



GLEN EIRA
CITY COUNCIL

GLEN EIRA CITY COUNCIL QUARTERLY SERVICE PERFORMANCE REPORT

QUARTER ENDING JUNE 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 final *Quarterly Service Performance Report* for our [Council Plan Action Plan 2022–2023](#).

Our 2022–2023 *Annual Action Plan* contained 48 commitments we set out to deliver during the financial year. We have successfully delivered 73 per cent of these initiatives.

Each year a state-wide community satisfaction survey is carried out throughout Victorian local government areas. Participation in this survey is optional, but we believe strongly in its value. The survey results showed that on average Glen Eira continues to perform better, or just as well, on all service areas when compared to the state-wide results. The areas where you think we are performing the best are through our libraries and art centres, recreational facilities and the appearance of our public areas. These results pleasingly support the work we have articulated in our *Council Plan*.

Highlights this quarter include:

- > The purchase of three properties, 15, 17 and 19 Oakdene Crescent, Carnegie settled in June 2023. These will be developed into open space in the future.
- > The new advocacy and priority statements regarding social and affordable housing were endorsed on 13 June 2023.
- > The *Placemaking Strategy* was adopted by Council on 2 May 2023. The *Strategy* guides us in the way we collaborate with the community to ensure our activity centres are appealing, resilient and serve their needs.
- > We held two community planting events in April. The first event was a community planting day held within Wattle Grove Reserve, where over 100 community members planted bio-diversity understory shrub and grasses throughout newly prepared garden beds. The second event was a school group planting day in Mallanbool Reserve, where school children from Valkstone Primary School undertook understory planting to increase the biodiversity of the reserve.
- > We partnered with the Brotherhood of St Laurence to deliver a *Bring Your Bills Day* in April 2023, to assist people on low incomes to understand their bills, access concessions and other support, and obtain energy saving advice.

You can read more about our achievements in our *2022–23 Annual Report*.

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 CONTEXT

Like all other councils and businesses across Victoria, we are operating in increasingly constrained financial circumstances. Our financial position has been materially impacted both in terms of revenue and increasing costs, such as construction, utilities, borrowings 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 our financial sustainability.

We are dedicated to providing high-quality services for residents, businesses and visitors now and into the future. As inflation and rising costs are making it tougher for all councils to operate, we are taking action to plan responsibly with future budgets and our shared community priorities in mind.

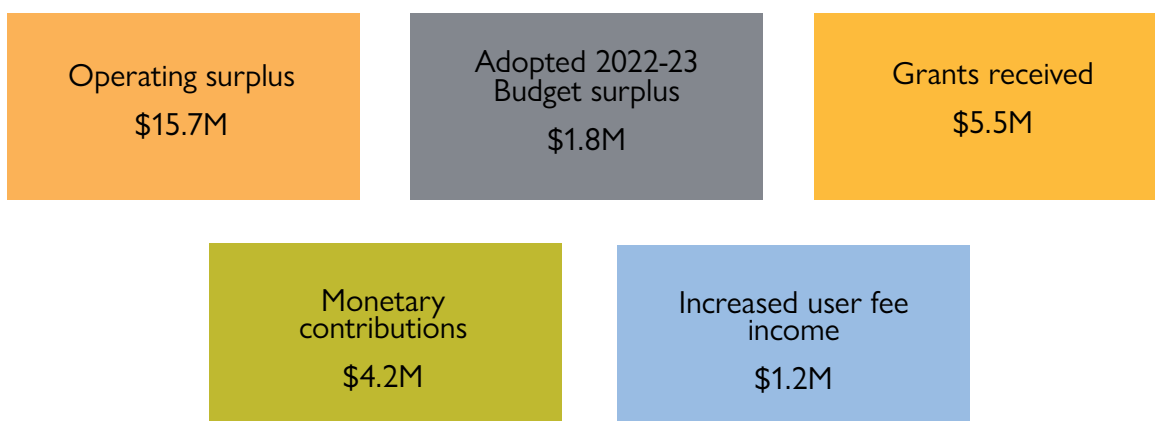
We will be starting an important conversation with the community to plan responsibly and keep delivering sustainable services for all in Glen Eira.

[Our Priorities, Our Future](#) will be a community-wide engagement program launching in 2023–24. We want to hear from all parts of the community so that we strike the right balance and prioritise appropriately.

FINANCIAL RESULTS AS AT 30 JUNE 2023

As at 30 June 2023, our financial position remained sound with an operating surplus of \$15.7 million compared to a budgeted surplus of \$1.8 million. Our income was favourable to budget by \$15.4 million mainly due to: timing of grants received - \$5.5 million; monetary contributions - \$4.2 million; and increased user fee income - \$2.4 million. Our expenditure was higher than budget by \$1.5 million as the budget did not include the disposal of the old Carnegie Pool assets (written down value of \$1.92m). Construction commenced during 2022-23 on the redevelopment of the new Carnegie Memorial Swimming Pool.

Council's liquidity ratio, a measurement of our financial strength, is 1.24 against our budget of 1. This means for every \$1 of current liability, Council has \$1.24 in current assets to meet those commitments. The improvement against budget is due to early receipt of the 2023-24 Financial Assistance Grant. Also contributing were cash inflows from borrowings which will be used for strategic capital projects in 2023–24 and 2024–25.

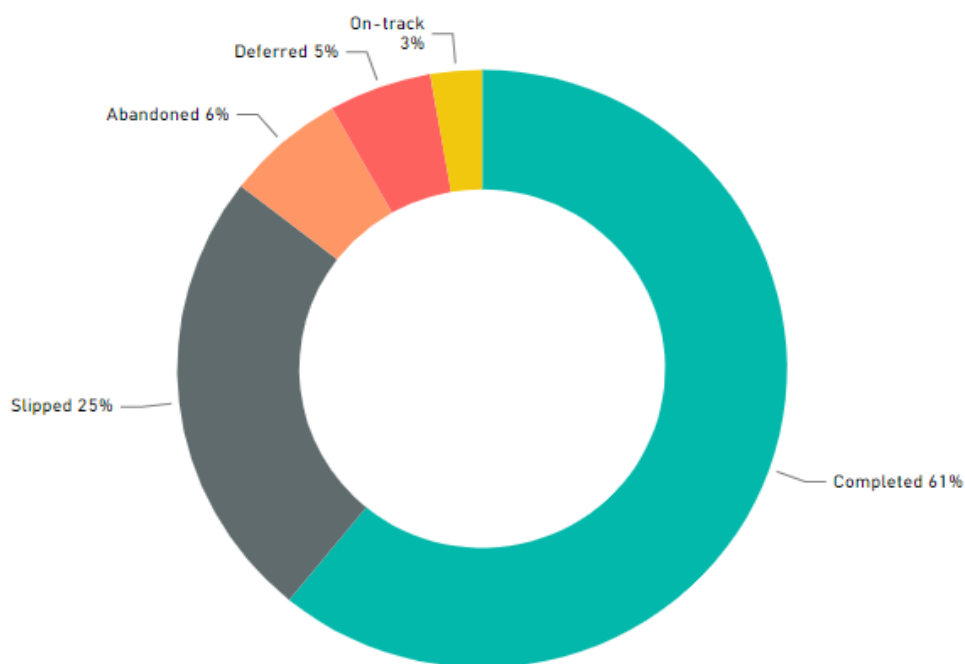


FINANCIAL SUSTAINABILITY RISK INDICATORS

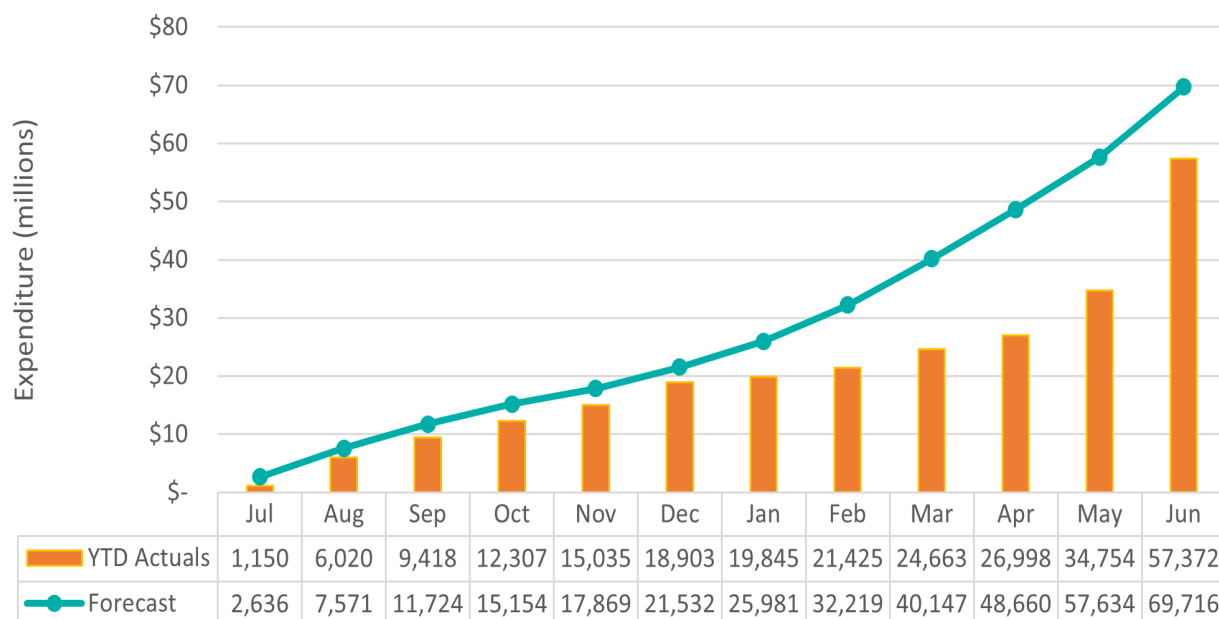
Financial Sustainability Risk Indicators	2021-2022 Actuals	2022-2023 Annual Budget	Unaudited 2022-2023 Actuals	2022-2023 Risk based on Actuals as at 30 June 2023	Comment
Net Result To generate surpluses consistently greater than 0%.	7.55%	0.96%	7.73%	Low	Council is generating surpluses.
Underlying Result (%) 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%	5.42%	Low	Council generated underlying result during 2022-23.
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	1.24	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%	89%	Medium	Council is restricted in generating cash to fund new assets.
Indebtedness Lower than 40% relates to the ability to repay debt from own-source revenue.	6.40%	25.32%	20.86%	Low	Council is operating at a ratio of lower than 40%, therefore has the ability to repay debt from own-source revenue.
Capital Replacement To ascertain the level of risk of insufficient spending on asset renewal. Low risk indicator is to be more than 1.5.	2.11	2.52	1.88	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	1.67	Low	Council spends sufficient funds on its asset base.

CAPITAL WORKS FINANCIAL PERFORMANCE

Status of Capital Works Program



Capital Works Program Expenditure



CAPITAL WORKS UPDATE

PROJECT UPDATES:

Carnegie Memorial Swimming Pool

Works are underway at Carnegie Memorial Swimming Pool. These include:

- > completing the installation of the internal pool hall roof beams
- > completing the concrete works for the learn to swim pool
- > construction of the warm water pool wall is underway
- > steel reinforcement works to the 50 metre pool base is underway.

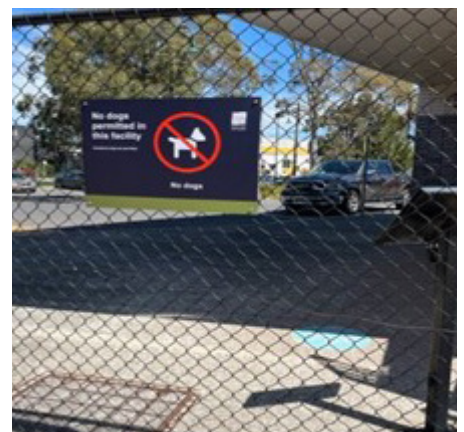
Two viewing holes have been cut into the fence on the Munro Avenue, Carnegie side of the site to allow for the safest access and best views of the construction site.

The community was invited to help create a colourful and fun display of artwork along part of the temporary fencing around the site. 15 submissions were received with the artwork to be installed in September 2023.



Parks and Open Space Signage Renewal

As part of our *Parks and Open Space Signage Renewal Program* many new signs have been replaced and added around Glen Eira. This ensures that it is easier for the community to understand dog on-leash and off-leash areas and provides modern entrance signs to our beautiful parks.



PROJECTS COMPLETED THIS QUARTER:

Open Space Strategy – Tranmere Avenue and Hewitts Road, Carnegie

As part of the *Open Space Strategy* Implementation, the houses have now been demolished at Tranmere Avenue and Hewitts Road, Carnegie to make way for open space. The concept plan for this space has been deferred until future funding has been secured.



Local Road Resurfacing Program

Road resurfacing has been completed at Coorigil Road, Carnegie to prevent water entering the road pavement and ensure that the life of the pavement is not compromised.



Minor Park Improvements – Caulfield and Harleston Park, Elsternwick

As part of the Minor Park Improvements project, aquatic planting has been completed and the geese have been relocated from Caulfield Park to a new home in central Victoria.



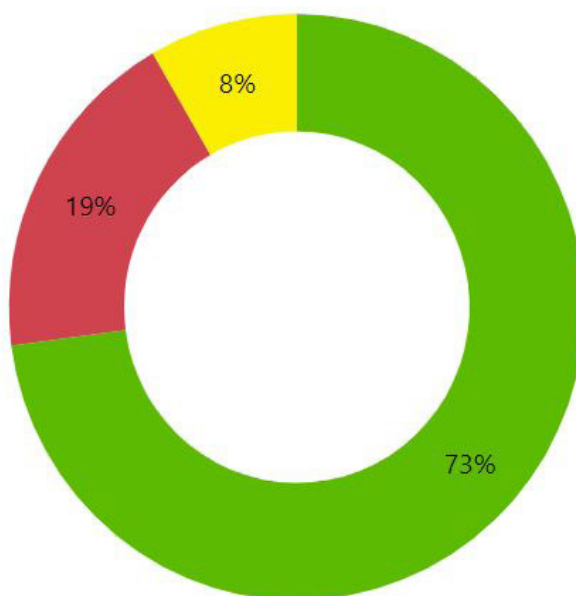
Turf replacement works have been completed at Harleston Park, Elsternwick.

COUNCIL PLAN ANNUAL ACTION PLAN

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

A final summary reporting on the actions contained within the action plan can be found within the *Annual Report 2022–23*. A list of the key initiatives can be found in the [Council Plan Annual Action Plan 2022–2023](#).

Council Plan Action progress



● Completed ● Not completed - within Council's control ● Not completed - outside of Council's control

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.

ACHIEVEMENTS AND CHALLENGES

- > Our workforce engagement survey results returned an engagement score of 72 per cent, which sits in the top 10 per cent against the local government benchmark.
- > Through our advocacy, Glen Eira was positioned as a thought leader on whole-of-sector issues including long-term financial sustainability and cost shifting from other levels of government.
- > We developed a Customer Service Charter to demonstrate our commitment to delivering highly valued service experiences for our customers and community.
- > During a year which saw both federal and state elections, we leveraged our relationships with our state and federal representatives to secure more than \$20 million in funding commitments to local projects from other levels of government.
- > We continued to evolve our approach to customer service in response to community expectations across both face- to-face and digital options. This included the expansion of our live-chat and improvements to our website.
- > Like all other councils and businesses across Victoria, we are operating in increasingly constrained financial circumstances. We are dedicated to providing high-quality services for residents, businesses and visitors now and into the future and will be starting an important conversation with the community to plan responsibly and keep delivering sustainable services for all in Glen Eira. Our Priorities, Our Future will be a community-wide engagement program launching in 2023-24. We want to hear from all parts of the community so that we strike the right balance and prioritise appropriately.

GOVERNANCE

Public questions to [Ordinary Council Meetings](#) – 1 April to 30 June 2023

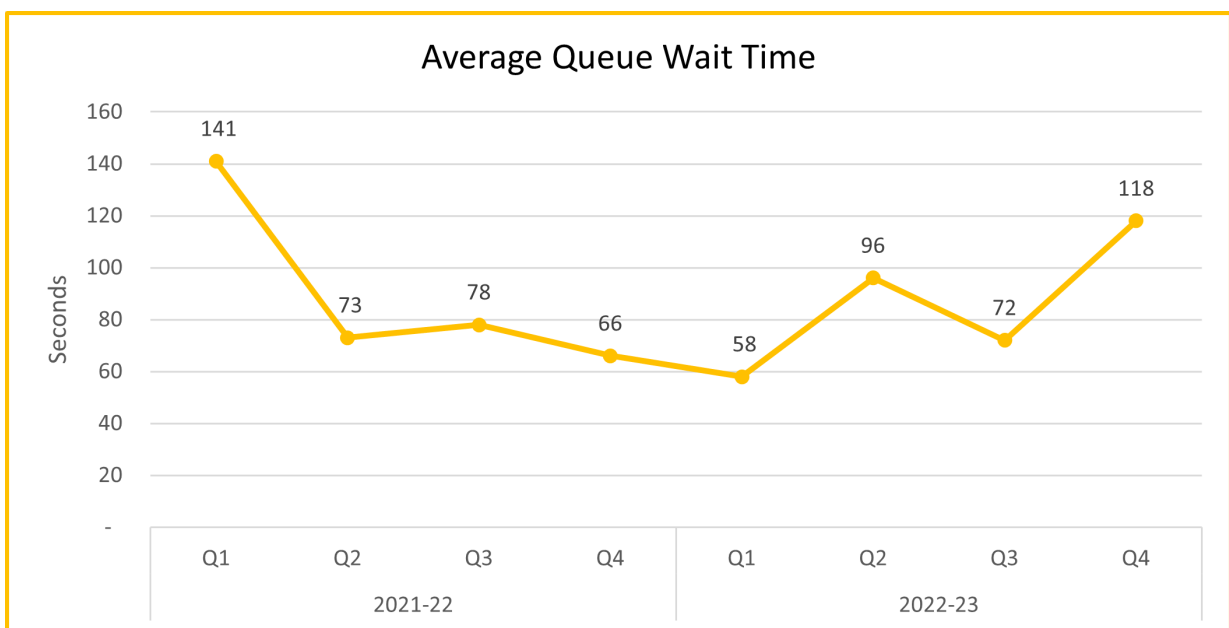
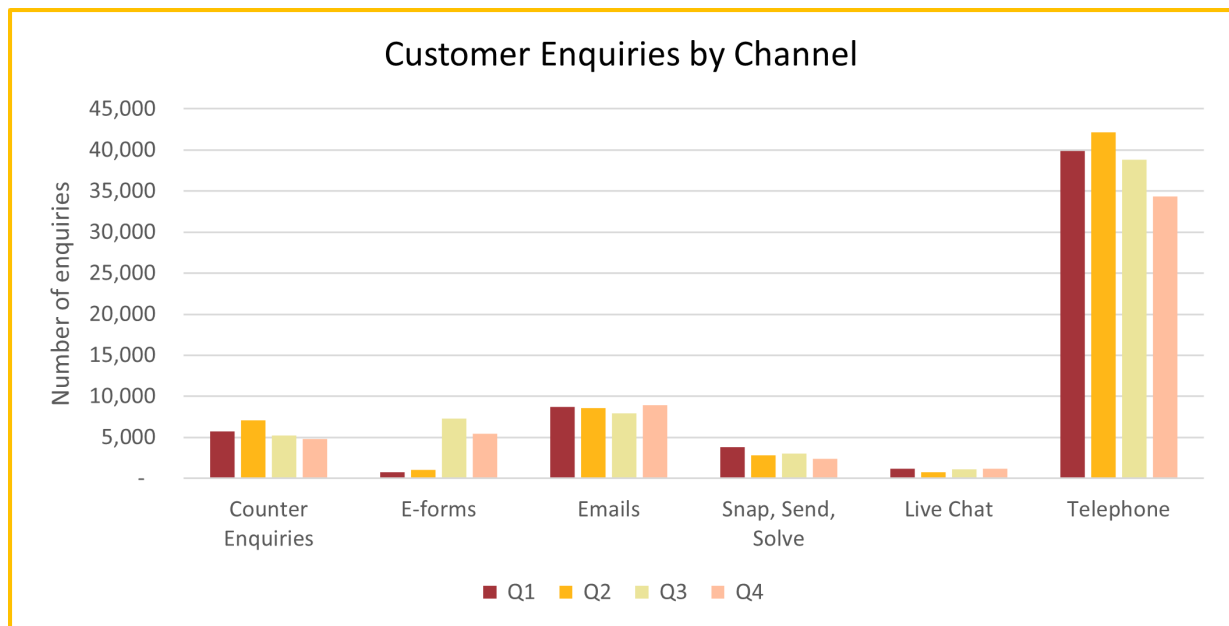
Metric	Quantity
Average time taken to reply to public questions taken on notice at Ordinary Council meetings	0 days
Number of Ordinary Council meetings	4
Number of Written Public Questions to Council asked at Ordinary Council meetings	59
Number of Written Public Questions to Council answered at Ordinary Council meetings	59
Number of Written Public Questions to Council ruled inadmissible at Ordinary Council meetings	2
Written Public Questions to Council answered following Ordinary Council meetings	0

The two public questions that were ruled inadmissible were not related to local government.

Unethical practice by integrity agencies

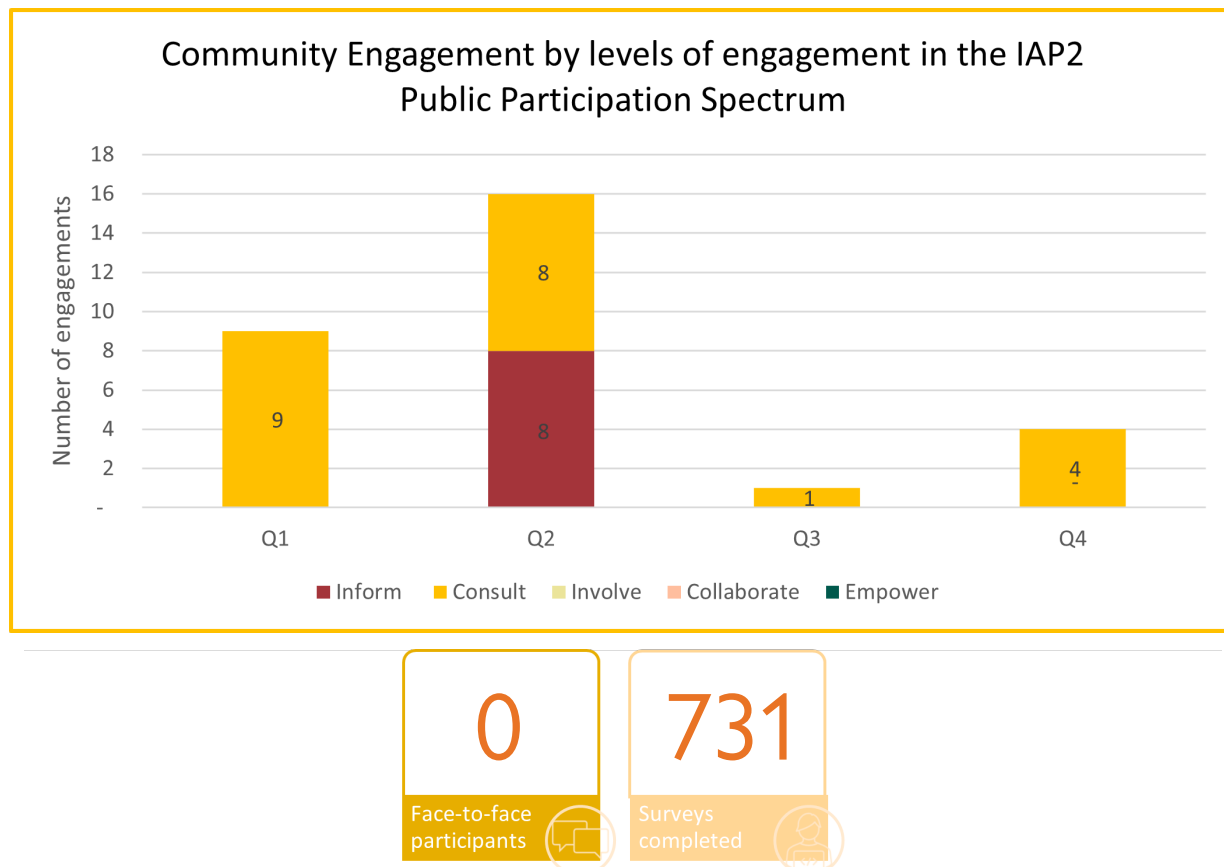
Metric	Quantity
Reported findings of unethical practice by integrity agencies	0

CUSTOMER SERVICE



The increase in queue wait times relates to staff spending time with customers responding to more complex enquiries and ensuring they can be resolved at the first point of enquiry where possible.

COMMUNITY ENGAGEMENT



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

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

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

Four community engagements were conducted on the 'Consult' level, where the community had their say via a survey. The projects were:

- > [Budget 2023–24](#)
- > [Porter Road Park](#)
- > [Mackie Road Reserve Play Space](#)
- > [Alma Village Pop-Up Park](#)

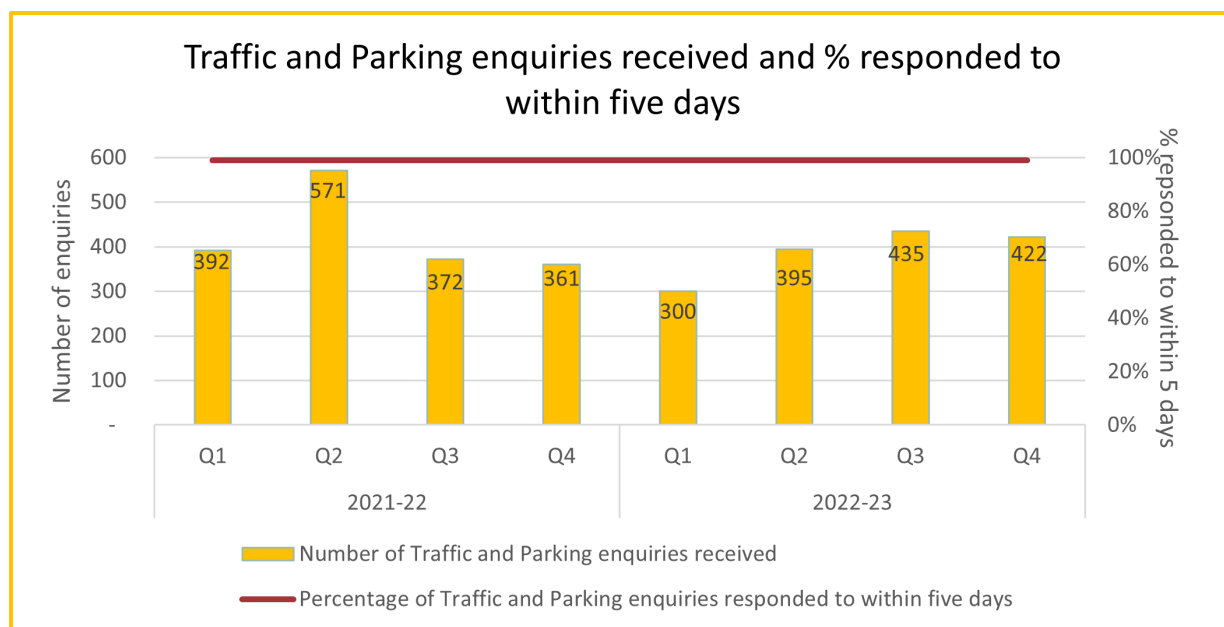
COMMUNITY ENGAGEMENT

Glen Eira pop up Trailer

We launched a new Glen Eira pop-up trailer to ensure that we are more identifiable when we are out and about engaging and connecting with our community. We are keen to hear from a wide range of voices in the community - so if you see the trailer come over for a chat.



TRAFFIC AND PARKING



A total of 422 enquiries were received this quarter. These figures are slightly less than those of last quarter. This is a positive sign that things are still running smoothly.

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

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

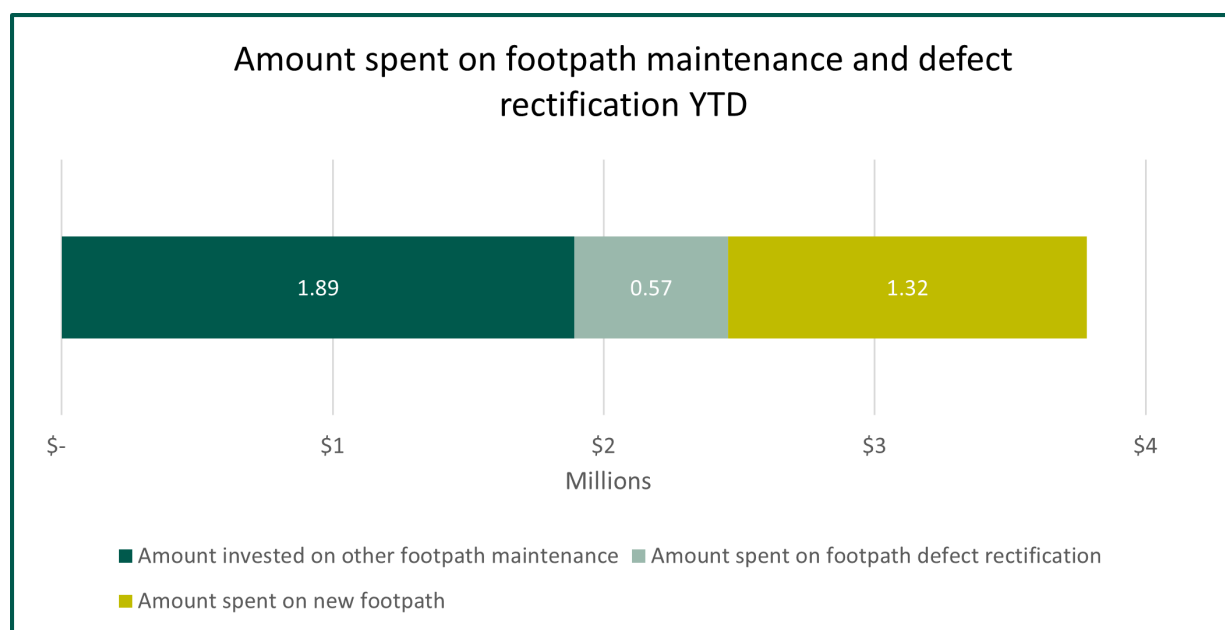


Our public open spaces and places support a healthy and connected community and contribute to a more sustainable and vibrant City.

ACHIEVEMENTS AND CHALLENGES

- > Caulfield Park No.1 oval was awarded the Victorian Sub-District Cricket Association top ranked turf wicket and Murrumbidgee No.1 oval was awarded Cricket Southern Bayside Ground of the Year.
- > The properties are located at 1 Tranmere Avenue and 21 Hewitts Road, Carnegie and 15,17 and 19 Porter Road, Bentleigh, were demolished to create new open space.
- > We renewed and upgraded more than 1,500 square meters of footpath across the municipality from April to June 2023.
- > Although we have been successful in acquiring properties to convert to new open spaces, we face challenges in finding appropriate new open space locations, funding larger open space projects and working with other agencies in achieving a joint vision.

FOOTPATHS



A total of \$3.78 million was spent on footpath maintenance and defect rectification across the year. \$1.89 million was invested in footpath maintenance through the footpath renewal program and proactive inspections, while \$0.57 million was spent on footpath defect rectification works which includes grinding down the paths to remove tripping hazards.

STRATEGIC DIRECTION 3: A LIVEABLE AND WELL PLANNED CITY

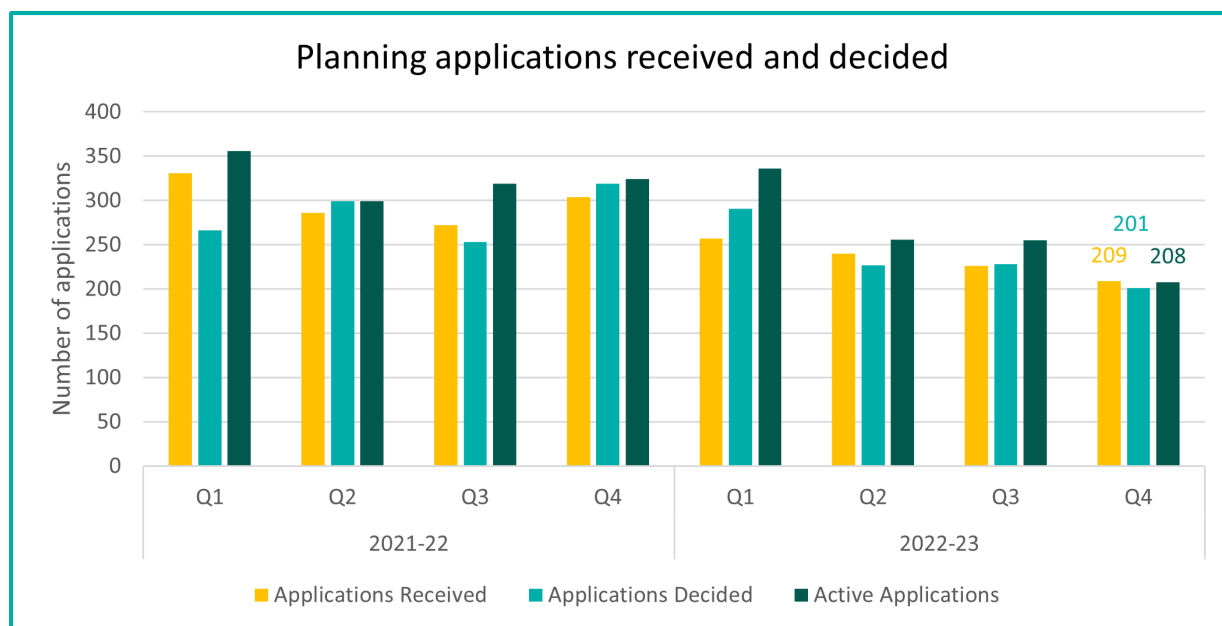


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ACHIEVEMENTS AND CHALLENGES

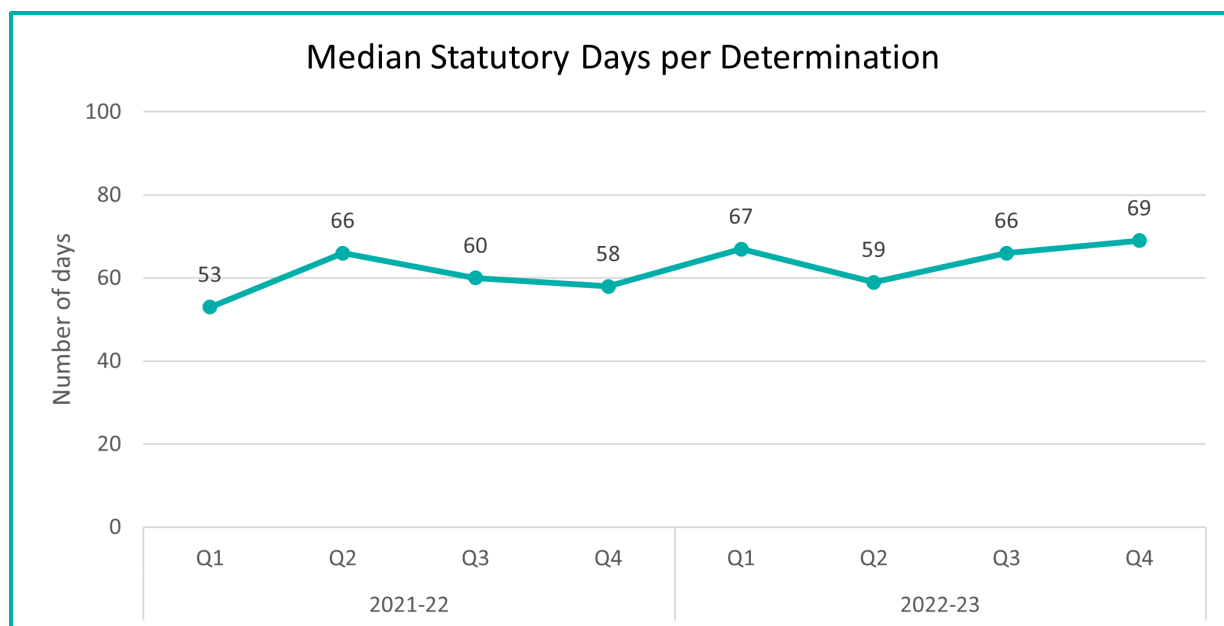
- > We adopted our *Placemaking Strategy* in May 2023, which will guide how we create, activate and manage our public spaces to strengthen community connection.
- > We endorsed the Caulfield East and Glen Huntly Heritage Review, which will inform future planning controls to protect Glen Eira's built heritage.
- > We continued the development of our structure plan program and sought community feedback on the draft *Elsternwick Structure Plan*. This is an important step towards securing permanent planning controls into the *Glen Eira Planning Scheme*.
- > The Level Crossing Removal Project (LXRP) has affected local traders and residents. The project has resulted in the removal of Glen Eira's last two-level crossings and will significantly ease congestion along Glenhuntly and Neerim Roads. The disruptions caused by the project have caused temporary challenges with local residents and traders. Council has been supporting the community through advocacy and a number of initiatives, such as special condition trader parking permits and social media campaigns to encourage wider community to shop in Glen Huntly during the disruptions.
- > Reduced levels of state and federal funding for social and affordable housing has created housing stress and hardship for many residents. The limited capacity for local government to contribute to improved housing outcomes along with a shifting of responsibilities from other levels of Government has created a challenge for Council and our community to respond to this difficult issue.

PLANNING

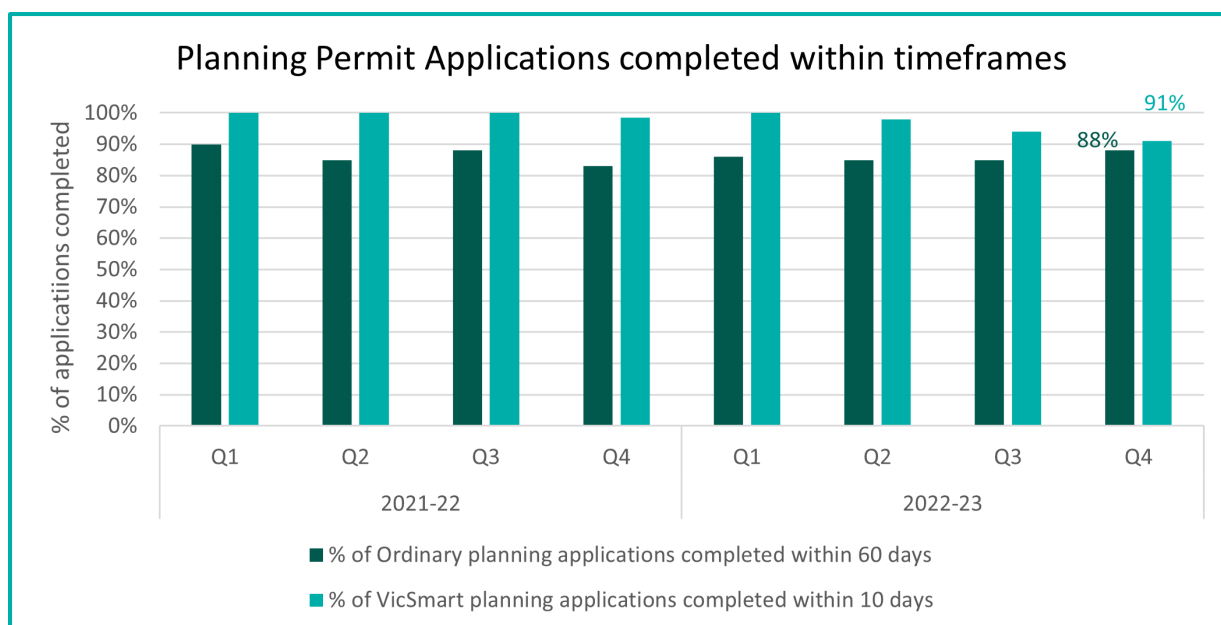


The trend in relation to the number of applications received and determined has not materially changed from previous quarters. The number of decisions made has been consistent with the number of applications received. While there has been a small decline in application numbers, the workload remains sustainable and Glen Eira continues to deliver one of the most efficient planning permit functions in the State.

PLANNING

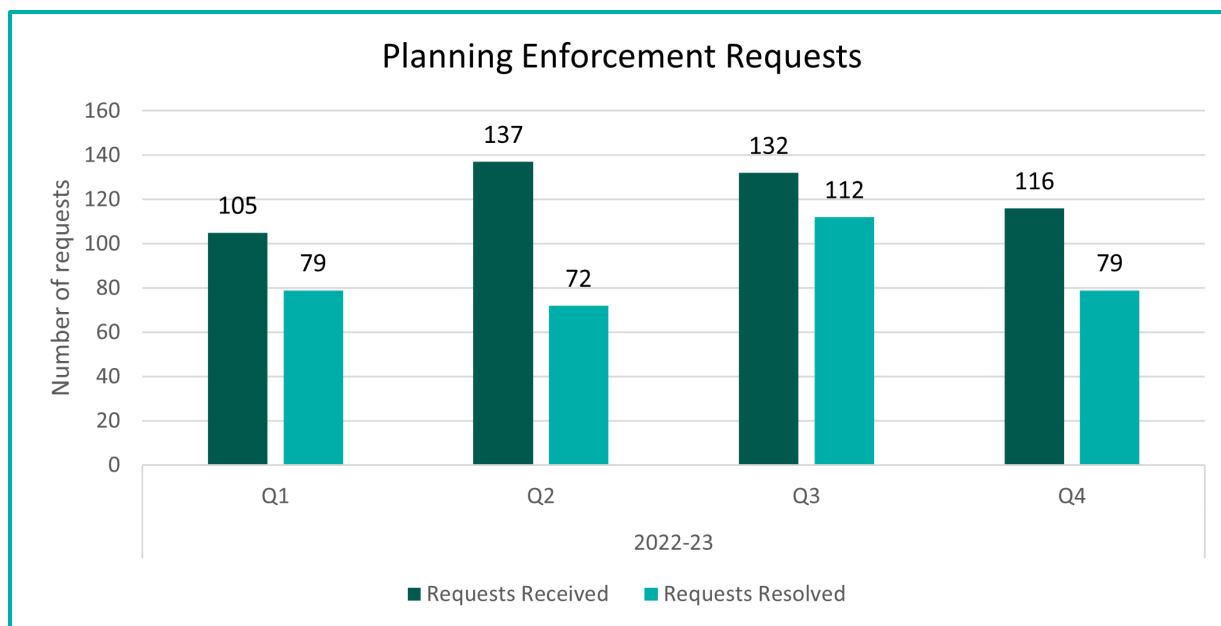


The median statutory days continues to be low compared to the metropolitan average. This is due to the efficient management of planning permit applications and a focus of staff to resolve matters quickly. When this is compared with the median days of other metropolitan councils as part of the State Government reporting requirements, Glen Eira has a median that is 20 days lower than this average.

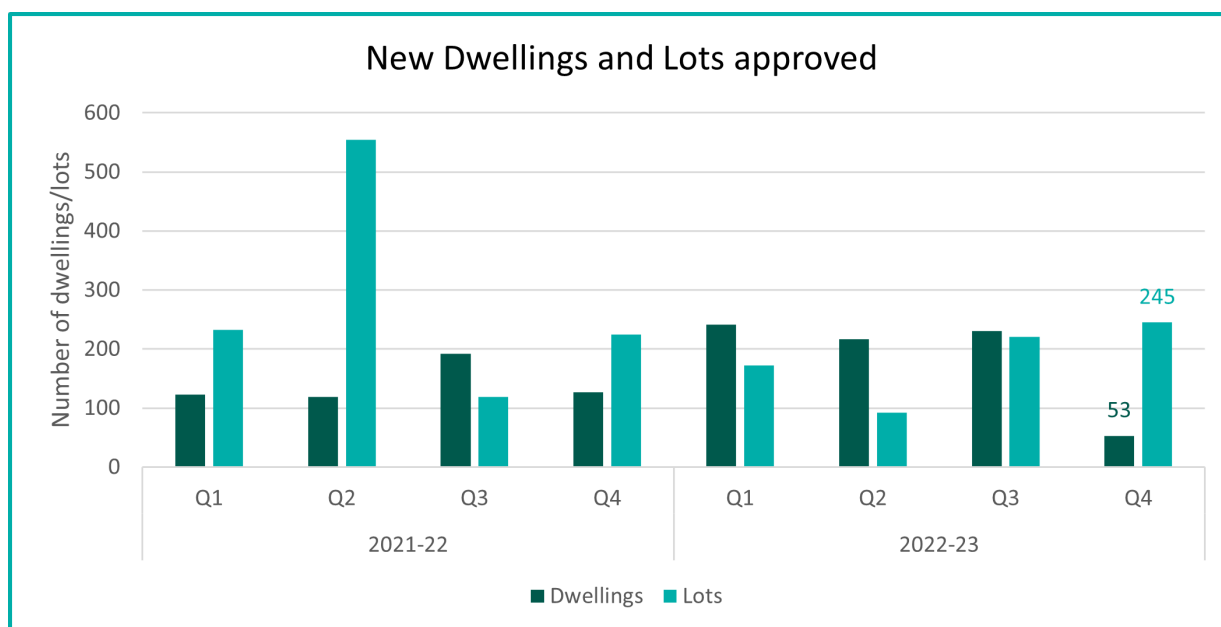


Glen Eira continues to deliver very high-quality service with one of the highest percentage of applications determined within statutory timeframes across the State. When this is compared with the average for metropolitan councils as part of the State Government reporting requirements, Glen Eira is approximately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

PLANNING



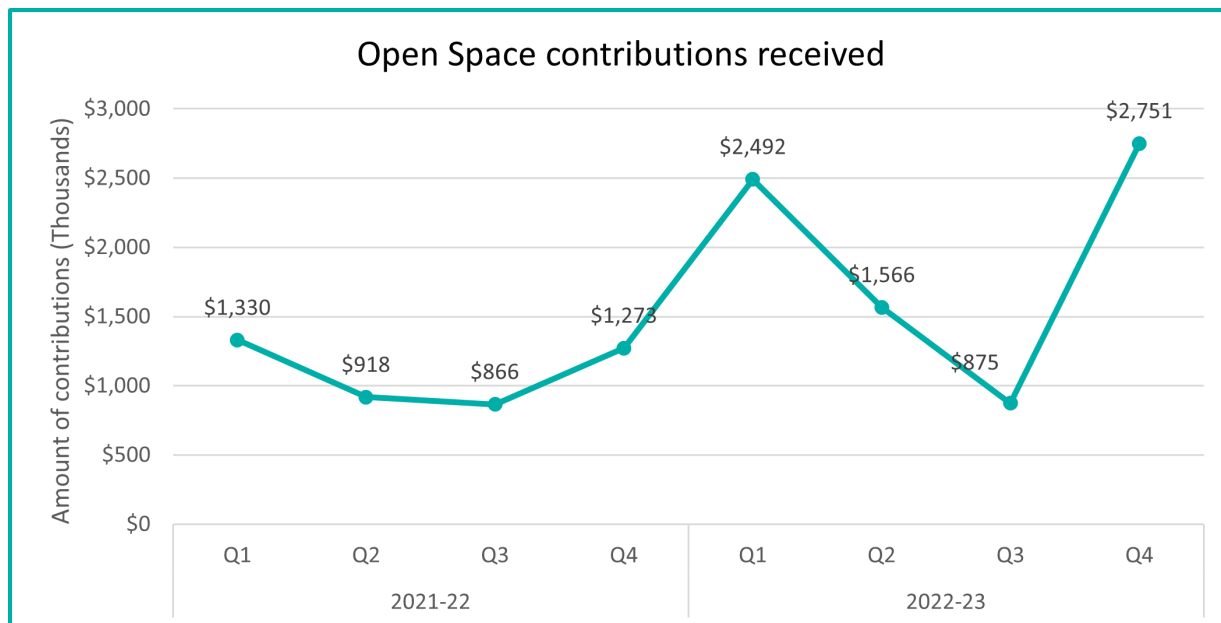
The number of reported planning breaches has decreased slightly with 79 breaches resolved this quarter. All reported breaches are investigated and if substantiated, will be subject to enforcement action to resolve the breach.



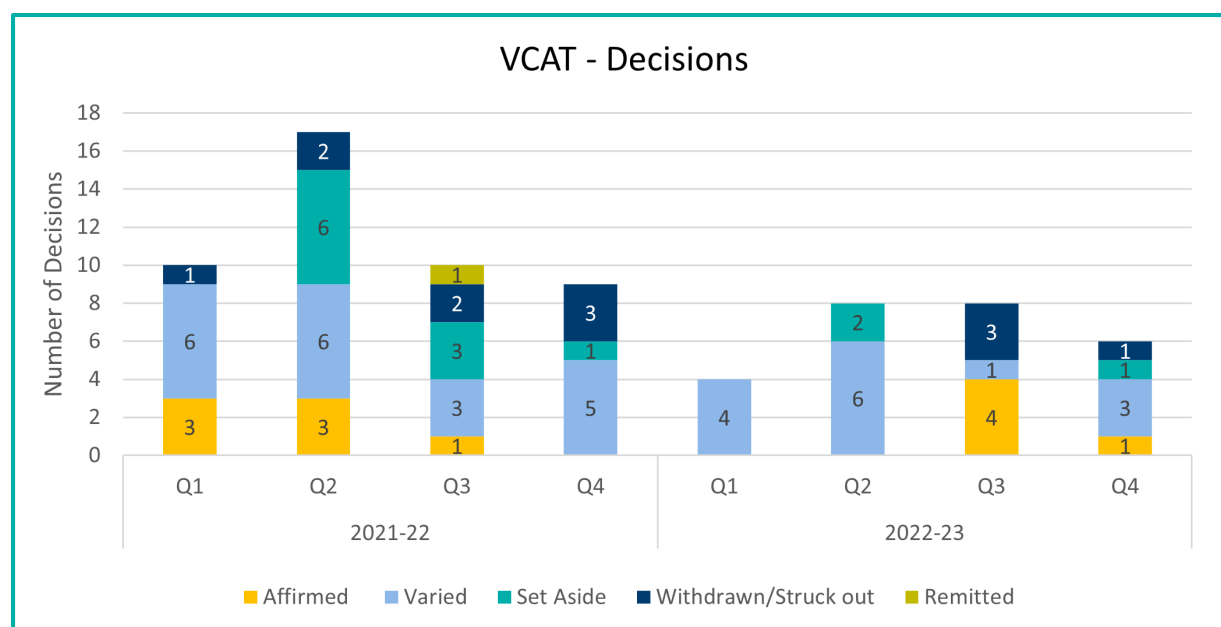
Dwellings: There was a significant drop in the number of new dwellings approved this quarter compared to the last quarter. The majority of approved permits were for the construction of two dwellings on a lot.

Lots: The number of new lots created through the subdivision process has remained steady compared to previous months. Most subdivisions that create new lots occur when a dwelling has been built or are nearing completion.

PLANNING



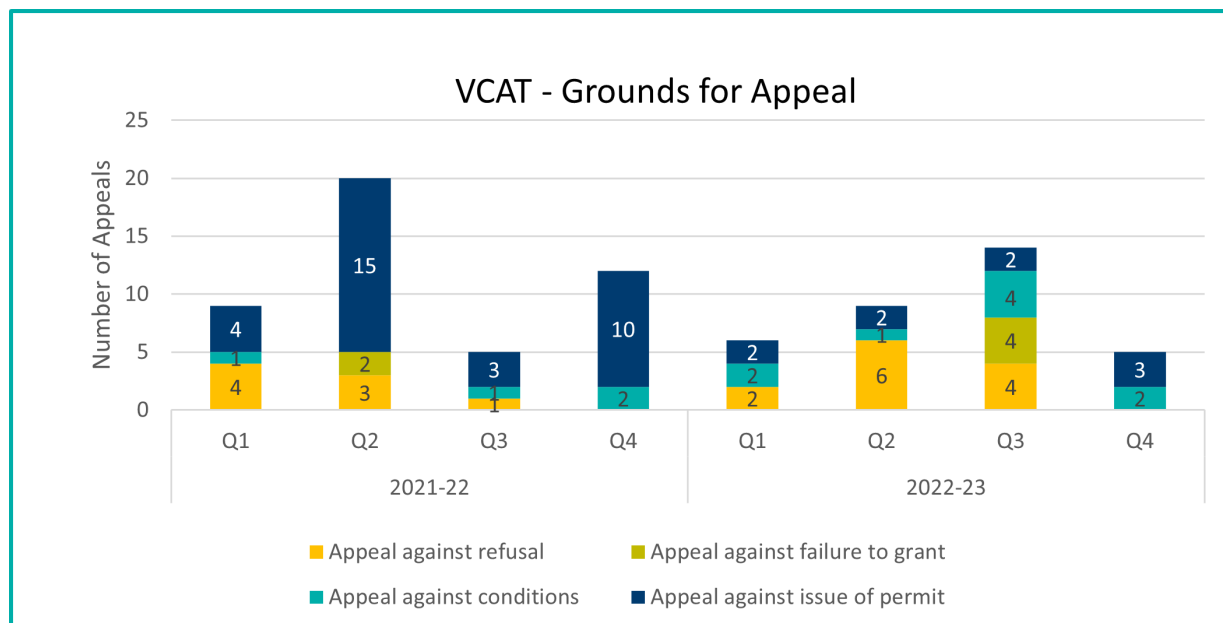
This quarter, we collected open space contributions from 13 properties. Overall, we have collected a total of \$7.4 million across the year, which is above our budget of \$3.5 million. Part of the additional revenue is attributed to the increase in Council's open space contribution rate which is now 8.3 per cent. This is projected to deliver more funding to purchase new open space and improve our existing open space areas.



The VCAT decisions remain consistent with other quarters. This quarter Council received six decisions from VCAT. Three of Council's decisions were varied by VCAT.

The decisions are reported at each Council meeting in the VCAT Watch report and provide analysis about the decision.

PLANNING



The VCAT decisions remain consistent with other quarters. This quarter Council received six decisions from VCAT. Three of Council's decisions were varied by VCAT.

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STRATEGIC DIRECTION 4: A GREEN AND SUSTAINABLE COMMUNITY

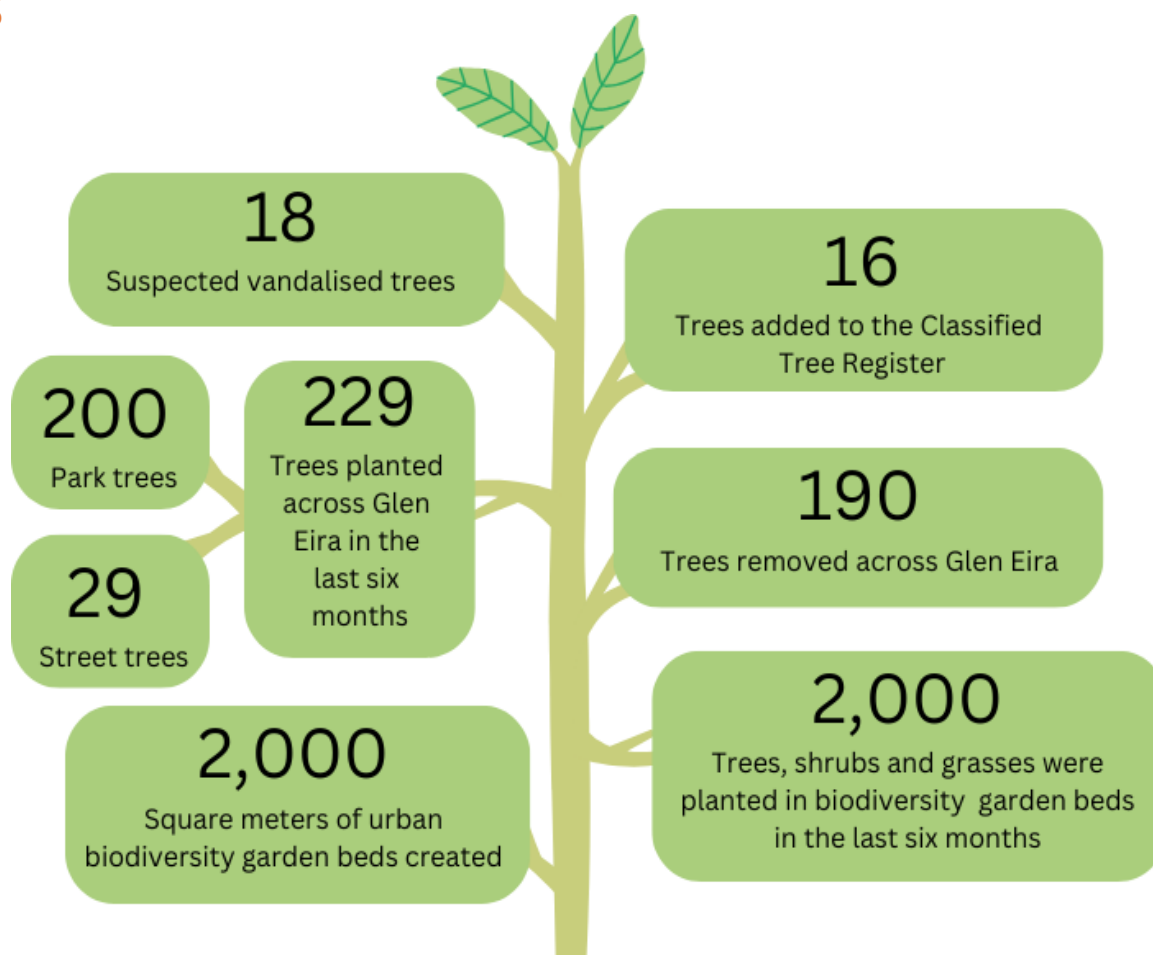


Our public open spaces and places support a healthy and connected community and contribute to a more sustainable and vibrant City.

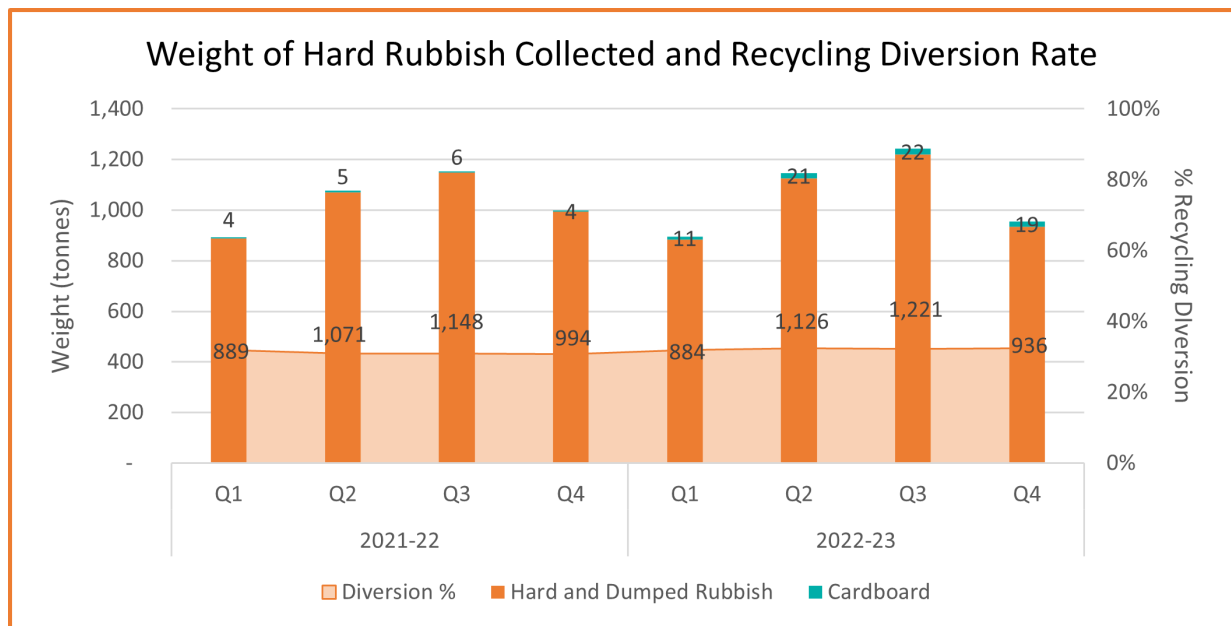
ACHIEVEMENTS AND CHALLENGES

- > Ecological improvements to the Caulfield Lake environment included removing extensive leaf litter to improve the water quality, relocating duck and geese species to regional Victoria to allow for safer nesting and grazing of native duck and bird life.
- > We held two plant giveaway events and two community planting events where over 3,200 indigenous grasses were planted.
- > 16 trees were added to the [Classified Tree Register](#) this quarter.
- > We installed nine electric vehicle charging stations at Town Hall with the capacity to charge 18 council fleet vehicles simultaneously. As at 30 June 2023 we had 12 electric vehicles in service, with three more on order with delivery due in late 2023.

TREES

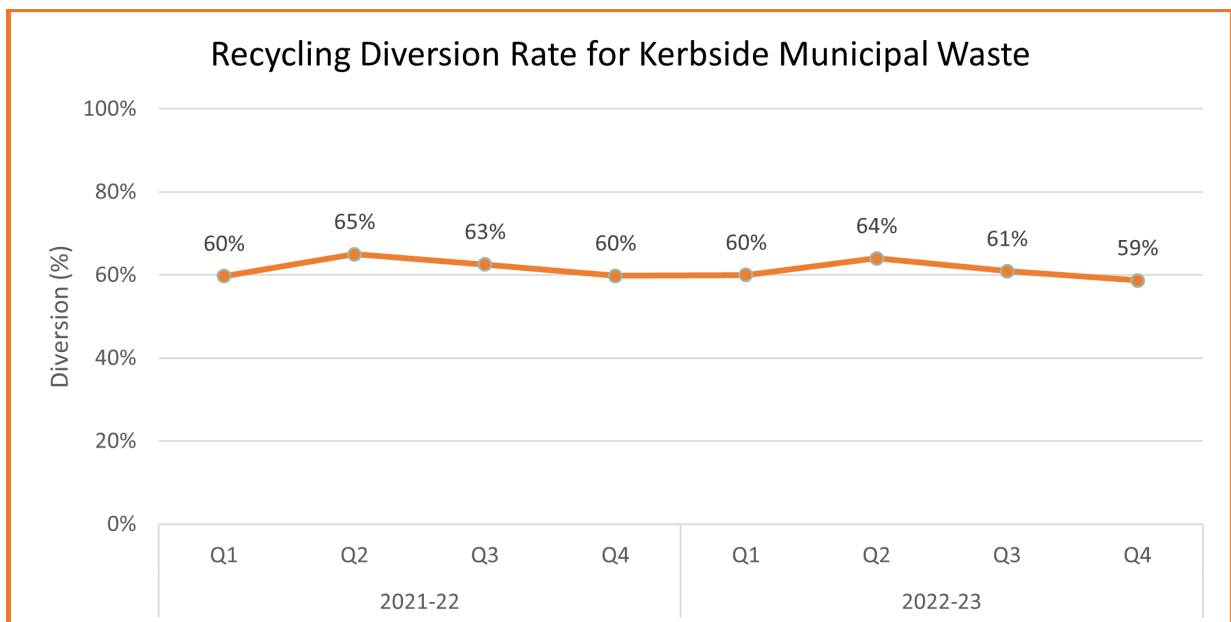


RECYCLING AND SUSTAINABILITY



The weight of hard rubbish collected and the number of hard rubbish collections have reduced this quarter. This is consistent with previous years, where hard rubbish collections decrease during the colder months.

The recycling rate in the hard rubbish service is 33 per cent for this quarter and is consistent with the rate throughout the year. This trend reflects similar types of standard household items being put out by the residents throughout the year with minor seasonal variations.



The kerbside recycling rate for April to June 2023 was 58.7 per cent, around one per cent lower compared with the recycling rate for the same period last year. The tonnage of the food and garden waste, and the mixed recycling is consistent with the same time in the previous year. There was a slightly higher tonnage of general waste in comparison to the same time last year that may be contributing to the lower diversion rate.

STRATEGIC DIRECTION 5: A HEALTHY, INCLUSIVE AND RESILIENT COMMUNITY

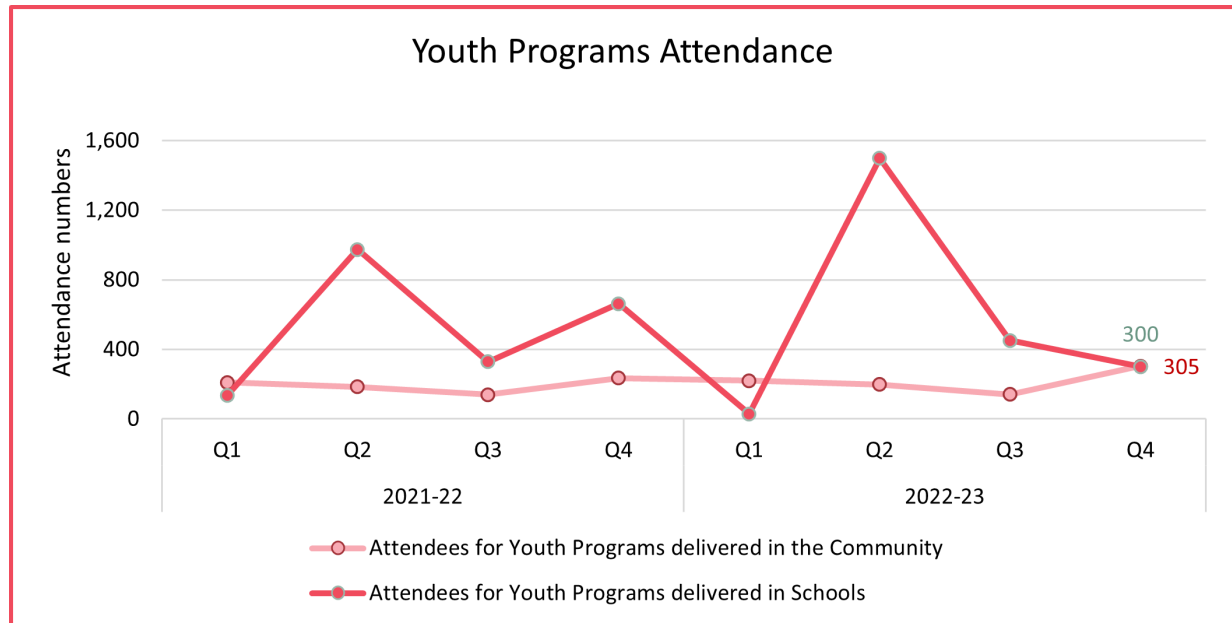


Our public open spaces and places support a healthy and connected community and contribute to a more sustainable and vibrant City.

ACHIEVEMENTS AND CHALLENGES

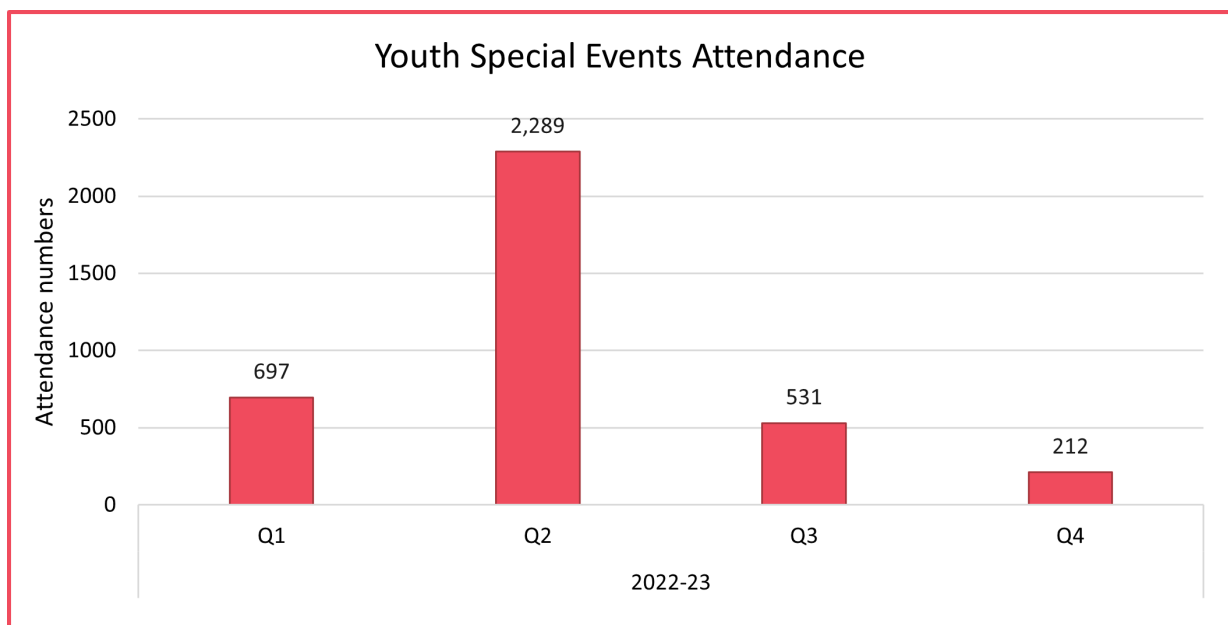
- > Health and community services continues to face workforce shortages, particularly in the areas of early years educators, home care workers and nurses. The rebuilding of workforces following two years of disruption coupled with a growing demand for workers is creating strong competition for workers.
- > A collaboration with Chatty Café Australia saw three library branches become venues for weekly *Chatty Café* sessions. The *Chatty Café* helps connect communities and increase social interactions for people who are feeling lonely or isolated.
- > Council's new Multicultural Advisory met twice, with 20 stakeholders in attendance identifying priorities for Council to deliver for the multicultural community, such as the proposal of a Multicultural Forum.
- > The Australian Government's Aged Care Quality and Safety Commission conducted an unannounced visit of Warrawee Community in May 2023. Following the audit, the Commission reconfirmed Warrawee's compliance with the aged care quality and safety standards.
- > On the 13 June 2023, the partnership between the Maternal and Child Health and Peninsula Community Legal Centre won a National Award for Local Government.
- > The popular *Live Sunday Sessions* at the Gallery as well as a re-focus on Gallery Two has encouraged greater inclusion and diversity in both visitors and artists.
- > In May 2023, the Australian Government announced a further delay of its aged care reforms (including Support at Home program) from its original date of 1 July 2023 to 1 July 2025. Providers (including Council) are awaiting the final details of the program now due by June 2024. There has been a decrease in the number of eligible residents receiving in-home support due to the increased number of home care packages released by the Australian Government and clients moving to home care packages.

YOUTH SERVICES



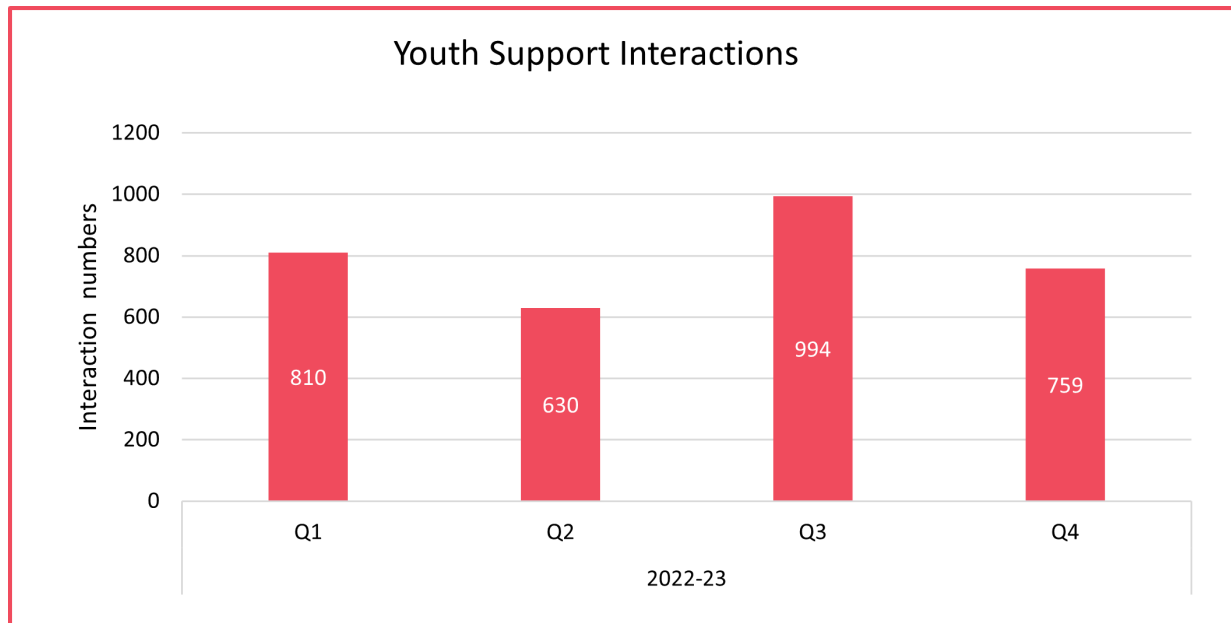
Youth Programs delivered to the community: Youth Services continued to deliver the Press Start, Youth Voice, Drop In and Youth Event and Leadership Program to young people in Glen Eira this quarter.

Youth Programs delivered in local schools: Glen Eira Youth Services supported local Secondary Schools to run RESPECT and IDAHOBIT lunch time engagement activities



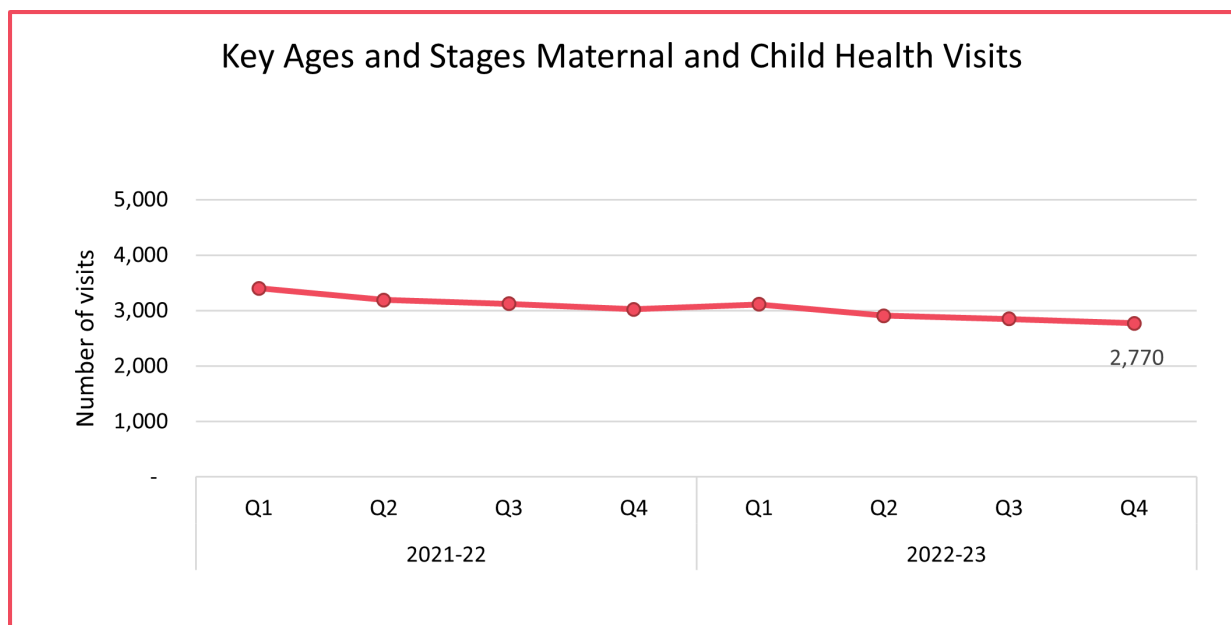
Youth Services delivered the Autumn and Winter School Holiday Program, providing respite for families and facilitating social connections to young people who are often isolated. In addition, comfort dog sessions from the Bentleigh Library and Youth Hub provided young people studying with motivation to take a break, reinforcing positive studying behaviours.

YOUTH SERVICES



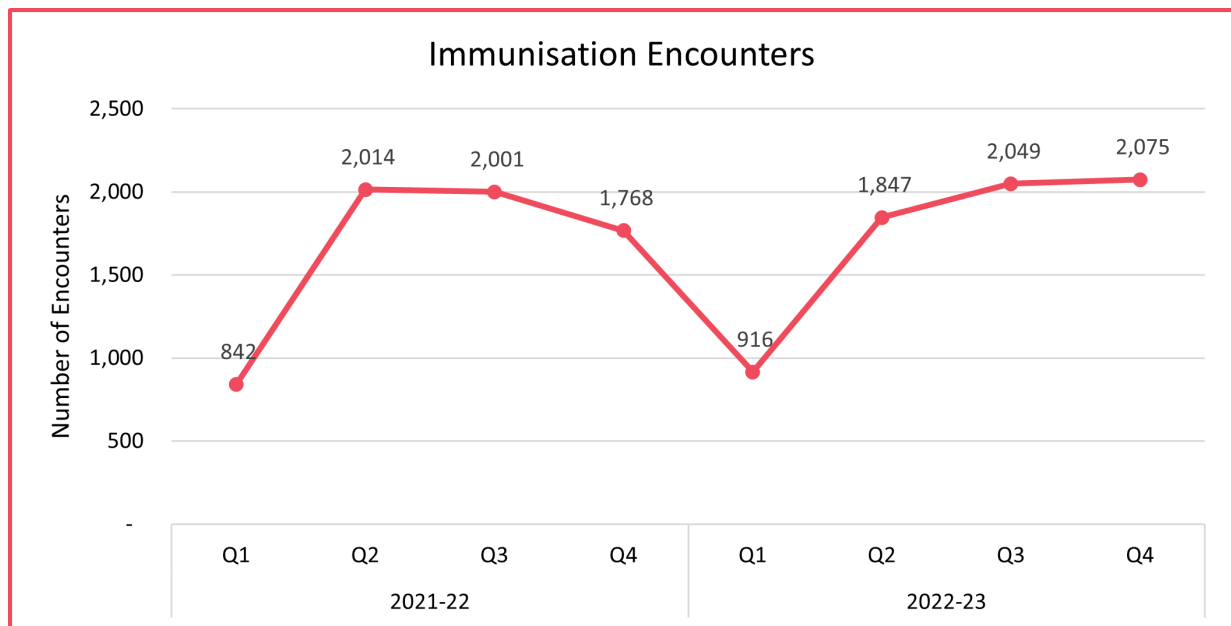
Youth Services continued to provide support interactions through phone calls, emails, and one-on-one support session appointments. Referrals are received from schools, families, and self-referral by young persons.

CHILDREN'S SERVICES



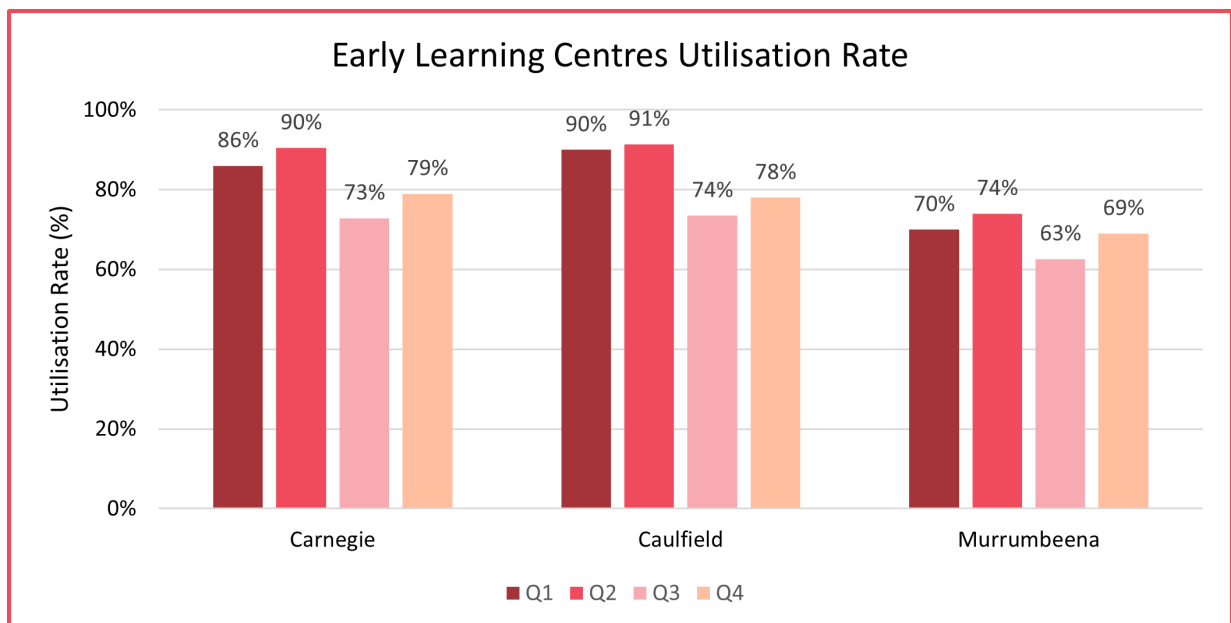
The total Key Ages and Stages visits over this quarter show an approximate 11 per cent reduction from previous quarters. The decline in Key Ages and Stages visits are in part as a result of a drop in the number of children born in Glen Eira by 277 compared to last year. It is also partly due to the four public holidays and staff leave and shortages. A recent recruitment drive should assist to increase visit numbers over the next quarter .

CHILDREN'S SERVICES



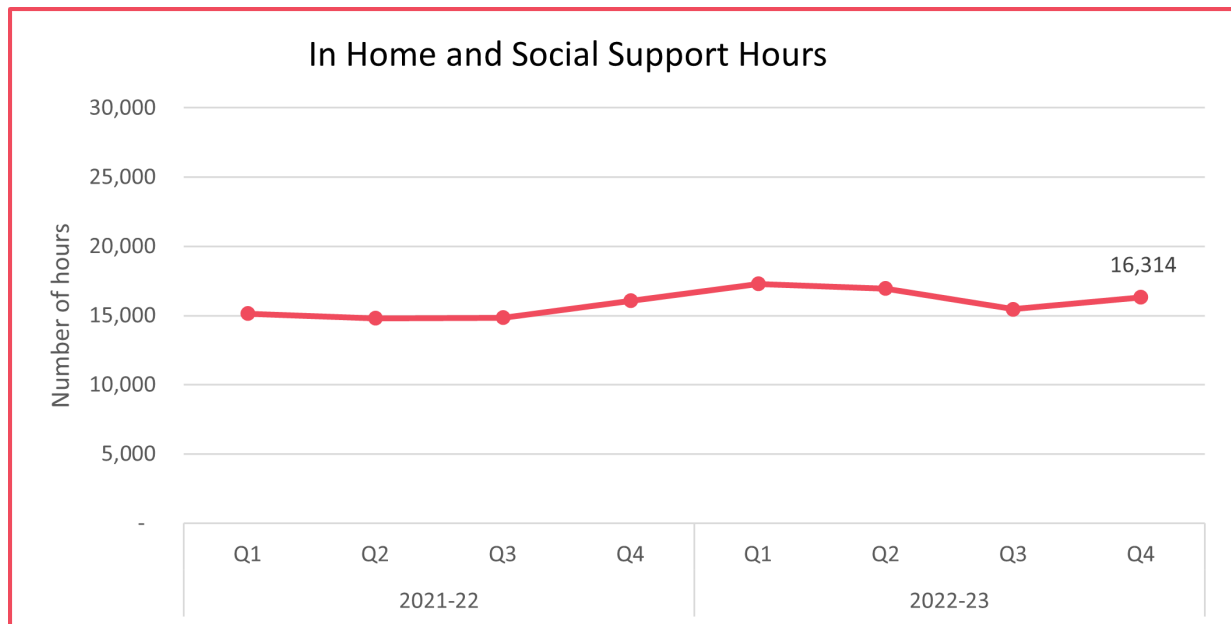
The School Immunisation program continued throughout April to June. Community sessions were well attended with the influenza vaccinations available for the over six months to under five year old's group and for adults over 65.

This financial year we have had a total of 7,377 immunisation encounters.



We have noticed a decrease in general enquiries for 3 to 5 year old places, which may have been caused by the State Government initiative of Free Funded 3 and 4 year old Kindergarten. Offers continue to be made from the waitlist.

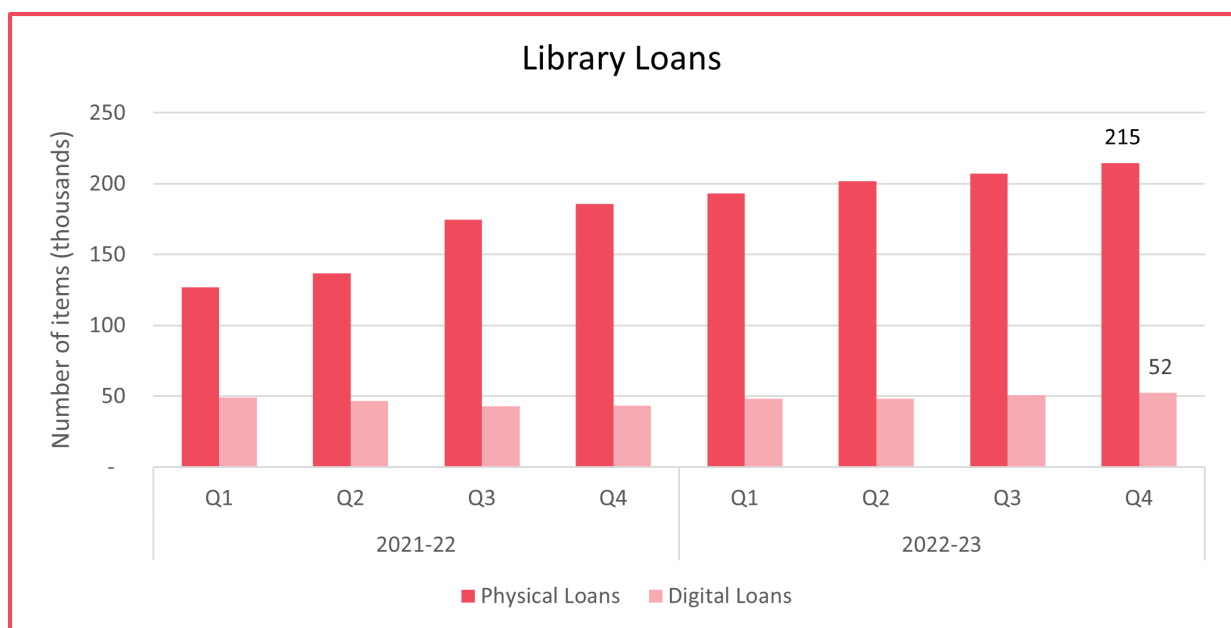
IN HOME SUPPORT



Delivered hours for in-home and social support were up by 500 hours from the same time last year. Based on our agreement with the Commonwealth Government, we were 10,300 service delivery hours short for the quarter. The shortfall and the decline in demand is due to:

- > clients only requiring the service for a short period of time until they recovered following a hospital stay;
- > Commonwealth Government increasing the number of home care packages;
- > clients moving to Home Care Packages for more complex care needs not available under Commonwealth Home Support program; and
- > clients moving to Residential Aged Care or leaving Glen Eira.

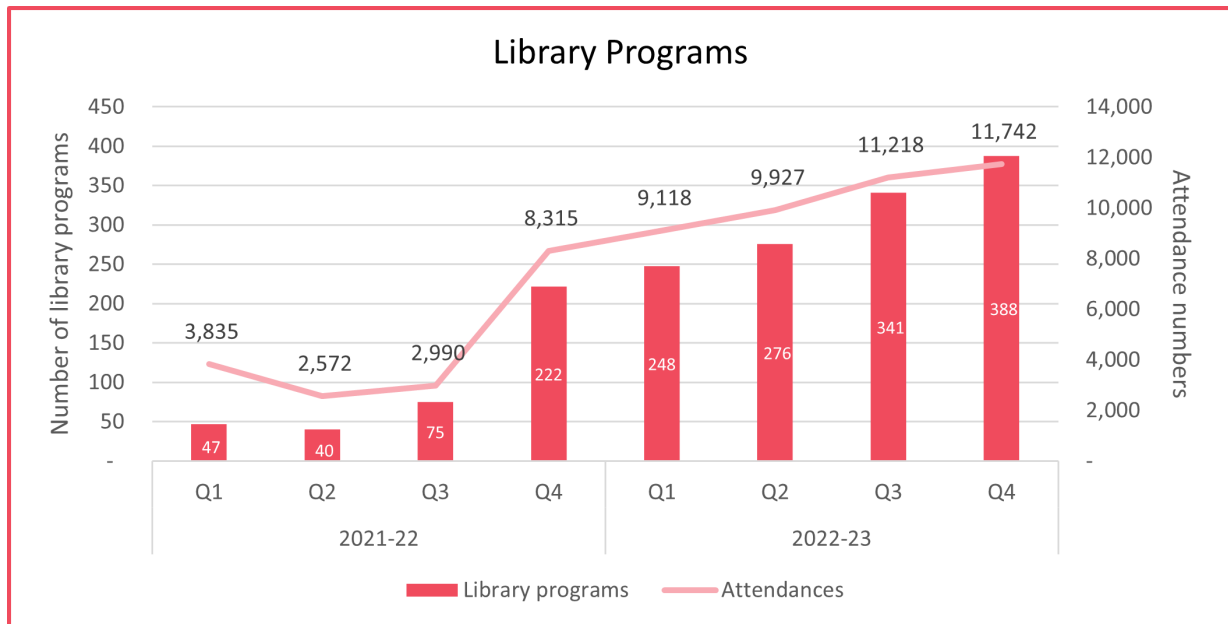
LIBRARIES



Digital library items: Digital items such as eBooks, eAudiobooks and eMagazines remain popular.

Loans of physical library items: Loans of physical items increased modestly this quarter. Picture books, adult fiction and junior fiction remained the most popular collections.

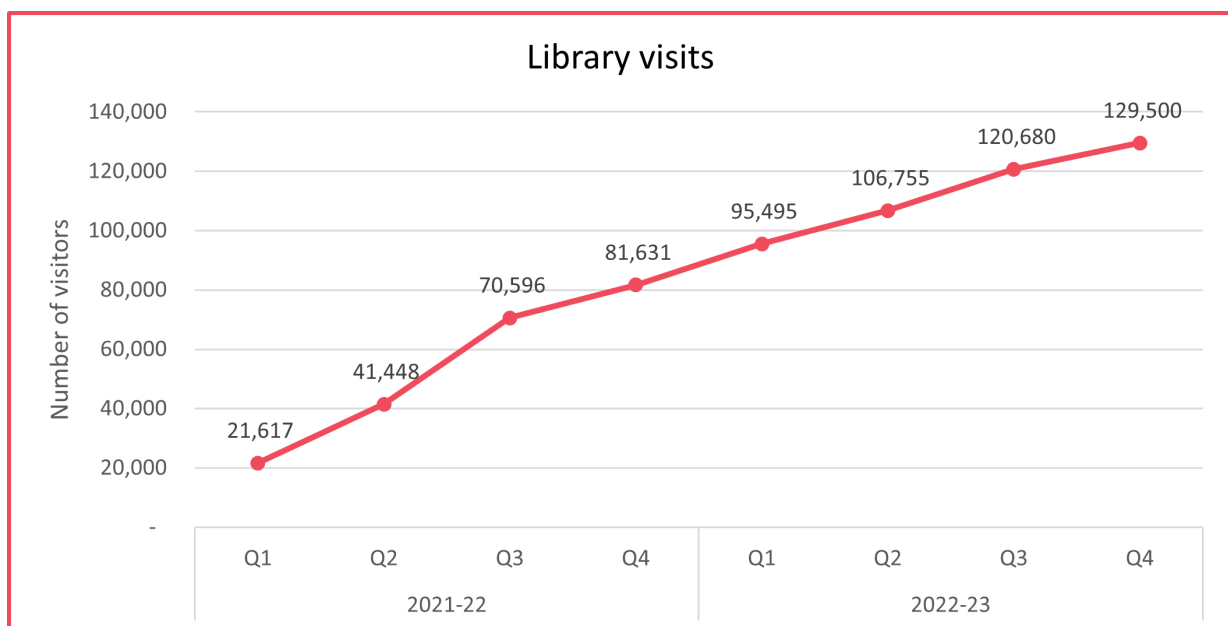
LIBRARIES



Library programs: Library programs have focused on digital literacy, sustainability, and health and wellbeing this quarter. Highlights included the Caulfield Library Yarn Art installation for World Wide Knit in Public Day, National Reconciliation Week Storytime and discussions with local and international authors.

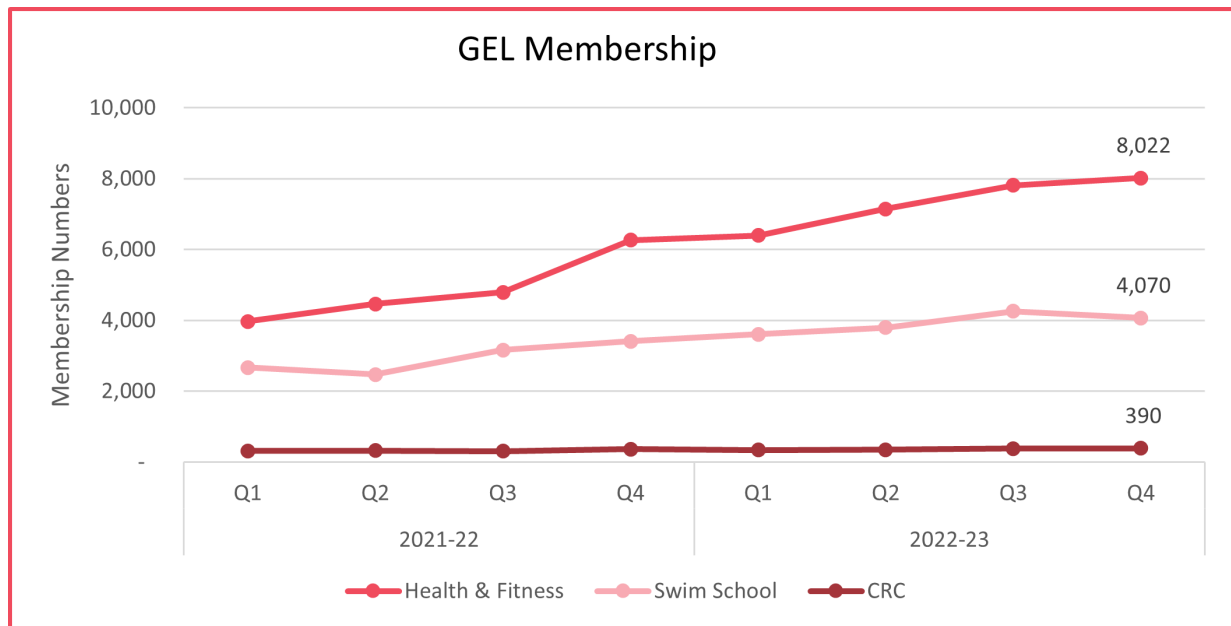
Attendance at library programs: The library offered a range of well-attended in-person and online programs this quarter, with attendance increasing by eight per cent compared to last quarter. Despite a number of public holidays that limited the number of Babytime and Storytime sessions held, attendance continued to increase compared to previous quarters.

Monthly attendance at Library programs has increased on the previous year, demonstrating the success of our library programs.



The number of people visiting library branches dipped in April due to public holiday closures but bounced back in May and June, with Bentleigh Library seeing its highest single month of visitors since November 2019.

GLEN EIRA LEISURE (GEL)

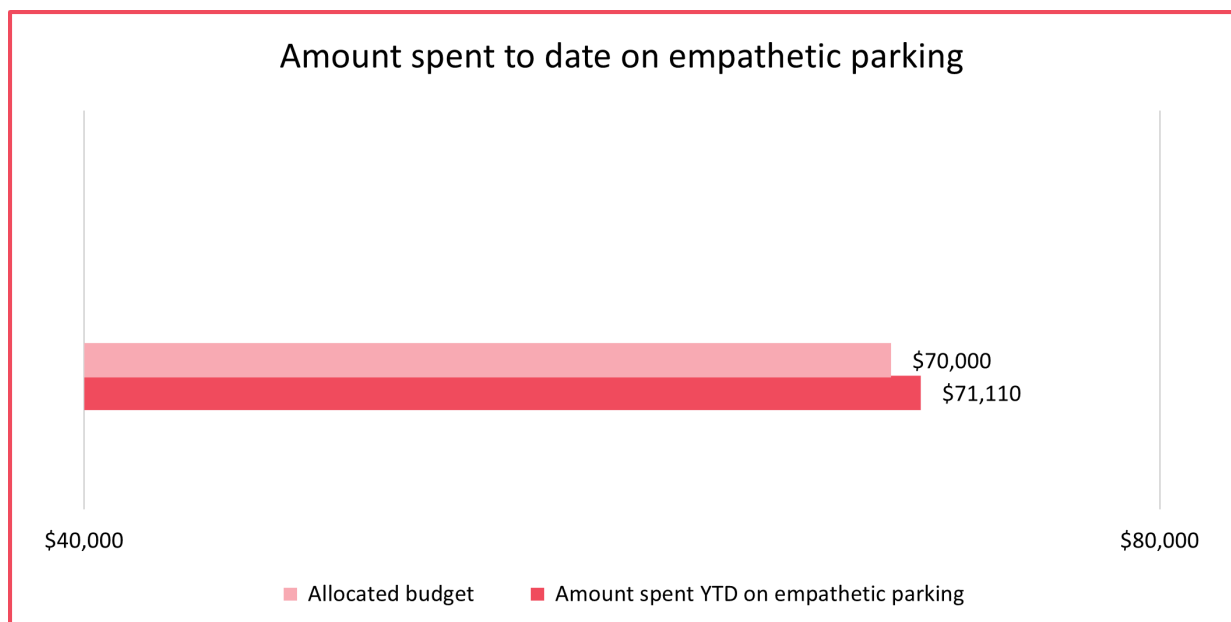


Health and Fitness: Memberships are currently at record levels.

Swim School: Memberships are 20 per cent higher than the same time last year.

Caulfield Recreation Centre (CRC): Slight increase to a stable membership base.

EMPATHETIC PARKING

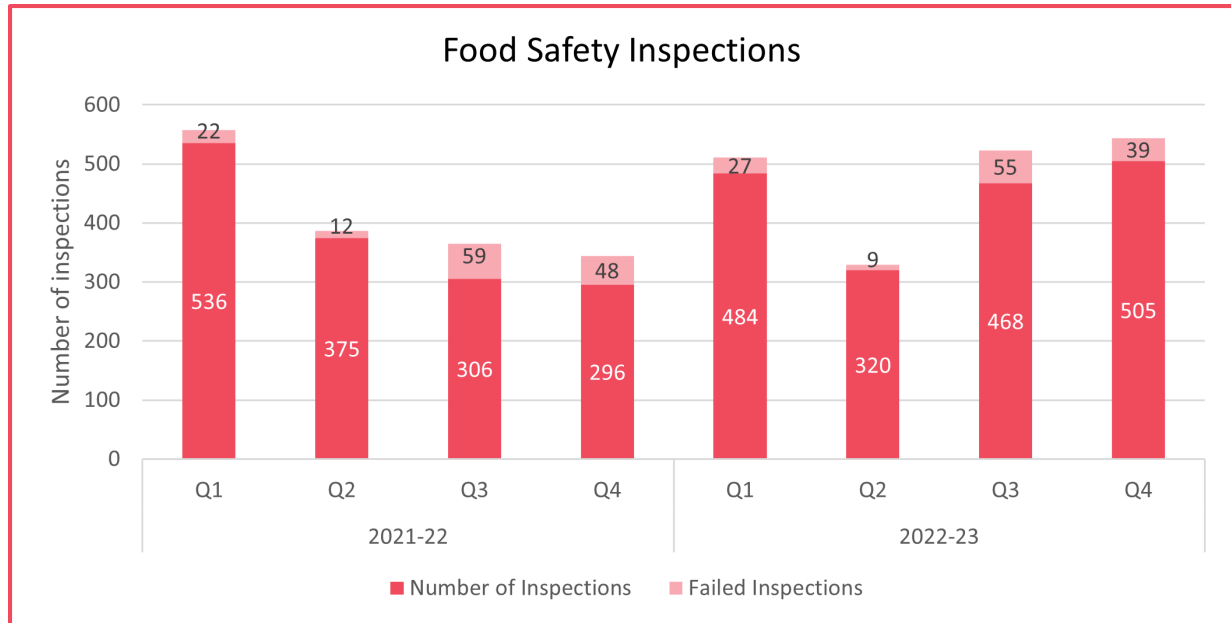


Empathetic parking assists those in our community who are generally regarded as less mobile, such as seniors and parents with prams.

Empathetic spaces were provided at 11 public off-street car parks within Glen Eira during 2022–23. Spaces were provided at parks and reserves including:

- > Moorleigh Village, Bentleigh East;
- > Marlborough Street Reserve, Bentleigh East;
- > Bentleigh Library, Bentleigh;
- > 1–5 Bent Street, Bentleigh;
- > Murrumbeena Park, Murrumbeena; and
- > other car parks in Bentleigh.

FOOD SAFETY



In line with the Department of Health and Food Act requirements, Council's Environmental Health Officers focus on risk to food safety. 39 businesses received a critical or major non-compliance result from a food safety inspection this quarter. 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	STATUS
First Aid Level 2 (Authorised Officers)	Training to be delivered by the end of September 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	Material has been developed and will be uploaded on our website for community perusal once finalised.	
Produce information regarding registration and de-sexing requirements in multilingual formats	Work in underway in producing information regarding registration and de-sexing requirements in multilingual formats.	
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'	We are currently reviewing the material to determine if a further study is required.	
Provide educational material about cat enclosures and provide a DIY cat enclosure workshop	Cat vaccination and cat enclosure education will be provided by RSPCA at Pavilion in Hodgson Reserve, Bentleigh from 24–26 July 2023.	
Seek interest from local primary schools about administering a pilot <i>Dog Safety Awareness</i> 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 <i>Active School Program</i> to seek interest in the <i>Dog Safety Awareness</i> 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	Information has been developed and placed on website for the community.	
Consider programs to address wild and stray cats	We are reviewing our internal processes in addition to seeking guidance from the RSPCA	
Review application and renewal processes	We have reviewed 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

April Events:

Junkyard Beats takes over Glen Eira



Inspired by daily life, the streets and recycling, *Junkyard Beats* joined us for an experience filled with imagination, humour and a lot of rhythm.

Groove and Graze



We started the month of April grooving along to local musicians and grazing at some of the best food trucks in town!

Auslan StoryTime



Bentleigh Library and Youth Hub welcomed back Auslan StoryTime, held on the third Thursday of every month.

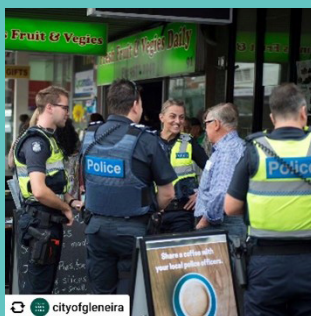
Kazoo workshop



Artist Ciaran Frame and the team from Rising held a joyful and interactive Kazoo workshop for the Glen Eira community at the Gallery.

May Events:

Coffee with a Cop sessions



Our community was invited to ask questions, build relationships, and interact and connect with our local police and emergency services on community safety issues at Bentleigh Library and Youth Hub and Slave to the Bean Cafe in Carnegie.

Madi Colville Walker



Madi Colville Walker brought her captivating voice and easy listening style to Glen Eira audiences this May. Madi's songs reflect her deep connection to land and culture, and her journey as a young woman navigating the world.

May Events:

National Reconciliation Week Celebrations



Glen Eira celebrated National Reconciliation Week in the Gallery, beginning with a smoking ceremony and Welcome to Country, followed with performances by musicians and dance groups. The week-long program included flora and fauna talks, Indigenous Storytimes and more.

June Events:

Chatty Café



Local musician Rita Satch performed at the Live Sunday Sessions in the Gallery.



Glen Eira libraries and Neighbourhood Houses brought people together over a free 'cuppa' to chat and share stories in a safe, inclusive space as part of the Chatty Café scheme.

Portraiture drawing workshop



Esther Erlich's workshop enhanced our creativity and skills for working with faces, through discovering new techniques for portraiture drawing.

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

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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

