



GLEN EIRA
CITY COUNCIL

GLEN EIRA CITY COUNCIL QUARTERLY SERVICE PERFORMANCE REPORT

QUARTER ENDING MARCH 2023

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 third *Quarterly Service Performance Report* for our [Council Plan Action Plan 2022–2023](#).

This quarter we officially opened new Lord Reserve Pavilion on 17 February 2023. The Pavilion provides the community with a new social space and amenities that can be used by local sports clubs and community groups for years to come.

We have also commenced the redevelopment of the Carnegie Memorial Swimming Pool, with demolition works underway. Two *Meet the Builder* sessions were held with the team from ADCO Constructions Pty Ltd to answer questions about the constructions. More information from the session can be found on our [website](#).

Some of the other highlights from this quarter include:

- > Hosting a plant giveaway on 26 March 2023 as part of Community Planting Week from 26 March to 2 April 2023, where close to 2,000 plants were distributed to Glen Eira residents;
- > Partnering with other Councils, agencies and community organisations to engage local communities and promote sustainable action. This has included partnering with the Brotherhood of St Lawrence and Uniting Care to conduct a *Bring Your Bills Day* in April to help people reduce both their carbon emissions and energy bills;
- > Hosting the *Under the Stars* music event on 25 February 2023 at Packer Park, Carnegie, that was enjoyed by 4,500 attendees; and
- > Celebrating *Lunar New Year* in the Gallery and Portico with over 600 residents.

We continue to operate in increasingly constrained financial circumstances. Council's financial position has been materially impacted by the increasing costs in construction, utilities, borrowing and labour shortages. We are closely monitoring the situation to ensure that our operations remain financially sustainable. As part of our approach we will continue to apply rigorous prioritisation to our capital works program to ensure we are still able to deliver those projects that have the most value to the community.

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

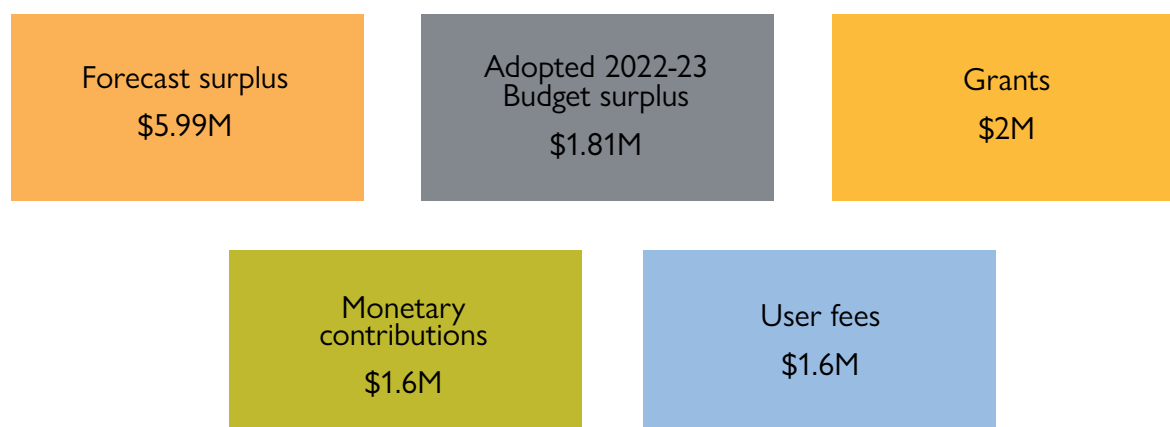
Like all other Councils and businesses across Victoria, Council is operating in increasingly constrained financial circumstances. Council's financial position has been materially impacted both in terms of revenue and increasing costs such as construction, utilities, borrowing and labour shortages. The impact of increased regulation and cost shifting from other levels of Government is a contributing factor. The economic environment and ambitious program of works result in increasing risk to Council's financial sustainability.

While 'business as usual' is slowly returning to Council operations, the financial impact of the last few years will continue to flow through to future years. The balance sheet position and the cash position are favourable but we remain cautious due to our level of risk exposure. Council continues to carefully manage its finances in order to deliver the outcomes for Community. Council is proactively identifying and mitigating the risks arising from the dynamic and unpredictable economic environment and the implications for Council's financial sustainability.

At the end of March 2023, the performance against budget from ordinary activities showed a favourable variance of \$8.66 million. Our income was favourable to budget by \$6.05 million mainly due to timing of grants received - \$2.46 million; monetary contributions - \$1.71 million; and increased user fee income - \$1.18 million. Our expenditure was also favourable to budget by \$4.3 million. This is mainly due to a favourable variance in contractor and maintenance payments of \$2.64 million and employee costs of \$1.55 million, however some of these variances are due to the scheduling of budgets and timing of actual results. The impact of permanent savings is reflected in the forecast.

The forecast result expected for the financial year is a surplus of \$5.99 million compared with the adopted 2022-23 Budget surplus of \$1.81 million. The increased forecast result is attributed to increased grants (\$2 million); monetary contributions (\$1.6 million); and user fees (\$1.6 million).

Council's forecast liquidity ratio, a measurement of our financial strength, is 1.1 against our budget of 1. This means for every \$1 of current liability, Council has \$1.10 in current assets to meet those commitments. The improvement against budget is due to the recognition of capital works projects that will be carried into the following financial year and is therefore a timing variance only.

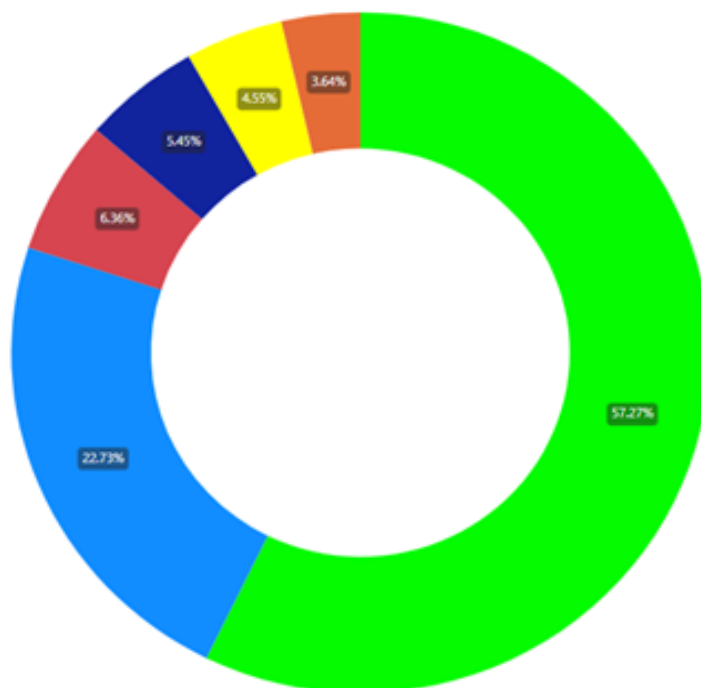


FINANCIAL SUSTAINABILITY RISK INDICATORS

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%	3.11%	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%	0.68%	Medium	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	1.10	Low	Council's forecast to 30 June 2023 indicates a Liquidity Ratio above 1.0.
Internal Financing Generating enough cash from operations to fund new assets. Low risk indicator is to be greater than 100%.	67%	48%	65%	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%	19.34%	Low	Council is operating at a ratio of lower than 40 per cent, 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	2.08	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.

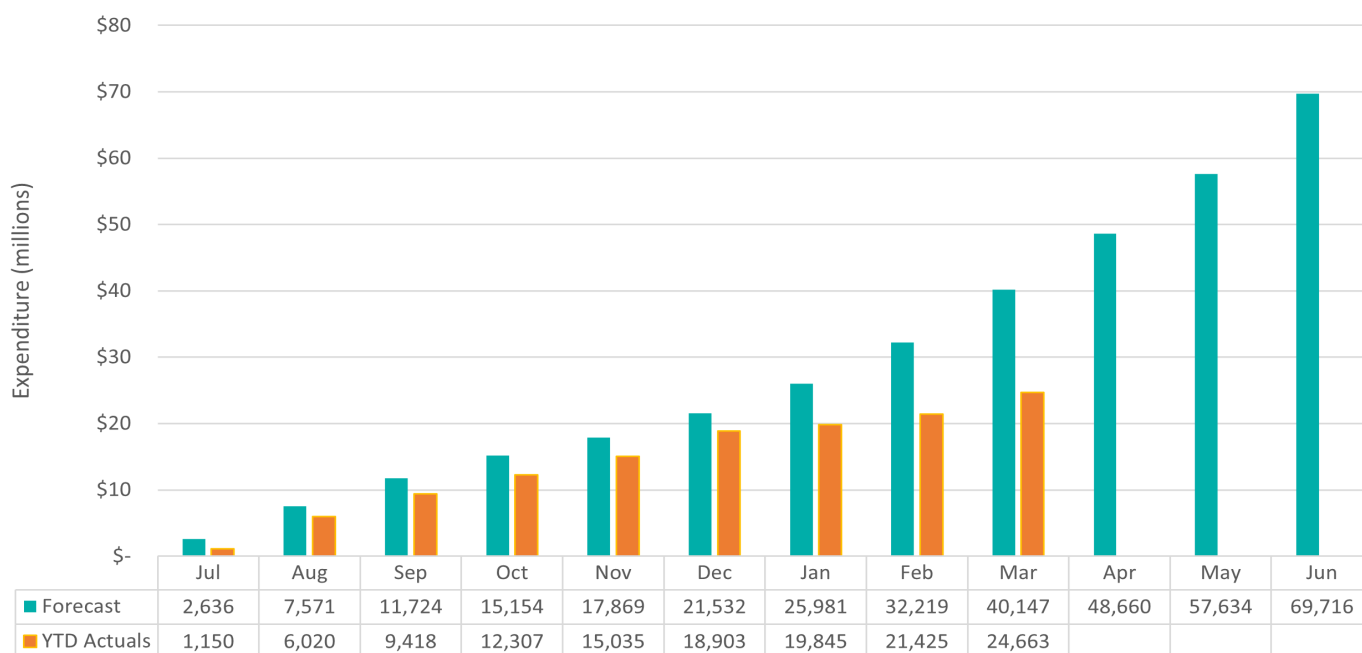
CAPITAL WORKS FINANCIAL PERFORMANCE

STATUS OF CAPITAL WORKS PROGRAM



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

Capital Works Program Expenditure



CAPITAL WORKS UPDATE

PROJECTS COMPLETED THIS QUARTER:

Princes Park Playspace

Princes Park Playspace opened just before Christmas. The upgraded playspace enhances the existing play features and now includes a redeveloped basketball area, skateable elements, netball area and fitness equipment to provide new and exciting play opportunities for a range of ages, abilities and interests. This is in response to our commitment to provide improved access to a mix of passive and active spaces.



Car park renewal - Victory Park, Bentleigh

Renewal works were completed to improve the car park conditions at Victory Park, Bentleigh.



Lord Reserve Pavilion

Lord Reserve Pavilion official opening was held on the 17 February 2023. The new Pavilion provides multi-use spaces, accessible unisex amenities and social facilities that can be used by sports clubs and the wider community.

The new facility includes:

- a social space with glazed viewing elevation onto the sportsgrounds;
- canteen facilities;
- changing rooms and amenities to service the three sportsgrounds;
- a covered external viewing platform;
- storage areas;
- enhanced landscaping; and
- public toilets.



Murrumbeena Family Centre crossing

Council recently installed a new pedestrian crossing at Murrumbeena Family Centre, creating a safe path for children and families to access the Maternal and Child Health Service and the Early Learning Centre.



Disability Discrimination Act (DDA) and empathetic parking bays

We have installed designated car parking spaces to increase accessibility for seniors, people with prams and for people with a disability in the car parks adjacent to ALDI, Coles and St Vincent De Paul Society in Bentleigh. This aligns with our commitment to our transport network supporting safe and accessible transport options for the community.



Wombat Crossing – Neerim Road

A Wombat Crossing has now been constructed on Neerim Road (near Hobart Road) increasing pedestrian safety in the area. . These projects support our commitment to support a safe and connected community.

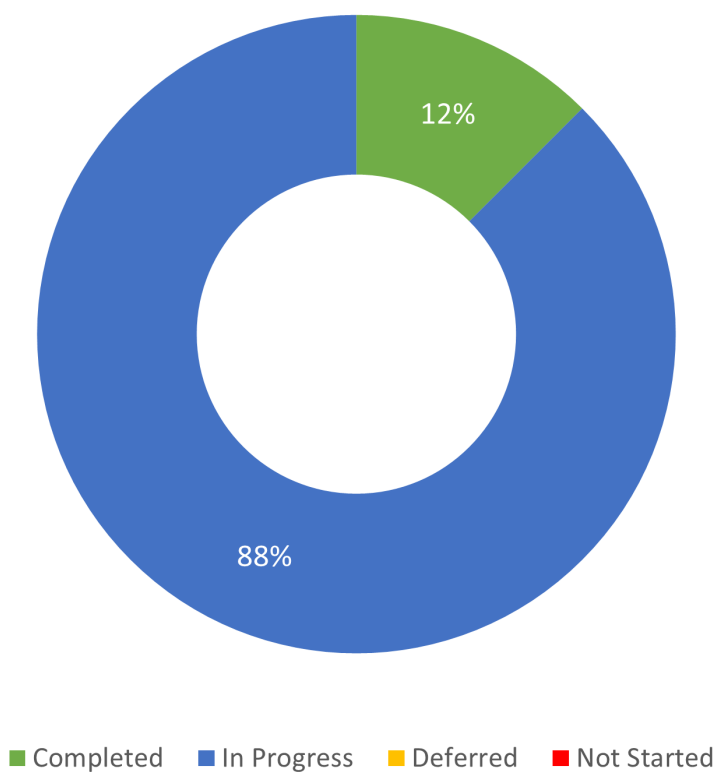


COUNCIL PLAN ANNUAL ACTION PLAN

The [Council Plan 2021–2025](#) is Council's overarching strategic plan which describes the outcomes we will deliver over the next four years. It responds to the [Glen Eira 2040 Community Vision](#) established by the community. Developed in consultation with the community, the *Council Plan* 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



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> . <i>This is a major initiative in the 2022–23 Annual Budget.</i>	<p>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.</p> <p>Council considers the six strategic actions in the development of all community engagement plans.</p> <p>Work is underway to progress actions for the <i>Strategy</i>. These include delivering an overarching <i>Community Engagement Framework</i> and a revised <i>Community Engagement Toolkit</i>.</p>	
	1.1.2 Evaluate our community engagement activities after every engagement and ensure we close the loop.	<p>A proposed 'Closing the Loop' report was discussed with the Community Engagement Advisory Committee in November 2022. Using the committee's input as a guide, we are now developing an 'empirical' report and a 'closing the loop' report for community engagement to help standardise how we report back to the community and Council.</p> <p>We worked with the Community Engagement Advisory Committee to develop a preferred process and style for engagement reports, which has since been implemented.</p>	
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.	An integrated communications approach has been developed and endorsed by the Executive team, including a 12-month comprehensive forward plan of activities.	

STRATEGIC PRIORITY	ACTION	PROGRESS COMMENT	STATUS
1.2 Proactively communicate with the community about changes that impact them and genuinely listen to their feedback. (continued)	1.2.2 Review Council's approach to communicating with the community.	<p>The review into Council's approach to communicating with the community has been completed and an integrated communications approach has been developed and endorsed by the Executive team. A number of narratives have been developed in line with the <i>Council Plan</i> to enhance community awareness and understanding.</p> <p>We have completed a narrative related to planning which will be shared with the community in coming months. Other narratives that are in progress are a long-term financial sustainability piece and major projects piece that will take the community on our journey of how we prioritise projects and activities moving forward in the current financial environment.</p>	
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.	We have started to look at our existing processes to inform the development of the <i>Strategy</i> and <i>Framework</i> .	
	1.3.2 Implement the year one actions from the <i>Smart Cities Implementation Plan</i> . <i>This is a major initiative in the 2022–23 Annual Budget.</i>	<p>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.</p> <p>The <i>Implementation Plan</i> has been endorsed in principle and will be published on Council's website by June 2023. Projects completed include the <i>Snap Send Solve</i> QR Code pilot and <i>Communities of Practice</i>.</p> <p>Projects in progress include <i>Digital Glen Eira</i> and the <i>Improving Walkability</i> project.</p>	

STRATEGIC PRIORITY	ACTION	PROGRESS COMMENT	STATUS
1.4 Provide value-for-money, responsive and innovative services.	<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>We continue to advocate for Council's priority advocacy initiatives for 2022–23. To date, we have received \$3.5 million in new funding as a result of our advocacy initiatives during the state election advocacy campaign.</p> <p>We have also successfully informed the community about our advocacy priorities through a 1,315 per cent increase in advocacy webpage visits and 120,000 people reached through our state election advocacy social media campaign.</p> <p>The Mayor and CEO continue to meet quarterly with our state MPs.</p> <p>In 2023, we have:</p> <ul style="list-style-type: none"> — conducted state and federal budget advocacy by writing to MPs and ministers about key funding priorities, resulting in meetings with the Minister for Planning and Minister for Environment; — met with three new Members for the Southern Metropolitan Region; — continued to build relationships with newly elected federal MPs; — advocated for sector reform through meetings with the Auditor-General and other key stakeholders, as well as a media relations campaign; and — put forward motions to our state and federal peak bodies about recycling, social and affordable housing and sector reform. 	
	<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>The <i>Customer Charter</i> has been published through the website and Glen Eira News. We have completed a review of our complaints handling processes and have drafted an updated Complaints Handling Procedure that will provide Council with a centralised, consistent process for recording, managing and responding to complaints, and enables continuous improvement through regular review and analysis.</p> <p>Our <i>Voice of Customer</i> project is also underway, which will ensure customer feedback is regularly sought and reviewed to inform future improvements and increase satisfaction.</p>	

STRATEGIC PRIORITY	ACTION	PROGRESS COMMENT	STATUS
1.5 Put in place robust and transparent planning to ensure our organisation is sustainable now and into the future.	1.5.1 Develop a model to ensure Council proactively plans and reviews the services the community receive.	<p>We have started work to undertake a baseline assessment to inform our scope for the development of a service planning framework and toolkit. The toolkit will provide Glen Eira with a consistent approach to service planning that incorporates contemporary planning practices and delivers the best public and private value for the community.</p> <p>Delivery of the two service plans will be deferred until after we develop the framework .</p>	
1.5 Put in place robust and transparent planning to ensure our organisation is sustainable now and into the future. (continued)	<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. 	We continue to monitor and review all strategic planning activities to ensure they align with our <i>Integrated Planning and Reporting Framework</i> . Our annual process has consolidated the planning and budget functions to ensure we plan within our resourcing requirements and achieve a suitable and sustainable outcome for the community.	
	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.	The development of the Capital Works Program is well underway with proposed projects and finances discussed with Councillors in line with liquidity risk appetite. The new Program will align with the important work in relation to Council's long term financial sustainability that is currently being undertaken.	

GOVERNANCE

Public questions to [Ordinary Council Meetings](#) – 1 January to 31 March 2023

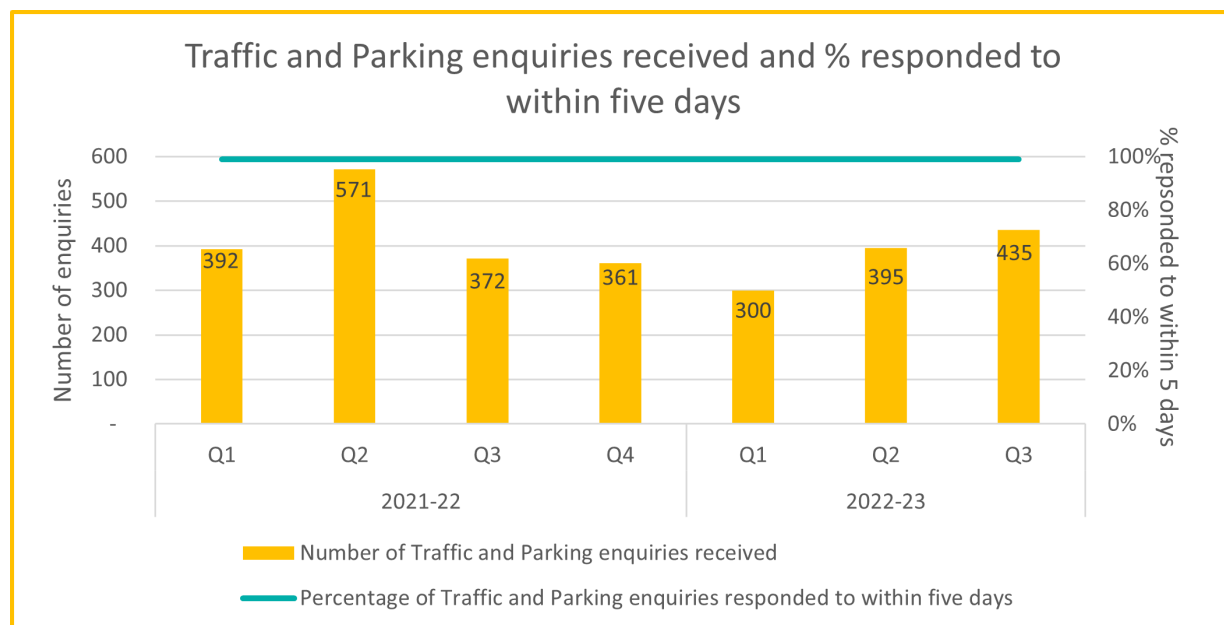
Metric	Quantity
Average time taken to reply to public questions taken on notice at Ordinary Council Meetings	0 days
Number of Ordinary Council Meetings	3
Number of public questions asked at Ordinary Council Meetings	16
Number of public questions answered at Ordinary Council Meetings	16
Number of Public questions ruled inadmissible at Ordinary Council Meetings	5
Public questions answered following Ordinary Council Meetings (person submitting question not present and/or public question taken on notice)	0

Five questions were ruled inadmissible at the Ordinary Council Meeting held on 8 February 2023. The questions were related to matters outside the role, functions or business of Council and were disallowed under clause 16a of the *Glen Eira Governance Rules*.

Unethical practice by integrity agencies

Metric	Quantity
Reported findings of unethical practice by integrity agencies	0

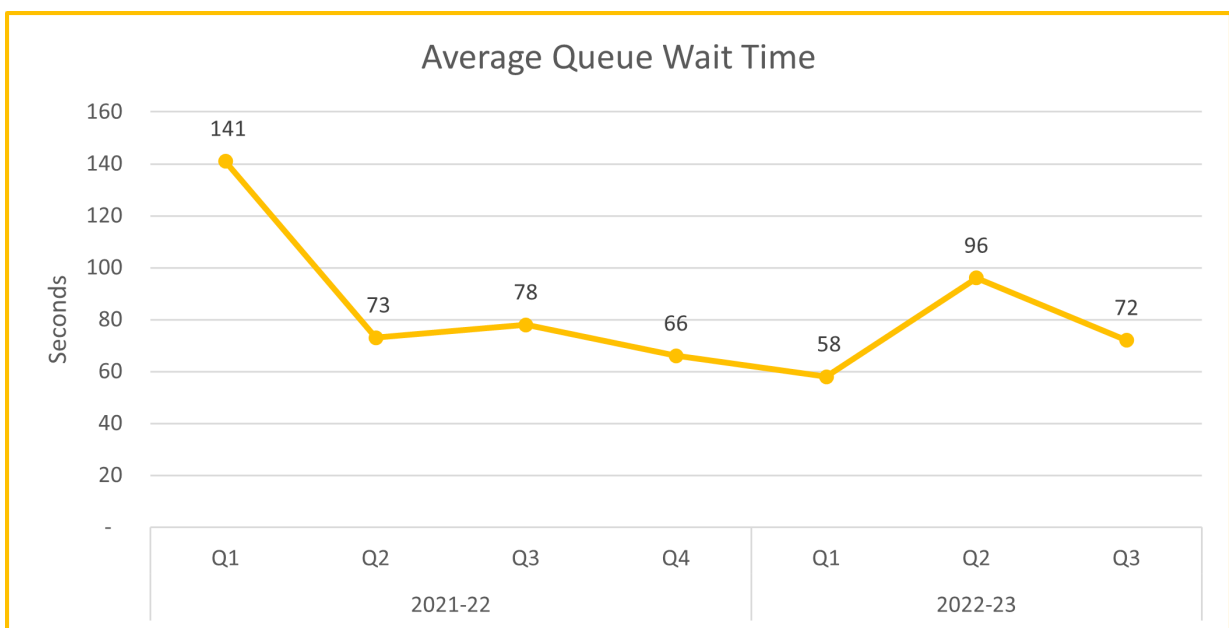
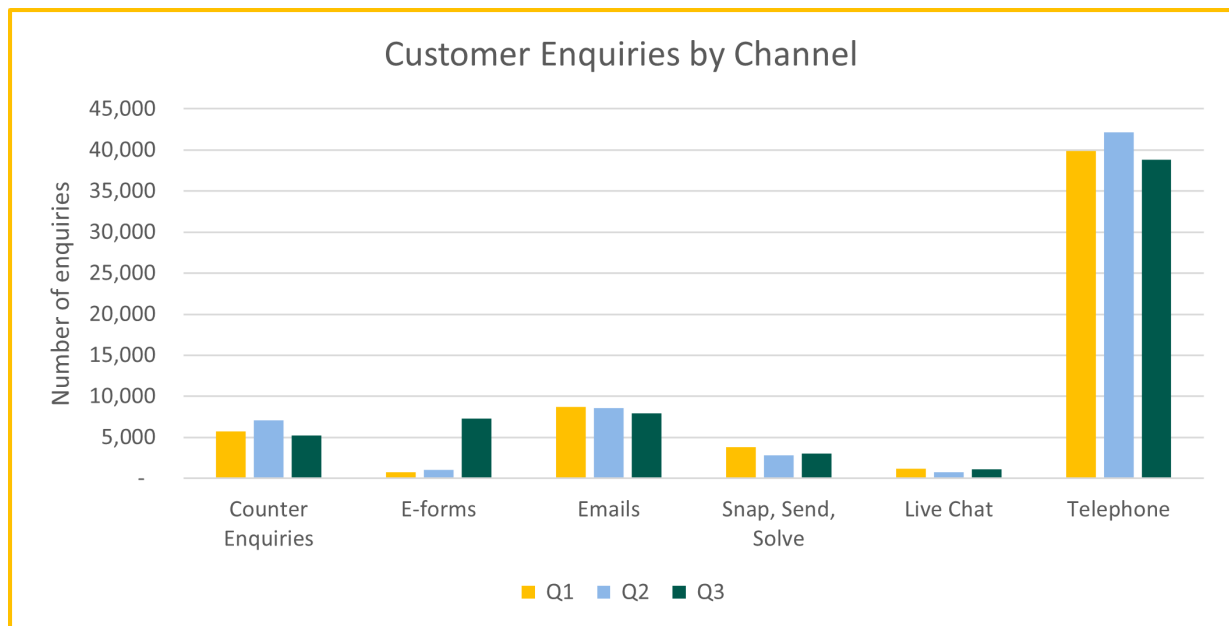
TRAFFIC AND PARKING



A total of 435 investigations /complaints were received this quarter. These figures are slightly higher to those of last quarter. This is a positive sign that things are running smoothly and picking up as we are heading back to normal times.

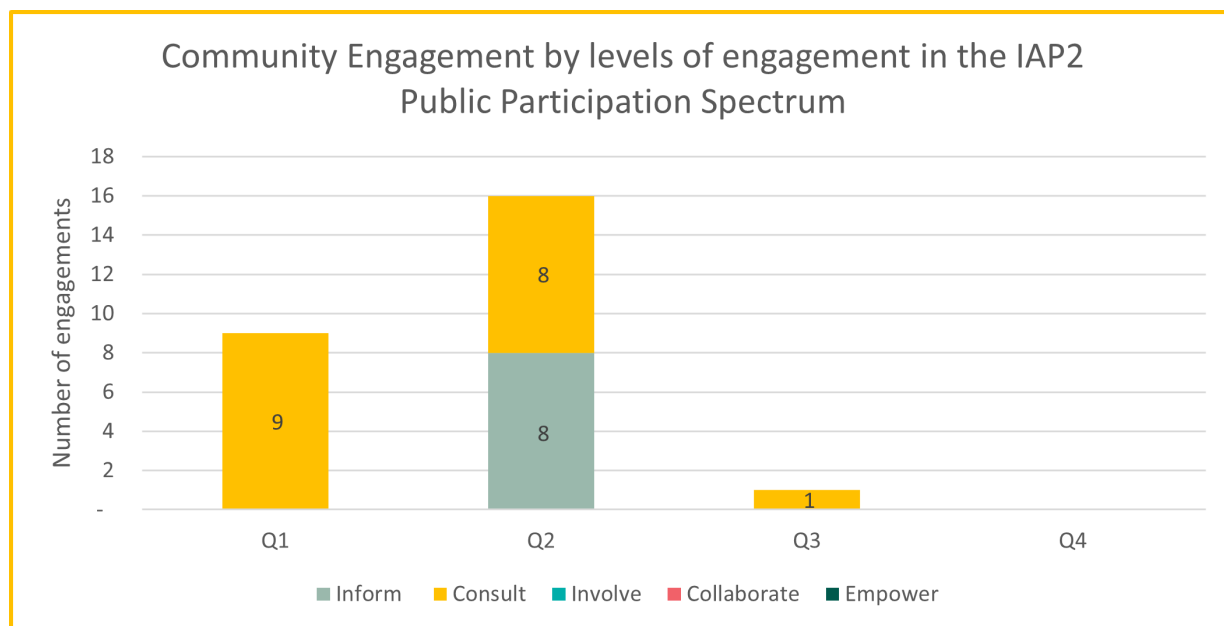
We continue to respond to 99 per cent of enquiries within five business days.

CUSTOMER SERVICE



There was an eight per cent drop in call volumes this quarter due to the holiday period which has resulted in a decline in average queue wait time.

COMMUNITY ENGAGEMENT



9

Face-to-face
participants

37

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.

This quarter, we conducted a survey on the [street tree selection for Arthur Street and Eskdale Road, Caulfield North](#).

Have your say on upcoming projects [here](#).

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.	<p>2.1.1 Actively pursue opportunities to invest in public open space towards our \$26.9 million target over four years.</p> <p><i>This is a major initiative in the 2022–23 Annual Budget.</i></p>	<p>The three properties, 15, 17 and 19 Oakdene Avenue in Carnegie will settle on 30 June 2023.</p> <p>Concept designs for new open space at Mackie Road Reserve and Porter Road, Bentleigh will be presented for community feedback in May 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><i>This is a major initiative in the 2022–23 Annual Budget.</i></p>	<p>Selwyn Street, Elsternwick Cultural Precinct – The detailed design phase is underway with timing to be confirmed due to the need to coordinate with other nearby developments.</p> <p>Carnegie Memorial Swimming Pool – Site works commenced on 27 February 2023. Main demolition works commenced on the 5 March and will take approximately 3-4 weeks.</p> <p>Porter Road, Bentleigh – Demolition of all three properties has been undertaken. Concept plans have been developed and will be presented to Council. Community engagement is expected to be undertaken in May 2023.</p> <p>Duncan MacKinnon Reserve stairs – The tender closed in December 2022. The tenders received did not represent value for money for Council. A second tender process will be undertaken.</p> <p>Eat Street, Bentleigh – Stage One of the construction was completed and opened to the public on 9 October 2022.</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</i> and <i>related plans</i> to underpin the ongoing maintenance and sustainability of our assets.	<p>The review of the existing <i>Asset Management Policy</i> and <i>Strategy</i> was informed by an independent review, an internal consultation and external engagement through the development of the <i>Asset Plan</i> (adopted 28 June 2022) and industry benchmarking and best practice.</p> <p>The review process has been completed with a number of improvement initiatives identified, namely the development of the climate centric <i>Asset Management Framework (AMF)</i>. The next stage of the <i>AMF</i> will involve the engagement of Asset Management Specialist consultant to assist in the development of a climate centric framework of actions to inform the revised documents. An update on the development of the draft documents will be provided in early May.</p>	
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. 	<p>Detailed design is currently being undertaken for the Packer Park Playground, Carnegie.</p> <p>Draft concept plans have been developed for the intergenerational precinct at Caulfield Park, Caulfield North. Due to funding limitations, Council has decided not to proceed with the project at this stage.</p> <p>A draft concept plan has been developed for the Grey Brick Pavilion redevelopment at Caulfield Park, Caulfield North. The timing of the next stage of this project will be reviewed as part of Council's work on the long term Capital Works Program.</p>	
	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.	<p>The Elsternwick report completed. Actions are progressively implemented and monitored to ensure completion. The more significant actions are referred to the capital works program for funding consideration.</p> <p>Carnegie and Bentleigh Reports are scheduled for April and May 2023.</p>	

STRATEGIC PRIORITY	ACTION	PROGRESS COMMENT	STATUS
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.	<p>2.4.1 Increase advocacy partnerships and agreements with other organisations for access to open space by Glen Eira residents.</p> <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. <p><i>This is a major initiative in the 2022–23 Annual Budget.</i></p>	<p>With Council's advocacy support the Caulfield Racecourse Reserve Trust (CRRT) received a commitment of \$30 million from the Victorian Liberal Party during the election campaign to progress stage one of the Caulfield Racecourse Reserve Management Plan. Council continues to work closely with both the Level Crossing Removal Project (LXRP) and the CRRT to maximise open space opportunities for Glen Eira residents.</p> <p>In March 2023, the Mayor and CEO hosted a meeting with the Shadow Minister for Local Government at the Caulfield Racecourse Reserve, further underscoring the advocacy partnership.</p> <p>Regular meetings were held with the LXRP and the CRRT to strengthen these relationships and support for both priorities formed the basis of Council's federal election advocacy campaign.</p>	

MAJOR INITIATIVES

Project updates:

Carnegie Memorial Swimming Pool

Council has awarded ADCO Constructions Pty Ltd the contract to deliver the project with the total project cost now estimated to be \$75 million. Council was successful in securing \$15 million of funding through the Australian Government as part of our advocacy efforts and we will continue to advocate to the Victorian Government as the project progresses.

The new facility will be designed and constructed to a Six Star Green Star rating. The facility will include:

- indoor and outdoor pools;
- an outdoor diving pool;
- learn-to-swim programs, a therapeutic warmwater pool and numerous allied health services;
- café, barbecue and shaded seating areas; and
- program rooms for classes such as yoga and pilates.

Site works commenced on the 27 February 2023 at Carnegie Memorial Swimming Pool. Main demolition works commenced on the 5 March 2023 and will take approximately 3-4 weeks.



Open space – Porter Road, Bentleigh

In 2021, Council purchased three properties on Porter Road, Bentleigh to convert into new open space. These properties, 15,17 and 19 Porter Road, have now been demolished and the ground has been levelled.

Concept plans have been finalised and will be presented to Council in April 2023, with community engagement set to commence in May 2023.

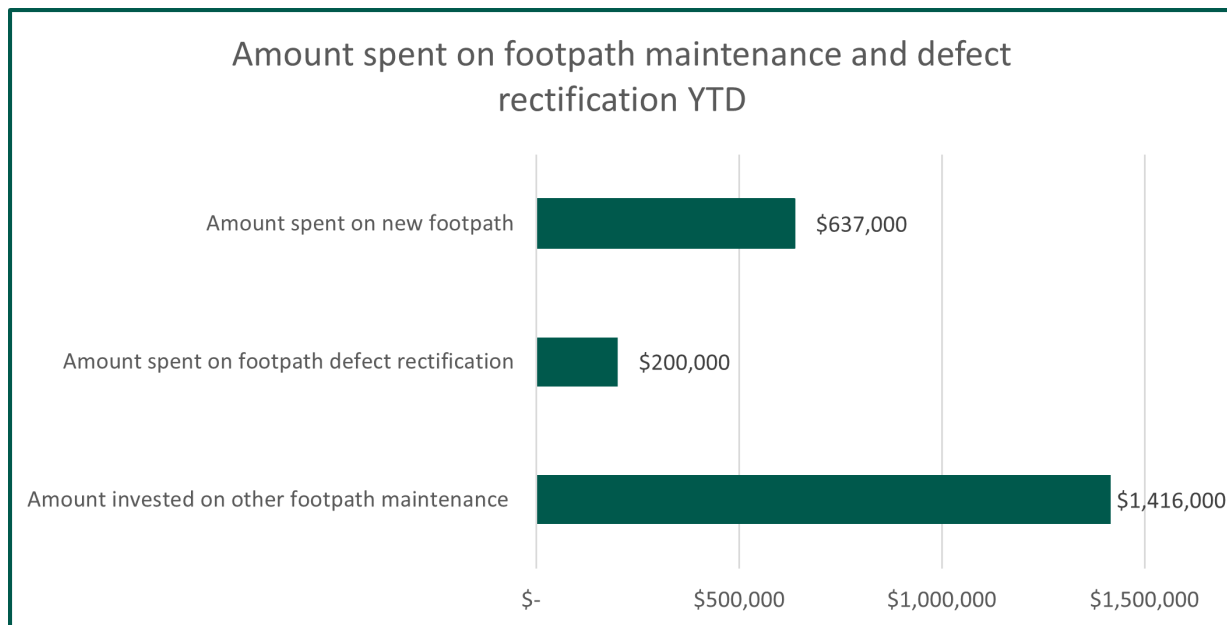


Fleet EV Charging Stations at Town Hall

As part of Council's transition towards zero net emissions by 2025, we are installing nine charging stations at the Town Hall main car park. These charging stations are capable of simultaneously charging 18 vehicles to support our expanded EV fleet. These works will be completed mid May 2023.



FOOTPATHS



Council has cumulatively invested \$1,416,000 in footpath maintenance through its footpath renewal program and proactive inspections. \$200,000 has been spent on footpath defect rectification works such as grinding down the paths to remove tripping hazards and \$637,000 has been spent on new footpaths across various locations in Glen Eira.

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



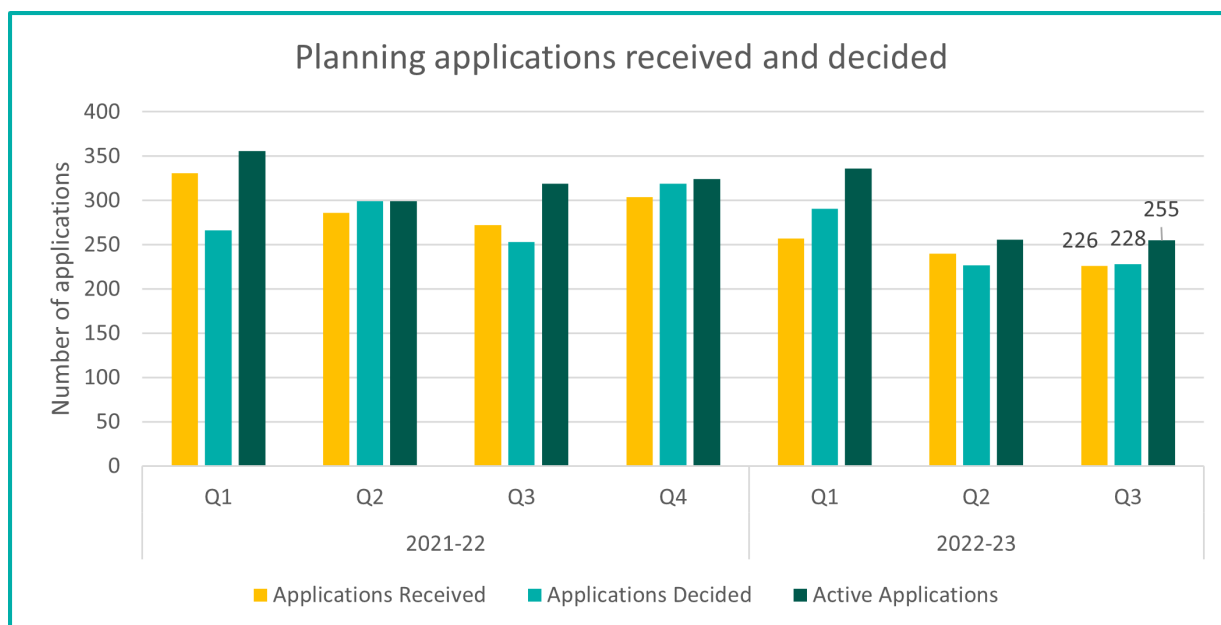
Not Started

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. <i>This is a major initiative in the 2022–23 Annual Budget.</i>	<p>Consultation on the draft <i>Elsternwick Structure Plan</i> closed on 16 December 2022. The final Structure Plan is scheduled to be presented to Council in August for adoption.</p> <p>The draft <i>Bentleigh Structure Plan</i> is scheduled to be presented to Council in June 2023 for the purpose of community consultation.</p> <p>The final <i>Caulfield Structure Plan</i> was adopted by Council on 20 September 2022. Planning controls are now being drafted and will be presented in July 2023.</p> <p>Council adopted the <i>Carnegie Structure Plan</i> in August 2022. Soon after Council sought the Minister for Planning's authorisation for the amendment. This has yet to be received. Due to this significant delay, it will not be possible to exhibit the report and refer the amendment to a planning panel by June 2023.</p>	
	3.1.2 Protect Glen Eira's heritage.	With significant structure planning work undertaken for the Carnegie Activity Centre, along with heritage protection already applied to the commercial core of the centre and substantial residential areas to the west and south, priority was given to progress a heritage review in Caulfield North for 2022-23. The review for McKinnon remains unchanged. Both reviews have commenced and are scheduled to be completed in June 2023. With Carnegie completed, a Council report will be scheduled to present the McKinnon review in June.	
	3.1.3 Increase promotion and understanding of the status of heritage protection in Glen Eira.	<p>Council has updated its <i>Heritage Studies</i> webpage to include a visual timeline of Glen Eira's Heritage Studies.</p> <p>The <i>Annual Heritage Report</i> will be presented to Council in May 2023.</p>	

STRATEGIC PRIORITY	ACTION	PROGRESS COMMENT	STATUS
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. <i>This is a major initiative in the 2022–23 Annual Budget.</i>	The <i>Housing Strategy</i> was adopted by Council on 2 November 2022. Draft policies and controls are currently being prepared as the basis for a planning scheme amendment.	
3.2 Plan for diverse housing options to meet community needs now and into the future. (continued)	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> .	All actions within the <i>Social and Affordable Housing Strategy 2019–2023</i> are in progress. Advocacy to State Government requesting greater investment in social and affordable housing to ease housing stress in Glen Eira was completed prior to the State Government election. Achievements this quarter include: <ul style="list-style-type: none">— completing a draft plan for the next steps advocating to State Government for greater investment in social and affordable housing to ease housing stress in Glen Eira and;— maintaining existing community housing sector partnerships.	
	3.2.3 Complete a review of our existing approach to increasing social and affordable housing.	A list of State Government sites has been developed for Council to consider advocacy to the State Government to increase the number of social and affordable housing dwelling on State Government owned land.	
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.	In 2022, Council's state election campaign focused on a range of funding requests for projects to support integrated transport and connectivity including seeking \$4 million to support the delivery of 31 road safety, walking and cycling improvements as part of the Pedestrian Safe Neighbourhood Project at Coatesville Primary School in Bentleigh East and \$1 million to improve pedestrian access, traffic management and parking around Caulfield Station . In 2023, Council has continued to raise awareness about its advocacy initiatives, including integrated transport, with newly elected Members of the Legislative Council.	
	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 and design plans for improvements to the Rosstown Rail Trail are complete. Works for stage one is underway with the final delivery scheduled for April 2023. East Caulfield Reserve cycling connection, linking the Djerring Trail to the Caulfield Station precinct is scheduled for May 2023. The design feasibility for the Inkerman Road cycling corridor was completed and reported to Council in November 2022. Council resolved to abandon the project.	

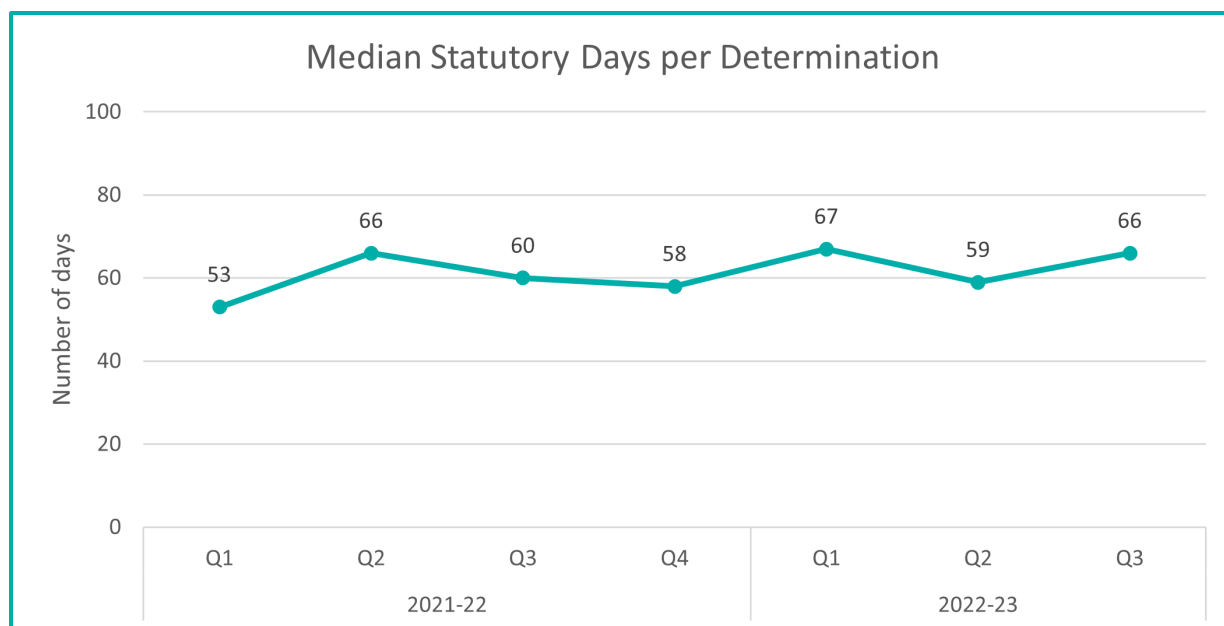
STRATEGIC PRIORITY	ACTION	PROGRESS COMMENT	STATUS
3.3 Advocate for a transport network that provides safe, accessible and sustainable transport options for our community. (continued)	3.3.3 Improve local street parking at the neighbourhood level.	The <i>Neighbourhood Parking Project</i> has recently been rescoped and put into a new implementation plan which was signed off on 20 March 2023. Further planning is currently underway to ensure the required data is obtained for the next project 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. <i>This is a major initiative in the 2022–23 Annual Budget.</i>	The <i>Placemaking Strategy</i> has been drafted and will be presented to Council in May 2023 for adoption. This will be accompanied by a community engagement report and implementation plan. A <i>10 year Activity Centre Improvement Program</i> is being developed to assist in delivering improvements across the centres. Activity Centre Minor Works is delivering tree planting to our smaller activity centres in Benteigh East is scheduled for May 2023.	

PLANNING

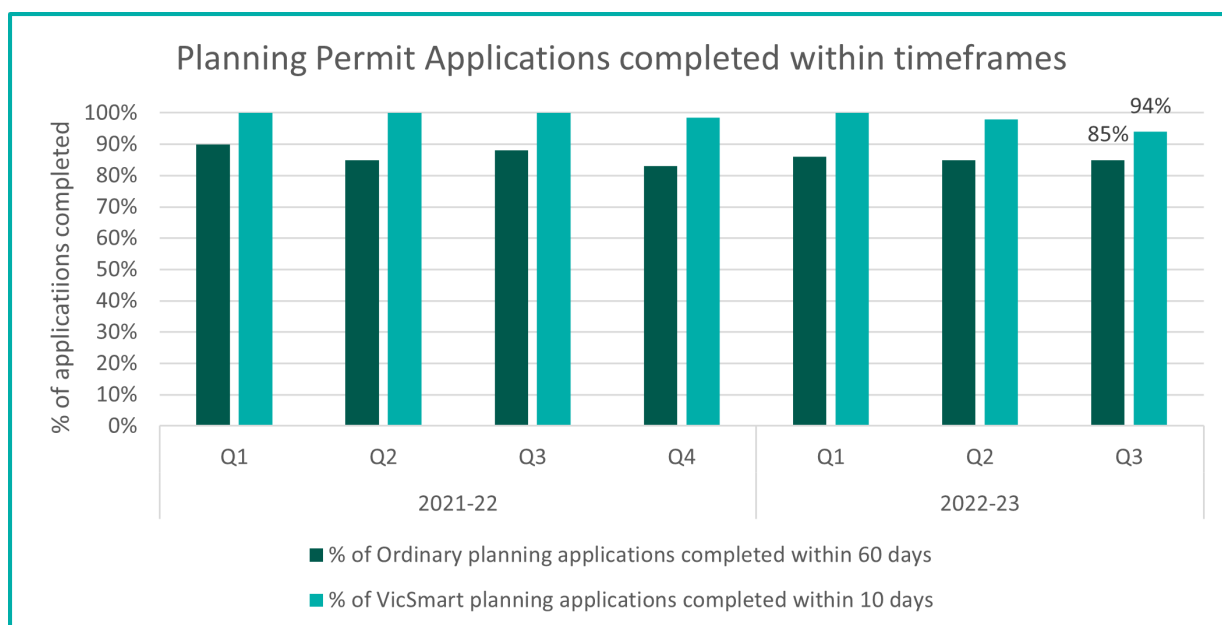


There was a total of 228 decisions made on planning applications and amendments during January to March of which 85 per cent were decided within 60 days. It is noted that the number of applications active over 60 days has decreased slightly compared to the previous quarters this may be due to a slight decrease in the number of applications received since the previous quarters and the decisions made by the Urban Planning Team remaining steady.

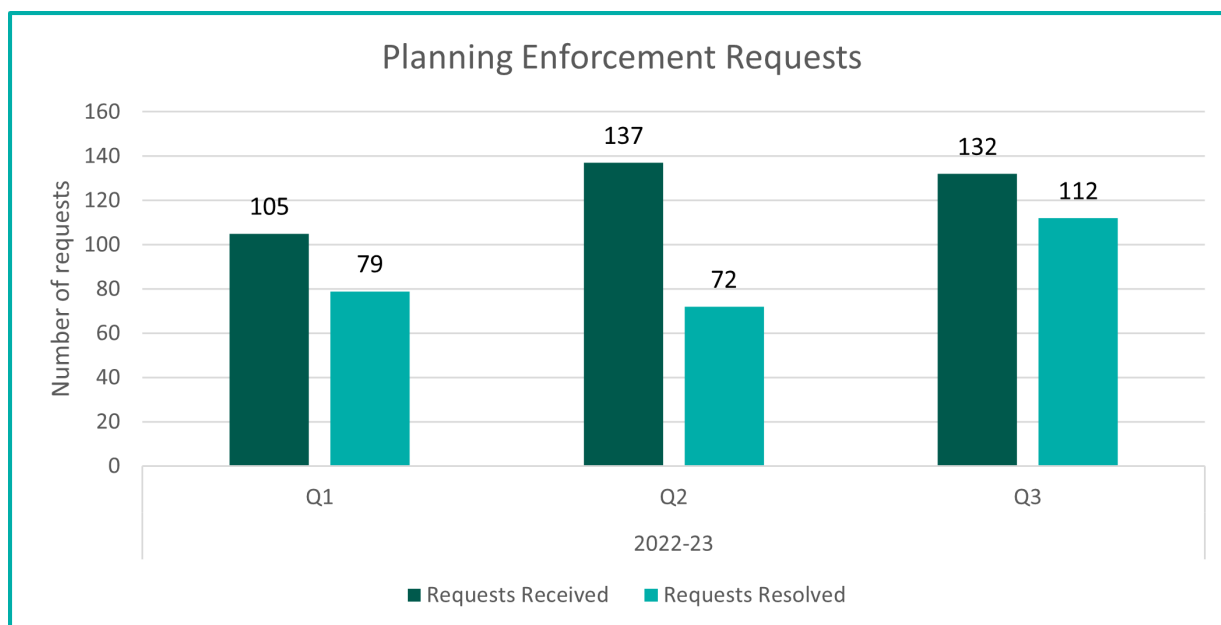
The Urban Planning team continue to work on improving and setting new benchmarks for timeliness in decision making, while also focusing on improved decision making and increased engagement with applicants.



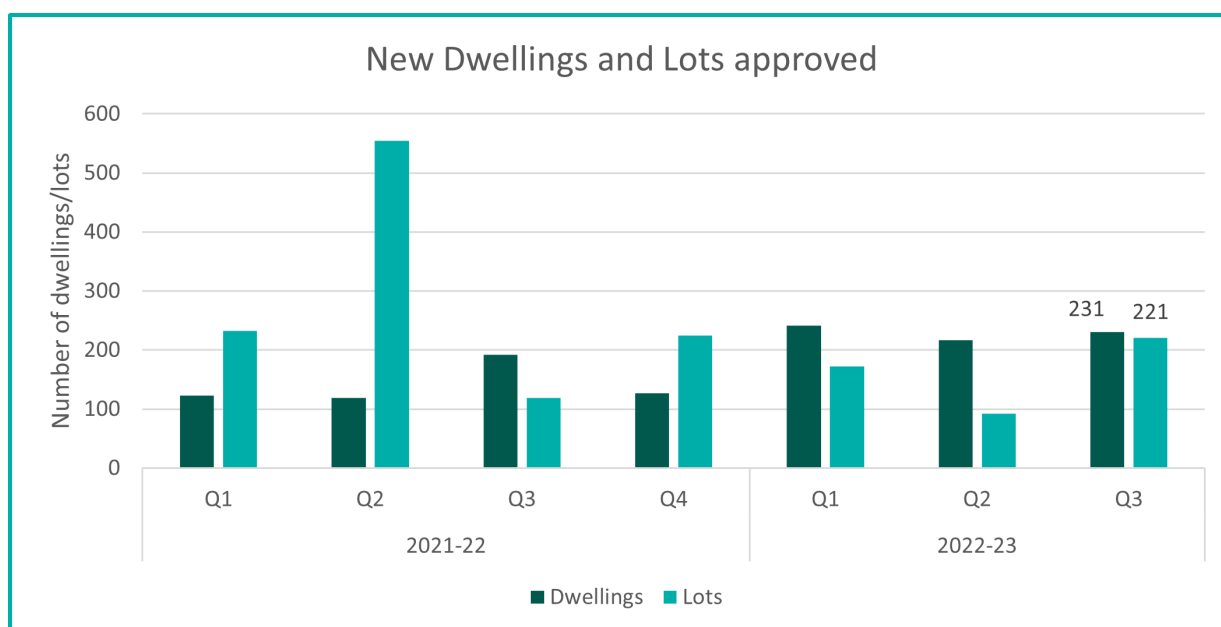
The median statutory days continues to be low compared to the metropolitan average. This is due to the efficient management of planning permit applications and a focus of staff to resolve matters quickly. When this is compared with the median days of other metropolitan Councils as part of the State Government reporting requirements, Glen Eira has a median that is 21 days lower than this average.



Glen Eira continues to deliver very high-quality service with one of the highest percentage of applications determined within timeframes within the State. When this is compared with the average for metropolitan Councils as part of the State Government reporting requirements, Glen Eira is approximately 35 per cent higher for regular planning permit applications and 29 per cent higher for Vic Smart planning permit applications

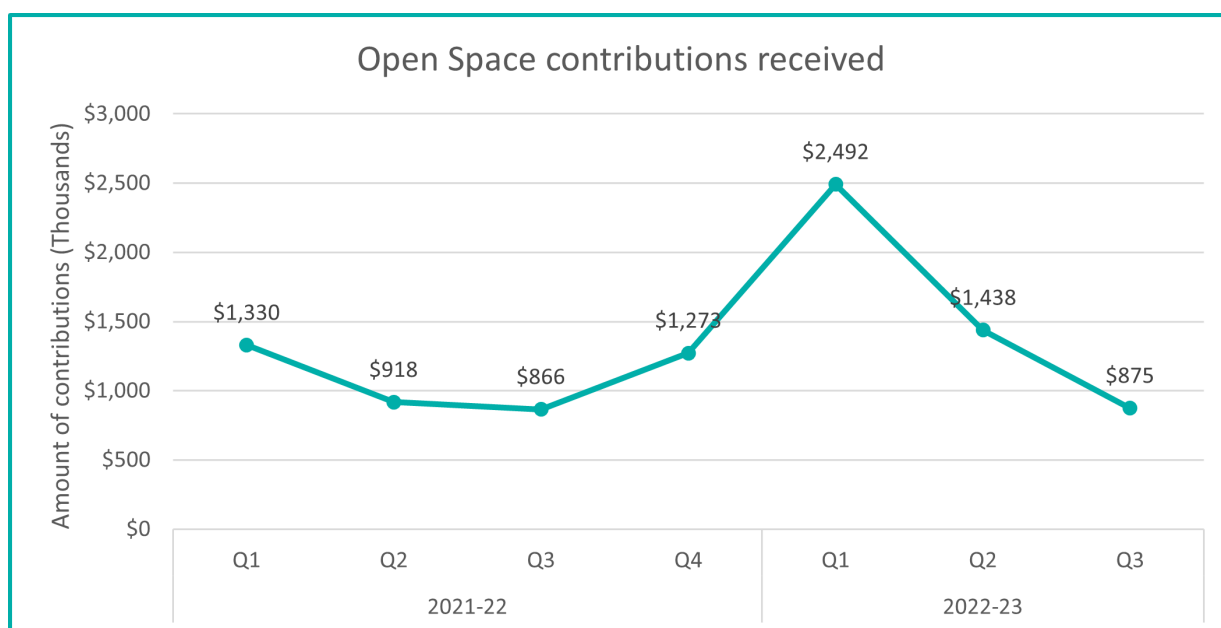


The number of reported planning breaches has increased slightly with 112 breaches resolved this quarter. All reported breaches are investigated and if substantiated, will be subject to enforcement action to resolve the breach.

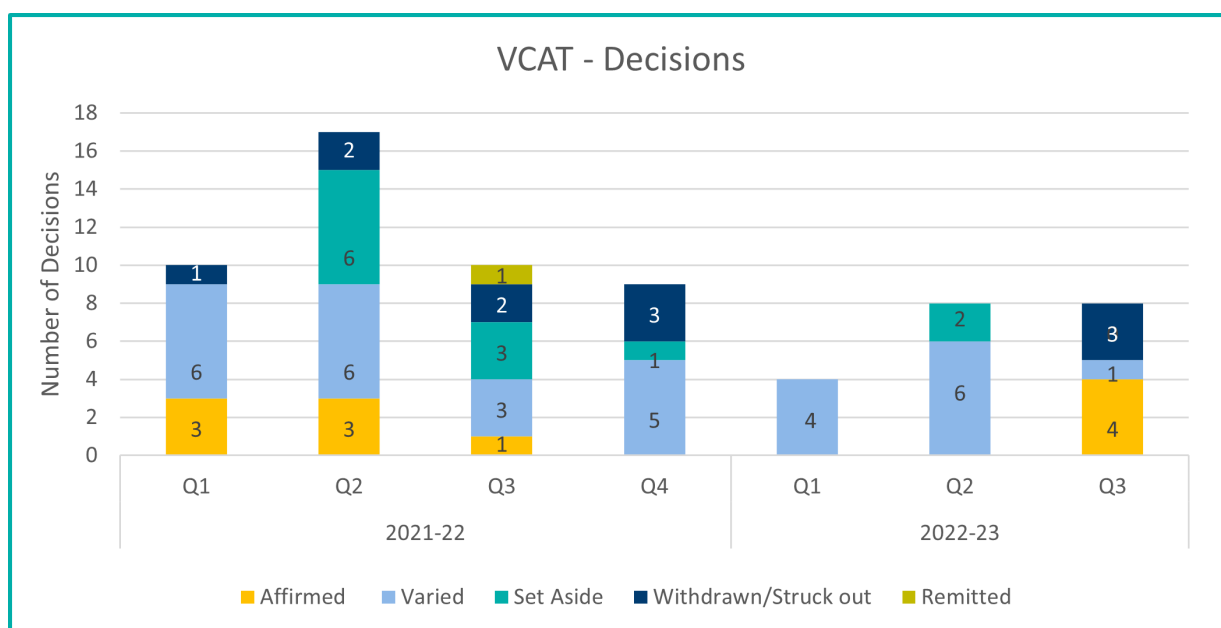


Dwellings: The number of new net dwellings approved shows that there is a sustainable pipeline of dwellings that could be built to accommodate future housing needs within the municipality. An approved permit that authorises a new dwelling does not imply that it will be constructed.

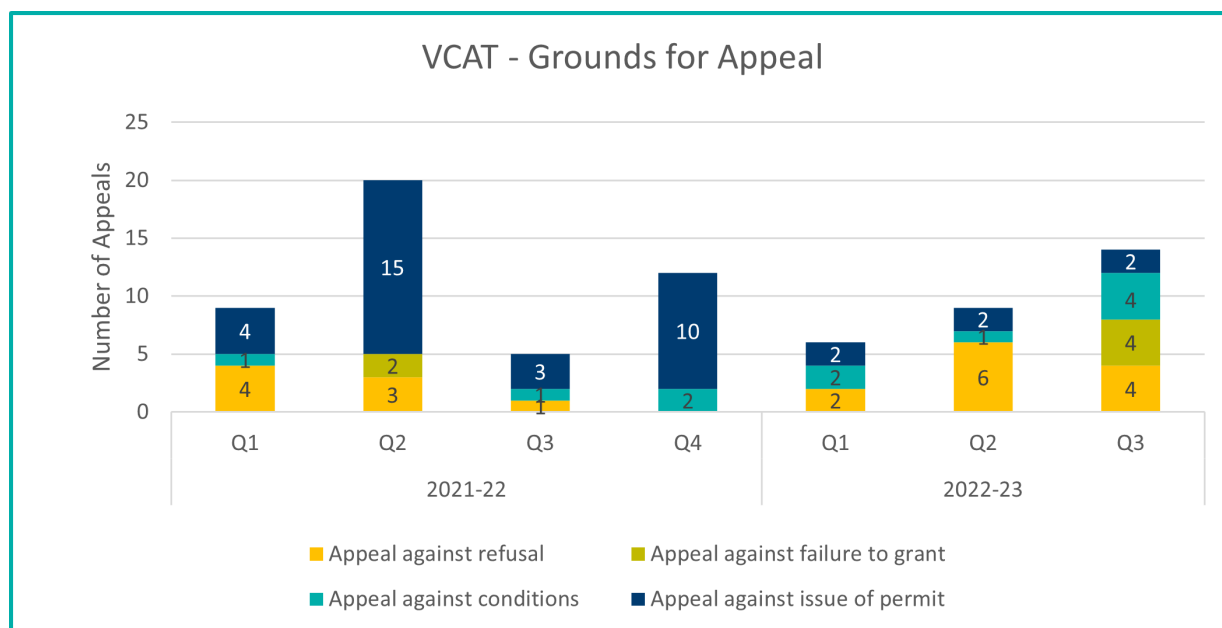
Lots: The number of new lots being approved shows that there is a sustainable increase in the number of dwellings that are being built to accommodate the future housing needs within the municipality.



Public Open Space fees has been collected for 12 properties this quarter. Overall collection is above the year-to-date budget.



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.



There were 14 appeals lodged this quarter. Overall, Glen Eira has a low amount of appeals compared to other municipalities. The data shows that there is a higher proportion of appeals against a refusal, failure to grant a permit and appeals against the conditions. This will continue to be monitored to understand if this is a growing trend.

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</i> <i>Dhumbali Wurrungi-biik Parbin-ata</i>.</p> <p>Examples of the work we are delivering includes:</p> <ul style="list-style-type: none"> — Designing and delivering training for staff to ensure they are aware of the responsibilities of their business units in addressing the climate emergency; — Partnering with other Councils, agencies and community organisations to engage local communities and promote sustainable action. Examples include joining the City Nature Challenge, where residents will collect data that informs Council's environmental management, partnering with the Brotherhood of St Lawrence and Uniting Care to conduct a Bring Your Bills day that helps people reduce both their carbon emissions and energy bills, and promoting events and courses run by local community gardens. — Continuing to act as lead council for the Victorian Energy Collaboration (VECO), whereby 51 Victorian Councils – including Glen Eira – have collaborated to source 100 per cent of their electricity from renewable energy generated by Victorian wind farms. 	

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. (continued)	<p>4.1.2 Develop strategies to continue Council's focus on net zero Council emissions by 2025.</p> <p><i>This is a major initiative in the 2022–23 Annual Budget.</i></p>	<p>The <i>Placemaking Strategy</i> has been drafted and will be presented to Council in April 2023 for adoption. This will be accompanied by a community engagement report and implementation plan.</p> <p>A 10 year <i>Activity Centre Improvement Program</i> is being developed to assist in delivering improvements across the centres.</p> <p>A <i>Getting off Gas Roadmap</i> has been developed, which identifies and prioritises sites for all-electric conversion based on emissions and replacement schedules. Council has also developed a tailored auditing and design program to guide GESAC's transition off gas.</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 by 2030. Council currently has four electric vehicles in service with nine more on order with expected delivery in 2022-23.</p>	
4.2 We will create opportunities for our community to act on climate change to progress towards zero net emissions by 2030.	<p>4.2.1 Implement actions contained within <i>Circular Economy Plan</i>.</p> <p><i>This is a major initiative in the 2022–23 Annual Budget.</i></p> <p>4.2.2 Provide 3 Electric Vehicle (EV) charging stations in key locations including Bentleigh, Murrumbeena and Carnegie.</p> <p><i>This is a major initiative in the 2022–23 Annual Budget.</i></p>	<p>The <i>Glen Eira Circular Economy Plan</i> was adopted at the Ordinary Council Meeting on 12 October 2022. The actions for 2022–23 are in progress and on track.</p> <p>Council is developing the <i>Glen Eira Electric Vehicles & Charging Background Report</i>, which will enable us to better understand Electric Vehicles (EVs) and their future public charging needs and help inform Council on future decisions regarding future EV infrastructure.</p> <p>Four EV charging outlets have been installed at Murrumbeena Park for public use, which are now in service.</p> <p>Funding for EV charging stations is included in Council's advocacy priorities. This includes calling for \$220,000 to fund the installation of EV charging stations at Bentleigh Library, Carnegie Memorial Swimming Pool, Carnegie Library and the Murrumbeena Community Hub.</p>	 
4.3 We will increase our tree canopy and expand private and public greening initiatives.	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>Council has undertaken a community planting week that has involved several key projects aimed at informing and engaging the community.</p> <p>The first event was a plant giveaway that was held on 26 March 2023. Close to 2,000 indigenous plants, shrubs and grasses were given out to the members of the community for planting within private backyards and gardens. The day was also used to promote planting on private property and the Urban Forest Strategy.</p> <p>Two more planting days will be held in early April 2023</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.	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>Council is collaborating with Stonnington City Council to integrate organisations who provide services to both Glen Eira and Stonnington residents in community resilience workshops, which Stonnington will be holding in May 2023. Glen Eira City Council staff will be participating in the workshops to make connections with these service providers, build a more detailed understanding of the needs our communities and community sectors before, during and after heatwaves, extreme weather events and other emergencies, and explore how we can work together to support the communities they service to prepare for, respond to and recover from these events.</p> <p>Council is also partnering with the Brotherhood of St Laurence to deliver a <i>Bring Your Bills Day</i> in April 2023, to assist people on low incomes to understand their bills, access concessions and other support, and obtain energy saving advice. This will help to address both the underlying financial causes of social disadvantage, as well as assisting residents to gain the financial means to protect themselves from climate hazards (for example by being able to afford to use air conditioners during heatwave events, which has been identified as a barrier preventing people from taking this action to protect themselves).</p>	
	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.	<p>Council held two interactive workshops in November 2022 that included facilitated discussions exploring how residents can build the resilience of their local communities, including residents who are most at risk from climate impacts.</p> <p>Other communications and engagement that has been delivered to support Glen Eira residents to help them prepare for, respond to and recover from extreme weather events and other emergencies includes:</p> <ul style="list-style-type: none"> — Distributing heat and extreme weather communications in early summer, to assist residents to prepare for heatwaves and other summer events. — Engaging with older people about heat and energy support via Seniors Week — Partnering with the Brotherhood of St Laurence and Uniting Care to develop a Bring Your Bills Day event offering advice on energy concessions, energy literacy and assistance to apply for government support – and which will address both underlying financial disadvantage and also provide residents with the financial capacity to take action to prepare themselves 	

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. (continued)	<ul style="list-style-type: none"> — Planning and promoting a winter energy efficiency educational event to be delivered in May 2023. — Distributing Energy information for older people fact sheets at a Multicultural Day organised by Glen Eira Adult Learning Centre. 	
	<p>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.</p> <ul style="list-style-type: none"> — Council partners with Traditional Owners to incorporate cultural knowledge and storytelling to communicate cultural values and understanding of the limitations of finite resources. 	<p>The <i>First Peoples' Placemaking Report</i> was delivered and distributed to teams within Council to help inform their approach to working with Traditional Owners on projects in public spaces.</p> <p>Storytelling has also been integrated into Council's broader sustainability engagement. Examples of this include:</p> <ul style="list-style-type: none"> — Using storytelling techniques as part of <i>Sustainable House Day</i>, via video, webinar and in-person tours to engage residents to create all-electric, sustainable homes. — Through the <i>Sustainability Champions</i> program, which will be delivered from May to August 2023 and offer training and support to Glen Eira residents to help them create change and deliver local environmental projects. The program will include partnering with an Elder from Boonwurrung Land and Sea Council, who will share Traditional Owner knowledge and storytelling about the natural history and current environments in Glen Eira (centred on Boyd Park); and the need for resilient, biodiverse environments. — Programming an interactive art installation and workshops, <i>'Wild City'</i>, where the artist will collaborate with Glen Eira children to tell the stories of transforming a traditional urban city into a lush habitat where humans and animals coexist in harmony to be delivered in July 2023. 	

TREES



15

Suspected vandalised trees this
quarter



31

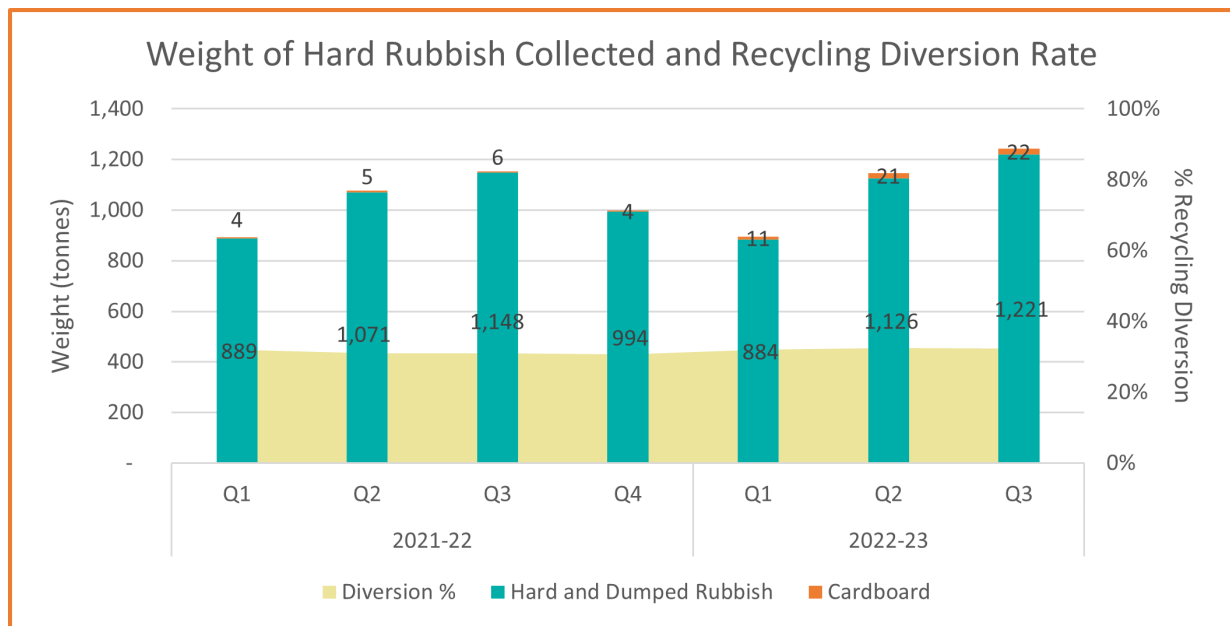
Trees added to the Classified Tree
Register



320

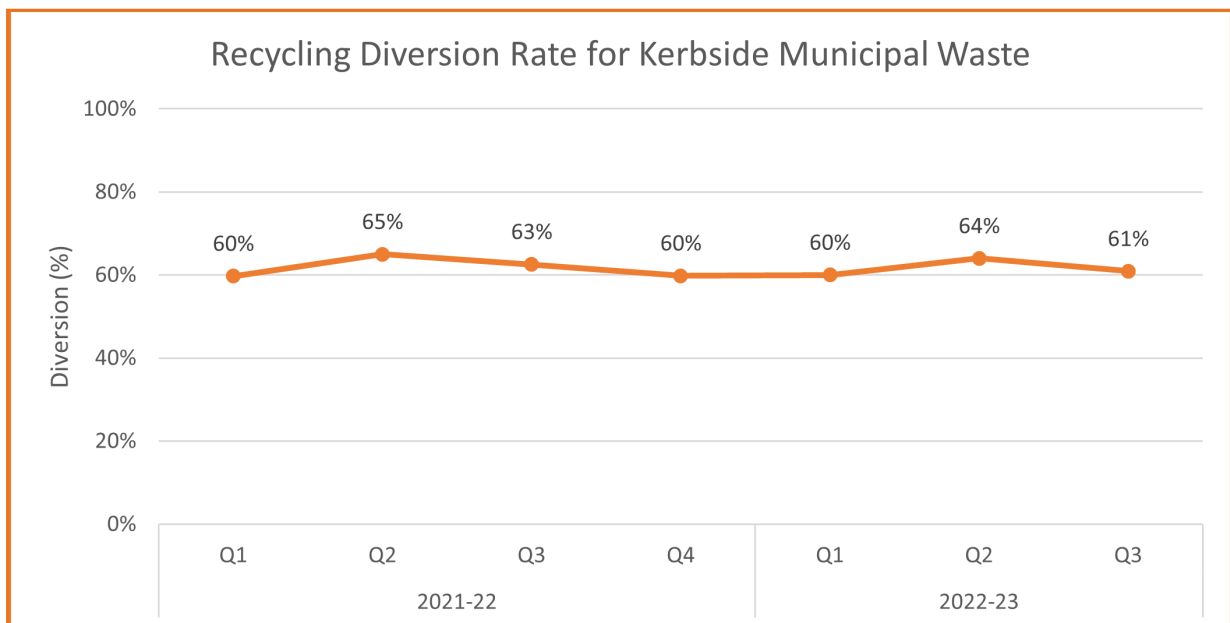
Identified vacant tree planting sites

RECYCLING AND SUSTAINABILITY



After the peak in the weight of the hard and dumped rubbish around December-January, as seen every year, the hard rubbish weights are starting to decrease again. The weights fluctuations reflect the expected seasonal variation. This quarter's tonnages still reflect the peak weights.

The recycling rate in the hard rubbish service remains steady at 32 per cent for this quarter. The relatively consistent rate throughout the year reflects this service is used by residents to put out similar types of standard household items throughout the year with minor seasonal variations.



The kerbside recycling rate for January to March 2023 was 61 per cent, around 3 per cent lower compared with the recycling rate for the same period last year. However, overall, the higher recycling rate trend remains steady since the green food and organics bin increased frequency to weekly.

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.	<p>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> <p><i>This is a major initiative in the 2022–23 Annual Budget.</i></p>	<p>Implementation of the Community Wellbeing Action Plan 2022-2023 is well underway with 44 per cent of actions completed and a further 50 per cent of actions on track for completion at the end of June 2023.</p> <p>Achievements in this quarter include:</p> <ul style="list-style-type: none"> — <i>Pride Night</i> held at Glen Eira Sports and Aquatic Centre in February to celebrate Mardi Gras/World Pride; — A celebration of International Women's Day in March, with more than 230 patrons treated to a night of comedy at the Glen Eira Town Hall; — As part of the <i>Educator Professional Development</i> series, a session going through the updates to the Early Years Learning Framework was held in March, — <i>Yarning Circles</i> was held in March to share conversation and develop an understanding of Koorie culture, history and experience for early educators; — <i>KidSafe</i> campaign, <i>Don't leave children in hot cars</i>, was delivered in February through Glen Eira News and social media posts; — the Glen Eira launch of <i>Chatty Café</i> was held at Moorleigh Community Village in March, hosted by Moongala Neighbourhood House; and — the <i>Under the Stars</i> music event held in February at Packer Park was enjoyed by an estimated 4,500 people. 	

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. (continued)	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><i>Community Safety Plan 2022–2025</i> achievements this quarter include:</p> <ul style="list-style-type: none"> — The <i>Good Neighbour Recognition Program</i>, highlighting neighbours that have assisted others in various ways within their own neighbourhood continues to be successful. Recognition of good neighbours was published in February's edition of <i>Glen Eira News</i>; — a <i>Glen Eira News</i> article advertising youth worker support options published in March 2023; and — in partnership with Victoria Police and Neighbourhood Watch, a social media campaign to raise awareness of services available to the community, including <i>StopIt</i> reporting line. 	
	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>There were no requests for emergency relief this quarter.</p> <p>There have been no recent public health messages issued by the Chief Health Officer and Department of Health to promote to the community this quarter.</p>	
5.1 We will support improved health, wellbeing and resilience of all individuals, families and groups within our community. (continued)	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.	The Maternal and Child Health Service continues to offer education and support sessions to families via our many programs and groups. The majority of sessions were delivered face-to-face, and the infant nutrition session was delivered online this quarter. Over 576 families attended the group and educational sessions held. These sessions included a playgroup specially for fathers.	

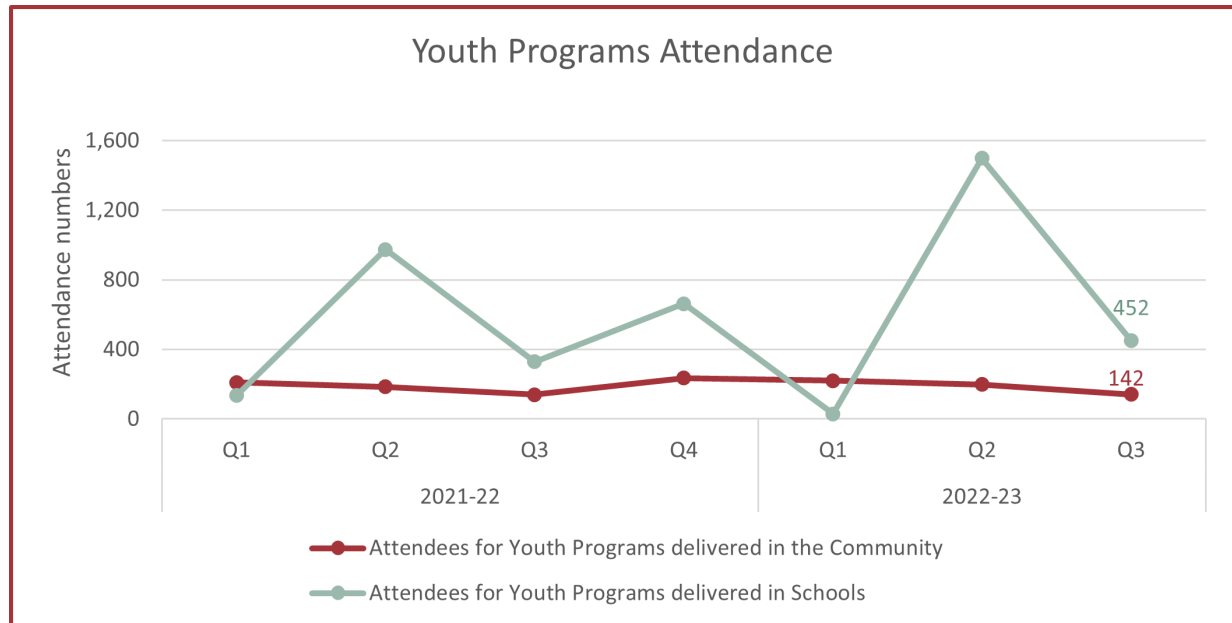
STRATEGIC PRIORITY	ACTION	PROGRESS COMMENT	STATUS
5.2 We will embrace diversity and value all people, promoting a society that welcomes and includes everyone.	5.2.1 Implement annual actions in our <i>Gender Equality Action Plan 2022–2025</i> to demonstrate strong leadership in the promotion of gender equality and prevention of family violence against women.	<p>Council is working towards achieving the actions within the <i>Gender Equality Action Plan 2022–2025</i>, with a range of priorities including:</p> <ul style="list-style-type: none"> — ongoing work to complete Gender Impact Assessments; — gender neutral language amendments made to newly certified <i>Glen Eira City Council Enterprise Agreement 2022</i>; — updating of the Council recruitment learning modules to ensure no unconscious bias for Officers involved in recruiting is in progress; and — a review of the remuneration process for the classification levels where the gender pay gap is most evident. 	
	5.2.2 Implement annual actions in our <i>Reconciliation Action Plan 2022–2024</i> to innovate to support reconciliation and a unified, respectful and thriving community that embraces our First Nations' Peoples.	<p><i>Reconciliation Action Plan 2022–2024</i> actions progressed include:</p> <ul style="list-style-type: none"> — continuing to develop relationships with the Aboriginal and Torres Strait Islander community and organisations within Glen Eira; — considering a Council position on the Voice to Parliament with guidance from the Aboriginal community; and — discussions on whether to hold a Citizenship ceremony on Australia Day with Traditional Custodians of the area. 	

STRATEGIC PRIORITY	ACTION	PROGRESS COMMENT	STATUS
5.2 We will embrace diversity and value all people, promoting a society that welcomes and includes everyone. (continued)	5.2.3 Implement traffic safety improvements included within the 2022–2023 budget. <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>The Whitmuir Road at Elster Creek Trail, Bentleigh - Shared User Path Crossing project is now completed.</p> <p>The Neerim Road at Boyd Park, Murrumbeena (eastern end) - Pedestrian Operated Signals project is currently in the planning and design stage. The design has been completed. A Road Safety Audit has been undertaken for the design and is currently being reviewed by officers. The design has also been sent to the Department of Transport and Planning for early stage comments as they will need to sign off on the final design.</p> <p>Kooyong Road Pedestrian Operated Signals project (between Sycamore Street and Carlingford Street, Caulfield South) - Further investigation and planning are currently underway to determine if the crossing can be relocated nearby. If feasible, we will continue with the planning and design stage this financial year, with construction commencing in the next financial year.</p> <p>The planning and design for the Wombat Crossing Project on Neerim Road, west of Hobart Road, Murrumbeena is now completed.</p>	
	5.2.4 Work with multicultural community leaders to build social cohesion and respect across our diverse community.	<p>The second meeting of the Multicultural Advisory Committee was held on 20 February 2023. Discussions were focused on a 'Discovering our Priorities' activity to establish key priority actions for 2023. The timelines for the year ahead have been established along with a full complement of community and organisation representatives participating in the committee.</p> <p>A February <i>Glen Eira News</i> article profiled two committee members, their motivation for participating in the Multicultural Advisory Committee and their hopes for the insights they can offer in building greater social cohesion and respect across the Glen Eira's diverse communities.</p>	

STRATEGIC PRIORITY	ACTION	PROGRESS COMMENT	STATUS
5.3 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 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>Youth targeted actions in the <i>Community Wellbeing Plan 2021–2025</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; and — Social and emotional support and financial information was offered through our community-based programming. — In Quarter 3, Youth Services conducted four one-on-one support appointments and provided 994 support interactions through phone calls, emails and brief interventions with the community. 	
	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>The Commonwealth Government has delayed the implementation of the <i>Support at Home Program</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. The outcomes of the engagement survey were posted on 'Have Your Say' and communicated to all recipients of the Council service in November 2022. The Commonwealth is yet to provide further detail of the new program. However, they have indicated that pricing will be finalised in September to October 2023. Officers will provide updates to Council as further details come to hand.</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>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><i>This is a major initiative in the 2022–23 Annual Budget.</i></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"> — <i>Live Sunday Sessions</i> music program on the second Sunday of every month in the Gallery; — <i>Lunar New Year</i> in the Gallery and Portico for over 600 residents; — <i>Under the Stars</i> at Packer Park for 4,500 residents; and — International Women's Day comedy night for over 200 guests. 	

STRATEGIC PRIORITY	ACTION	PROGRESS COMMENT	STATUS
5.4 We will deliver services, events and programs that recognise and celebrate our broad interests and differences and promote participation for all. (continued)	<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><i>This is a major initiative in the 2022–23 Annual Budget.</i></p>	<p>Since opening the Bentleigh Library and Youth Hub, 10,000 new library books and materials, including a new targeted collection of young adult non-fiction has been purchased.</p> <p>In this quarter, Libraries presented the following programs:</p> <ul style="list-style-type: none"> — three YogaTime sessions for pre-schoolers; — two drop-in craft and creative literacy programs for young people; — the BIG Summer Read pyjama party (literacy campaign for young people) — 12 Kids Club sessions — 39 StoryTimes — 24 BabyTimes <p>This is a total of 81 programs over the three months, exceeding the target of 18 free community programs per month.</p> <p>Youth Services also delivered a variety of regular and one-off programs this quarter. Programs included:</p> <ul style="list-style-type: none"> — fortnightly Youth Events and Leadership Team; — fortnightly Youth Voice; — fortnightly Youth Climate and Sustainability Action Group; — weekly Drop-Ins; — weekly Press Start; and — varied Living and Life Skills sessions. 	
5.4 We will deliver services, events and programs that recognise and celebrate our broad interests and differences and promote participation for all. (continued)	<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>Training opportunities through the Living and Life Skills program have been offered and the Youth Voice group planned and co-facilitated eight sessions using the space at the new Bentleigh Library and Youth Hub.</p> <p>Youth Voice is a community-based program for young people aged 10- 25 years old. The program provides opportunities for young people to come together and share views and stories on topics relating to young people. 10 sessions have been hosted in the new Bentleigh Library and Youth Hub.</p>	

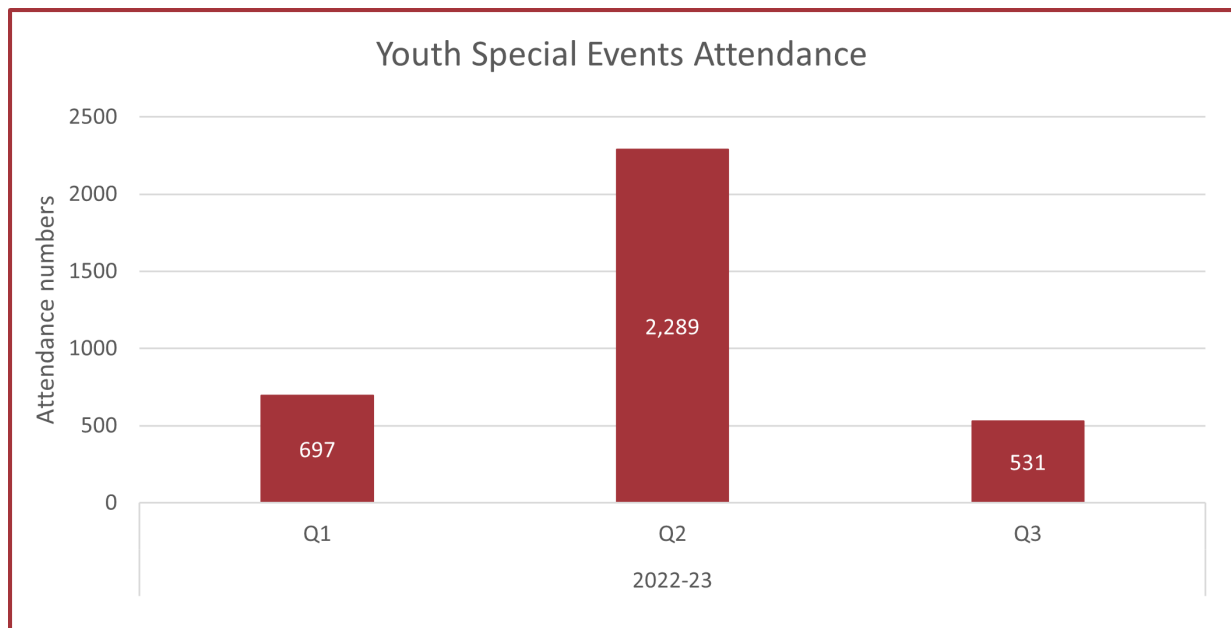
YOUTH SERVICES



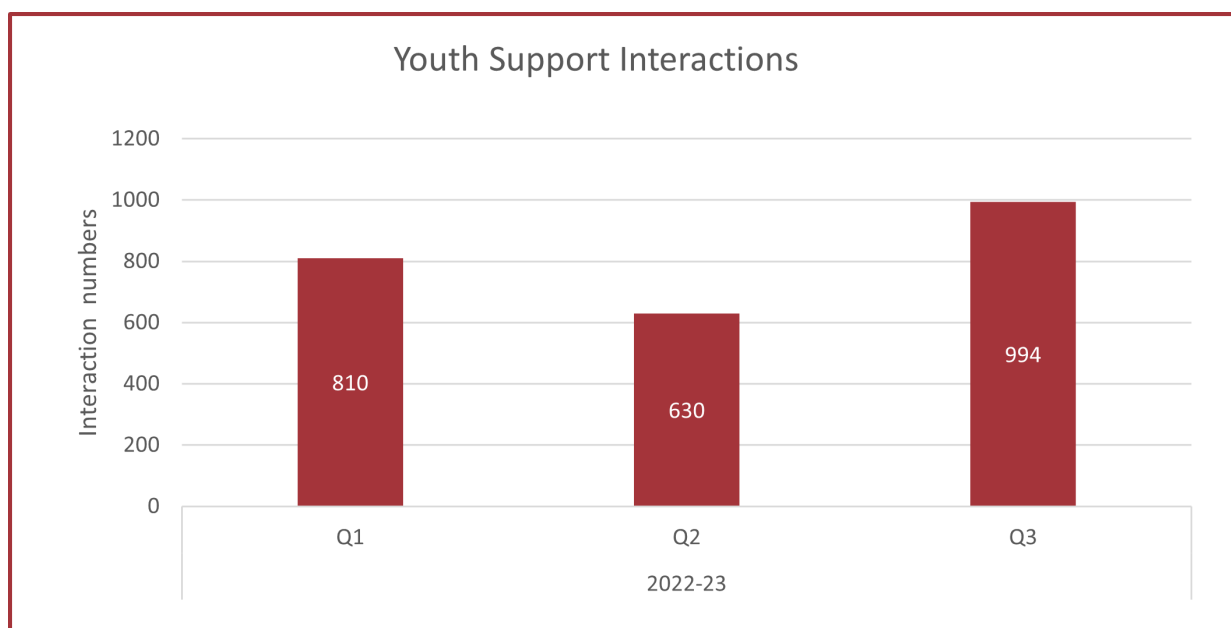
Youth Programs delivered to the community: In Quarter 3, Youth Services delivered Press Start, The Youth Climate and Sustainability Action Group, Drop Ins, Youth Events and Leadership Team development and the new Hub Social program to young people in Glen Eira.

Youth Programs delivered in local schools: Youth Services piloted the Moving In program at McKinnon Secondary school. The Moving In program is a social support program run with year 7 students to support the formation of new friendships in high school.

Youth Services have also supported LGBTQIA+ support groups in two Glen Eira Secondary schools.

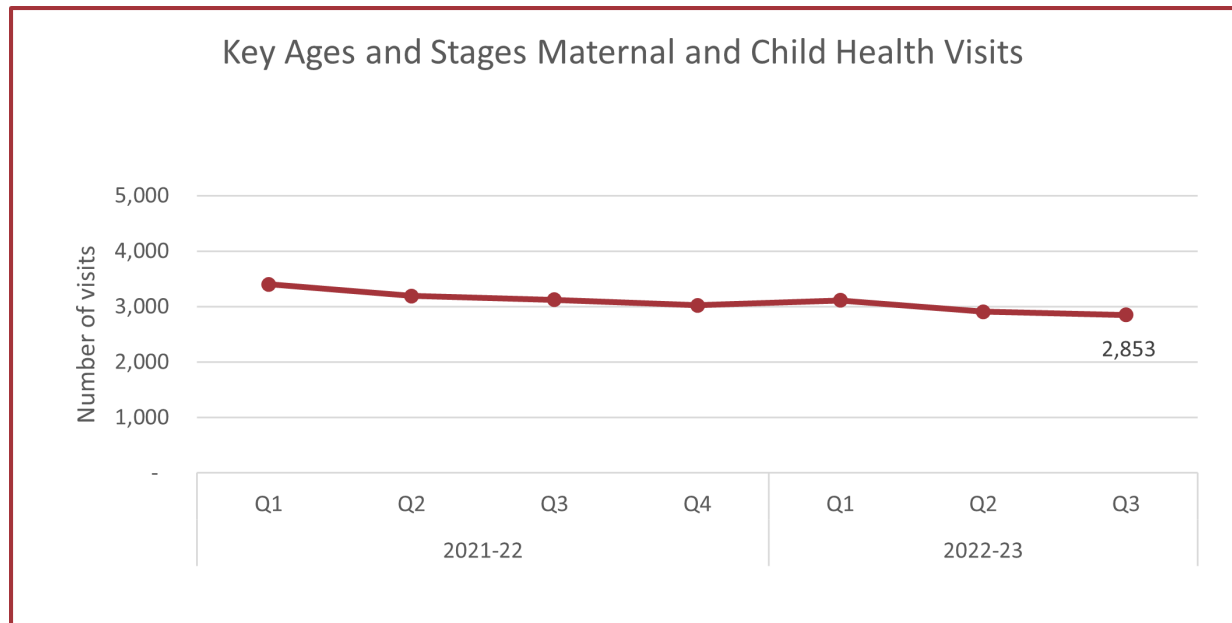


Youth Services hosted the Summer School Holiday Program and assisted the running of the Bayside Glen Eira Kingston Local Learning & Employment Network (BGKLLLEN) Industry exhibition, which was delivered to students across Glen Eira, Bayside and Kingston to broaden their career pathways.

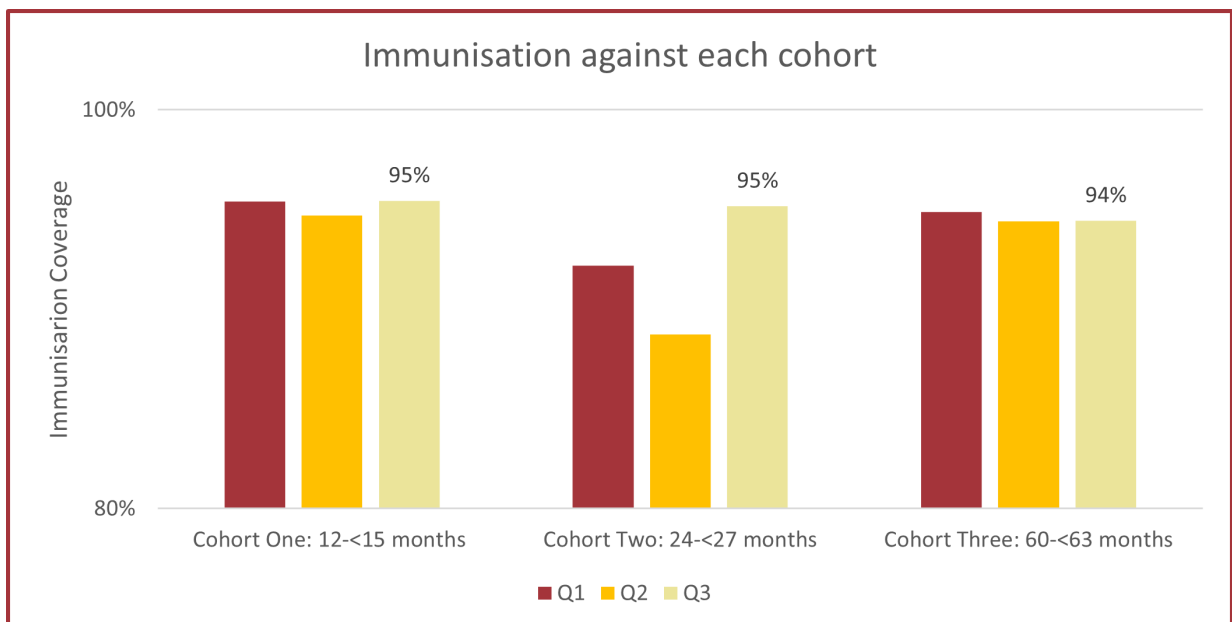


Youth Services continued to provide support interactions through phone calls, emails, and one-on-one support session appointments. Numbers increased this quarter because all programs resumed and young people returned to school – many referrals for support come from schools and involvement in Youth Services' programs.

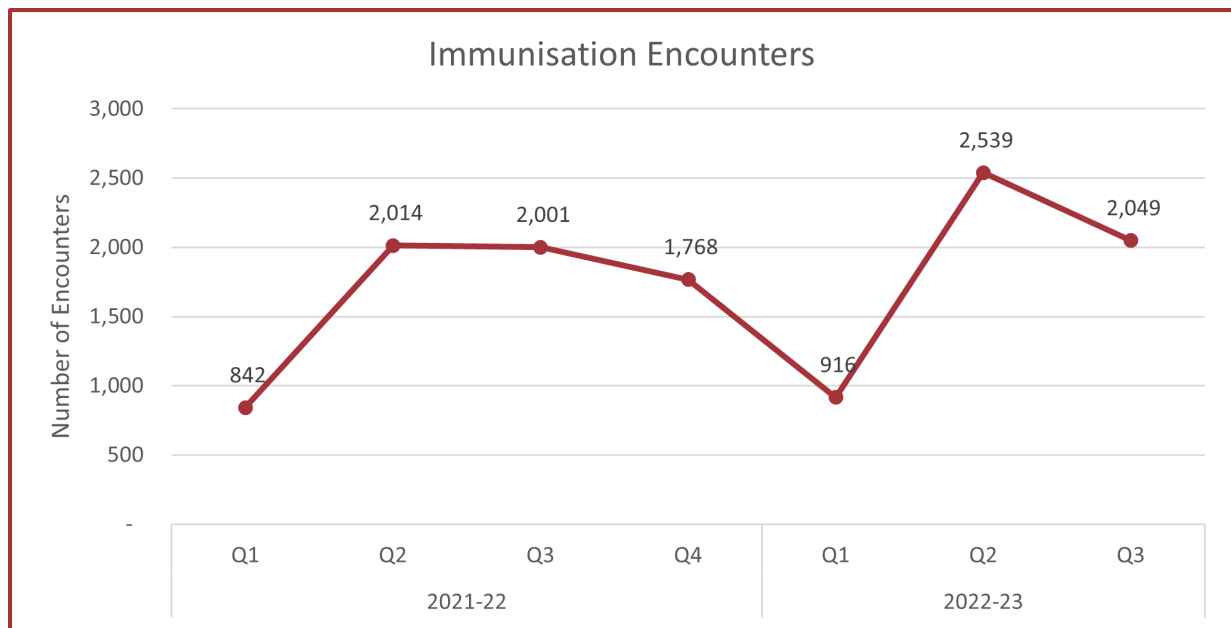
CHILDREN'S SERVICES



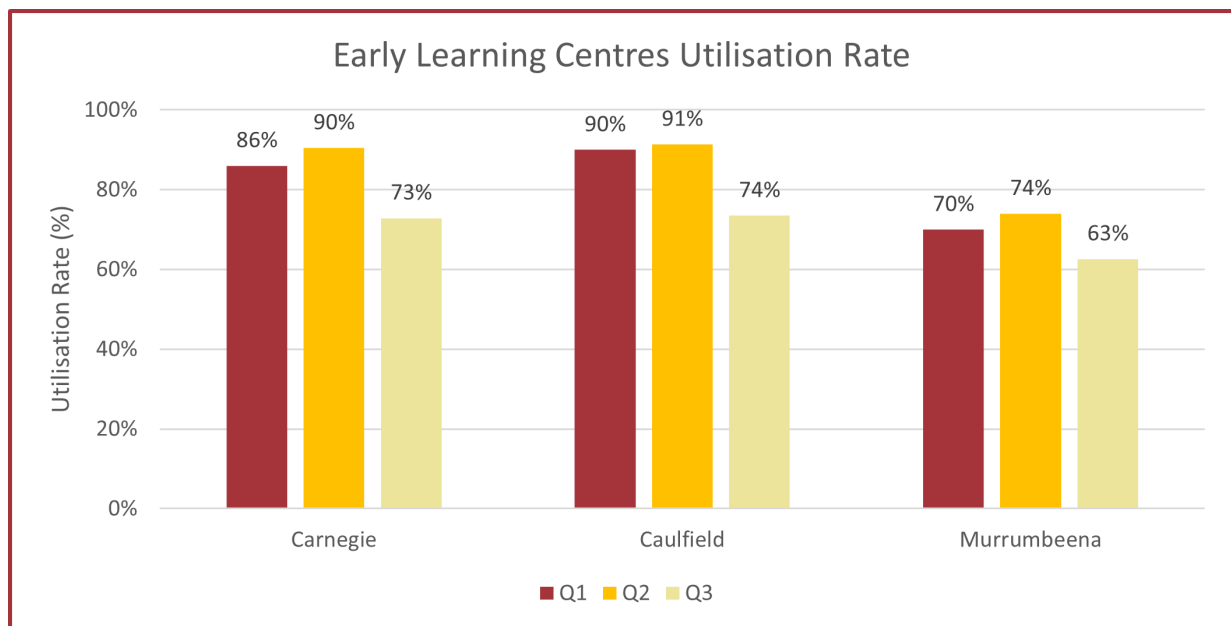
The total Key Ages and Stages visits show an approximate eight per cent reduction year to date compared to last year. This is partly due to a reduction in Birth Notices and partly due to staff shortages impacting service levels.



The first few sessions of the quarter were well attended and the service completed numerous overseas catch-up vaccinations for children, aged from 12 months to 18 years. This, together with the commencement of the influenza vaccine program for children over 6 months to under 5 years of age meant an increase in overall vaccinations.

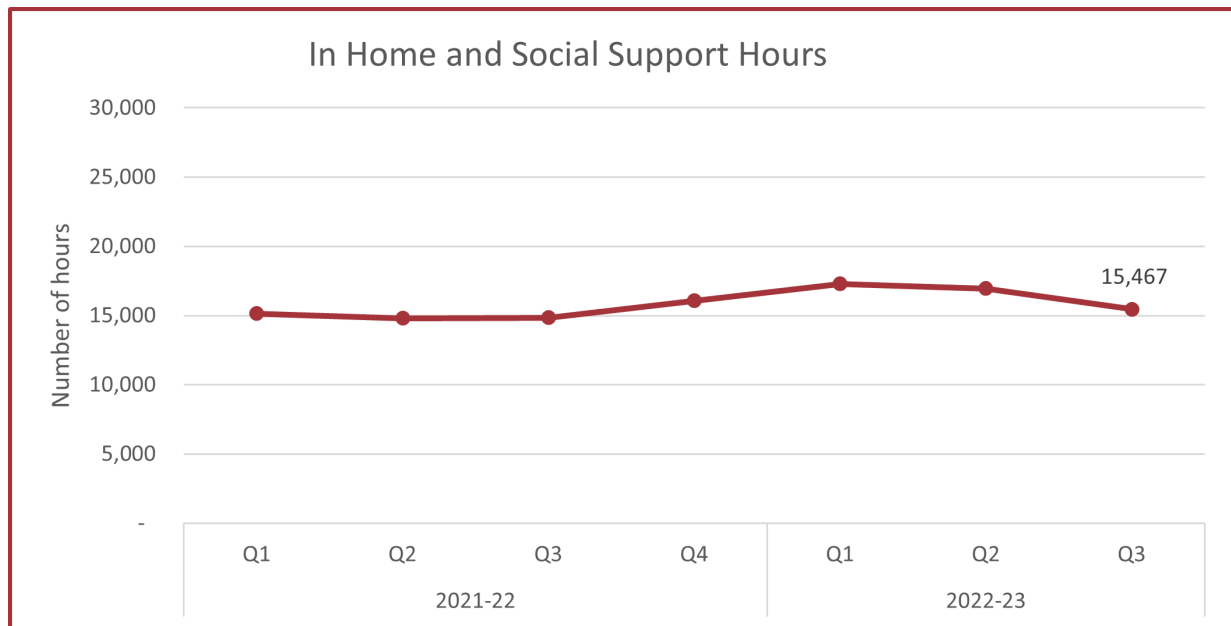


The School Immunisation program resumed in March with over 1,000 students vaccinated as part of the Year 7 program. Community sessions were well attended, with the influenza vaccinations available for the over six months to under five year old's, and for adults over 65.



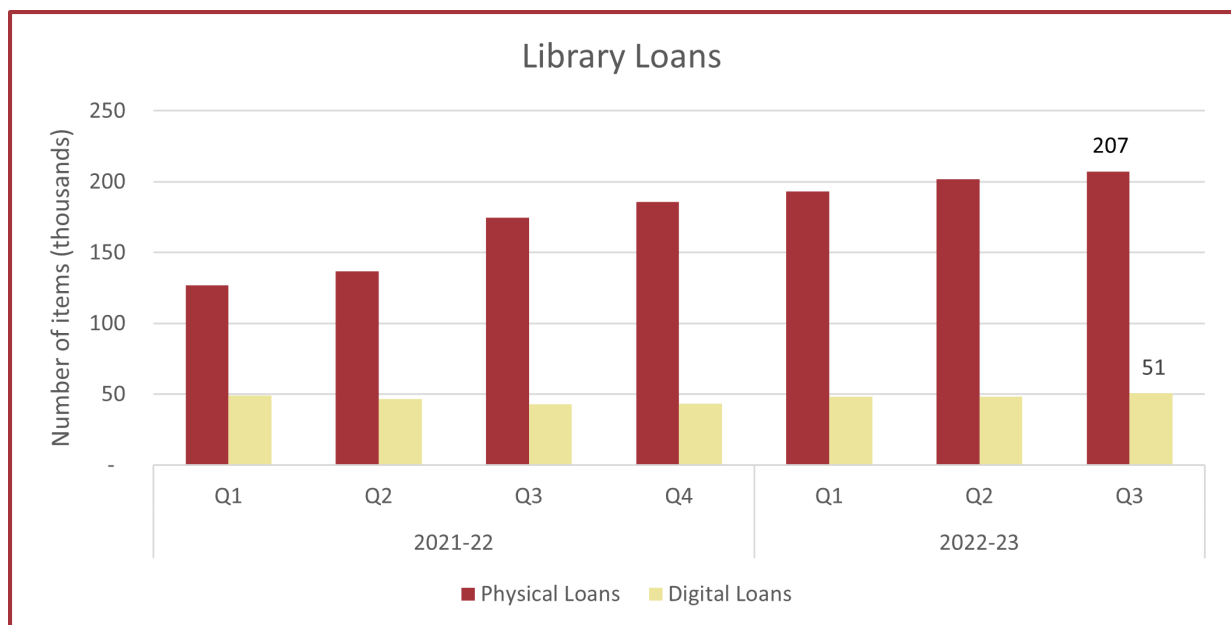
Services opened to families on 17 January 2023 and we continue to offer places to families on the waitlist. Utilisation at the beginning of each year is always low as families settle in and families eligible for funded three and four year old kindergarten confirm if they are staying at the service or moving to standalone kindergarten where it is free.

IN HOME SUPPORT



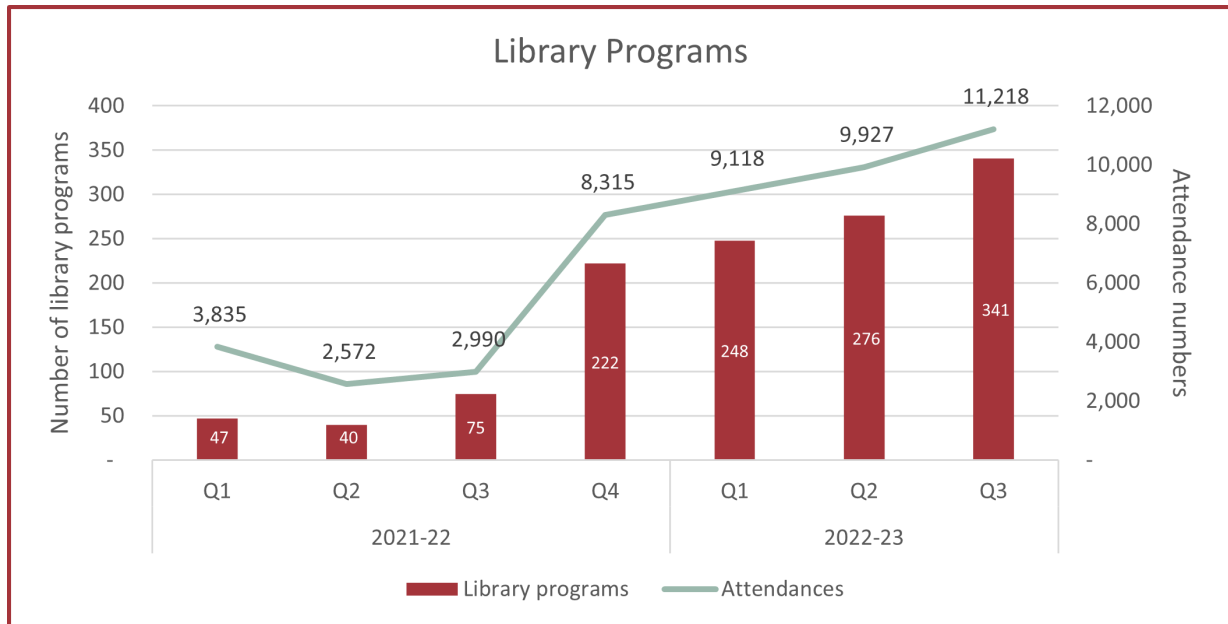
In-Home and Social Support continues to operate under the funded targets set by the Commonwealth for the 2023 financial year. This is mainly due to client cancellations due to COVID and other illness, clients only requiring short-term care, clients moving to home care packages or residential aged care

LIBRARIES



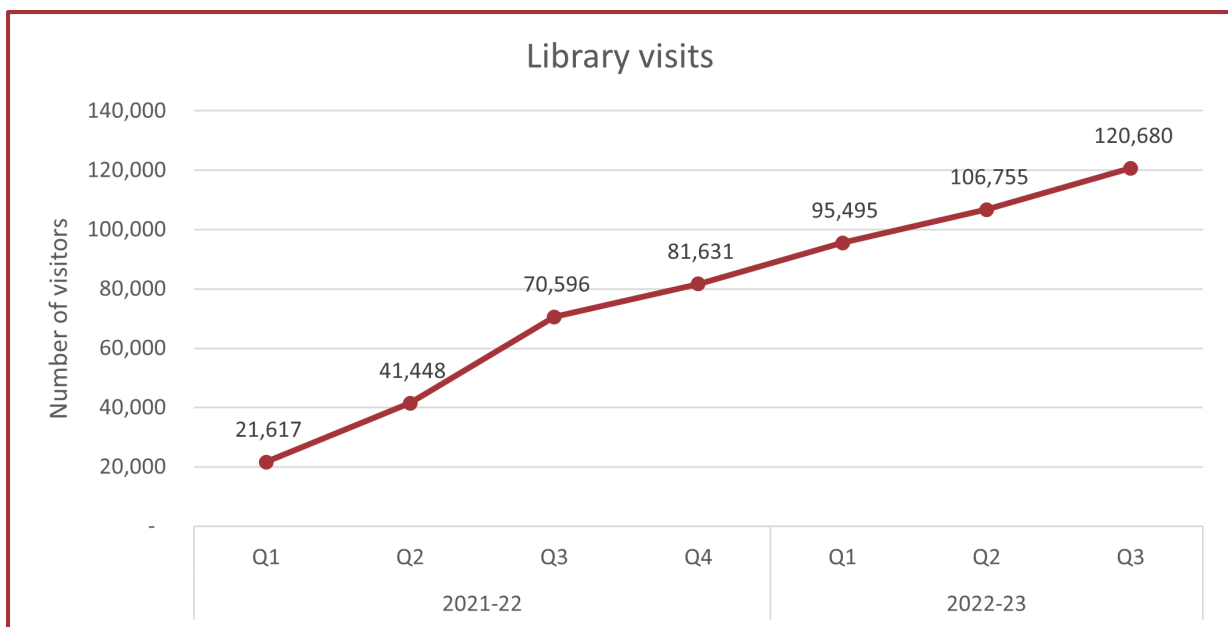
Digital library items: Loans of digital items increased modestly compared to the previous quarter with downloadable audio books remaining the most popular format.

Loans of physical library items: Loans of physical items increased only modestly compared to the previous quarter, partly attributable to the introduction of a consistent loan period of 21 days across all library items instead of shorter loan periods for some item categories.



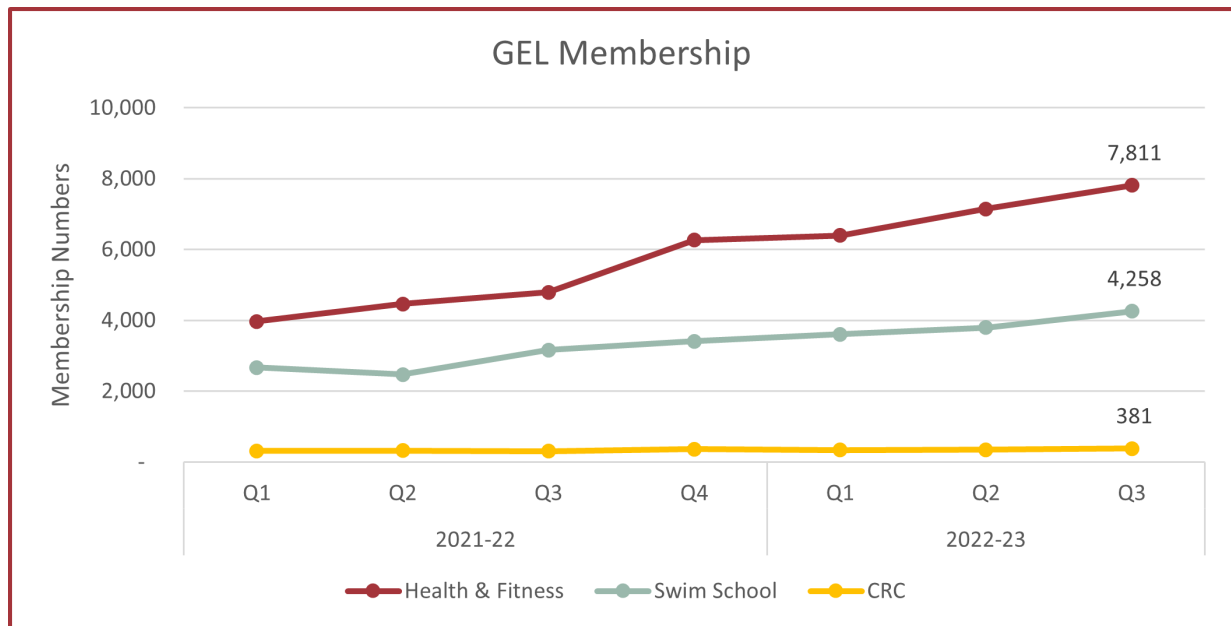
Library programs: The number of programs offered by the library service is nearly back to pre-pandemic levels.

Attendance at library programs: Attendance at Babytime and Storytime sessions in library branches continues to increase. Carnegie Library now consistently sees more than 1,000 attendees each month. Attendance at library programs other than Storytime and Babytime decreased in this quarter, mostly due to a lighter schedule of events in March.



The number of visitors to library branches continues to slowly build with 14,000 more visits compared to the previous quarter, and 50,000 more visits compared to Quarter 3 in the previous financial year.

GLEN EIRA LEISURE (GEL)

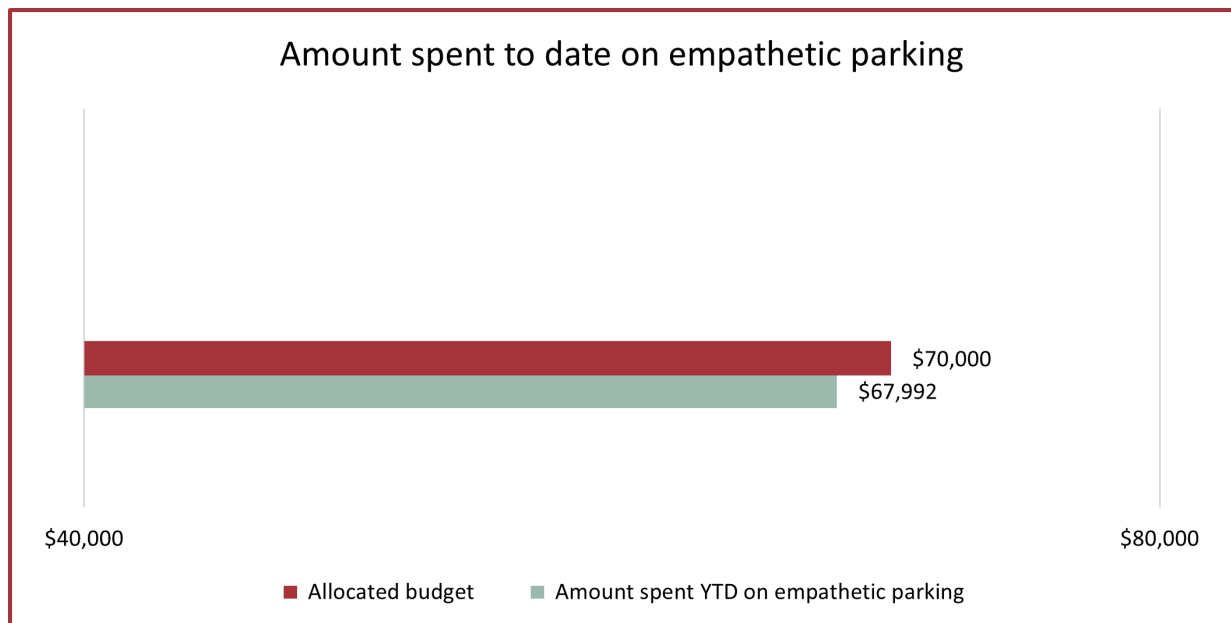


Health and Fitness: Memberships surpassed pre-COVID levels last quarter and continues to remain strong.

Swim School: Memberships are back to pre-COVID levels.

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

EMPATHETIC PARKING



So far in this financial year, \$67,992 has been spent on empathetic parking spaces. We plan to update one more car park with empathetic parking spaces at Marlborough Reserve, Bentleigh East.

FOOD SAFETY



Environmental Health Officers focus on assessing high-risk rated food businesses at the start of the registration period. Council has completed more inspections in 2022-23 Quarter 3 than last year, and the number of failed inspections is slightly less than 2021-22 Q3 period.

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

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 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](#).

2023 Activities	Progress
First Aid Level 2 (Authorised Officers)	Training to be delivered by the end of July 2023.
Administer responsible pet ownership information sessions in local primary schools to promote registration	Council has contacted the RSPCA about programming for primary schools and reached out to schools involved in the Active School Program to seek interest in pet ownership information sessions. We aim to deliver at least one information session by August 2023.
Increase awareness regarding registration requirements amongst culturally and linguistically diverse (CALD) communities	This will be completed by end of June 2023.
Produce information regarding registration and de-sexing requirements in multilingual formats	This will be completed by end of May 2023.
Conduct a feasibility study to determine if the timeshare arrangement in open space needs extending to offer additional options such as 'Seniors Hour' or 'Puppy Time'	A feasibility study is underway.
Provide educational material about cat enclosures and provide a DIY cat enclosure workshop	This will be completed by end of June 2023.
Seek interest from local primary schools about administering a pilot Dog Safety Awareness program (including dog safety and messages relating to 'my dog is part of my family')	Council has contacted the RSPCA about programming for primary schools and reached out to schools involved in the Active School Program to seek interest in the Dog Safety Awareness program. We aim to deliver at least one information session by August 2023.
Develop material which focuses on appropriate breeds for different types of households	This will be completed by end of July 2023.
Consider programs to address wild and stray cats	We are currently seeking guidance from the RSPCA.
Review application and renewal processes	We are currently reviewing our online application and renewal process with customer experience in mind. An annual task timeline is being developed to ensure that renewals are processed on time.

COMMUNITY EVENTS - LIBRARIES, ARTS AND CULTURE

January Events:

Live at the Library



Our January holiday mania program was a huge success. Stig Weymss joined us for *Live at the Library* for a fun packed and high energy session to coincide with the *BIG Summer Read*.

Children's craft sessions



Children made concertina books and jigsaws, went on creative literacy quests, made comics, and even discovered the science behind some of their favourite toys.

Lunar New Year Celebrations



Glen Eira celebrated Lunar New Year at the Town Hall. The community marked the beginning of the new Lunar calendar by enjoying delicious Asian cuisine, hand-picked entertainment and joined in the celebratory atmosphere.

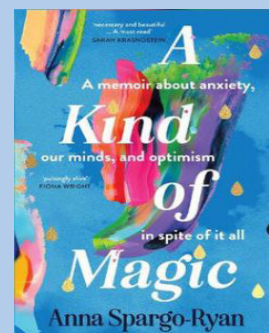
February Events:

Wellness and Sustainability workshops



A big focus again in February on wellness and sustainability with topics on low-waste living, gut health and the availability of free hearing checks.

Author talk



The library also welcomed author Anna Spargo-Ryan to talk about her book *A Kind of Magic* – an honest and raw autobiography of a life lived under the many umbrellas of mental illness.

February Events:

Under the Stars



February saw the return of *Under the Stars* in Packer Park with a great turn-out despite the rain. This free annual concert featured some of Australia's best live music acts. Acts included Tex Perkins & the Fat Rubber Band, Mia Wray and Meghna Music.

StoryTime



The libraries also celebrated the magical world of the fairytale with a special all-ages *StoryTime* event at Elsternwick Library.

BIG Summer Read



The *BIG Summer Read* finished with more registrations than ever before. We capped off a great program with a pyjama party at Bentleigh Library and Youth Hub.

Like a Yarn



Like a Yarn and book club participation continued to grow steadily.

March Events:

Australian Reading Hour



In March, we celebrated *Australian Reading Hour* with our fun 'perfect match' themed event.

Drop-in tech help



Digital literacy was a continued focus with drop-in tech support and an informative workshop on the cloud.

Kids Club and Lego Club



Kids Club and *Lego Club* picked up more participants in March and continues to grow steadily.

March Events:

International Women's Day comedy event



In March, we hosted a very successful International Women's Day comedy event in the Auditorium at the Town Hall.

Wellness and Sustainability workshops



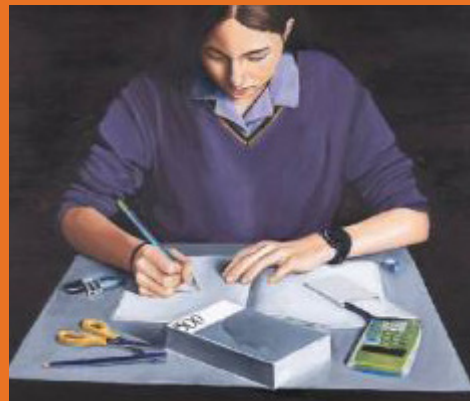
Sustainability and wellness was again a feature with sessions on brain food and how to shop smart to avoid waste (and save money).

Live Sunday Sessions



Monica Casaceli performed at the *Live Sunday Sessions*, where she combined storytelling with her indie-pop style, bringing honesty and simplicity to her performances.

International Baccalaureate Visual Arts Exhibition



The International Baccalaureate Visual Arts Exhibition features a range of works by students exploring themes of personal and cultural identity, the urban environment, climate change and social issues, and connection with the natural world.

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](#)

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 based Youth Programs - programs that are offered by Youth Services and are run from community facilities such as the Bentleigh Library Youth Hub. These programs have a focus on youth participation and community connection, examples include Press Start and the Youth Event and Leadership Team.

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 four 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.

LGBTQIA+ - Lesbian, gay, bisexual, transgender, queer/questioning, intersex, asexual.

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.

QR code - a bar code that is used to provide easy access to online information through the digital camera on a smartphone or tablet.

School based Youth Programs - programs that are offered by Youth Services and are conducted and run-in school time. These programs aim to support identified needs within the school cohort, examples include the School Engagement Program and the Moving Up Program.

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.

Youth Special Events - are often one-off events or projects that sit outside of Youth Programs, examples include Industry Expo days, the Youth Art Exhibition, and the School Holiday Program.

Youth Support Interactions - 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.

YTD - Year to date.



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

@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

