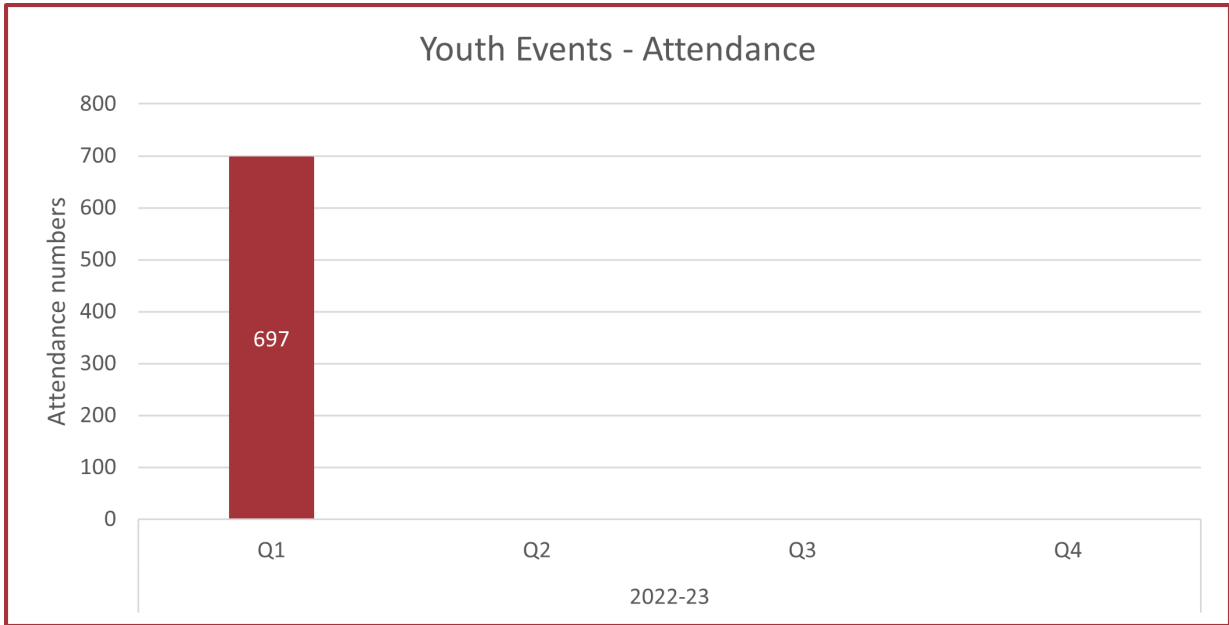


Youth Programs delivered in the community: Programs delivered to the community include weekly *Drop In* sessions, *The Press Start Program*, the Youth Events and Leadership Team and the Youth Climate and Sustainability Action group.

Youth Programs delivered in schools: The drop in attendance compared to Quarter 4 in 2021-2022 is due to the *Moving Up Program* not being offered this quarter. The *Program* will be offered in Quarter Two.

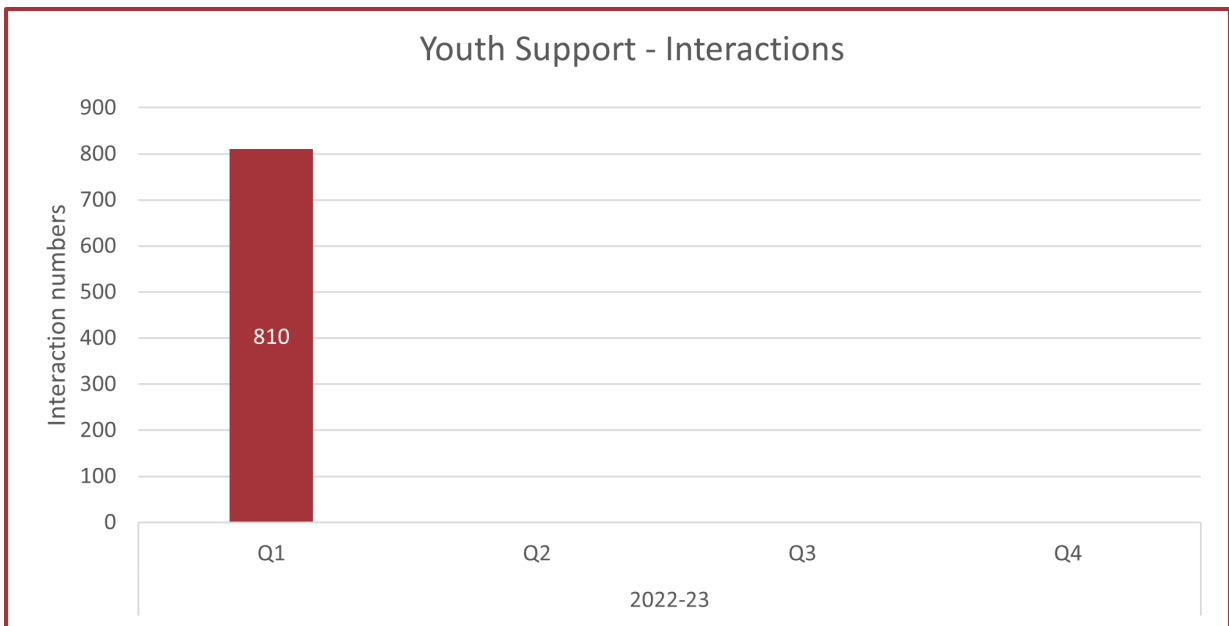
Youth Services are currently running a new initiative called the [School Engagement Program](#) across primary and secondary schools in Glen Eira. The *Program* provides an opportunity for students to share and discuss contemporary local and community issues with students from other local schools in the City of Glen Eira and contributes to schools’ Civics and Citizenship curriculum.

Each term participating schools are invited to nominate two students to take part in the program. Over the course of two meetings, a community issue relevant to local schools is explored. There are currently four primary and six secondary schools registered with the program.



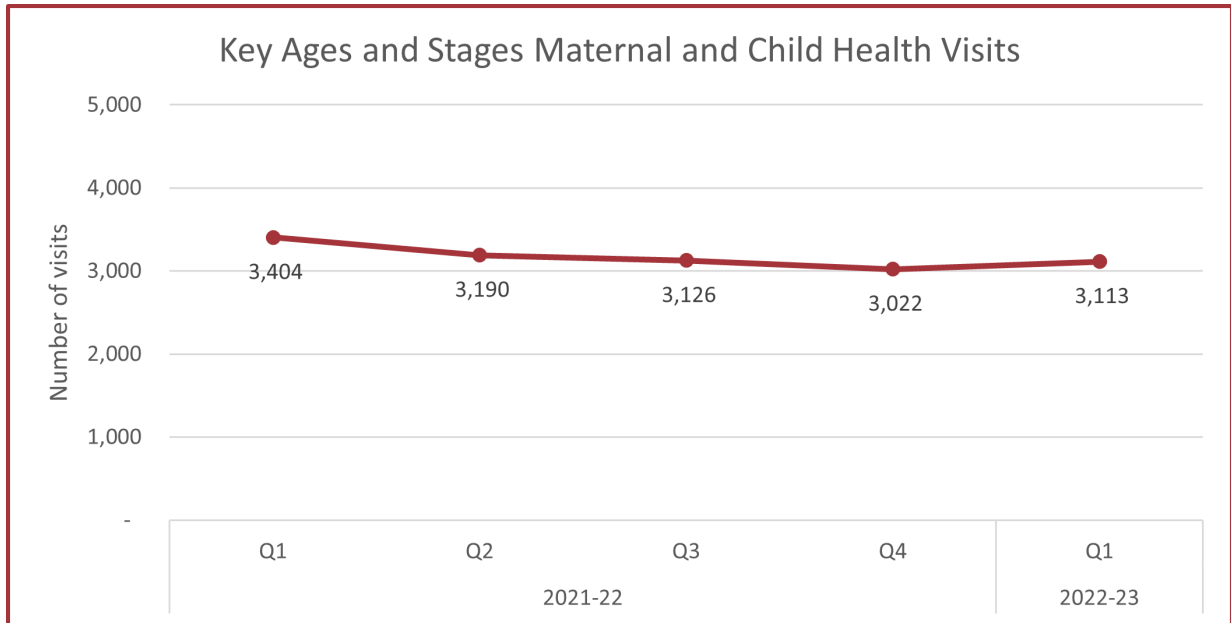
Youth Services re-launched the Youth Art Exhibition in the Glen Eira Town Hall Gallery. 306 community members attended the presentation night to view the 182 art works on display.

Youth Services also provided the Autumn and Spring School Holiday Program during Quarter 1.

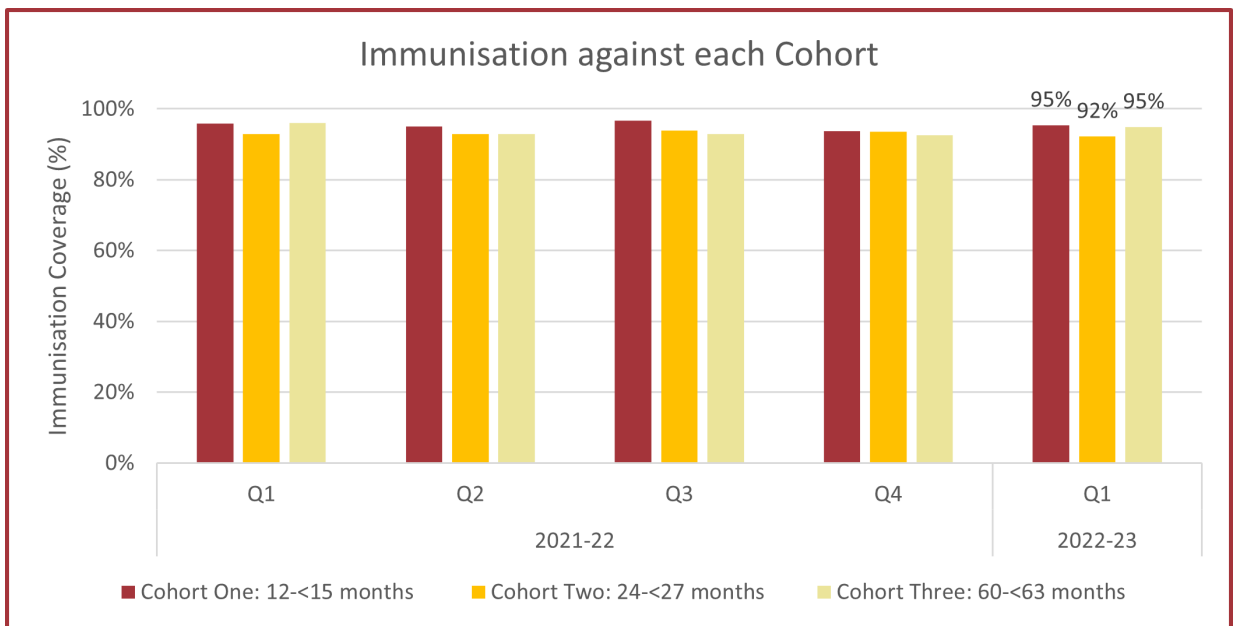


Youth Services provides support interactions through phone calls, emails, and one-on-one support session appointments. One-on-one support sessions include, drop ins, brief interventions, referrals from schools and community organisations, and ongoing client support.

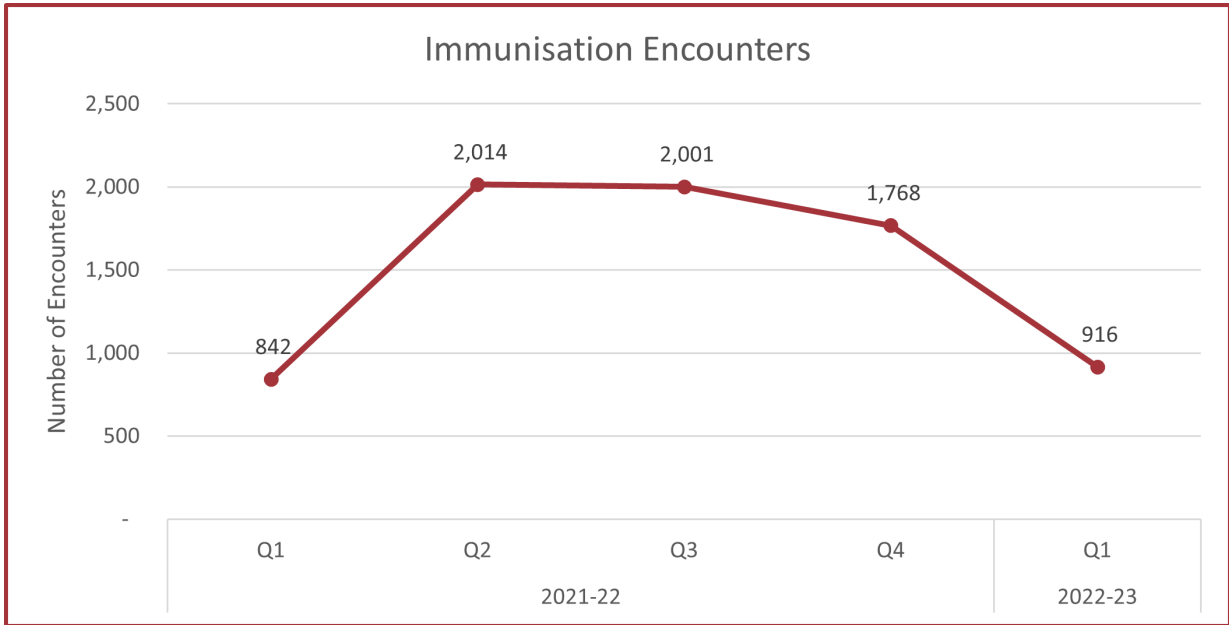
CHILDREN'S SERVICES



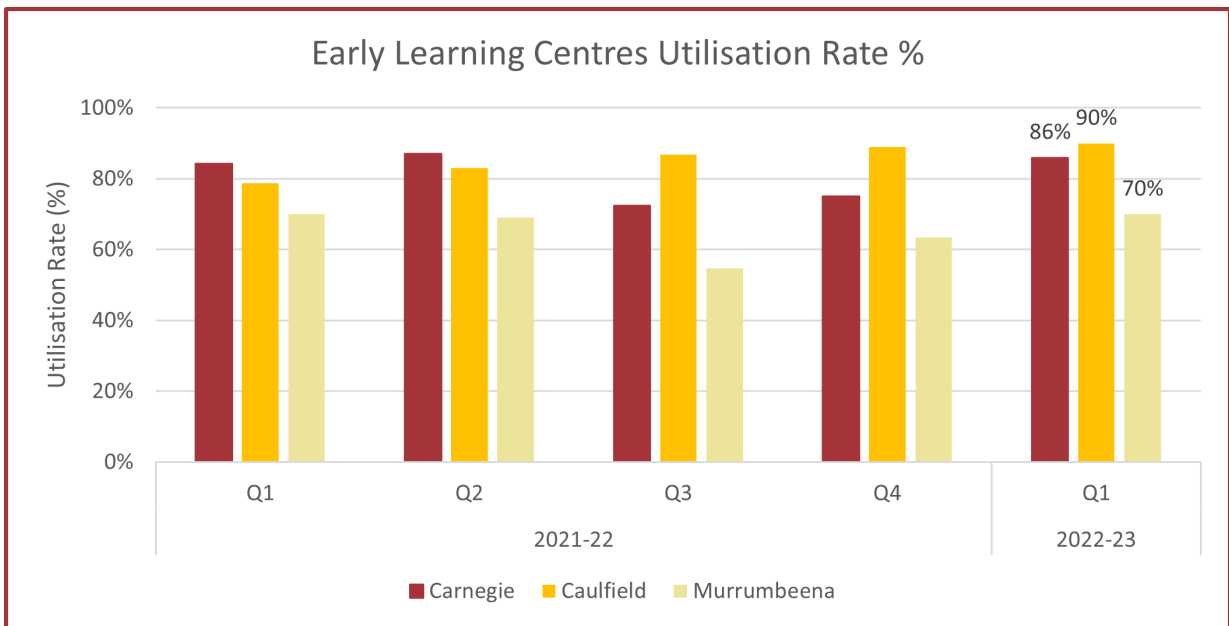
During this quarter full delivery of the Maternal and Child Health (MCH) service has resumed which has resulted in an increase in meeting targets of MCH Key Ages and Stages visits from the previous quarter.



Cohort statistics are provided by the Victorian Department of Health. Coverage for Quarter One 2022-2023 are comparable to Quarter One 2021-2022.

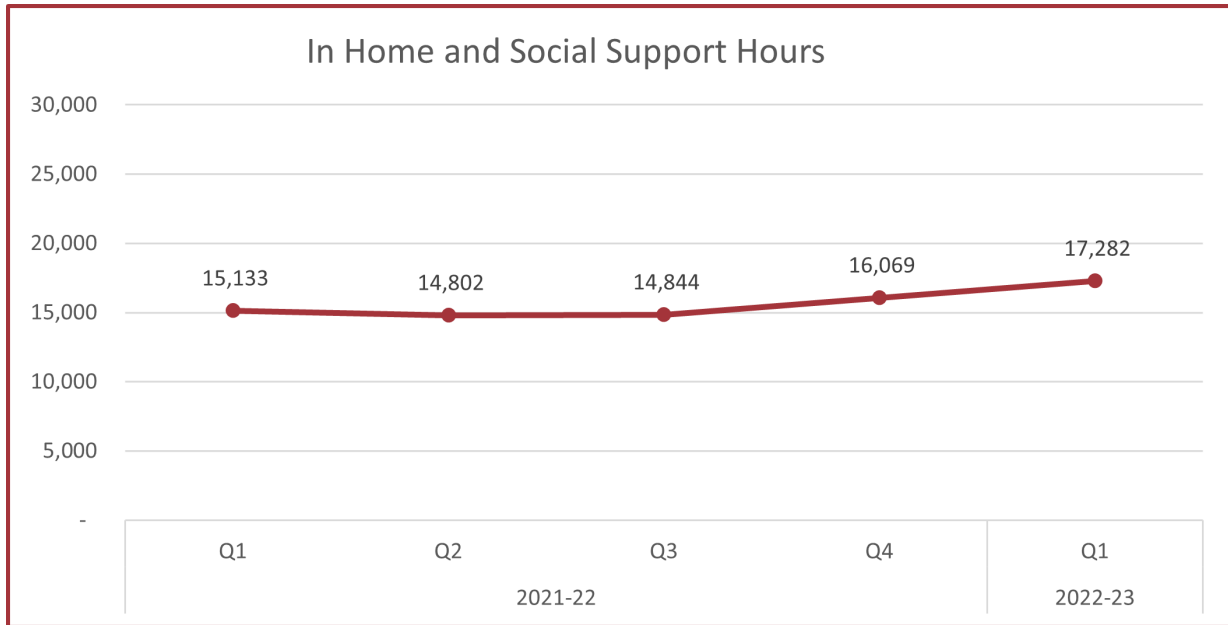


Immunisation numbers are the same for this quarter as they were for 2021, with more encounters in September 2022 due to vaccinations being administered at a school.



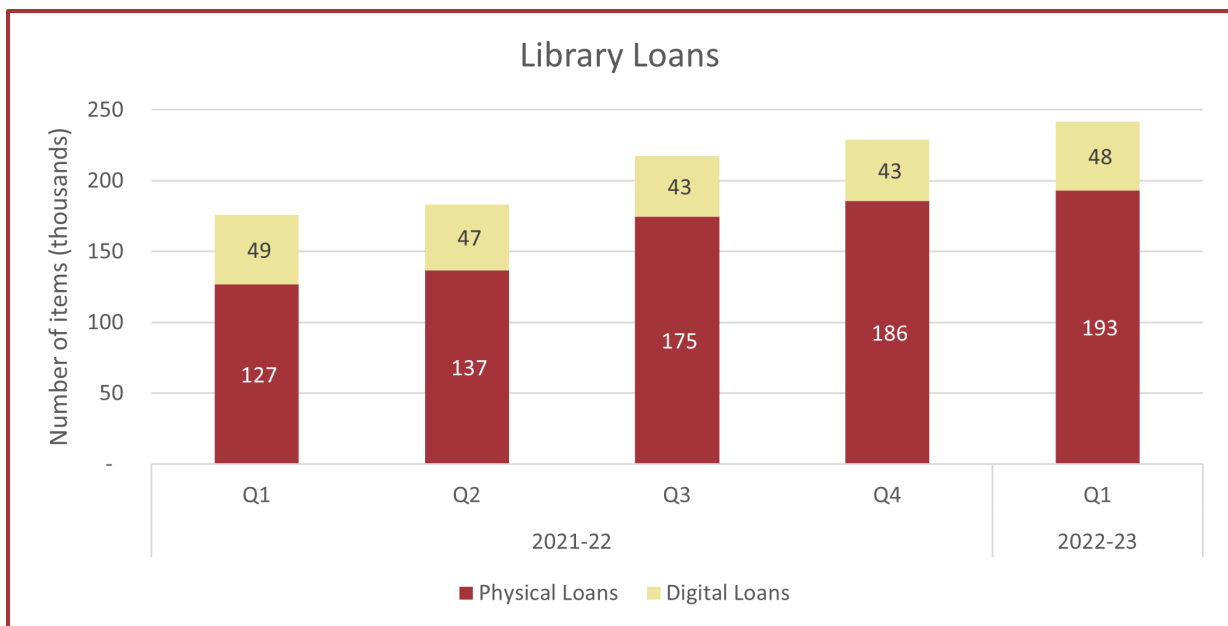
Utilisation in all three Early Learning Centres is steadily increasing and is more stable than in 2021-2022 when the Centres and families were impacted by COVID-19 restrictions.

IN HOME SUPPORT



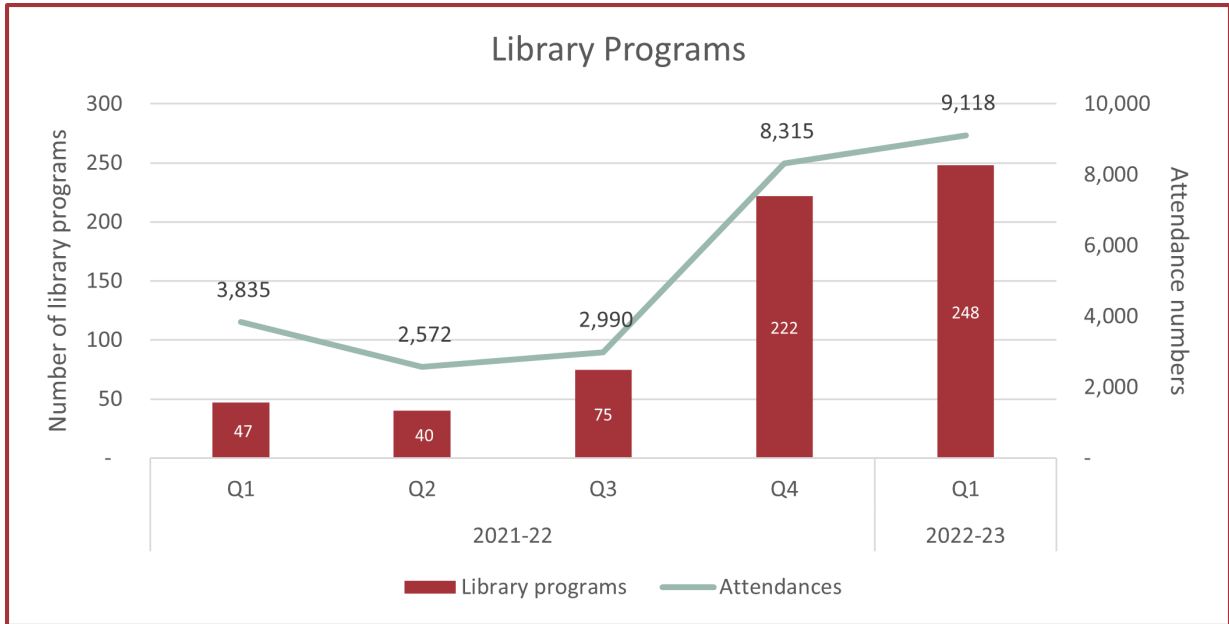
There has been a steady increase in demand for [services](#) to our clients this quarter. The significant increase this quarter of 2,100 hours is due to the increased demand of Social Support Groups at Leila Road. This has seen an increase year-on-year of just under 4,000 hours. The low numbers in Social Support Groups last year were directly attributable to the impact of COVID-19 and the lockdowns. Personal Care was also up by 300 hours year-on-year. However, these were offset against the decrease in Domestic Assistance year-on-year by 1,800 hours.

LIBRARIES



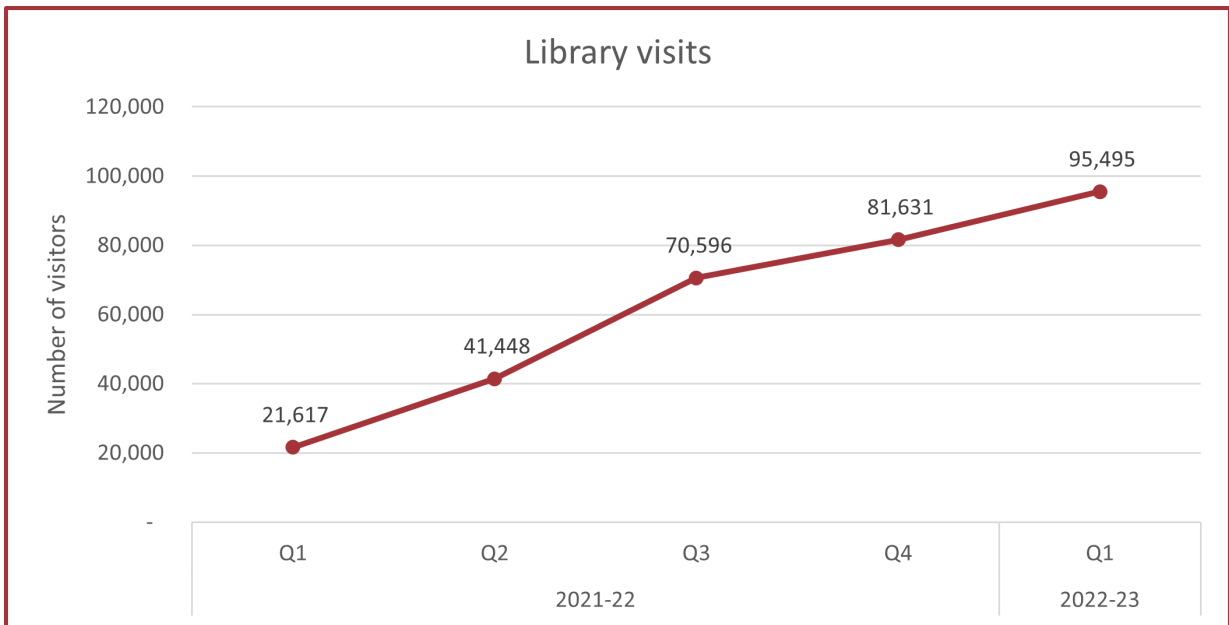
Digital library items: remain popular with library members, particularly downloadable audio books which accounted for 48 per cent of digital item loans this quarter.

Loans of physical library items: this quarter were the highest since Quarter 4 2019-20.



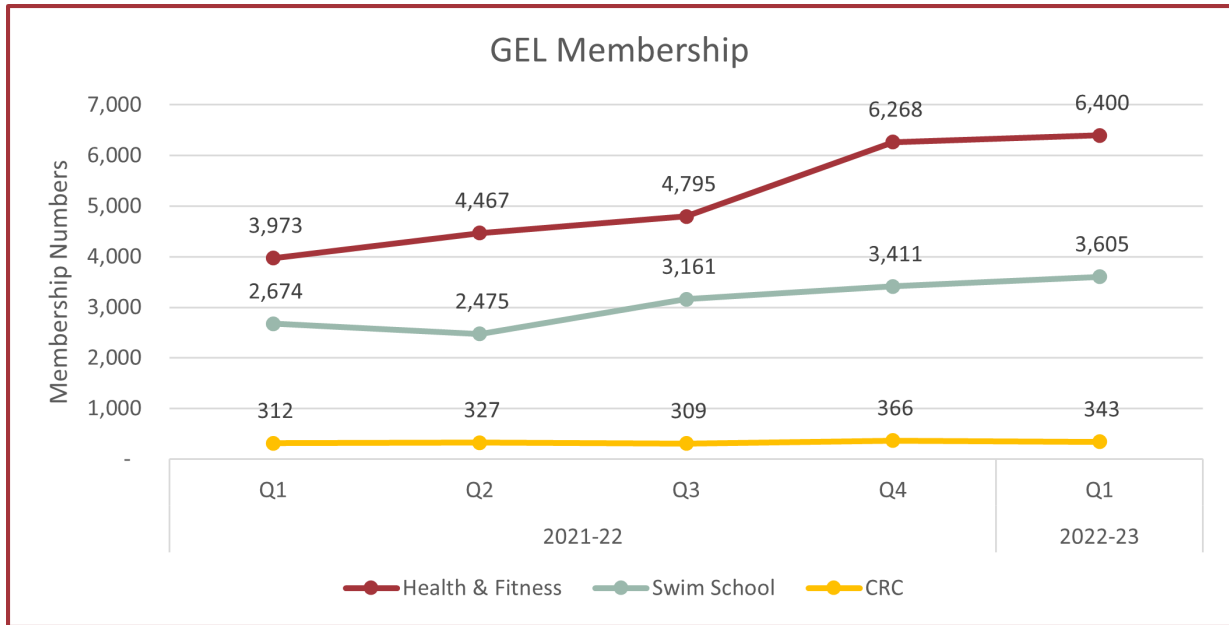
Library programs: The number of programs delivered continues to increase. Some of the programs delivered this quarter include: craft sessions, author talks and wellness workshops.

Attendance at library programs: increased by 10 per cent this quarter. [BabyTime](#) and [StoryTime](#) sessions remain popular with 6,490 attendees. Attendances for our other library programs continue to increase, despite the unexpected cancellation of a few programs.



As people continue to gain confidence following periods of COVID-19 isolation, visits to library branches continue to increase despite an extra public holiday and the closure of the McKinnon Library pop-up in late September.

GLEN EIRA LEISURE (GEL)

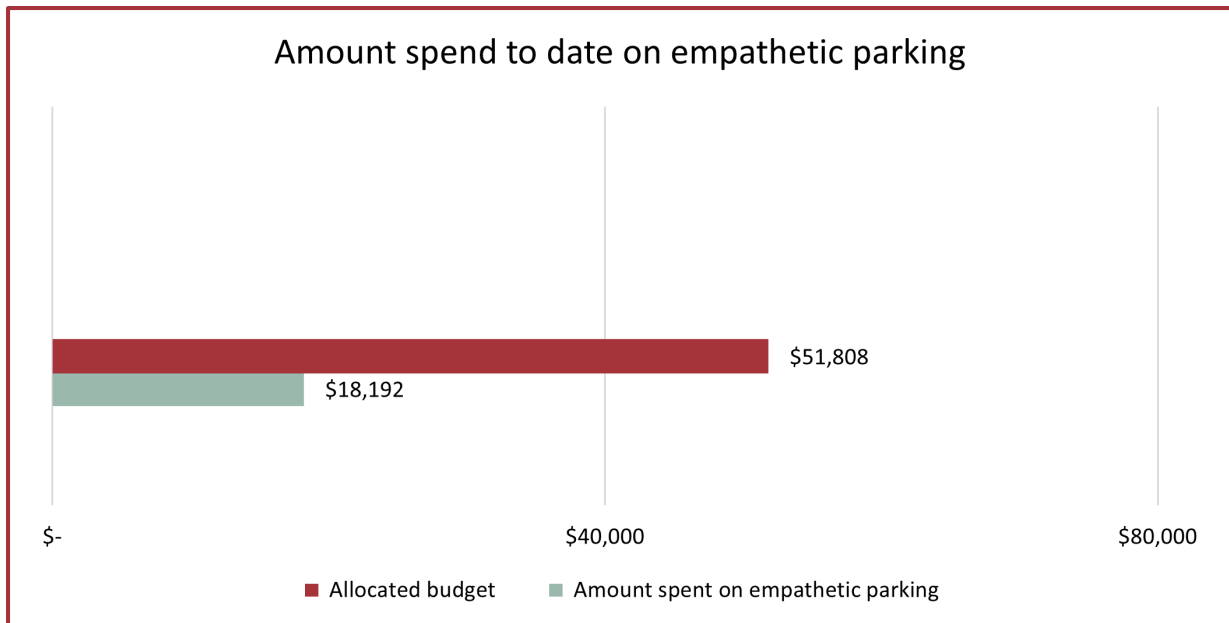


Health and Fitness: Memberships have surpassed pre-COVID levels and are at an all-time high.

Swim School: Memberships are increasing to match available places. As more teachers are recruited and trained, class capacities increase and more memberships can be sold.

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

EMPATHETIC PARKING



So far in this financial year, \$16,932 was spent on empathetic parking spaces and \$1,260 on customer information signs. Empathetic parking spaces have been provided at Bentleigh Library and Moorleigh Village. We are waiting on a further six car parks which we have designed and will be given the go ahead for subject to contractor availability.

There is available budget to cover up to 15-18 more car parks which we are currently exploring.

FOOD SAFETY



Council inspects all food businesses annually. The number of inspections remains generally consistent.

This quarter's total number of failed food safety inspections has decreased. Council's Environmental Health Officers focus on risk to food safety, in line with the Department of Health and Food Act reforms.

DOMESTIC ANIMAL MANAGEMENT PLAN

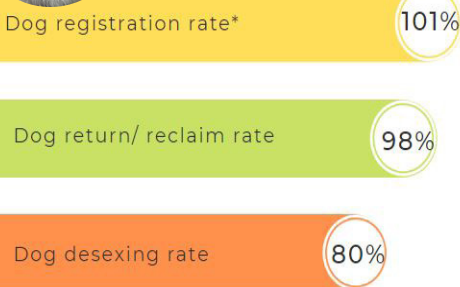
The Domestic Animals Act 1994 requires Victorian councils to have in place a four-year Domestic Animal Management Plan (DAMP) that leads the management of cats and dogs in the community. Council recognises that companion animals are part of our community and contribute to the health and wellbeing of many people.

The Plan covers the entire municipality and its implementation must be evaluated annually, with results included in Council's annual report. The objective is to teach responsible cat and dog ownership through education and innovative strategies that allow pets and people to live together harmoniously and safely across Glen Eira.

More information on the Plan can be found [here](#).



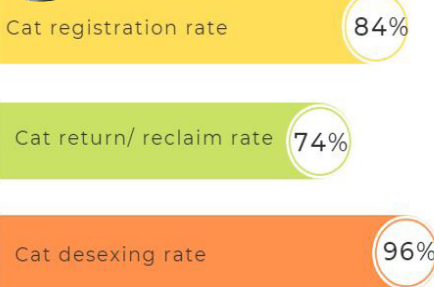
Dogs



Dog registration rate over 100%, is most likely a result of residents getting companion dogs throughout COVID-19. The estimated population was set prior to the pandemic.



Cats



Compliance

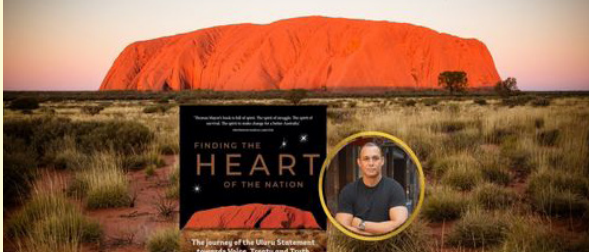


22 infringements vs 17 official warnings were due to a number of dog attack incidents where infringements were the more appropriate action given the seriousness.

COMMUNITY EVENTS - LIBRARIES, ARTS AND CULTURE

July Events:

Author Talks



In July, the Libraries hosted a range of both in-person and online events. Local authors Emily Bitto and Ella Ward discussed their latest releases, while Larrakia man Thomas Mayor zoomed in from Darwin to discuss the significance of the Uluru Statement of the Heart.

My Brother Jack Awards



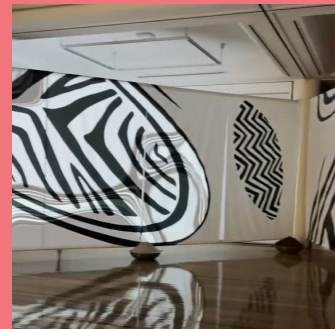
The My Brother Jack Awards opened again for entries. Author and teacher Lee Kofman taught local writers the ins and outs of memoir writing.

Creative workshops



Creative opportunities for people of all ages included house drawing workshops, pop art, and caterpillar craft. There was also a big sustainability focus with talks about birds and biodiversity with Sean Dooley, and composting with My Green Garden.

UNEARTHED



One of the highlights of the July calendar included the final days of *UNEARTHED* in the Glen Eira Town Hall Gallery.

Bush Animal Weaving workshop



A special Bush Animal Weaving Workshop with Aunty Bronwyn to commemorate NAIDOC week.

Open House Melbourne

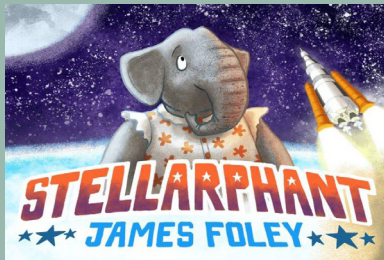


Open House Melbourne returned in 2022, with a filmed tour of the Glen Eira Town Hall and a Q&A with Mayor Jim Magee.

Watch the tour [here](#).

August Events:

Children's Book Week



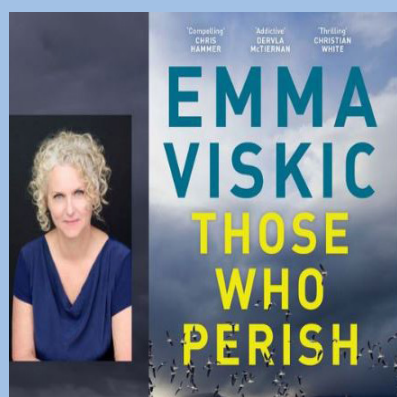
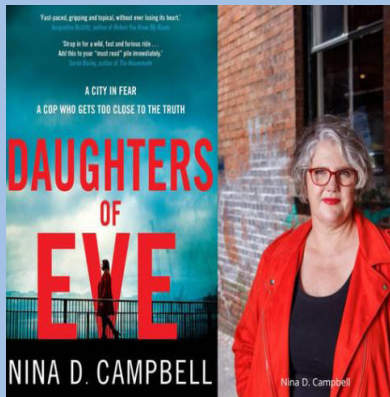
In August, the Libraries celebrated Children's Book week with some special Storytimes, a visit by author Alex Miles, and a theatrical performance of short-listed book, Stellarphant.

My Brother Jack Awards



Entries for the My Brother Jack Awards continued to roll in across the month, and attendance at in-branch Storytime and Babytime sessions continued to grow.

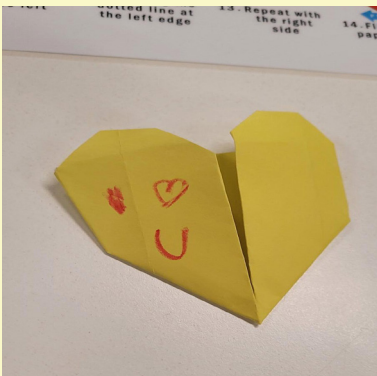
Author Talks



Local Australian authors, Nina D. Campbell, Dr. Anita Heiss, and Emma Viskic, all visited our libraries – both in branch and online.

Almost 300 people attended the launch of Holocaust survivor Abram Golberg's memoir, The Strength of Hope.

Creative learning opportunities



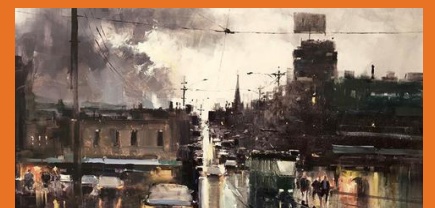
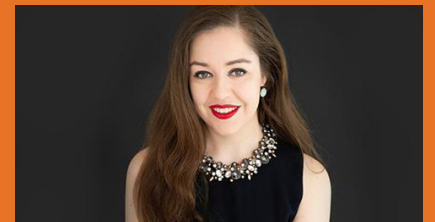
There were lots of creative learning opportunities for both children and adults - including Origami, Haiku sessions, science-themed workshops, and an Alice-in-Wonderland-inspired drawing tutorial.

Gallery Exhibitions



In the Gallery, the *B'nai B'rith Jewish Youth Art Competition* and Exhibition and Leonie Leivenzon Seen/Unseen in Gallery Two both closed on Sunday 7 August.

Live Sunday Sessions & Watercolour demonstration



Live Sunday Sessions hosted emerging opera singer Erin Absolom and a Watercolour demonstration with Herman Pekel and Joseph Zbukvic.

September Events:

The Gardens of the Galapagos



The highlight of the September calendar was *The Gardens of the Galapagos*, an interactive puppetry and live theatre experience at Bentleigh Hodgson's Reserve. Based on Graham Base's best-selling *The Waterhole*, this collaboration with *A Blanck Canvas* sold out shows across three nights

Self-expression Youth Art Exhibition



In the Gallery, *Self-expression* showcased the talents of the city's emerging young artists. This annual event, hosted by Glen Eira Youth Services, brings together a range of art mediums and themes into an exciting display open to families, friends, and the wider community.

School holiday programs



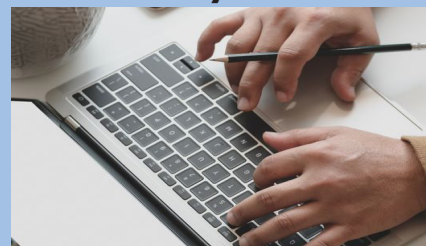
During the school holidays, Library members made Harry Potter wands, went on a lucky dip story hunt with author Jane Godwin and sketched with Lucinda Gifford. Sustainability was a big theme across September with activities for all ages – including upcycled footy craft and an info session on ditching gas for all-electric.

Lighting the Past



In History and Heritage, *Lighting the Past* resumed with an evening of projections in Elsternwick depicting a nostalgic flashback to the shopfronts and streets of Glen Eira, accompanied by live music from local performers.

Library events



The Libraries hosted a Melbourne Writers Festival event with local author Natasha Sholl. The focus on digital literacy continued with an info session on popular online government services.

Live Sunday Sessions



The Live Sunday Sessions program brought local jazz musician Rita Satch to the gallery.

My Brother Jack Awards



The My Brother Jack Awards closed for entries with nearly 600 entries received across eight short story and poetry categories.

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](#)

UPCOMING PROJECTS IN THE NEXT QUARTER

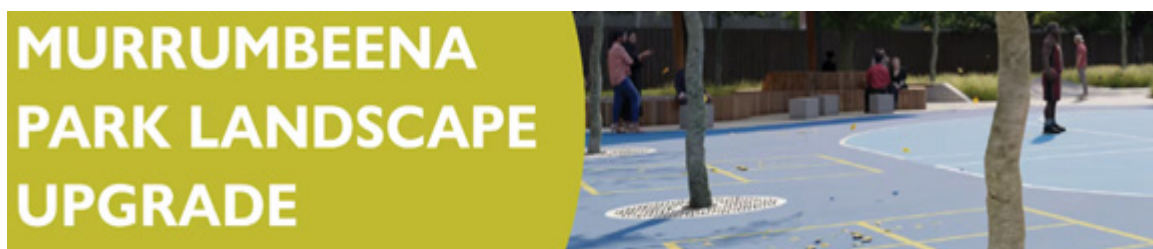


We have prepared a draft *Placemaking Framework* to help guide Council and community-led placemaking initiatives in public spaces across the municipality and we are now seeking your feedback.

In our phase two engagement we are seeking your input into the priorities for an action plan that will guide implementation of the final *Framework*. Phase two engagement will run from **Monday 10 October to Sunday 27 November 2022**.

The engagement will involve several activities occurring across the municipality, including musicians taking to the streets, a small streetscape beautification project and a new public art installation. We hope these activities will help inspire ideas and priorities for ways public spaces can be more vibrant now and into the future.

Provide feedback on our draft *Placemaking Framework* [here](#).



The project involves the closing of Bute Street carpark, to develop an additional recreational space which will include:

- > Multipurpose court.
- > Picnic shelters.
- > Seating areas and;
- > Scooting and skating loop.

In addition to the above recreational space within the Bute Street carpark, the project will also involve the creation of 2 x fitness stations with one area being seniors focused.

We would like to hear from you, the local community, to obtain feedback on the draft 3D concept designs. Consultation is open from **21 October to 18 December 2022**.

Provide feedback on the Murrumbeena Park Landscape Upgrade [here](#).

ROSSTOWN RAIL TRAIL



Council wants to improve the Rosstown Rail Trail to make the route a safer environment for walkers and cyclists of all ages and abilities, including young families and school students.

The project aims to improve the existing shared walking and cycling trail and shared road environment.

We want to hear from you, the local community, to help us understand your thoughts and opinions about ways to improve safety along the trail. Consultation is open from **17 October to 20 November 2022**.

Provide feedback on the Rosstown Rail Trail [here](#).

Planning Application: 8 Gordon Street Elsternwick



In August 2022, Council received a planning permit application from Milieu Property to develop this land. The application proposes the full demolition of the buildings on the land and the construction of six buildings comprising apartments and a cafe. The existing broadcasting tower will be reinstated in its current location and affixed atop one of the buildings. The proposal will include a new public park.

Council is now seeking the views of the community about the proposal and it is your opportunity to tell us what you think about the proposal and if it will affect you in any way. Submissions should be received before **7 November 2022**.

Have your say about the planning permit application at the former ABC Studios site at 8 Gordon Street, Elsternwick [here](#).

Draft *Elsternwick* Structure Plan



We have developed the draft *Elsternwick Structure Plan*, to help guide growth in suitable areas and ensure any growth contributes to our high-quality streets, public open spaces, heritage character and amenity.

The draft outlines a shared vision for the area's future and is a culmination of technical analysis and design work and builds on previous stages of consultation.

As part of the engagement you are invited to review the draft *Elsternwick Structure Plan* and provide us with feedback before engagement closes on **Friday 16 December**.

Review and provide feedback on the draft *Elsternwick Structure Plan* [here](#).

Our budget, your priorities



Every year Council produces a Budget explaining how funds will be spent on behalf of the community.

Council provides a broad range of services for the community, and allocates funding across a number of priority areas each year including:

- > delivering a range of services for the community, including aged care, seniors, youth, family, children, disability and accessibility
- > support for business and the community
- > providing library services and arts and culture programs
- > maintaining roads, footpaths, parks, playgrounds and buildings
- > maintaining and increasing our open space and facilities for sporting and leisure activities
- > providing rubbish and recycling services
- > delivering climate response initiatives including planting trees and greening the municipality

As we plan for the 2023–2024 Budget, we want to know:

- > which of these areas you would like to see council spend more on?
- > which of these areas you would like to see council spend less on?
- > Your feedback will help us to ensure that funds are best spent to meet community needs.

Help us plan for our 2023-2024 Budget [here](#).

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>

GLOSSARY

Activity centre - an area that includes the commercial heart and the nearby surrounding residential area. An activity centre provides a focus for services, employment, housing, transport and social interaction. They range in size and intensity of use from smaller neighbourhood centres to major activity centres and larger metropolitan centres. Glen Eira's major activity centres are Elsternwick; Carnegie; Bentleigh; Glen Huntly; Moorabbin Junction; Caulfield Station Precinct and East Village in Bentleigh East. Our neighbourhood activity centres are: Alma Village; Bentleigh East; Caulfield Park; Caulfield South; Gardenvale; Hughesdale; McKinnon; Murrumbeena; Ormond; Patterson; and Ripponlea.

Advisory Committee - a committee that provides advice and recommendations for decisions by Council.

Advocacy - is where Council publicly voices its support for projects and policies to other levels of government.

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.

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.

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.

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.

Capital works - any work undertaken to establish, renew, expand and upgrade Council's assets.

CEO - Chief Executive Officer.

Community Voice - an online consultation group made up of a representative sample of community members who agree to be consulted about key projects, issues and topics on a regular basis.

Council Plan - a document outlining Council's strategic direction for five years.

Decisions Affirmed - Number of applications that have been determined by VCAT as affirming the original Responsible Authority determination.

Decisions Remitted - Number of applications that VCAT has remitted back to the Responsible Authority for further consideration.

Decisions Set Aside - Number of applications that have been determined by VCAT as setting aside the original Responsible Authority determination and issuing its own.

Decisions Varied - Number of applications that have been determined by VCAT as varying the original Responsible Authority determination – this is typically by making minor modifications to conditions or requirements of the permit.

Decisions Withdrawn/Struck out - Number of applications that have either been withdrawn by the applicant, or have been struck out by VCAT.

EV - Electric Vehicle.

Food safety failed inspection - 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.

GEL - Glen Eira Leisure; a combined facility management structure incorporating Caulfield Recreation Centre, Carnegie Swim Centre and Glen Eira Sports and Aquatic Centre (GESAC).

Glen Eira News - Council's monthly newspaper, which provides residents with information about Council activities. It is delivered to all residents within Glen Eira.

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.

- > 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.

Immunisation encounter - a record of any immunisation that is given to any member of the community.

In-home support - a program of services provided when frailty, disability or illness prevent a person from undertaking the tasks of daily living for themselves. The program consists of domestic assistance, personal care, home maintenance/modifications, delivered meals, Social support group activities and respite care services.

Integrated Planning and Reporting Framework (IPRF) - allows Council and the community to have better visibility across the various elements of the strategic planning and reporting system. It ensures a greater understanding of how the things we do today, contribute to achieving our future Community Vision.

Lots - 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).

Open space contribution - 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.

Snap Send Solve - an app that simplifies the reporting of community issues to councils.

Social and affordable housing - housing that is (at least in part) subsidised by the government.

VCAT - Victorian Civil and Administrative Tribunal.

YTD - Year to date.



GLEN EIRA
CITY COUNCIL

Glen Eira City Council

Corner Glen Eira and Hawthorn Roads, Caulfield

Mail address: PO Box 42
Caulfield South, 3162

Phone: (03) 9524 3333

Fax: (03) 9523 0339

mail@gleneira.vic.gov.au

www.gleneira.vic.gov.au

National Relay Service

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

Online: <https://internet-relay.nrscall.gov.au>

Teletypewriter (TTY): 13 36 77

Speak and Listen: 1300 555 727

Social media

Glen Eira City Council:

www.facebook.com/GlenEiraCityCouncil

@cityofgleneira:

www.instagram.com/cityofgleneira

Glen Eira arts, gallery and events:

www.facebook.com/gleneiraarts

www.instagram.com/gleneiraarts

Glen Eira Leisure:

www.facebook.com/GESACOnline

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

www.twitter.com/GESACOnline

Glen Eira Libraries and Learning Centres:

www.facebook.com/GlenEiraLibraries

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

Glen Eira sustainable living:

www.facebook.com/sustainablelivinggleneira

Glen Eira Youth Services:

www.facebook.com/GlenEiraYouthServices

www.instagram.com/gleneirayouthservices

