



GLEN EIRA
CITY COUNCIL

QUARTERLY SERVICE PERFORMANCE REPORT

QUARTER ENDING SEPTEMBER 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 first *Quarterly Service Performance Report* for our [Council Plan Action Plan 2023–2024](#). The *Plan* contains 53 commitments we aim to deliver during the financial year.

This year, we will continue to:

- > advocate to other levels of government for endorsed policy positions and funding to support priorities for the Glen Eira community;
- > progress the redevelopment construction of the Carnegie Memorial Swimming Pool;
- > promote community inclusion and celebrate diversity through our community programs and events;
- > work towards net-zero emissions from Council by 2025 by installing solar panels throughout Council buildings and facilities;
- > increase the quantity and quality of public open spaces for our residents by demolishing the buildings on the former Rosstown Aged Care Carnegie site and completing detailed designs for conversion to public open space; and
- > increase tree canopy cover and biodiversity planting throughout Glen Eira.

A major focus this year will be on ensuring a financially sustainable future for Glen Eira. Like many other businesses and councils, we are not immune to the effects of rapid inflation and the rising costs of delivering projects and services. We are taking action to plan responsibly with future budgets and our shared community priorities in mind.

To do this well, we want to hear your views so that we strike the right balance and prioritise appropriately through [Our Priorities, Our Future](#) community engagement campaign. *Our Priorities, Our Future* is focused on providing Council with high-quality insights on the community's priorities to inform decision making around financial sustainability. Throughout the campaign we are asking the whole community which Council services are most important and how we can best raise money, or cut costs, to pay for the services they value most. We invite feedback via a community survey and face-to-face pop-ups across Glen Eira between 1 September and 20 November 2023.

As always, I welcome any feedback and ideas for how we can improve the information we provide so if you have suggestions, please get in touch.

Regards,
Rebecca McKenzie
Chief Executive Officer

FINANCIAL OVERVIEW

We started the 2023–24 financial year with a better-than-budget operating position (total income less total expenditure), and higher-than-budget cash position. Our budget for the financial year to 30 June 2024 is for surplus of \$1.04 million at year end. We now forecast a surplus of \$1.45 million.

Our income was \$1.39 million higher than budgeted at the end of September. This higher income relates mainly to GESAC membership fees of \$361,000 and interest revenue of \$323,000. Expenditure was \$2.93 million lower than budgeted, which was likely due to timing. We will assess over the next few months whether the current lower than budgeted spending will translate to savings for the 2023–24 financial year.

Due to the higher-than-budgeted income and lower-than-budget expenditure, our net operating position on 30 September 2023 was \$4.32 million higher than budget.

Our forecast liquidity ratio, which measures our ability to meet our short-term financial commitments as they fall due, is 1.09, compared with our budget of 0.91. For every \$1 of current liability, we have \$1.09 in current assets to meet those commitments. Our liquidity is slightly better than budget because we carried forward a cash balance from the 2022–23 year that included the Victorian Government Financial Assistance Grant and loan borrowings.

SEPTEMBER 2023 RESULTS COMPARED TO BUDGET	
Expenditure \$2.93 million lower than budget	Income \$1.39 million higher than budget

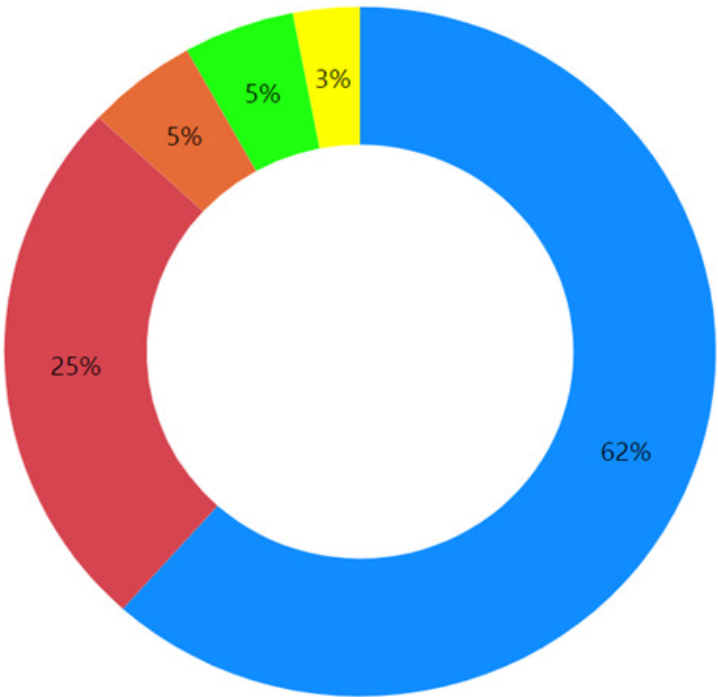


FINANCIAL SUSTAINABILITY RISK INDICATORS

Financial Sustainability Risk Indicators	Unaudited 2022-2023 Actuals	Unaudited Risk 2022-2023	2023-2024 Annual Budget as at 30 June 2024	2023-2024 Annual Forecast as at 30 June 2024	2023-2024 Risk based on Annual Forecast as at 30 June 2024	Comments
Net Result To generate surpluses consistently greater than 0%.	7.73%	Low	0.51%	0.71%	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%.	5.42%	Low	-3.85%	-3.62%	High	Council anticipates a low underlying result for 2023–24.
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.	1.24	Low	0.91	1.09	Low	Council's forecast to 30 June 2024 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%.	89%	Medium	39%	40%	High	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.	20.86%	Low	37.00%	37.24	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.	1.88	Low	3.11	2.74	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.	1.67	Low	2.70	2.70	Low	Council spends sufficient funds on its asset base.

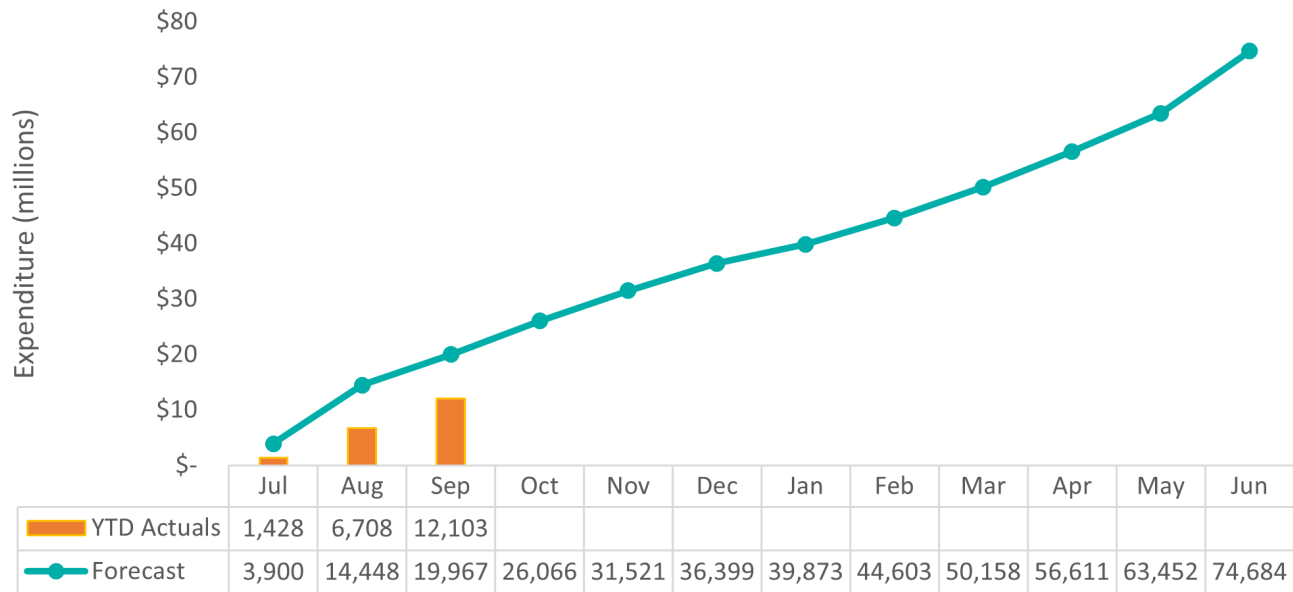
CAPITAL WORKS FINANCIAL PERFORMANCE

STATUS OF CAPITAL WORKS PROGRAM



Completed Slipped Deferred On Track At Risk

Capital Works Program Expenditure



CAPITAL WORKS UPDATE

PROJECTS COMPLETED THIS QUARTER:

DC Bricker Pavillion

As part of the Flooring Covering Renewal Project, new carpet has been installed at DC Bricker Pavillion to refresh and revitalise the pavilion.



New bins at East Caulfield Reserve Pavilion

As part of the Sports Pavilion Bin Enclosure Program new bins have been installed at East Caulfield Reserve Pavilion assisting the community in separating their rubbish on location.



PROJECTS IN PROGRESS:

Duncan Mackinnon Reserve Stairs and Pathway Construction works

As part of the Duncan Mackinnon Masterplan revision in 2017, we are constructing an internal pathway with lighting and a staircase to Crosbie Road. The construction of the new stair access point to Crosbie Road commenced on 4 August 2023. We anticipate works to be completed in early October, weather permitting.



Bailey Reserve landscape enhancement works

We added new tree plantings and garden beds along the southern boundary of the Bailey Reserve Skate Park to replace the trees removed as part of the Reserve's redevelopment. To optimise the plantings, we realigned the pathways and merged the two existing fitness facilities into one.

We have completed the installation of equipment for the new fitness facility. Installation for the rubber ground has been delayed due to a backlog with suppliers. We expect this project to be completed early October.



PROJECTS IN PROGRESS

Carnegie Memorial Swimming Pool

Construction is on track for the Carnegie Memorial Swimming Pool with the roof beams installed and the indoor pool area taking shape.

The first photo was taken from the grass mound showing the works underway overlooking the 50 metre pool and pool hall. The community were invited to help create a colourful and fun display of artwork for the hoarding at the construction site. Submissions have now closed and we are in the process of creating the hoarding artwork, which will be installed in October.



Glen Eira's artists make a splash with images of summer at the pool.

New toilet at Boyd Park

A new toilet has been installed in Boyd Park. Electrical works commenced in August and this project is expected to be completed by October 2023. The new toilet facility will service park users as well as those using the shared commuter path.



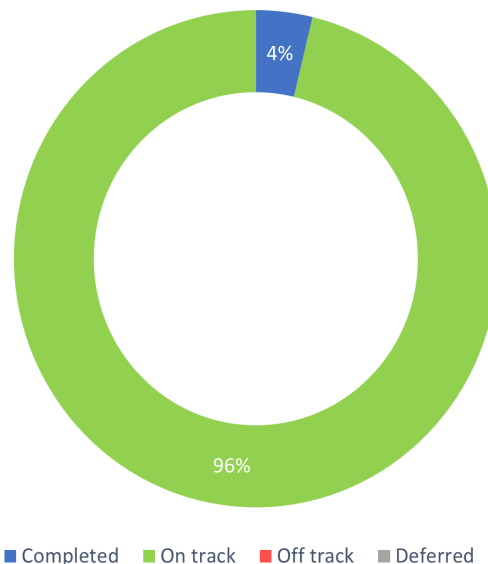
COUNCIL PLAN ANNUAL ACTION PLAN

The [Council Plan 2021–2025](#) is Council’s overarching strategic plan that describes what we will deliver over the four-year Council term in response to the [Glen Eira 2040 Community Vision](#) established by our community. Our *Council Plan* was developed in consultation with the community and sets out five strategic directions that will guide our focus and inform how we allocate resources.

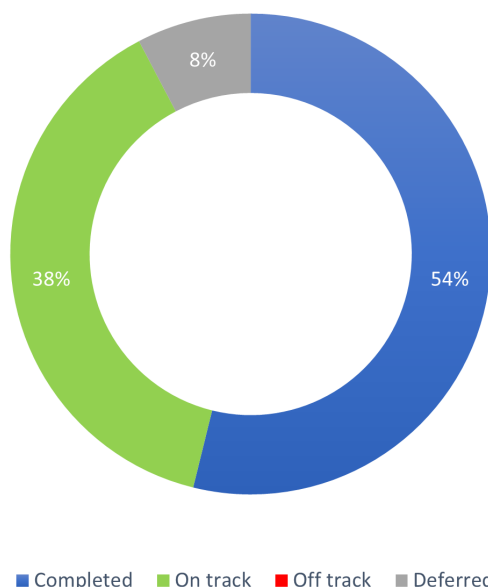
This *Quarterly Service Performance Report (QSPR)* provides information about the progress of key initiatives and the actions defined in the [Council Plan Annual Action Plan 2023–2024](#).

We had 13 actions that were not completed in our 2022–2023 *Action Plan* that we will aim to complete by 30 June 2024. We will report on the progress of these actions until they are completed.

2023-24 Council Plan Action progress



2022-23 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.

2023–24 ANNUAL ACTIONS



Completed



On track



Off track






Deferred




STRATEGIC PRIORITY

Action	Measure	Progress Updates as at 30 September 2023	Status
1.1 Ensure our community engagement is accessible and transparent.			
1.1.1 Implement <i>Community Engagement Strategy 2022–26</i> year two actions to improve community understanding of, and input into, Council decisions.	Minimum of 90 per cent year two actions completed.	In year two, we have delivered the six strategic actions in the <i>Community Engagement Strategy 2022–2026</i> . We refreshed our Have Your Say platform, and our new pop-up trailer is providing easy and convenient engagement options. We have created opportunities for deliberative engagement through our financial sustainability program <i>Our Priorities, Our Future</i> , and improved processes to close the loop and evaluate lessons learned. Now we will work extensively with our Community Engagement Advisory Committee to refresh our <i>Community Engagement Policy</i> and develop a <i>Community Engagement Framework</i> that will support our commitment to deliver best-practice, transparent and innovative opportunities for our community to have their say.	
1.2 Proactively communicate with the community about changes that impact them and genuinely listen to their feedback.			
1.2.1 Implement a <i>Voice of Customer Program</i> to improve how we gather and respond to customer feedback.	<i>Voice of Customer Program</i> implemented.	The <i>Voice of Customer Program</i> is an initiative for us to manage customer sentiment and use that data to improve our services. A roadmap and project plan has been developed. We expect initial delivery in early 2024.	

STRATEGIC PRIORITY



Action	Measure	Progress Updates as at 30 September 2023	Status
1.2 Proactively communicate with the community about changes that impact them and genuinely listen to their feedback.			
<p>1.2.2 Advocate to other levels of government for endorsed policy positions and/or funding to support priorities for the Glen Eira community in 2023–24.</p> <p><i>This is a major initiative in the 2023–24 Annual Budget.</i></p>	<p><i>Glen Eira Advocacy Priorities 2023–24</i> adopted by Council.</p> <p>Advocacy campaign implemented to highlight Glen Eira priorities ahead of the 2024 state and federal budgets.</p>	<p>Council has advocated and engaged with a number of Ministers, Ministers staff, local Members of Parliament, other councils and peak bodies through the promotion of our <i>Priority Advocacy Projects 2023–2024</i> in August to September 2023. This has been done through letters, meetings and communications to our community to raise awareness.</p>	
1.3 Consider a broad base of evidence before making decisions.			
<p>1.3.1 Strengthen our Advisory Committees to support decision making that aligns to community needs and aspirations.</p>	<p>Six monthly evaluations to review committee operations and provide recommendations.</p>	<p>Council endorsed a review of the Advisory Committee approach which resulted in a reduction of the number of committees from 13 to 10.</p>	
<p>1.3.2 Develop a <i>Data Strategy and Governance Framework</i> to protect and manage our data.</p> <p><i>This is a major initiative in the 2023–24 Annual Budget.</i></p>	<p><i>Data Strategy and Governance Framework</i> adopted and implementation commenced.</p>	<p>Part of the budget from this item has been reassigned to other priority projects. We will continue to define the project in the December quarter.</p>	
1.4 Provide value-for-money, responsive and innovative services.			
<p>1.4.1 Deliver on the promises in our <i>Customer Service Charter</i> to ensure our service provision is empathetic, accessible, timely, simple and consistent.</p>	<p>Bi-annual reporting against the service levels defined in the <i>Customer Service Charter</i>.</p>	<p>Reporting will commence once we have implemented the new telephony system which will provide us with an end-to-end capture of customer transactions. Combining this with existing data will give us a holistic view of our interactions with customers.</p>	
<p>1.4.2 Implement Smart Cities projects in line with the <i>Implementation Plan</i> to improve the way we deliver services and programs.</p> <p><i>This is a major initiative in the 2023–24 Annual Budget.</i></p>	<p>Minimum of 90 per cent year one short term actions completed.</p>	<p>We are currently installing sustainability sensors (drainage pits, thermal sensors and smart lighting) throughout the municipality. The outcomes of these initiatives will allow us to better understand extreme weather in Glen Eira, mitigate some effects and plan for mitigating strategies.</p>	

STRATEGIC PRIORITY



Action	Measure	Progress Updates as at 30 September 2023	Status
1.4 Provide value-for-money, responsive and innovative services.			
1.4.3 Upgrade our telephony system to facilitate an improved customer experience and support our hybrid ways of working. <i>This is a major initiative in the 2023–24 Annual Budget.</i>	Telephony system upgraded.	A tender for the telephony system upgrade was awarded to the successful vendor in August 2023. Discussions with the vendor are underway to finalise the go-live dates on the new system, and the overall project schedule. Planning the next project stage which involves gathering detailed technical requirements and information for other elements of the project will take place in October and November 2023.	
1.5 Put in place robust and transparent planning to ensure our organisation is sustainable now and into the future.			
1.5.1 Embed alignment between planning and budgeting processes to ensure we plan within available resources and allocate resources effectively.	Adopt <i>Annual Budget</i> and <i>Council Plan Annual Action Plan</i> 2024–25 before 30 June 2024.	An integrated planning and budget timetable has been provided to the organisation including activities to begin at the end of October to plan for the 2024–25 financial year.	
1.5.2 Prepare for representation review of the electoral structure of Glen Eira City Council and transition to a single Councillor Ward structure following the 2024 election.	Implementation of any changes resulting from our submission to the Minister.	This is ongoing. Council is awaiting further communication from the Minister in relation to the outcome of the review. Work to support the 2024 election has commenced.	

2022–23 ANNUAL ACTIONS

STRATEGIC PRIORITY





Action	Measure	Progress Updates as at 30 September 2023	Status
1.3 Consider a broad base of evidence before making decisions.			
1.3.1 Enhance data management through developing a <i>Data Governance Strategy and Framework</i> to support Council's approach to collecting and using data.	A <i>Data Governance Strategy and Framework</i> is in place by 30 June 2023.	This project has been transferred to the <i>Council Plan Action Plan</i> for 2023–24 as item 1.3.2.	
1.3.2 Implement the year one actions from the <i>Smart Cities Implementation Plan</i> .	Minimum of 90 per cent <i>Smart Cities Roadmap Implementation Plan</i> year one actions implemented.	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. Projects completed include the Snap Send Solve QR Code pilot and Communities of Practice. Projects in progress include Digital Glen Eira and the Improving Walkability project.	

STRATEGIC PRIORITY

Action	Measure	Progress Updates as at 30 September 2023	Status
1.4 Provide value-for-money, responsive and innovative services.			
1.4.2 Deliver the third year of actions under the <i>Customer Experience Strategy</i> .	Minimum of 90 per cent of <i>Customer Experience Strategy</i> actions implemented.	<p>We completed 82 percent <i>Customer Experience Strategy</i> actions and closed the Strategy. Two actions were deferred due to a change in priorities. Six actions relating to the development of performance metrics and customer feedback are in progress.</p> <p>The development of a <i>Customer Experience Performance Measurement Framework</i> and a <i>Voice of Customer</i> program are two key actions that are in progress and will be completed during the 2023–24 year.</p>	
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>New <i>Service Planning Model</i> is adopted.</p> <p>Two Council service plans are developed.</p>	<p>We have commenced development of a Service Catalogue listing all the services Council delivers. The Catalogue will link our services to our strategic outcomes and help us prioritise our services to support business continuity. We will consult with the community panel to ensure our services have user-friendly names that our community recognises.</p> <p>Following the development of the Service Catalogue we will commence developing Service Plans.</p>	

GOVERNANCE

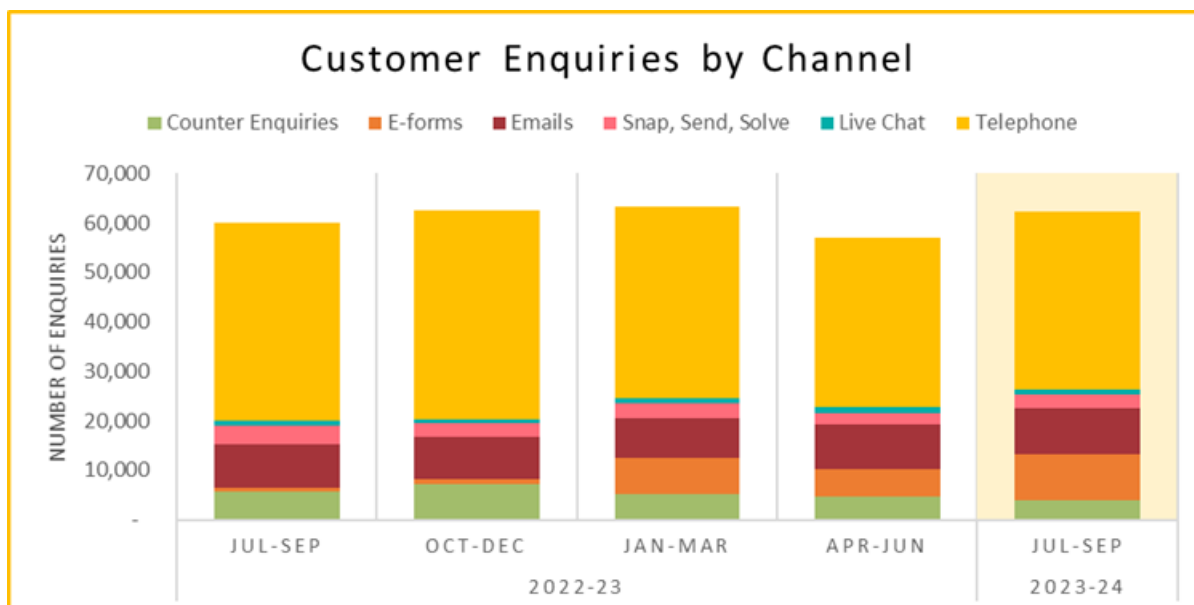
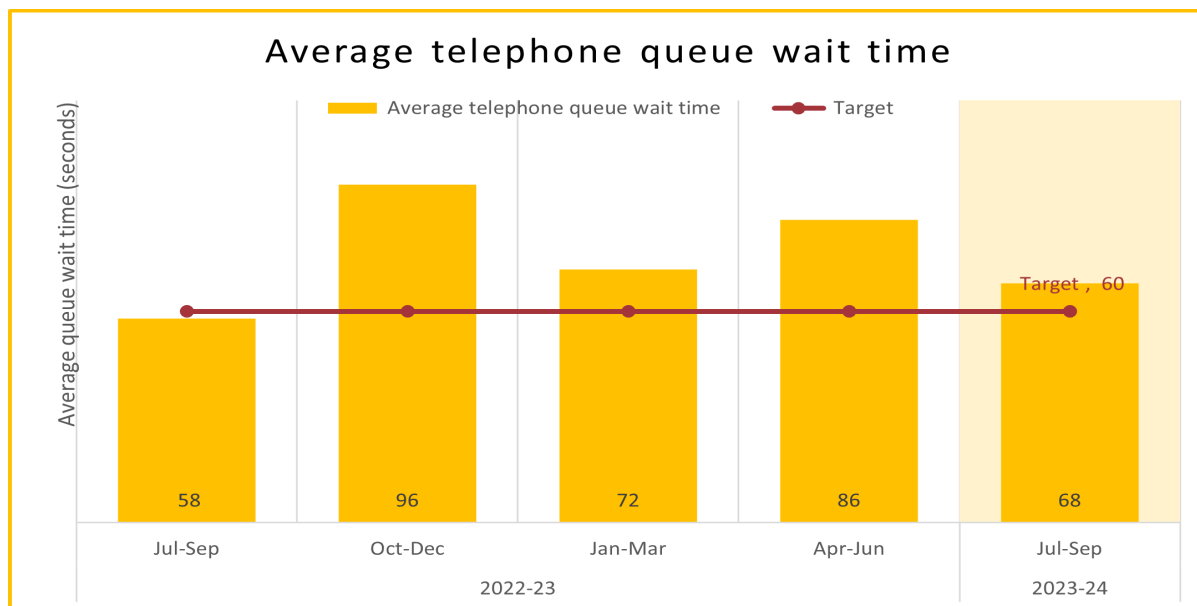
Public questions to [Ordinary Council Meetings](#) – 1 July to 30 September 2023

<p>Average time taken to reply to public questions taken on notice at Ordinary Council Meetings</p> <p>0 days</p> 	<p>Number of Ordinary Council Meetings</p> <p>5 meetings</p> 
<p>Number of Written Public Questions to Council asked at Ordinary Council Meetings</p> <p>72 questions</p> 	<p>Number of Written Public Questions to Council answered at Ordinary Council Meetings</p> <p>72 questions</p> 
<p>Number of Written Public Questions to Council ruled inadmissible at Ordinary Council Meetings</p> <p>0 questions</p> 	<p>Written Public Questions to Council answered following Ordinary Council Meetings</p> <p>0 questions</p> 

Unethical practice by integrity agencies

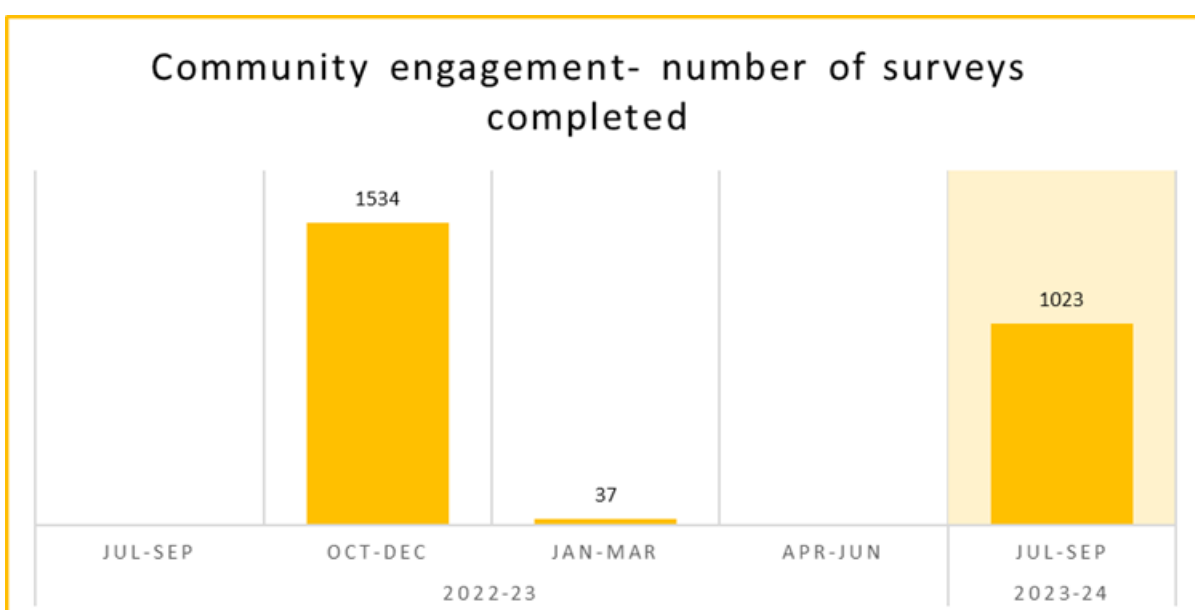
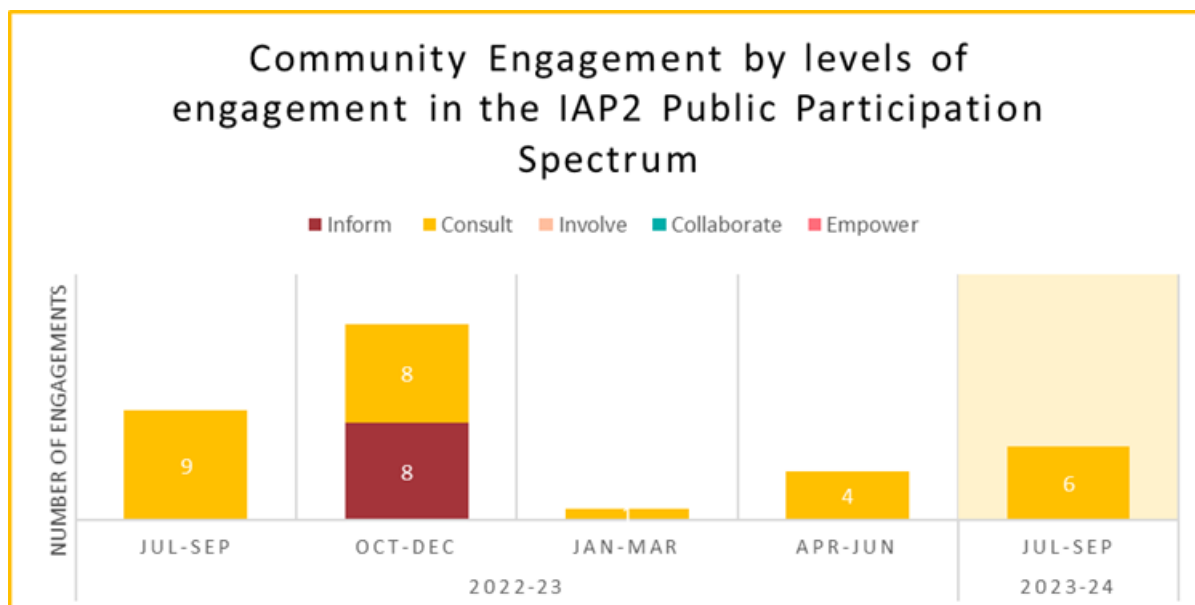
Metric	Quantity
Reported findings of unethical practice by integrity agencies	0

CUSTOMER SERVICE



The reduction in the average queue wait time can be attributed to the drop in the number of telephone enquiries, onboarding of new staff and more effective resource management during peak periods.

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.

Council's Community Engagement Strategy has been informed by public participation approaches outlined by the *International Association of Public Participation (IAP2)*.

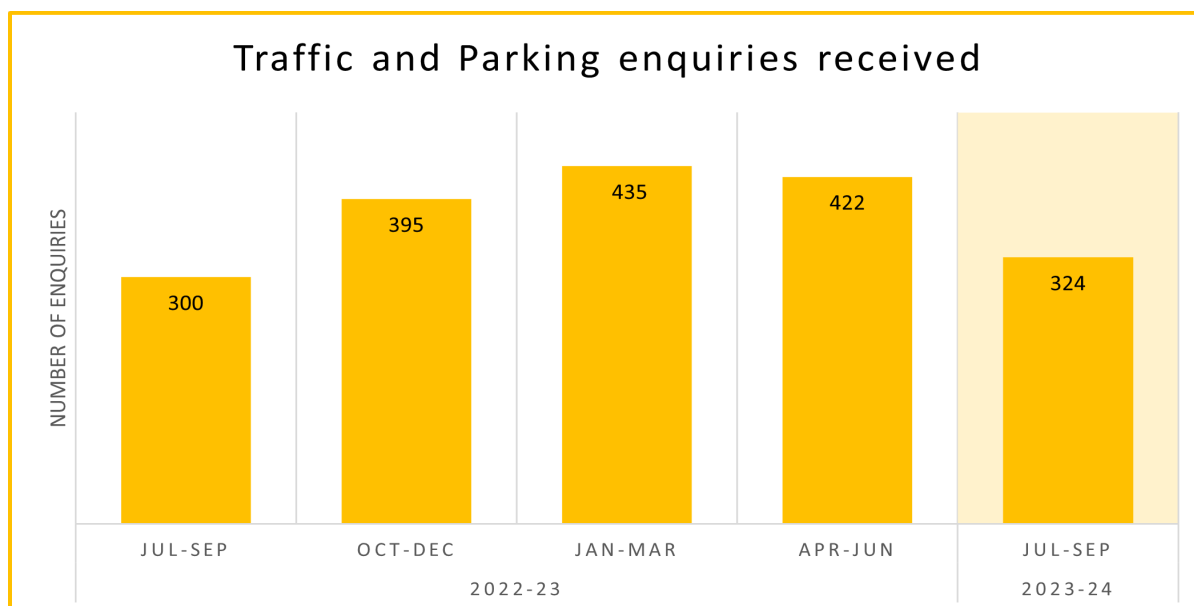
The *IAP2 Public Participation Spectrum* articulates five levels of engagement, from very little influence ('Inform') to the most influence ('Empower') where the final decision is placed in the hands of the community.

We received a total of 1,023 survey responses for the six community engagements conducted between July to September 2023. The engagements were conducted on the 'consult' level, where the community had the opportunity to have their say through a range of surveys and pop-up events on projects such as the:

- > [Draft Bentleigh Structure Plan](#)
- > [Exhibition of Amendment C251](#)
- > [Nature Strip Planting Guidelines](#)
- > [Alma Village Pop-up park](#)
- > [Exhibition of Amendment C237 – Carnegie Structure Plan](#)
- > Annual Business Support Survey

You can have your say on upcoming projects [here](#).

TRAFFIC AND PARKING



There has been a 23 per cent decrease in the number of traffic and parking enquiries this quarter. This is a positive indication that things are still running smoothly. We continue to respond to 98 per cent of enquiries within 10 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.

2023–24 ANNUAL ACTIONS



Completed



On track



Off track



Deferred


STRATEGIC PRIORITY

Action	Measure	Progress Updates as at 30 September 2023	Status
2.1 Increase the quantity and quality of public open spaces for our residents.			
2.1.1 Complete detailed design of land on Porter Road Bentleigh to convert to public open space and complete the engagement with the community.	Detailed design, guided by community consultation, completed.	Community engagement was held between 1 May and 11 June 2023, with a report being presented to Council on 8 November 2023 seeking endorsement of concept plans. If endorsed, this will move to the detailed design phase with projects briefs for landscape architects and engineers awaiting endorsement.	
2.1.2 Demolish the buildings on the former Rosstown Aged Care Carnegie site and complete detailed designs for conversion to public open space. <i>This is a major initiative in the 2023–24 Annual Budget.</i>	Buildings demolished and detailed design completed.	We engaged an architect on 10 August 2023. Contract for demolition of buildings is due to be awarded at the 28 November 2023 Ordinary Council Meeting.	
2.1.3 Invest \$4 million in the acquisition and development of open space. <i>This is a major initiative in the 2023–24 Annual Budget.</i>	\$4 million invested.	Property deposits of \$415,000 have been paid for the acquisition of two properties, 25 Rosstown Road (\$1.53 million) and 27 Rosstown Road (\$1.57 million) will be settled by 30 June 2024. The payments for the balance of the acquisitions of \$3.735 million will be paid this financial year. These properties will become open space in the future with design and construction in future years.	

STRATEGIC PRIORITY



Action	Measure	Progress Updates as at 30 September 2023	Status
2.2 Develop, improve and maintain the amenity of our public places and precincts.			
2.2.1 Deliver improvements to existing disabled parking spaces and pram crossings and continue roll out of empathetic parking spaces.	Implementation of the 2023–24 program is completed.	Council's <i>Parking Policy</i> sets out car parking rates for disabled bays due to increased DDA parking ratio within <i>Parking Policy</i> , including parking for parents with prams only and seniors only spaces. As part of this year's Capital Works Program, we will be looking to upgrade existing disabled parking spaces to the current design requirements and provide an additional two disabled only spaces, 11 parent with prams only spaces and 11 seniors only parking spaces within nine of our off-street car-park locations within Glen Eira.	
2.2.2 Deliver the annual <i>Footpath Condition Improvement Program</i> . <i>This is a major initiative in the 2023–24 Annual Budget.</i>	Completion of 8,000 square metres of renewed footpath and the levelling of uneven footpaths at 10,000 identified locations.	We have continued to improve the condition of our footpaths through our proactive and reactive programs. From July to September 2023, we have renewed approximately 2,350 square meters of footpath and levelled approximately 5,500 locations which had uneven levels.	
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 Progress construction of the Carnegie Memorial Swimming Pool Redevelopment project. <i>This is a major initiative in the 2023–24 Annual Budget.</i>	Completion of the main building structure, including the roof and the commencement of the internal works.	The concrete roof deck to the northern section of the building is underway and the 50-metre pool concrete base and warm-water pool walls are complete.	
2.3.2 Commence Bentleigh Reserve Multipurpose Court Project.	Finalise concept plans and commence detailed design of the facility.	Assessment of site continues; this includes a feasibility of providing netball facilities, with the aim to provide a range of flexible recreation facilities, casual areas and enhance the landscape character.	
2.3.3 Commence engagement with the clubs and begin initial concept design process for the Mackie Road Pavilion Bentleigh East.	Engagement with clubs completed informing concept design.	An architect has been appointed and has commenced developing the project scope and initial concepts. We are due to meet with the tenant sports club as part of the engagement process in early October.	
2.4 Seek innovative approaches to increasing access to open space through partnerships and multipurpose design and find ways to unlock access to open space owned by others.			
2.4.1 Advocate for greater state and federal government investment in increasing access to public open spaces at Caulfield Racecourse Reserve.	Caulfield Racecourse Reserve advocacy included in <i>Glen Eira Advocacy Priorities 2023–2024</i> .	Council is committed to enhancing open space and improving public access at Caulfield Racecourse Reserve. Council's advocacy has included supporting the Caulfield Racecourse Reserve Trust for a long-term sustainable funding stream to deliver the <i>Land Management Plan</i> .	

STRATEGIC PRIORITY

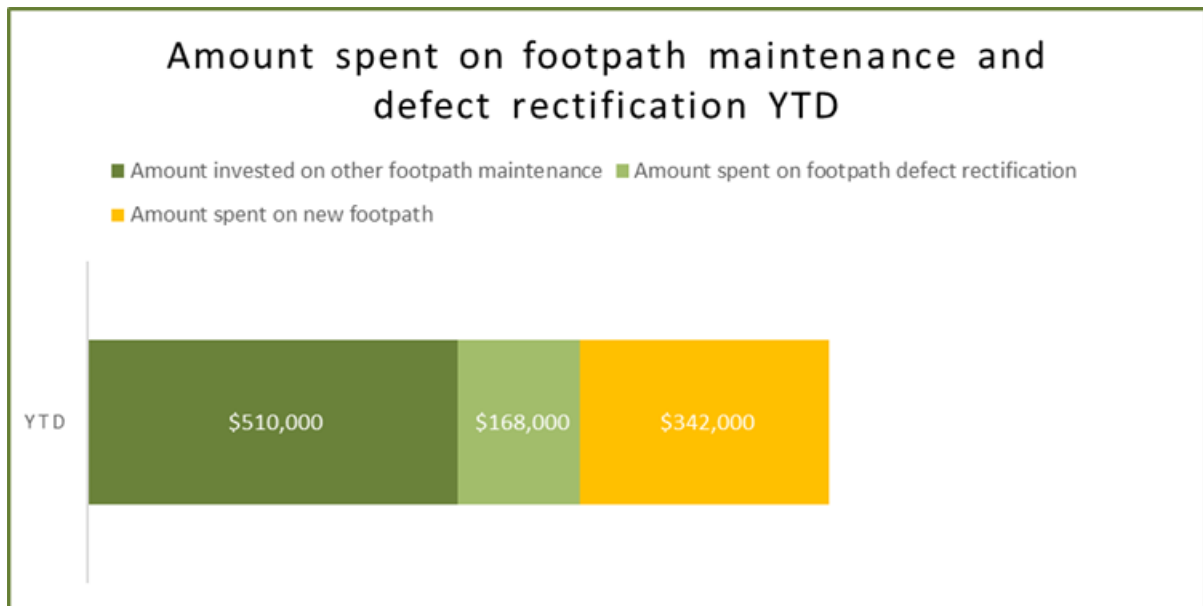
Action	Measure	Progress Updates as at 30 September 2023	Status
2.4 Seek innovative approaches to increasing access to open space through partnerships and multipurpose design and find ways to unlock access to open space owned by others.			
2.4.2 Identify new opportunities to partner with the Caulfield Racecourse Reserve Trust to raise the profile of their <i>Land Management Plan</i> with government and other stakeholders.	Bi-annual meetings with Caulfield Racecourse Reserve Trust maintained.	The CEO met with the Caulfield Racecourse Reserve Trust on September 2023.	

2022–23 ANNUAL ACTIONS

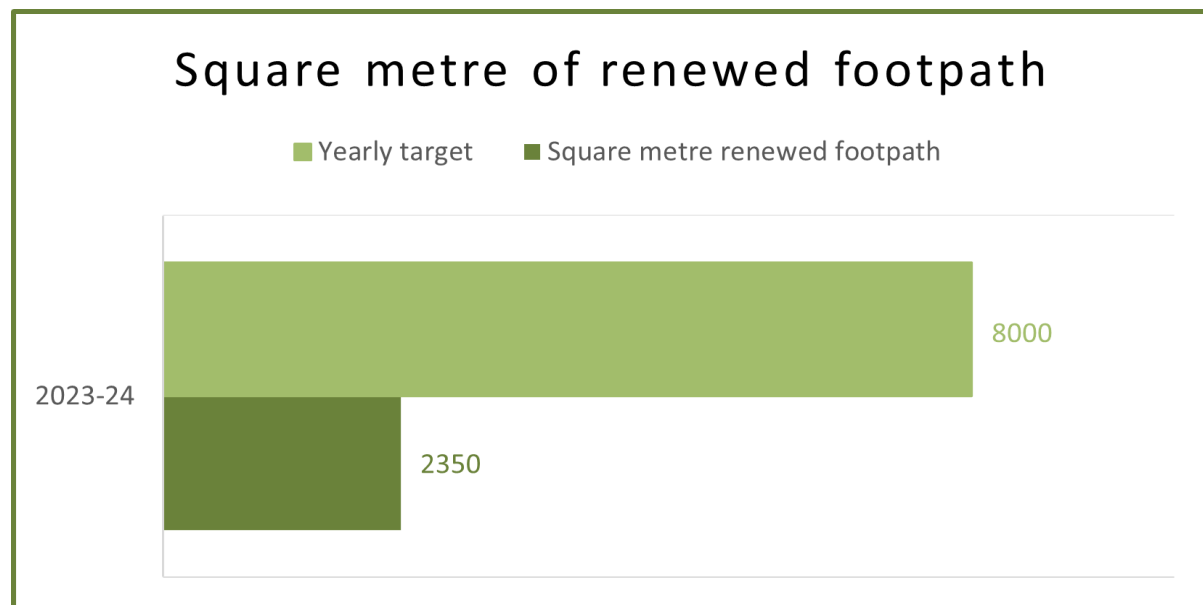
STRATEGIC PRIORITY

Action	Measure	Progress Updates as at 30 September 2023	Status
2.2 Develop, improve and maintain the amenity of our public places and precincts.			
2.2.1 Deliver our open space commitments within our Capital Works Program including: <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>100 per cent of community engagement on open space commitments undertaken in accordance with our <i>Community Engagement Strategy</i>.</p> <p>Capital Works projects are completed by June 2023 in accordance with agreed budget and timelines.</p>	<p>Selwyn Street, Elsternwick Cultural Precinct – This project has been deferred until 2025 due to the construction of private developments in the street. These private developments will affect Council's ability to upgrade Selwyn Street.</p> <p>Carnegie Memorial Swimming Pool – progress is now reported under Action 2.1.1 of the 2023–24 <i>Council Plan Action Plan</i>.</p> <p>Porter Road, Bentleigh – progress is now reported under Action 2.3.1 of the 2023–24 <i>Council Plan Action Plan</i>.</p> <p>Duncan Mackinnon Reserve stairs – On site works have commenced. Construction is expected to be completed by the end of November (weather permitting).</p> <p>Eat Street, Bentleigh – Stage One of the construction was completed and opened to the public on 9 October 2022.</p> <p>All community engagements were undertaken in accordance with our <i>Community Engagement Strategy 2022–2026</i>.</p>	
2.2.2 Renew our Asset and related plans to underpin the ongoing maintenance and sustainability of our assets.	Council's <i>Asset Management Framework</i> , which includes the <i>Asset Management Policy</i> , <i>Asset Management Strategy</i> and <i>Asset Management Plans</i> reviewed and refreshed.	Council has engaged a specialist Asset Management Specialist consultant to assist in the development of a climate centric framework of actions to inform the revised documents. The development of these actions is currently underway, and once finalised these actions will be incorporated into the <i>Asset Management Framework</i> documents. Council is scheduled to be provided a briefing on the progress of the development in November 2023.	

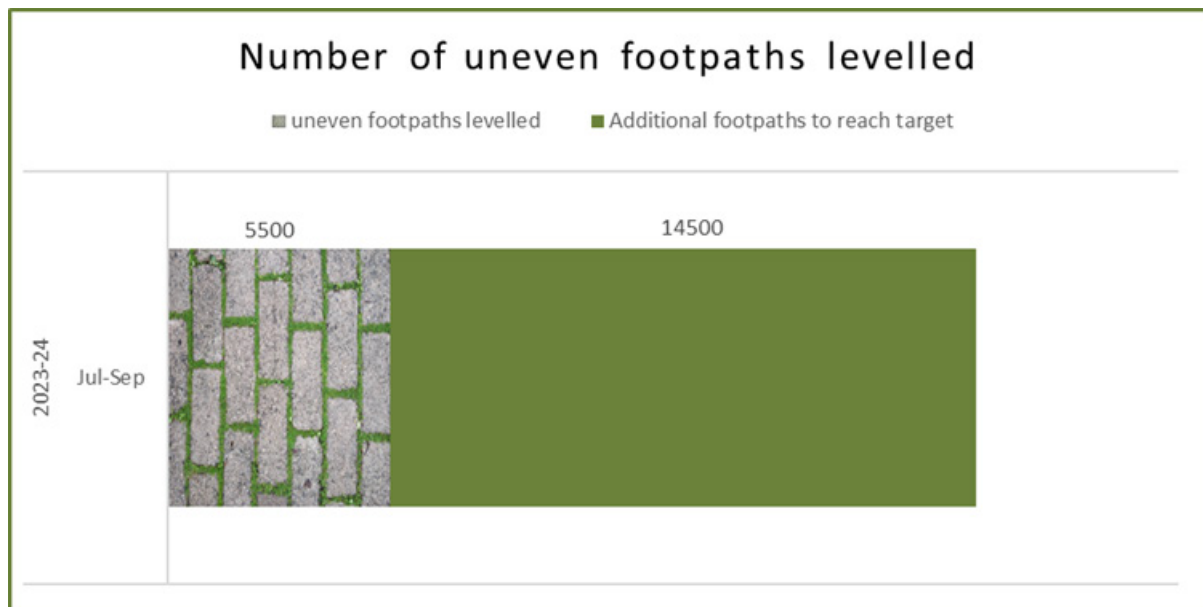
FOOTPATHS



We have invested \$510,000 in footpath maintenance through the footpath renewal program and proactive inspections. \$168,000 has been spent on footpath defect-rectification works such as grinding down the paths to remove tripping hazards and \$342,000 has been spent on renewing footpaths across various locations in Glen Eira.



We have continued to improve the condition of our footpaths through our proactive and reactive programs. From July to September 2023, we have renewed approximately 2,350 square meters of footpath and levelled approximately 5,500 locations which had uneven levels.



As part of the annual *Footpath Condition Improvement Program*, we have committed to levelling uneven footpaths at 20,000 identified locations across Glen Eira. This quarter, we have levelled footpaths at 5,550 locations and are on track to meet target by 30 June 2024.

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.

2023–24 ANNUAL ACTIONS



Completed



On track



Off track



Deferred




STRATEGIC PRIORITY

Action	Measure	Progress Updates as at 30 September 2023	Status
3.1 Actively progress our planning priorities to manage growth and maintain the character and heritage of our City.			
3.1.1 Implement a 3D modelling program to enable visualisation of future planned change and enable viewing of the impact of proposed developments on the surrounding community to better inform decisions around planning for future growth.	3D modelling program implemented.	Requirements for a 3D modelling program have been collected and 3D building models are being developed. Council continues to gather requirements for the purchasing of 3D photorealistic models for selected areas.	
3.1.2 Complete the <i>Elsternwick Structure Plan 2023</i> . <i>This is a major initiative in the 2023–24 Annual Budget.</i>	<i>Elsternwick Structure Plan 2023</i> completed.	Final <i>Elsternwick Structure Plan</i> adopted by Council on 15 August 2023.	
3.1.3 Prepare a planning scheme amendment to implement permanent controls according to the <i>Elsternwick Structure Plan</i> .	Planning scheme amendment prepared for <i>Elsternwick Structure Plan</i> .	Design and Development Overlay controls are currently being drafted to implement the adopted <i>Elsternwick Structure Plan</i> .	
3.1.4 Prepare a planning scheme amendment to implement the <i>Glen Huntly Structure Plan 2021–2036</i> .	Planning scheme amendment prepared for <i>Glen Huntly Structure Plan 2021–2036</i> .	Design and Development Overlay controls are currently being drafted to implement the adopted <i>Glen Huntly Structure Plan</i> .	

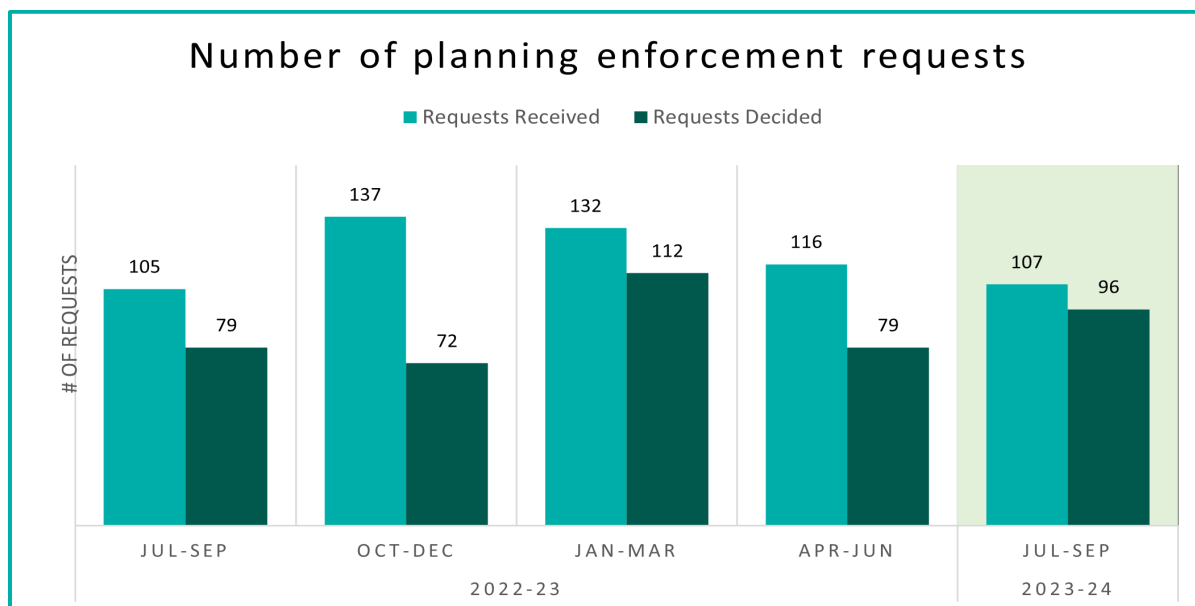
STRATEGIC PRIORITY

Action	Measure	Progress Updates as at 30 September 2023	Status
3.2 Plan for diverse housing options to meet community needs now and into the future.			
3.2.1 Advocate for greater federal and state investment in social and affordable housing to meet community needs.	Social and affordable housing advocacy included in <i>Glen Eira Advocacy Priorities 2023–2024</i> .	We began identifying Victorian Government-owned land within Glen Eira for potential use and/or development of social and affordable housing. Where appropriate, these site(s) will support our advocacy to the Victorian Government. We have continued to advocate to local MPs for the use of Victorian Government-owned land for social and affordable housing.	
3.2.2 Work with the Rooming House operators and stakeholders to ensure safety and amenity for rooming house residents and the community.	Number of complaints received about rooming houses, with the intention of seeing fewer complaints through good regulation, enforcement, and education.	Council's Public Health Unit received one complaint throughout the July to September for registered rooming houses.	
3.3 Advocate for a transport network that provides safe, accessible and sustainable transport options for our community.			
3.3.1 Review and refresh the <i>Integrated Transport Strategy 2018–2031</i> to respond to changing community needs.	Revised <i>Integrated Transport Strategy 2018–2031</i> endorsed.	Council is undertaking the initial stages of the <i>Integrated Transport Strategy Refresh</i> including data collection and community engagement. The <i>Glen Eira Travel Survey</i> was launched on 25 September 2023, to help Council understand the community's current travel needs and help shape the transport priorities. The survey results will influence a set of revised actions as part of this refresh.	
3.4 Support and facilitate local job creation by enhancing our activity centres to be thriving and vibrant hubs.			
3.4.1 Implement initiatives from year one of the <i>Glen Eira Placemaking Strategy 2023–2027 Action Plan</i> to increase visitation of our activity centres.	Minimum of 90 per cent of year one actions from <i>Glen Eira Placemaking Strategy 2023–2027 Action Plan</i> completed.	Council is collaborating with the community to deliver the year one actions in the <i>Placemaking Strategy</i> . This includes a tool kit and application process for community led placemaking projects, a mural in Glen Huntly, planter box trials in a strip centre and public place performances.	
3.4.2 <i>Local Economic Development Plan</i> developed and presented to Council for endorsement.	<i>Local Economic Development Plan</i> endorsed.	We sought input with the Glen Eira Business and Economy Advisory Committee on the <i>Local Economic Development Plan</i> . A survey of businesses was conducted seeking views on the business support services now and into the future. This has been considered in the project scope. The draft <i>Plan</i> is scheduled for community consultation in March 2024.	

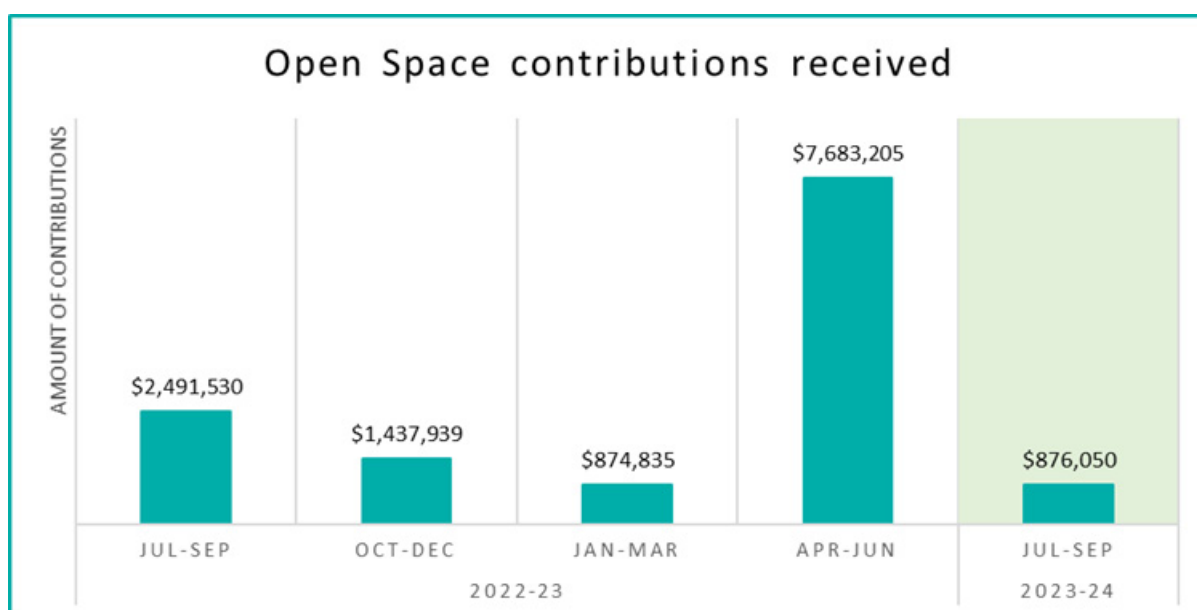
2022–23 ANNUAL ACTIONS

STRATEGIC PRIORITY			
Action	Measure	Progress Updates as at 30 September 2023	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.	<p>Draft structure plans for Bentleigh and Elsternwick prepared and reported to Council for community engagement.</p> <p>Final <i>Caulfield Structure Plan</i> reported to Council for adoption.</p> <p><i>Carnegie Structure Plan</i> reported to Council for adoption and referred to Independent Planning Panel by 30 June 2023.</p>	<p>The draft <i>Bentleigh Structure Plan</i> was endorsed by Council on 4 July 2023 for the purpose of community consultation. Consultation was held for six weeks until 11 September 2023.</p> <p>The final <i>Elsternwick Structure Plan</i> was adopted by Council on 15 August 2023.</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 to Council for endorsement in November 2023.</p> <p>The Minister for Planning authorised Planning Scheme Amendment C237 (<i>Carnegie Structure Plan</i>) in June 2023. The Amendment was exhibited for six weeks until 29 September. It will be referred to a planning panel in February 2024. (Authorisation of the amendment from the State took ten months, consequently it was not possible progress the amendment through to a planning panel by June 2023.)</p>	
3.1.2 Protect Glen Eira's heritage.	Two new heritage reviews for Carnegie and McKinnon are reported to Council for adoption.	<p>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 the McKinnon and Caulfield North heritage reviews are complete.</p> <p>The McKinnon heritage review was adopted by Council on 4 July 2023.</p>	
3.3 Advocate for a transport network that provides safe, accessible and sustainable transport options for our community.			
3.3.3 Improve local street parking at the neighbourhood level.	A <i>Neighbourhood Parking Implementation Plan</i> in Elsternwick is developed.	<p>The <i>Neighbourhood Parking Implementation Plan</i> in Elsternwick has not yet been developed due to the multideck parking project in Elsternwick no longer going ahead.</p> <p>Work continues to improve local street parking at the neighbourhood level across the whole of Glen Eira, starting with Elsternwick.</p>	

PLANNING

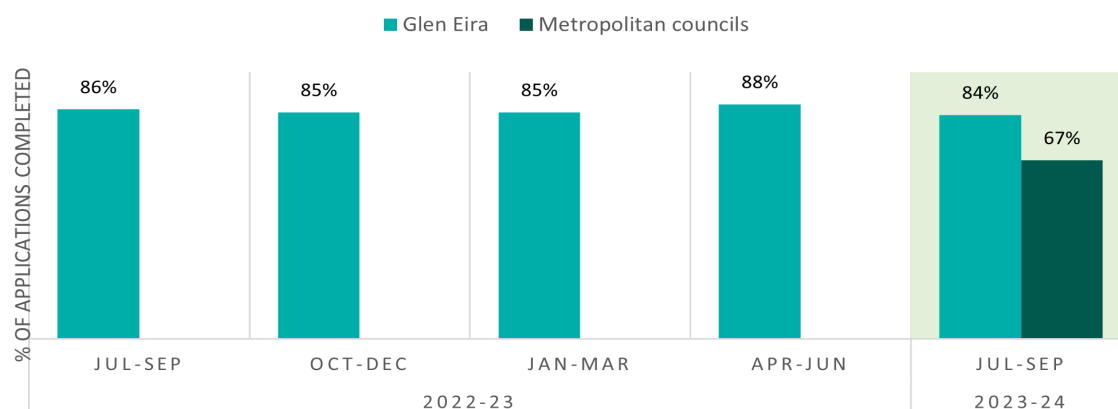


The number of reported planning breaches decreased this quarter with 107 breaches resolved. All reported breaches are investigated and if substantiated, will be subject to enforcement action to resolve the breach.

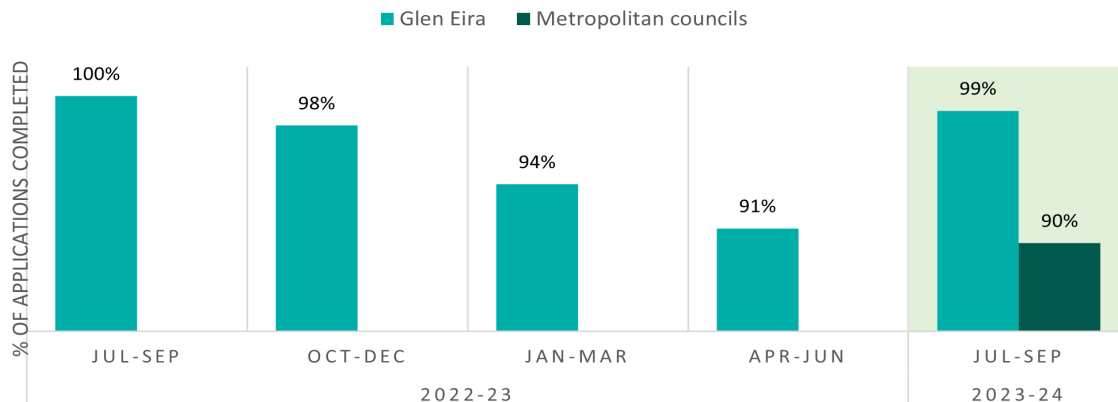


Public Open Space contributions have been collected for 10 properties this quarter and the funds will contribute to the upgrade of existing public open spaces or the purchase of new land for public open spaces.

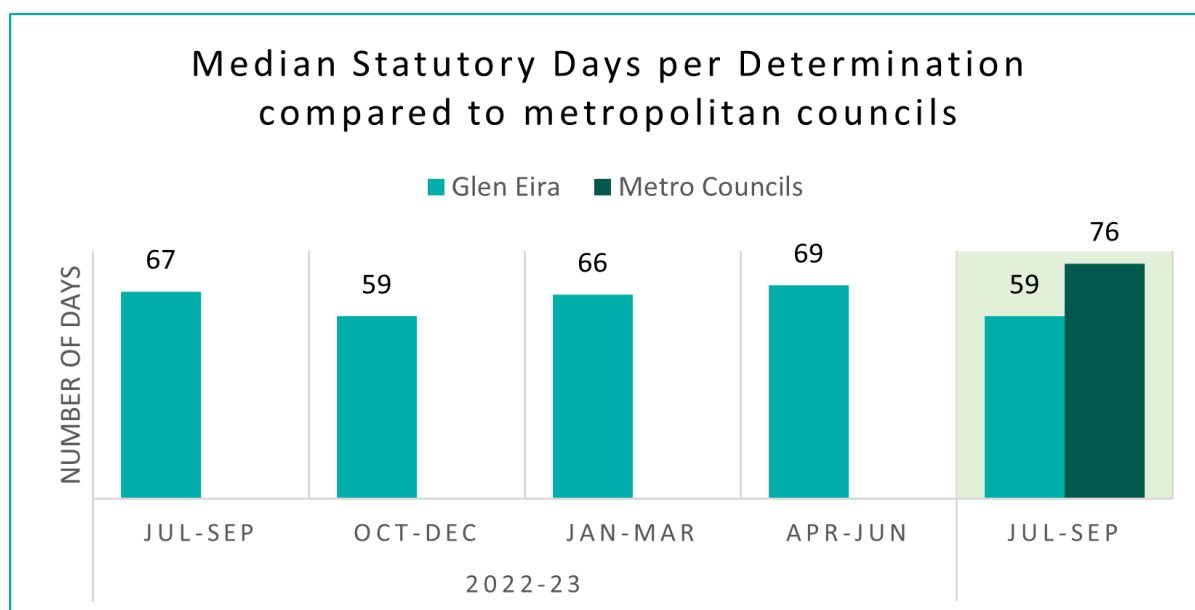
Percentage of standard planning applications completed within 60 statutory days compared to metropolitan councils



Percentage of VicSmart planning applications completed within 10 business days compared to metropolitan councils



Glen Eira continues to deliver very high-quality service with one of the highest percentage of applications determined within timeframes for metropolitan councils.



The median processing days to determination by the responsible authority was 59 this quarter. This continues to be low compared to the metropolitan median.

This is due to the efficient management of planning permit applications and a focus of staff to resolve matters quickly. We are proud that we are outperforming other metropolitan councils.

Information relating to planning applications for all Victorian councils can be obtained from the planning permit activity reporting site.

The site allows you to view not only Glen Eira statistics but also for all other municipalities in Victoria and allows you to compare metropolitan or individual councils.

TAB	CONTENTS
Activity and Outcomes	Applications received and determined. Estimated cost of works for permits issued.
Timeframes	Timeframes for deciding standard and VicSmart planning applications. Number of applications received.
Appeals	VCAT appeals lodged and decided.
Classification	Permits issued by classification. Land use for permits issued.

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.

2023–24 ANNUAL ACTIONS



Completed



On track



Off track







Deferred

STRATEGIC PRIORITY

Action	Measure	Progress Updates as at 30 September 2023	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> to support the transition towards zero net emissions from Council by 2025.	Minimum of 90 per cent year three actions completed.	<p>We are on track to complete over 90 per cent of the actions that are either ongoing or allocated to 2023–24 in <i>Our Climate Emergency Response Strategy 2021–2025</i> <i>Dhumbali Wurrungj-biik Parbin-ata</i>.</p> <p>Highlights so far in 2023–24 have included:</p> <ul style="list-style-type: none"> — Adopting an updated <i>Sustainable Building and Infrastructure Policy</i>, which will continue to support Council staff to implement sustainability both in Council operations and externally. — Partnering with key stakeholders and delivering targeted communications to support residents to prepare for extreme weather events and other climate impacts. — Delivering and supporting a wide range of engagement events that have assisted residents and businesses to reduce their environmental impact and mobilise to act on the climate emergency. — Completing the inaugural <i>Glen Eira Sustainability Champions</i> program, where residents were trained to develop and deliver their own sustainability projects. As a result of the program, the participants have developed eight distinct projects on topics ranging from connecting local sustainability organisations, to inspiring the community to care for local ecosystems and educating international students to prepare for heatwaves. 	

STRATEGIC PRIORITY

Action	Measure	Progress Updates as at 30 September 2023	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.			
<p>4.1.2 Implement solar projects across Council buildings and facilities to ensure a supply of sustainable energy.</p> <p><i>This is a major initiative in the 2023–24 Annual Budget.</i></p>	<p>Completion of solar panels for Bentleigh Library and McKinnon Progress Hall.</p> <p>Completion of solar panels including solar batteries installation and double glazing to Moorleigh Community Village Bentleigh East.</p>	<p>A contractor has been engaged to install solar panels at Bentleigh Library and McKinnon Progress Hall. The project is on track for completion by 30 June 2024.</p> <p>Moorleigh Community Village, Bentleigh East – An order has been placed for the double-glazed windows and the materials are expected to arrive before the end of 2023. Works will commence for the installation of solar panels and solar batteries. The project is on track for completion by 30 June 2024.</p>	
<p>4.1.3 Implement projects to improve energy efficiency across Council buildings and facilities.</p> <p><i>This is a major initiative in the 2023–24 Annual Budget.</i></p>	<p>Conversion of Heating, Ventilation and Air Conditioning (HVAC) and hot water systems at Carnegie Library and Community Centre and Moorleigh Community Village Bentleigh East.</p>	<p>The project for the Carnegie Library and Community Centre and Moorleigh Community Village are being scoped and is on track for completion by 30 June 2024.</p>	
<p>4.1.4 Implement a <i>Carbon Offset Plan</i> to ensure Council achieves zero net emissions accreditation.</p>	<p><i>Carbon Offset Plan</i> implemented.</p>	<p>We are collaborating with other councils in our region to source expert advice to help us make decisions about the use of offsets. The advice will include an assessment of how offsets may be used to meet greenhouse gas reduction targets, whilst maintaining greater levels of oversight and ensuring local co-benefits.</p>	
<p>4.1.5 Develop a climate emergency advocacy position statement.</p>	<p>Climate emergency advocacy position statement endorsed and published.</p>	<p>We are currently reviewing and updating Council's climate- advocacy priorities, which have previously been integrated into Council's overall advocacy. This includes identifying specific actions that other levels of government need to undertake to support our climate goals of reducing corporate and community emissions and protecting our community from the effects of climate change.</p> <p>The updated priorities will be collated into a stand-alone <i>Climate Emergency Advocacy Position Statement</i> that will support and provide context for Council's broader advocacy priorities in early 2024.</p>	



STRATEGIC PRIORITY

Action	Measure	Progress Updates as at 30 September 2023	Status
4.2 We will create opportunities for our community to act on climate change to progress towards zero net emissions by 2030.			
4.2.1 Deliver community events and programs to enable people to take climate action and live sustainably.	At least 1,000 participants in climate and sustainability related education events/programs.	<p>In July 2023 we completed the first iteration of the <i>Glen Eira Sustainability Champions</i> program, which trained and supported twenty local community members to develop their sustainability ideas into eight projects that will benefit the local community and environment. We also held a range events/programs, which supported our community to be active and mobilised on climate action, and assisted residents to reduce their climate impact. These included:</p> <ul style="list-style-type: none"> — A series of three online <i>Getting off Gas</i> events, where residents learnt how to transition their households from gas to renewable electricity; — The <i>Wild City</i> exhibition and workshops, where children were guided in creating an imagined sustainable city - which was then exhibited to the public in the Glen Eira Council Gallery; — A circular-economy workshop at Bentleigh Library and Youth Hub, where residents learnt how to sell household goods online; — A <i>Plastic Free July</i> event at Carnegie Library and Youth Centre; — Supporting Glen Eira schools to join our region's Teachers' Environment Network; and — A reusable-nappy workshop where residents were able to try out modern reusable options and learn about different types of nappies, and where they received a complimentary reusable nappy pack. <p>In addition to face-to-face and online events, we have also utilised a range of communications tools to disseminate sustainability advice and information to the Glen Eira community. These include articles in <i>Glen Eira News</i>, posts on the Glen Eira Sustainability Facebook page, and the Glen Eira Sustainability News and Glen Eira Sustainable Business News, which are emailed monthly to 4,011 and 534 subscribers respectively.</p>	
4.2.2 Implement actions contained within the <i>Circular Economy Plan 2022–26</i> .	Minimum of 90 per cent of year two actions completed.	We will begin implementation of year two of the <i>Circular Economy Plan</i> on 1 November 2023.	
4.2.3 Develop a plan for the Council to support the implementation of the new glass recycling stream. <i>This is a major initiative in the 2023–24 Annual Budget.</i>	Review all waste services contracts to align with the circular economy measures and identify opportunity for integrated actions through contract initiatives and specifications.	The transition to a four-stream collection service including separate glass recycling has been incorporated into the new procurement for kerbside collection services.	

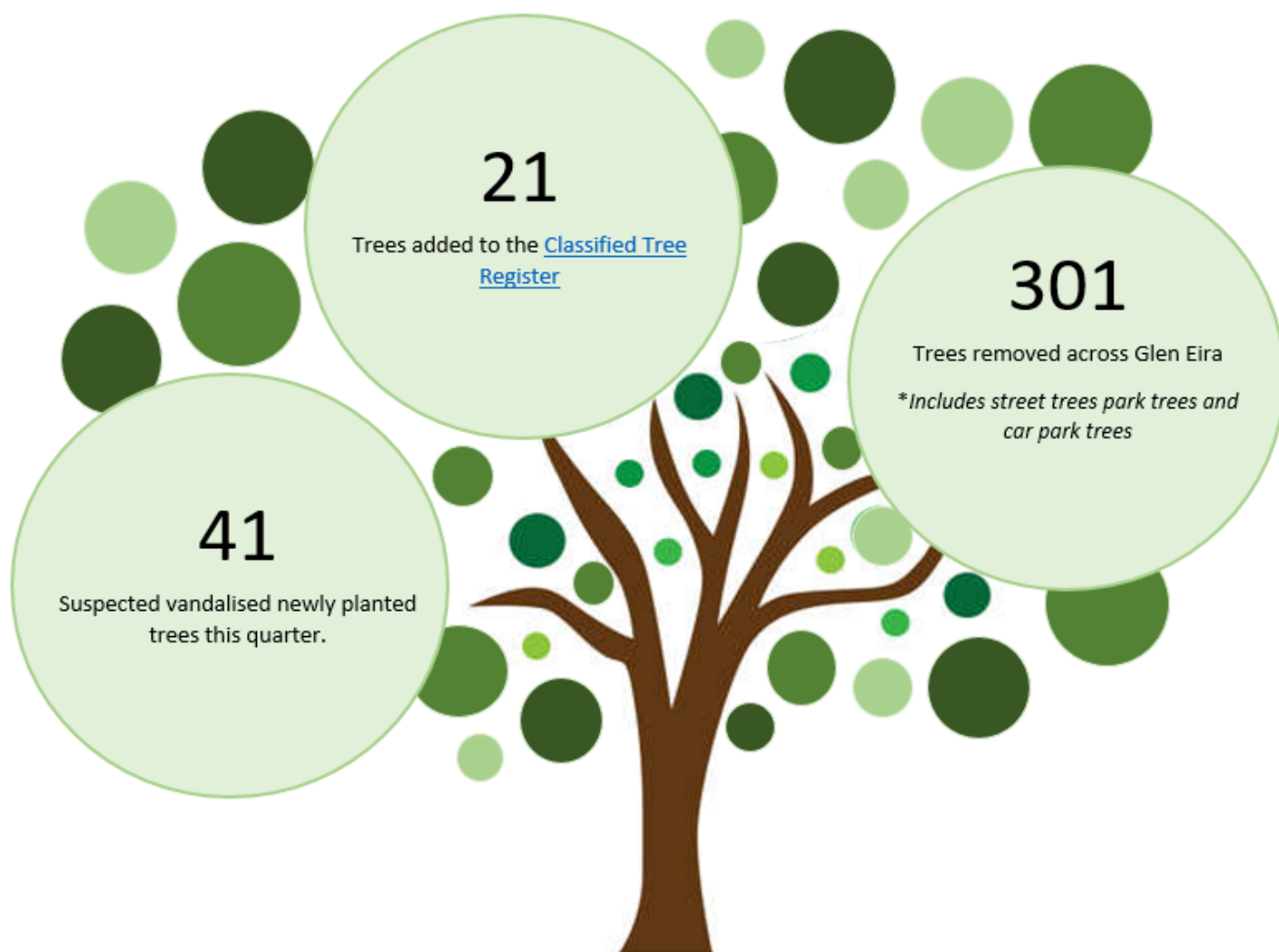
STRATEGIC PRIORITY

Action	Measure	Progress Updates as at 30 September 2023	Status
4.3 We will increase our tree canopy and expand private and public greening initiatives.			
<p>4.3.1 Implement actions and recommendations within the <i>Urban Forest Strategy</i> to increase tree canopy cover and biodiversity planting across Glen Eira.</p> <p><i>This is a major initiative in the 2023–24 Annual Budget.</i></p>	<p>Increase in tree canopy cover.</p>	<p>We have reviewed the remaining actions within the <i>Glen Eira Urban Forest Strategy</i> and are prioritising these into short, medium and longer-term work plans. Many of the actions have been incorporated into Council's normal operating procedures. This will help us to continue to deliver the benefits of the <i>Urban Forest Strategy</i> to the community.</p> <p>As part of the <i>Resilient Streets</i> project, streetscape works were undertaken on Eskdale Road, Caulfield North where we replaced trees that had reached the end of their useful life with new trees. Larger canopy trees have also been planted within specially engineered pits within the roadway. The aim of these projects is to maximise tree canopy on Council land especially in areas that have historically had limited cover.</p> <p>We have also organised our 2024 community biodiversity understory planting days for early April as well as several plant giveaways. More communication will be released to the community about these events early in the new year.</p>	
<p>4.3.2 Deliver community projects that expand and support plantings on private land in identified hot spots and areas with limited natural landscape to support community to take adaptation and mitigation action.</p>	<p>Five community events or projects delivered that educate and support planting on private land.</p>	<p>We consulted with the community on the draft <i>Nature Strip Planting Guidelines Update</i> from 28 August to 24 September 2023. The draft <i>Guidelines</i> will go to Council for endorsement on the 8 November 2023. This will encourage and enable residents to have more flexibility in planting their nature strips with indigenous plant species and supporting pollinator corridors through areas of the municipality.</p> <p>We also gave away plants at the <i>Caulfield South Community Garden Open Day</i> program for participants to plant in their own properties. We are also in the planning stages for the 2024 Community Planting and plant giveaway events.</p>	
4.4 We will work with our community to understand the human impacts of climate change and the adaptation strategies that may be required to minimise the social, health and economic impacts.			
<p>4.4.1 Partner with community organisations to support vulnerable people in our community to improve resilience to the impacts of climate change.</p>	<p>10 community organisations engaged to deliver programs and information that support community members to improve their resilience to climate change impacts.</p>	<p>Council has initiated meetings of a community of practice, made up of Municipal Emergency Management Planning Committee members who are working to engage Glen Eira residents to prepare for extreme weather events and other emergencies. This group, which currently includes Council and three other key stakeholders with key responsibilities both during emergencies and in engaging communities to help them prepare for extreme weather events, now meets on a regular basis to discuss collaboration on engaging the community, especially residents who are at a particularly high risk.</p> <p>We are working with community stakeholders such as community gardens and environment groups to support them to raise community awareness about climate impacts, along with other councils, emergency services agencies and climate organisations to share learnings and develop preparedness messaging.</p> <p>We have also joined the <i>My Smart Garden</i> program, which enables residents to participate in gardening and climate resilience events hosted by multiple councils across Melbourne.</p>	

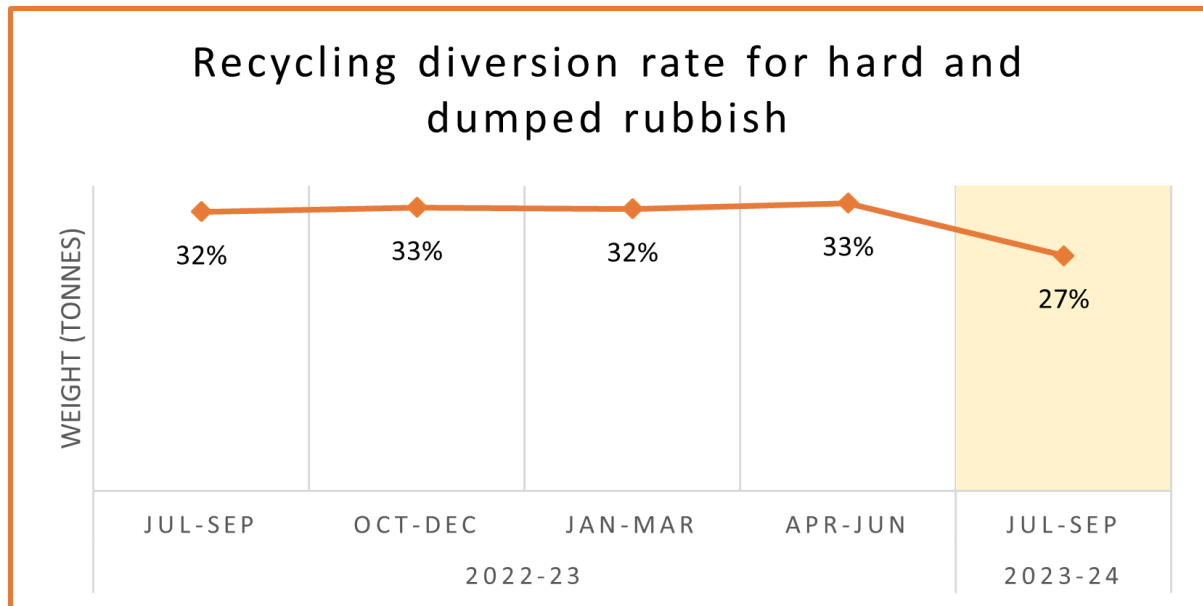
2022–23 ANNUAL ACTIONS

STRATEGIC PRIORITY			
Action	Measure	Progress Updates as at 30 September 2023	Status
4.2 We will create opportunities for our community to act on climate change to progress towards zero net emissions by 2030.			
4.2.1 Implement actions contained within <i>Circular Economy Plan</i> .	Minimum of 90 per cent of 2022/2023 actions implemented from the <i>Circular Economy Plan</i>	As of 30 September 2023, 90 per cent of actions from year one of the <i>Plan</i> had been implemented. Some of the actions include the development of a Circular Glen Eira communications and engagement plan, a service review of our hard rubbish collection service to ensure it aligns with the <i>Circular Economy Plan</i> 's principles, and a review of our data management of material consumption to identify opportunities and inform future targets	
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>Three initiatives to support plantings on private land implemented.</p> <p>Procedure for Council to increase the protection of private canopy trees across the city identified and implemented.</p> <p>300 new canopy trees planted in identified locations in parks and reserves.</p> <p>200 new canopy trees planted in identified locations in streetscapes and car parks.</p> <p>2,000 metres² of new biodiversity (understorey) planting sites in parks and reserves prepared/ established.</p> <p>500 new or replaced street trees.</p>	This action has been transferred to 4.3.2 in the 2023–24 <i>Council Plan Annual Action Plan</i> .	

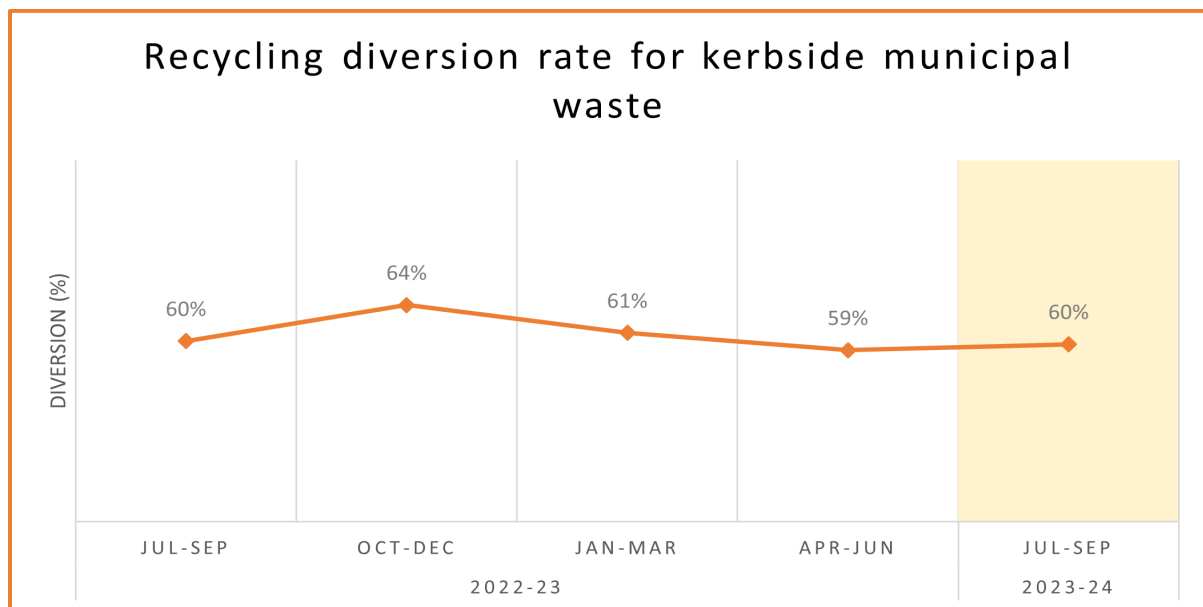
TREES



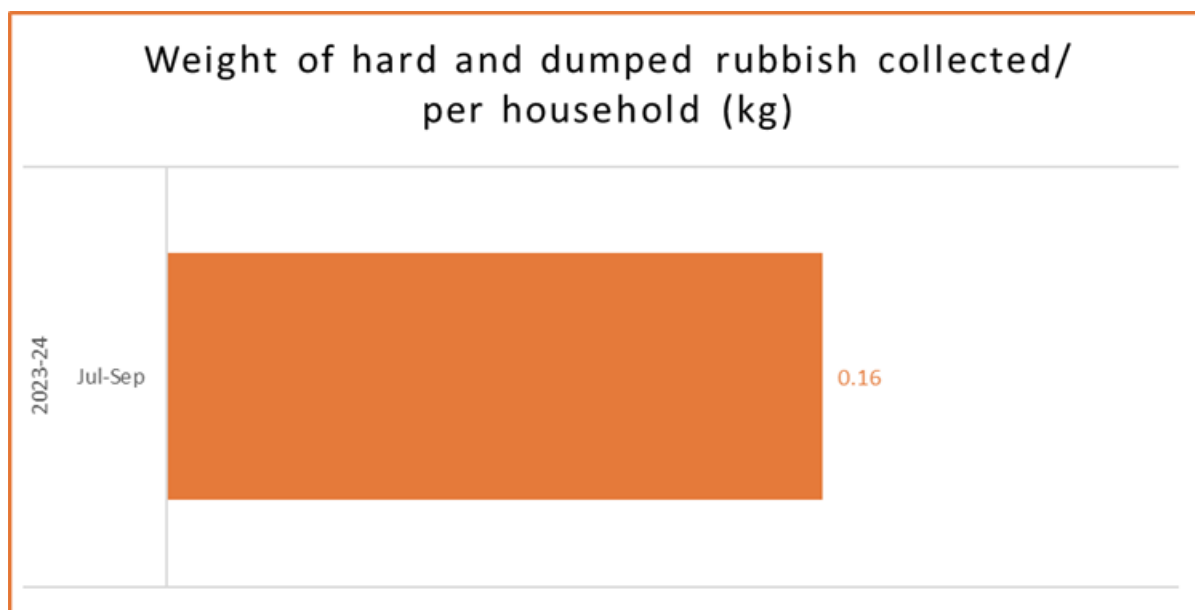
RECYCLING AND SUSTAINABILITY



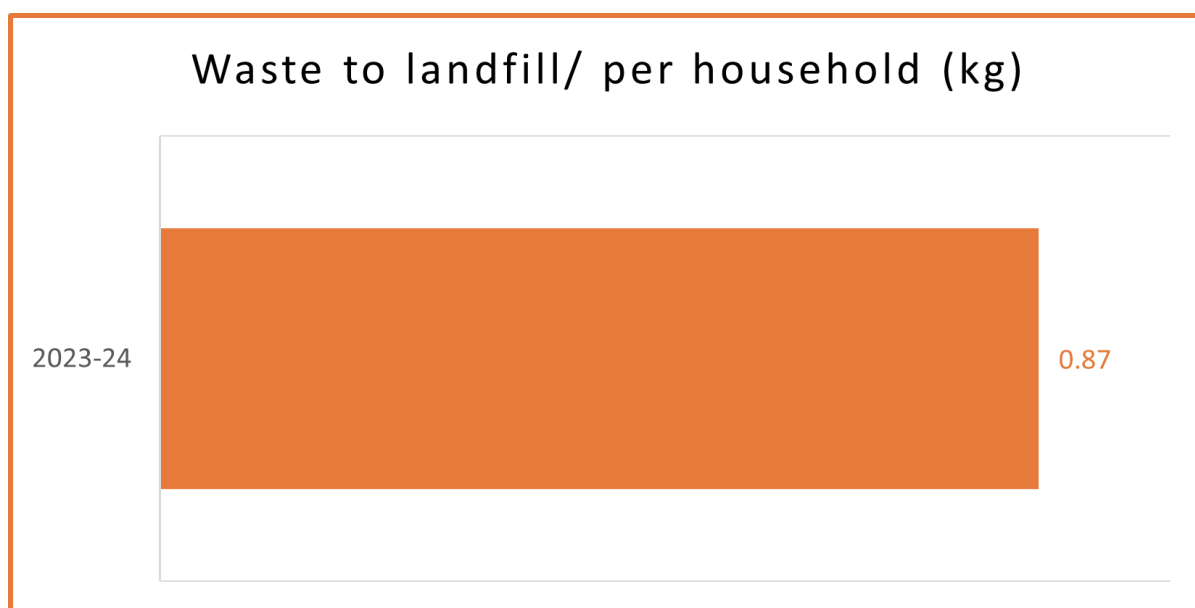
The recycling rate in the hard-rubbish service has decreased compared with the rate throughout the previous year which hovered around 32-33 per cent. This figure reflects a decrease in the amount of hard-rubbish items being able to be recycled, compared with the amount of hard-rubbish items destined to landfill which is increasing.



The kerbside recycling rate for July to September 2023 was 59.66 per cent, the same as the recycling rate for the same period last year, which is consistent with the cooler-months trend. As the weather warms up, we can expect to see the tonnage of the food and garden waste increase to contribute to a higher diversion rate.

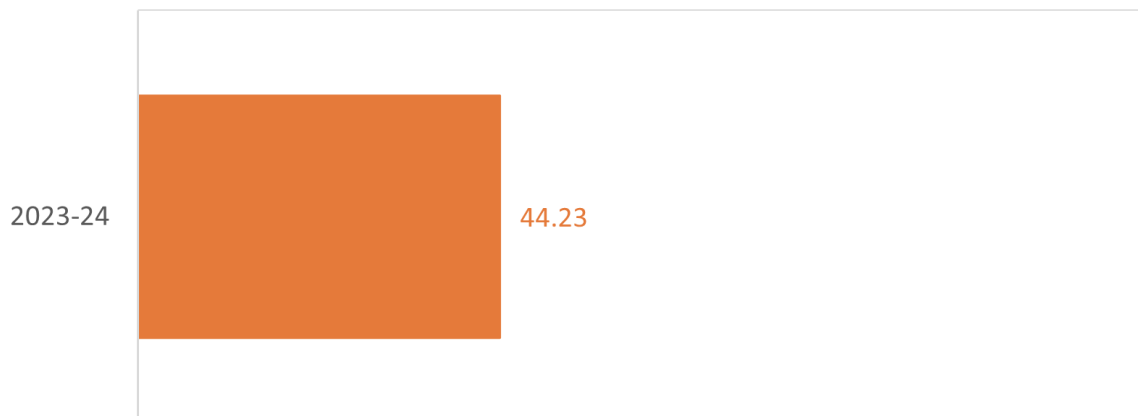


This is a newly introduced performance indicator to benchmark and measure the typical amount of hard rubbish that is produced at a household level. This includes all household types with access to the Hard Rubbish service.



This is a newly introduced performance indicator, to benchmark and measure the amount of general waste produced at a household level.

Weight of food or garden organics (FOGO) collected through the kerbside service (tonnes)



This is a newly introduced performance indicator, to show the food and garden waste collected through the kerbside green bins. We can expect to see seasonal variations that affect the amount of garden organics collected throughout the year.

Weight of e-waste collected through the library collection points (tonnes)



This is a newly introduced performance indicator. Our libraries' collection points have seen a steady increase in the amount of e-waste and accessories being collected.

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.

2023–24 ANNUAL ACTIONS



Completed



On track



Off track







Deferred



STRATEGIC PRIORITY

Action	Measure	Progress Updates as at 30 September 2023	Status
5.1 We will support improved health, wellbeing and resilience of all individuals, families and groups within our community.			
5.1.1 Implement the <i>Community Wellbeing Plan 2021–2025</i> annual action plan to improve social connection, public health protection and resilience, mental and physical health, safety and respectful relationships for people of all ages across our diverse community.	Minimum of 90 per cent year three actions completed.	<p>The <i>Community Wellbeing Action Plan 2023–2024</i> was endorsed by Council on 13 June 2023 and 20 per cent of actions were on track for the quarter including:</p> <ul style="list-style-type: none"> — The delivery of a program between older community members and a local Family Day Care Centre to build mental health and social connection across generations; — Completing the Active Paths program in three local schools, making it easier for students who want to ride, walk, scoot or skate to school; and — The provision of sportsground lighting to extend community use of active spaces at Caulfield Park, EE Gunn Reserve and Hodgson Reserve. 	
5.1.2 Implement annual actions in the <i>Community Safety Plan 2022–2025</i> to improve perceptions of safety and increase participation in community life.	Minimum of 90 per cent year two actions completed.	<p>We have completed 15 per cent of actions in the <i>Community Safety Plan Action Plan 2023–2024</i> and are on track to complete 90 per cent of year two actions by June 2024.</p> <p>Highlights this quarter include:</p> <ul style="list-style-type: none"> — advocating for safety design outcomes for the Glen Huntly level crossing removal project; — presenting the key findings and analysis report from the Victorian Police Glen Eira/Bayside Community Sentiment Survey to Council's Community Safety Committee on 16 August 2023; and — planning a number of activities for Community Safety month in October in partnership with Emergency Services and community organisations. 	




STRATEGIC PRIORITY

Action	Measure	Progress Updates as at 30 September 2023	Status
5.1 We will support improved health, wellbeing and resilience of all individuals, families and groups within our community.			
5.1.3 Support parents and carers through the delivery of 100 parent education sessions to build and develop skills and confidence to enhance the health, wellbeing and development of children including sleep and settling, infant nutrition, breastfeeding, new parent groups and playgroups.	100 parent education sessions delivered.	From July to September, we delivered 60 parent support groups to 451 parents and carers.	
5.1.4 Provide a high standard of aquatic and leisure programming which supports and adapts to the community needs.	Platinum Pool Accreditation achieved with Life Saving Victoria. AusActive Accreditation achieved. Service improvement scores above 85 per cent.	Platinum Pool Accreditation with Life Saving Victoria is accredited on an annual basis and we achieved accreditation this quarter. AusActive Accreditation is granted on a three-year basis and we achieved accreditation in 2022. The service performance scores are measured monthly. At the end of September, we scored 89 per cent.	
5.1.5 Support vulnerable young people to access social, emotional and financial supports, including access to mental health Services – through one-on-one appointments with Youth Development Officers, youth workshops and support programs.	250 support consultations delivered.	Support Sessions including nine drop-in sessions with 91 contacts, information provision, brief interventions, referrals from schools and community organisations, and ongoing client support.	
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.	Minimum of 90 per cent year three actions completed.	We are working towards achieving the actions within the <i>Gender Equality Action Plan</i> , with a range of initiatives including: <ul style="list-style-type: none"> — ongoing work to complete Gender Impact Assessments; — ongoing engagement with intersectional workforce on key people and culture projects including 'Listen, Learn and Lead' focus groups; and — delivery of the 'Father's Day Flex Promo' which showcased men using flexible work arrangements to support equal parental care at home. 	


STRATEGIC PRIORITY

Action	Measure	Progress Updates as at 30 September 2023	Status
5.2 We will embrace diversity and value all people, promoting a society that welcomes and includes everyone.			
5.2.2 Deliver the <i>Community Grants Program</i> to support community organisations' projects, programs, and events to increase resilience, social connection, and inclusion.	A minimum of 100 community organisations awarded community grants across the <i>Community Grants Program</i> .	From the period between July to September, Council awarded a total of 117 grants to 103 community groups, valuing a total of \$421,648. This consists of 96 annual Community Grants, 10 Small Grants, and 11 Facility Hire Grants to a diverse range of community groups.	
5.2.3 Implement annual actions in our <i>Reconciliation Action Plan 2022–2024</i> to support reconciliation and a unified, respectful, and thriving community that embraces our First Nations' Peoples.	Minimum of 90 per cent of year two actions completed.	Implementation of year two actions in the <i>Reconciliation Action Plan</i> is underway. Highlights this quarter included: — finalising the Glen Eira First Nations history report written by Dr Ian Clark; — hosting NAIDOC week activities in July including a Smoking and Welcome Ceremony at GESAC and unveiling of the 'Welcome Wall' by Bunurong artist Merindah-Gunya; and — delivering activities for National Aboriginal and Torres Strait Islander Children's Day with an online StoryTime to celebrate the theme 'Little Voices, Loud Futures' with Taungurung author and artist Cassie Leatham.	
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 Deliver our <i>Community for All Abilities Program</i> to improve outcomes for people with disability living in our community including support for employment, volunteering opportunities and improved access to shops and community facilities.	<i>Community for All Abilities Program</i> delivered.	Activities in our <i>Community All Abilities Program</i> are on track for the quarter. Activities delivered in the quarter include: — Carer's Support Services delivered 15 activities to promote health and wellbeing for local carers. — Inclusive Volunteering Network meetings were held in July and September to build greater volunteering opportunities for people with disability. — The Glen Eira Disability Reference Committee met in August to discuss: Changing Place facilities throughout Glen Eira, inclusive communities and disability awareness within schools. The Reference Committee includes three organisation representatives and eight community members. — The EmployAbility Glen Eira and GROW Glen Eira programs have been extended until February 2024, supporting over 20 people with disability seeking employment. — We met with Jewish Care and Brotherhood of St. Laurence to collaborate and build on an inclusive, supportive and accessible Glen Eira community.	

STRATEGIC PRIORITY



Action	Measure	Progress Updates as at 30 September 2023	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.			
5.3.2 Support vulnerable families and children who receive enhanced Maternal and Child Health services, including one on one enhanced parenting support to address issues such as social isolation, socio economic challenges and mental health.	Support a minimum of 15 families per month.	The Enhanced Maternal and Child Health service has engaged with 20-23 families each month.	
5.3.3 Implement upgrades at Caulfield Town Hall and Bentleigh Senior Citizens Centre to improve disability access. <i>This is a major initiative in the 2023–24 Annual Budget.</i>	<i>Disability Discrimination Act (DDA) Works projects delivered.</i>	Quotes are currently being reviewed to upgrade the access ramp to the Clock Tower entrance at Caulfield Town Hall and the upgrade for the bathroom at the Bentleigh Senior Citizens Centre. Projects are on track for completion by 30 June 2024.	
5.4 We will deliver services, events and programs that recognise and celebrate our broad interests and differences and promote participation for all.			
5.4.1 Deliver community programs and events in Council places and spaces to promote community inclusion, celebrate diversity and encourage cultural expression. <i>This is a major initiative in the 2023–24 Annual Budget.</i>	90 community programs and events delivered.	Some of the community programs and events delivered from July to September included: — The opening night of the Flourish exhibition, which saw 120 people enjoy art by four contemporary artists and appreciate the Glen Eira City Council Gallery space. — In July, the <i>Lil Robots</i> event was held in the Glen Eira Town Hall Auditorium, where over 3,500 community members interacted with unique robots in a 'post-apocalyptic' environment over the three days. — <i>Rolling Shows</i> took place at the Caulfield Racecourse Reserve during the monthly Community Market held on the first Sunday of September. This was a great collaboration which encouraged the community to enjoy the green space of the Reserve. — The annual <i>Youth Art Exhibition – Growth</i> opened on 14 September. Over 330 community members marvelled at the young talent in our municipality and celebrated the winners of the competition. — The annual <i>My Brother Jack Awards</i> competition was open from July to September. This wonderful short story and poetry competition saw a 40 per cent increase in entries from last year, with over 700 entries across eight categories.	

STRATEGIC PRIORITY

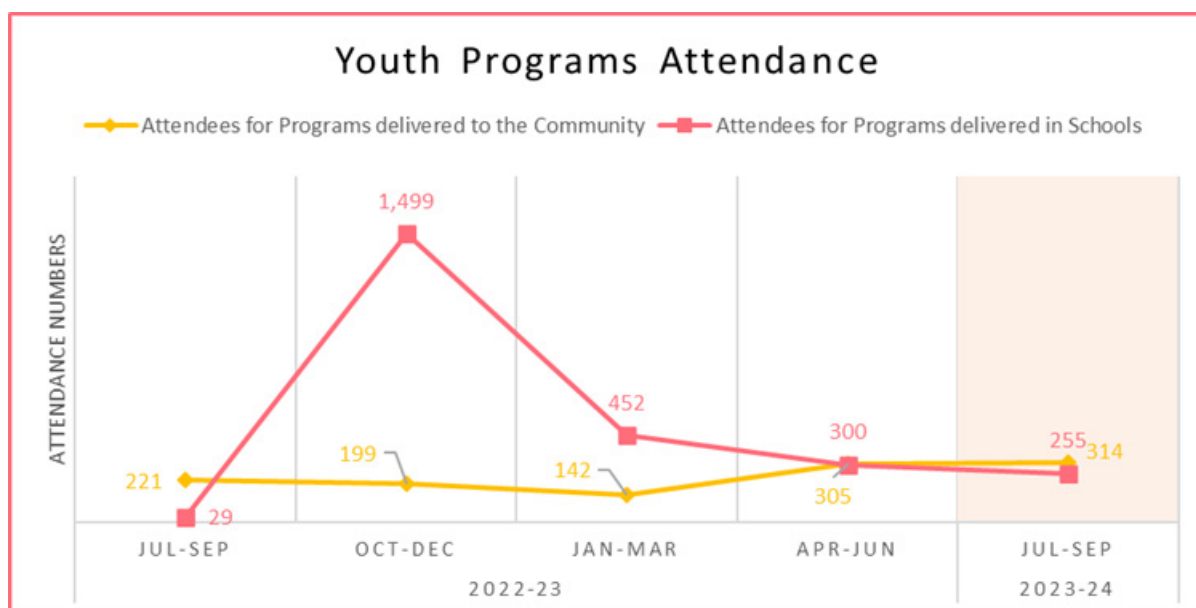
Action	Measure	Progress Updates as at 30 September 2023	Status
5.4 We will deliver services, events and programs that recognise and celebrate our broad interests and differences and promote participation for all.			
5.4.2 Purchase at least 15,000 new items for our library services in varied and accessible formats including online resources, eBooks, and audiobooks, to promote reading and literacy, and to reflect a wide range of community interests, ages and abilities.	A minimum of 15,000 new items purchased.	The majority of this year's purchases were undertaken during the September quarter. From July to September, we added 13,975 items to our collection, 5,568 of which were digital items. This is an increase of almost 70 per cent compared to this time last year. The addition of Borrowbox e-magazine subscriptions, which began in July 2023, attributed to the increase in new items added.	

2022–23 ANNUAL ACTIONS

STRATEGIC PRIORITY

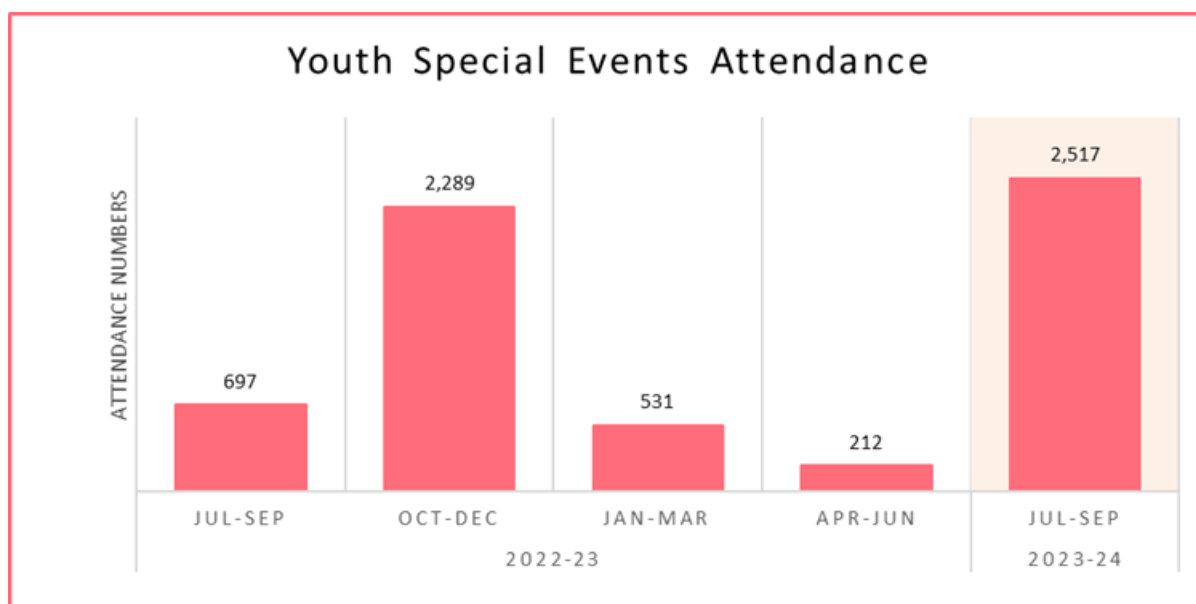
Action	Measure	Progress Updates as at 30 September 2023	Status
5.2 We will embrace diversity and value all people, promoting a society that welcomes and includes everyone.			
5.2.3 Implement traffic safety improvements included within the 2022–2023 budget. • Whitmuir Road, at Elster Creek Trail, Bentleigh. • Neerim Road at Boyd Park (eastern end), Murrumbreena. • Kooyong Road, between Sycamore Street and Carlingford Street, Caulfield South. • Neerim Road, just west of Hobart Road, Murrumbreena.	100 per cent planned traffic safety improvements implemented.	The Whitmuir Road at Elster Creek Trail, Bentleigh – Shared User Path Crossing project is complete. The Neerim Road at Boyd Park, Murrumbreena (eastern end) – Pedestrian Operated Signals project is in the planning and design stage. The Signal Layout Plan has been completed. The next step is to prepare a detailed design. A quote is currently being sought and we will engage the contractors to commence with the detailed design in the coming weeks. Kooyong Road Pedestrian Operated Signals project (between Sycamore Street and Carlingford Street, Caulfield South) – Further investigation and planning has occurred as the existing location was no longer suitable. Planning and design is underway and near completion. Construction will commence towards the end of this financial year.	
5.3 We will support accessible pathways into services, activities and facilities for people of all ages and abilities, particularly those most in need.			
5.3.2 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.	<i>Aged Care and Independent Living Service Plan</i> endorsed by Council.	The Commonwealth Government announced in the 2023–24 budget that the implementation of the Support at Home Program and its aged care reforms would be further delayed to 1 July 2025.	

YOUTH SERVICES

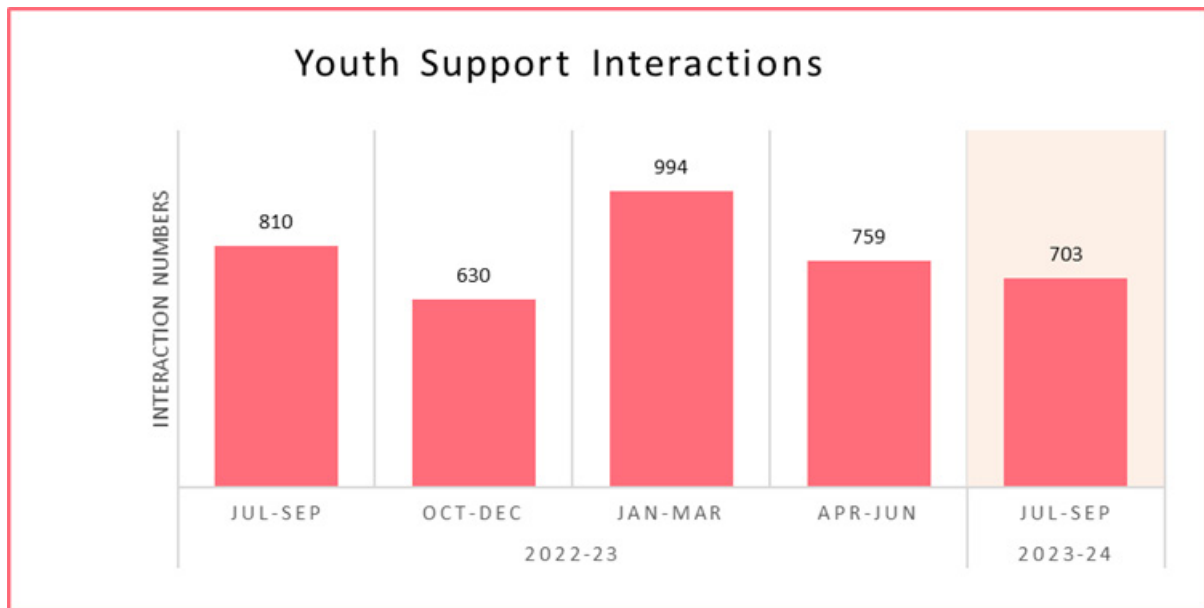


Youth Programs delivered to the community: Community-based programming delivered this quarter included Press Start, Youth Voice, Drop In's and the Youth Event and Leadership Team.

Youth Programs delivered in local schools: School programming delivered this quarter included pride-in-school support, the Moving Up program and Our Lady Sacred Heart Collage Bentleigh community services visit to the Bentleigh Library and Youth Hub.

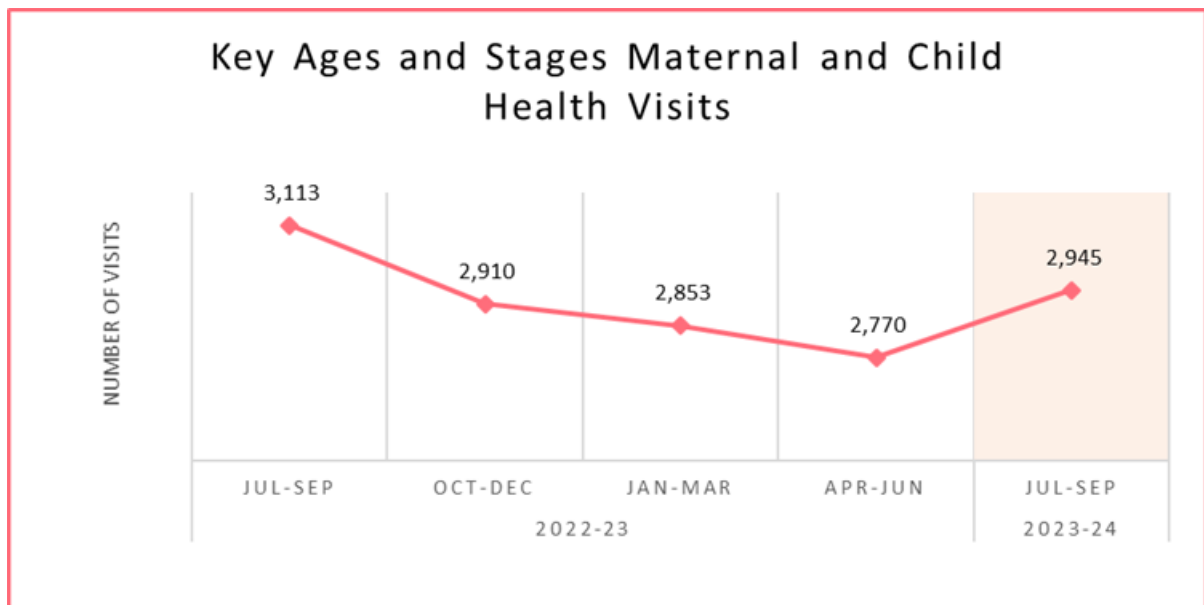


Youth Services hosted special events this quarter that included the Youth-led Youth Art Exhibition and Presentation Night plus the Youth Fest activities including the Press Start Convention, Animals on the mooove, Spring School Holiday Program and Comfort Dogs at the Bentleigh Library and Youth Hub.

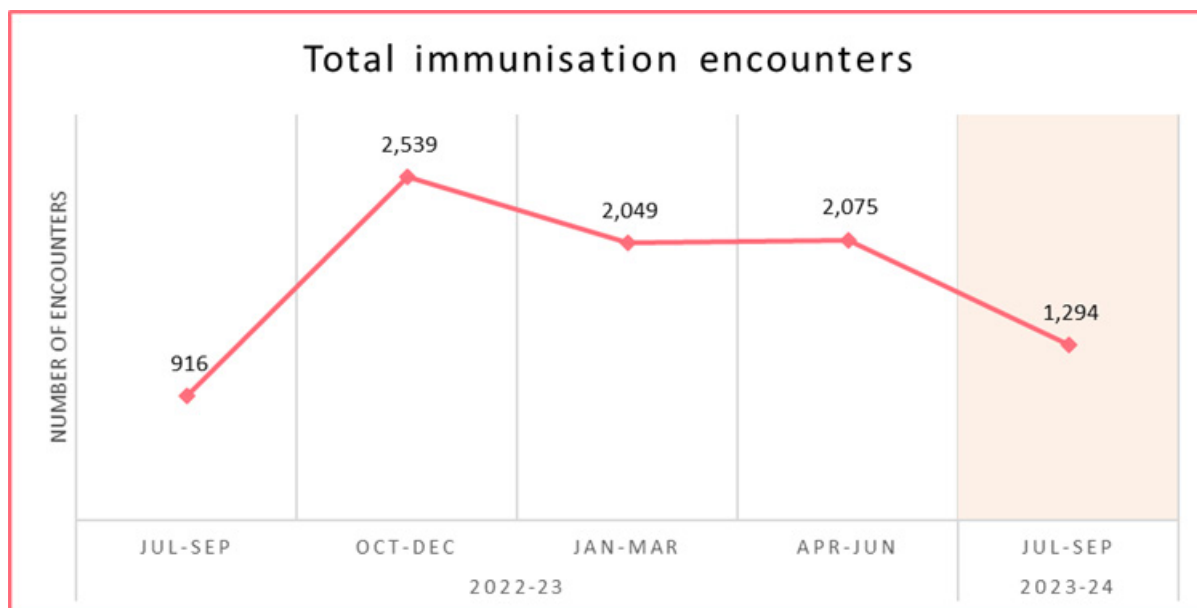


Support sessions include nine drop-in sessions, information provision, brief interventions, referrals from schools and community organisations, and ongoing client support.

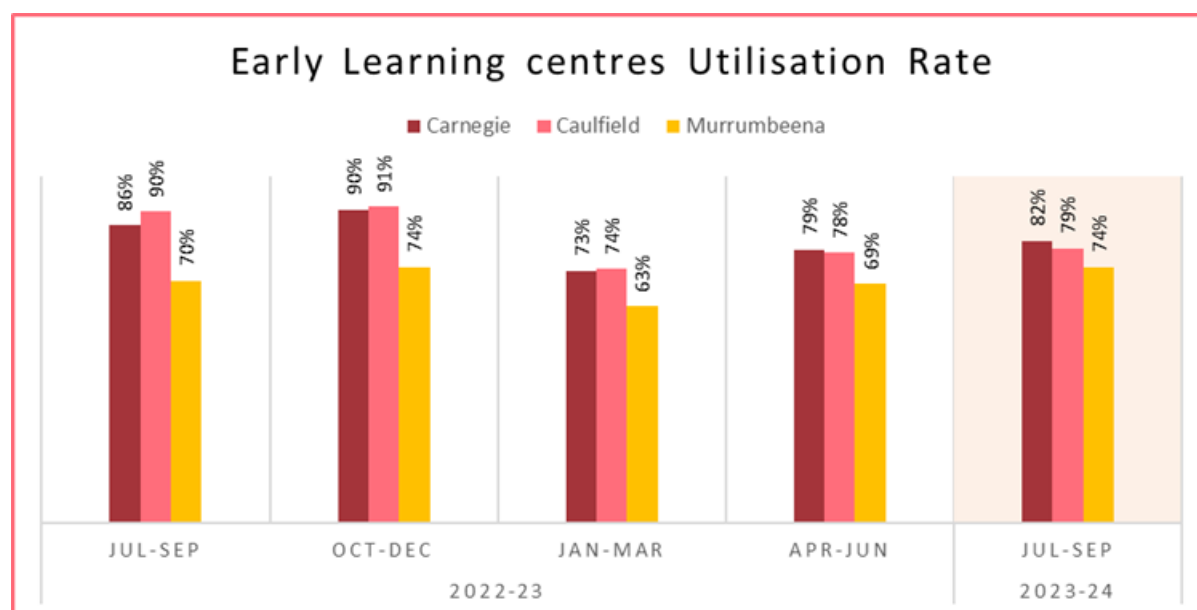
CHILDREN'S SERVICES



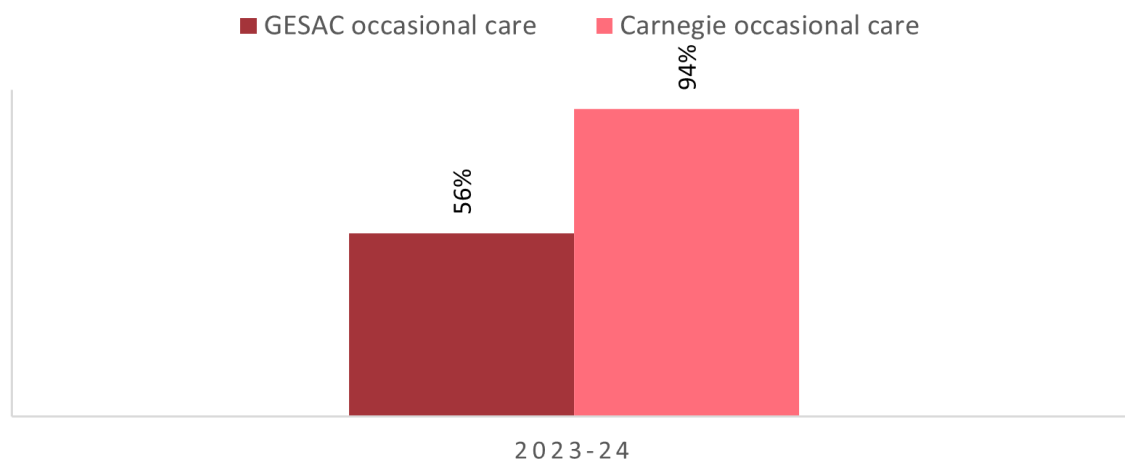
There has been an increase of 6 per cent in the total Key Ages and Stages visits in comparison to the last quarter due to increased staff capacity. However, birth notices are continuing to decrease.



This quarter saw strong attendance for the influenza vaccine with 865 clients attending the community sessions. The Year 10 School program saw 429 Secondary School students vaccinated with the Meningococcal ACWY vaccine, either within the school or at a community session. 34 overseas catch-up procedures for children aged one to under 19 years old were also completed during the quarter.



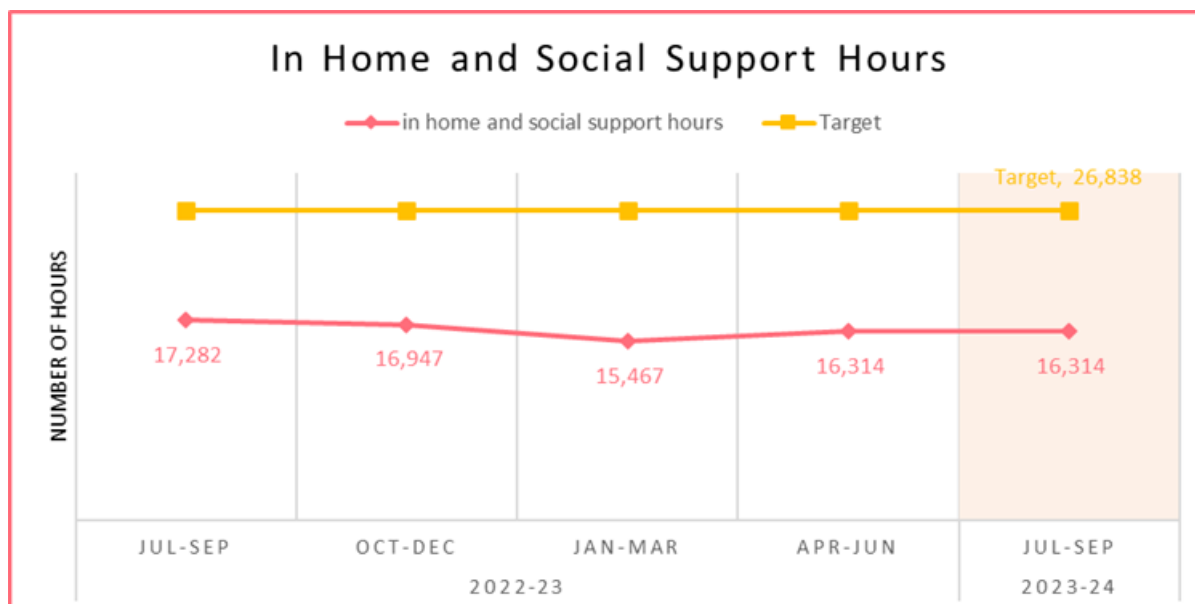
Occasional care Utilisation Rate (%)



GESAC occasional care: This quarter, the service offered a total of 2,432 places (two sessions per day with 19 places available at each session), of which 1,352 places were booked.

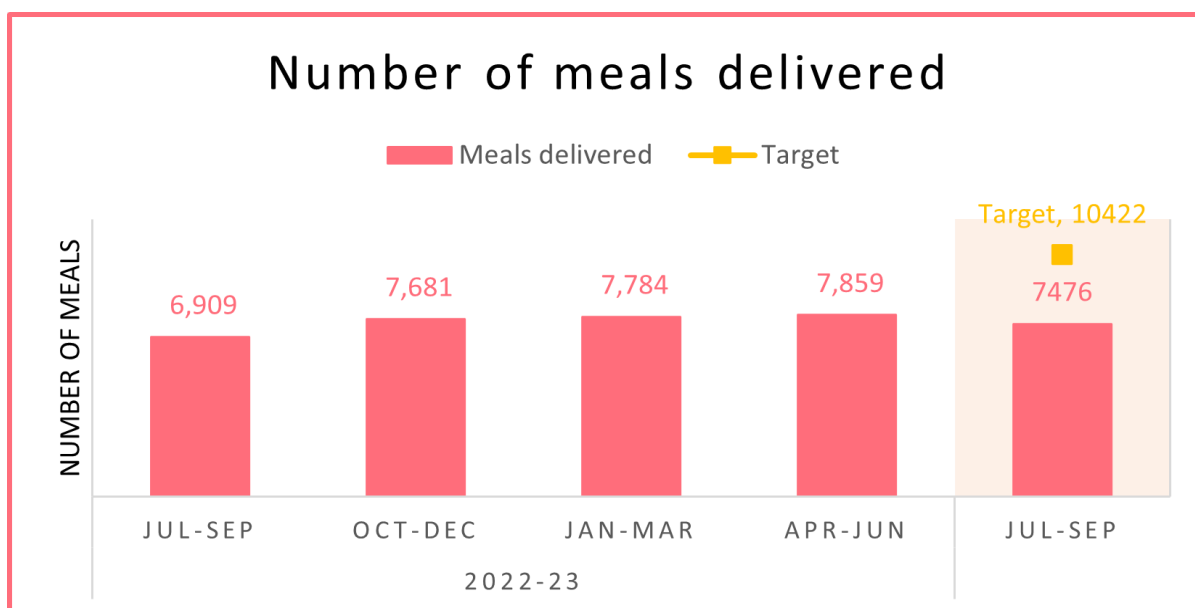
Carnegie occasional care: A total of 152 places were offered (two sessions per week during school terms with eight places per session), of which 143 places were booked.

IN HOME SUPPORT



For the first quarter, the demand for in-home support services was below the targets funded by the Commonwealth Government. The key reasons for this were:

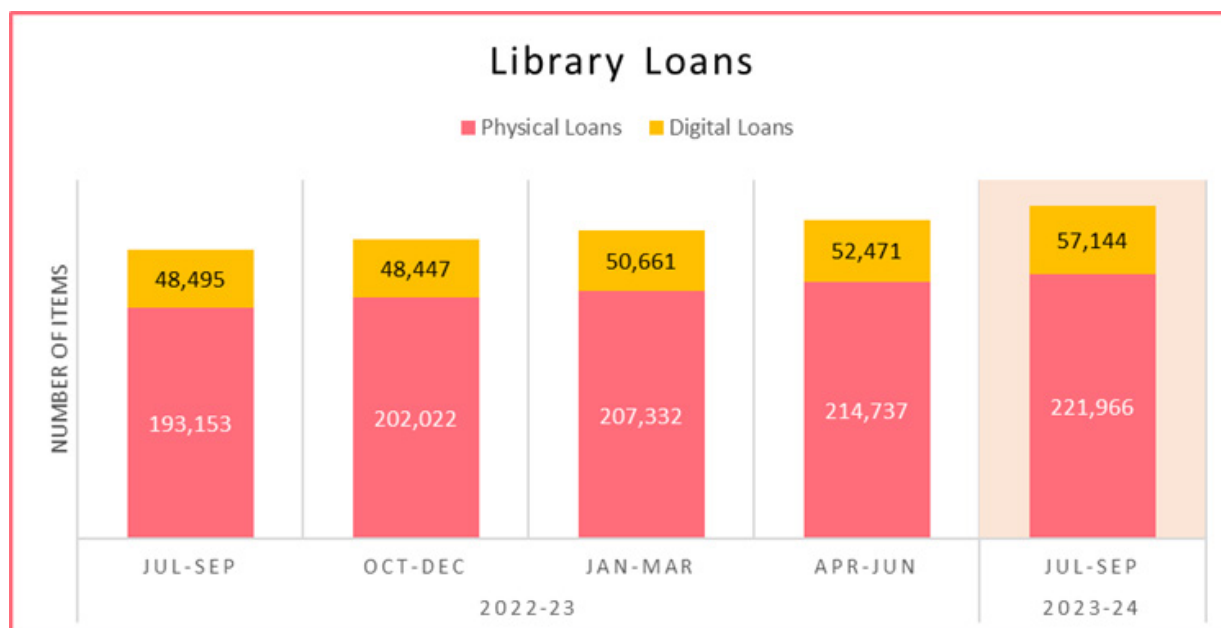
- > clients only required the service for a short period.
- > clients moved to either National Disability Insurance Scheme program, Home Care Package program or Residential Aged Care Homes due to more complex care needs.
- > clients left Glen Eira municipality.



For the first quarter, the demand for delivered meals was below the targets funded by the Commonwealth Government. The key reasons for this were:

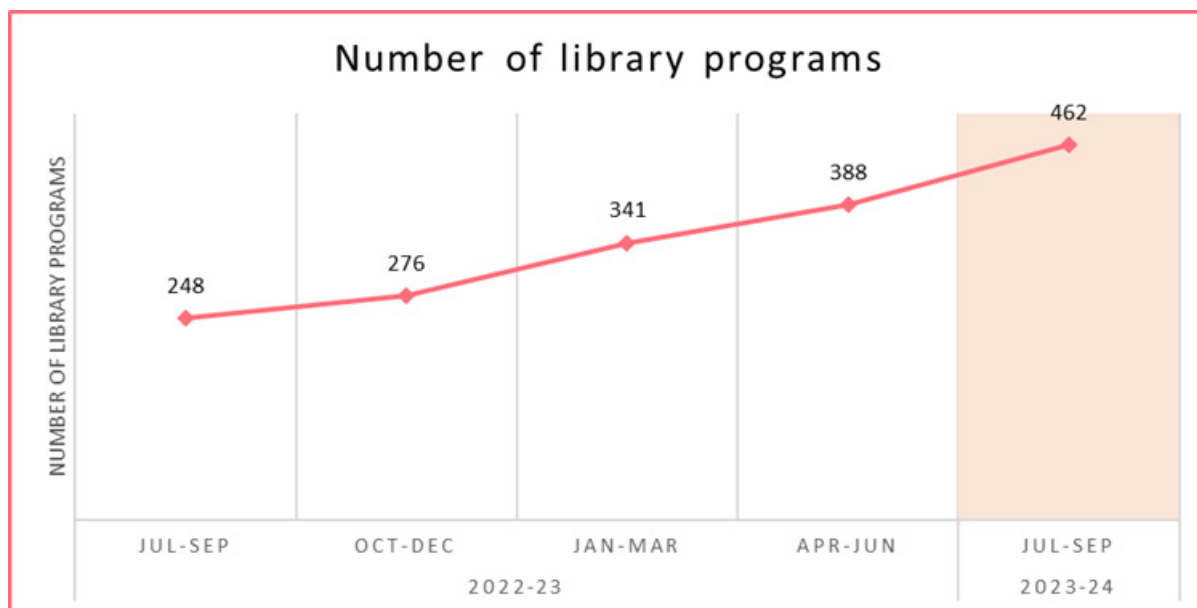
- > clients only required the service for a short period.
- > clients moved to either National Disability Insurance Scheme program, Home Care Package program or Residential Aged Care Homes due to more complex care needs.
- > clients left Glen Eira municipality.

LIBRARIES

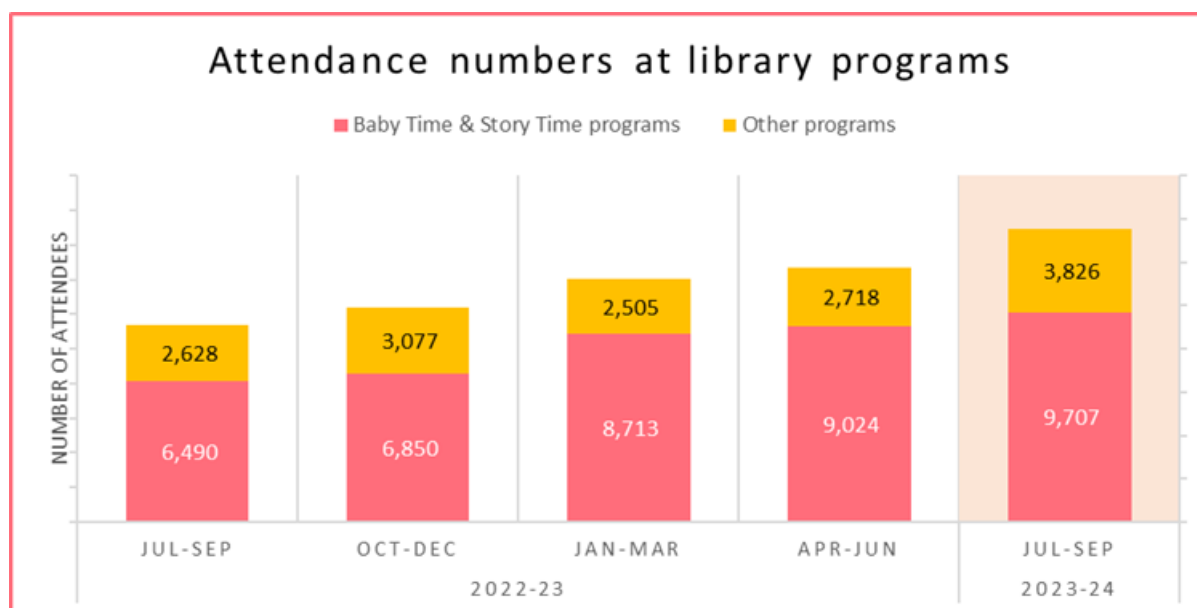


Digital library items: Loans of digital items continues to increase. Downloadable audio books continued to be the most popular digital format and digital magazines saw a modest increase in loans after the introduction of a new lending platform, BorrowBox.

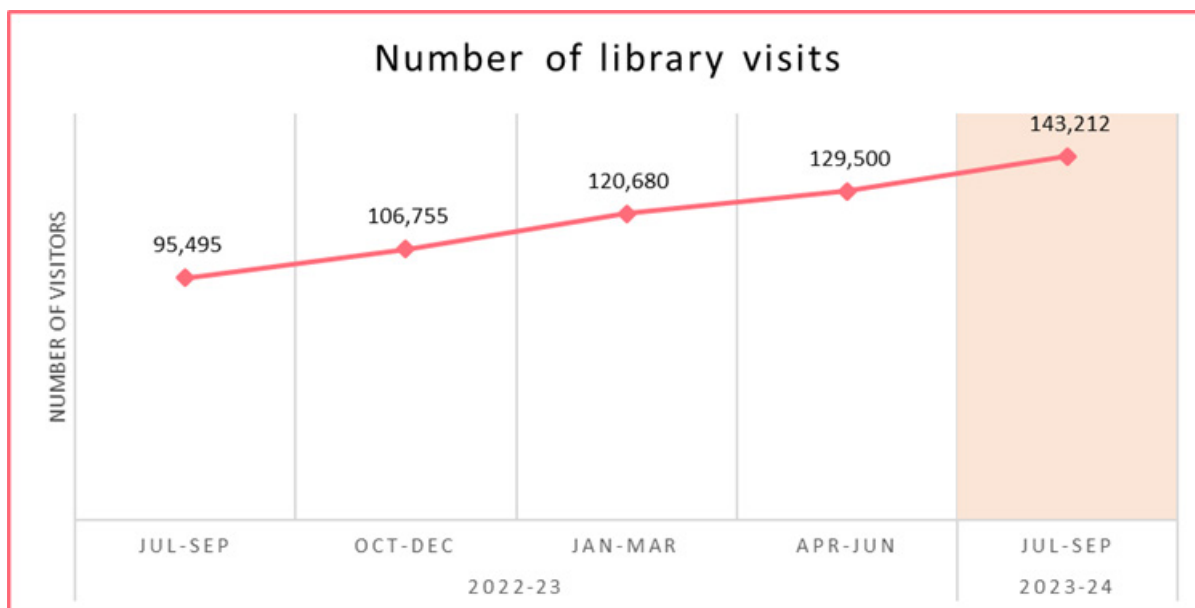
Loans of physical library items: Loans of physical books continued to increase this quarter, reaching more than 196,000 loans. Audio books, magazines and video games saw modest increases in loans compared to the previous quarter.



This quarter, the number of library program sessions averaged 77 per month compared to 65 per month in the previous quarter.

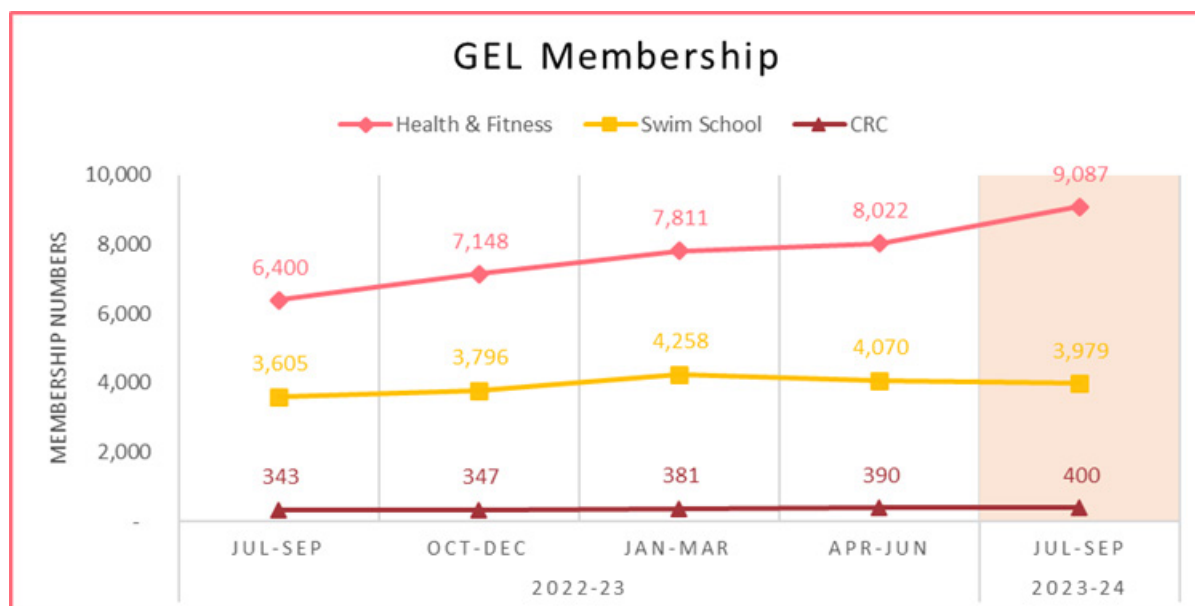


Attendance at BabyTime and StoryTime sessions at library branches continued to increase this quarter with overall attendance at library programs increasing by more than 1,000 compared to the previous quarter.



Visits to library branches continued to climb compared to previous quarters, with attendance at both Bentleigh Library and Carnegie Library exceeding 50,000 for the quarter.

GLEN EIRA LEISURE (GEL)

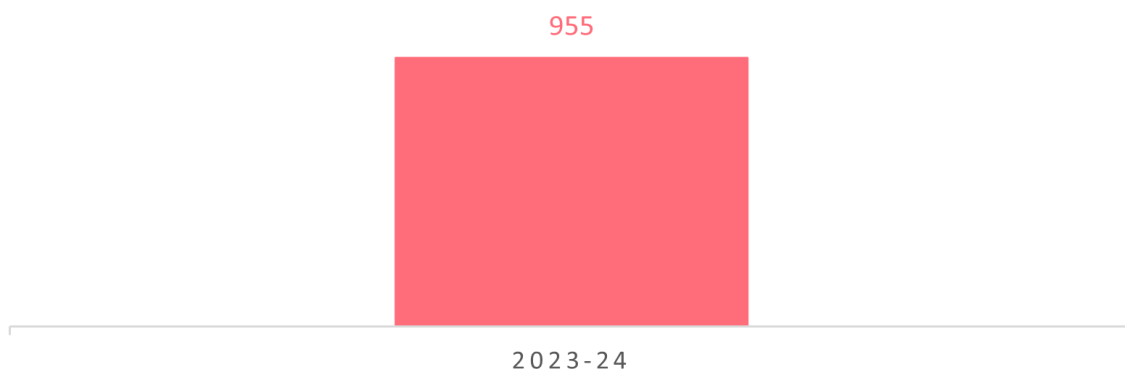


Health and Fitness: Memberships are at a record high and growing.

Swim School: Historically through winter, Swim School memberships decrease, however in the past quarter we have only experienced a slight decline.

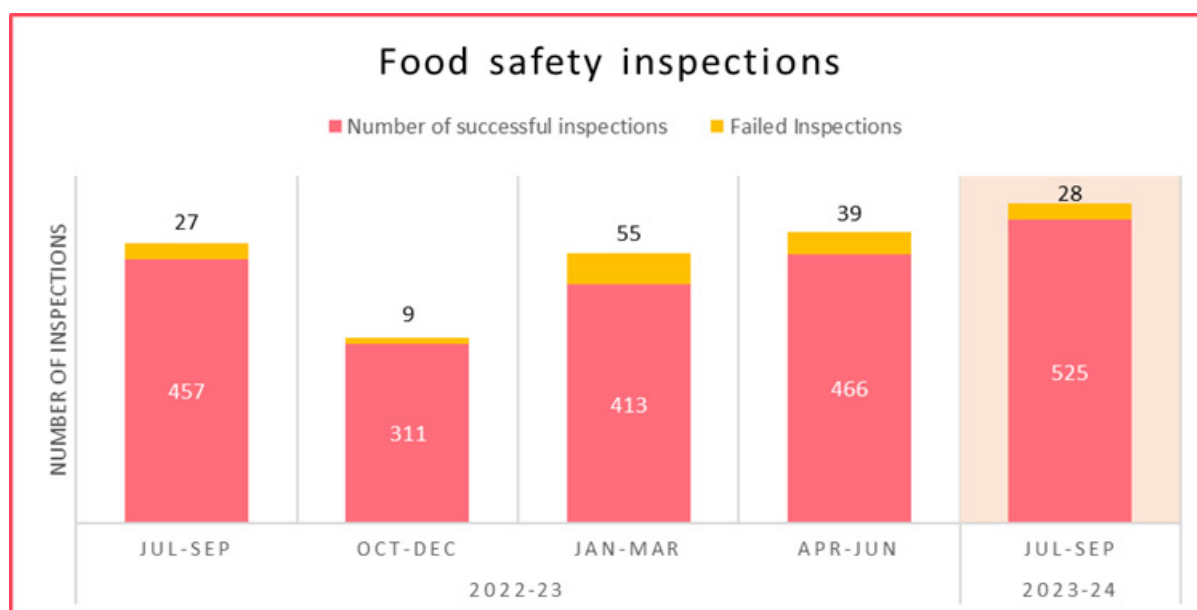
Caulfield Recreation Centre (CRC): memberships remain consistent.

Participation in Every Body Active programs



This quarter we had 89 clients enrolled in our Every Body Active (EBA) Support Program for a weekly session of either Hydrotherapy, Gym or Group Fitness. We had 401 attendances recorded for our EBA Group Fitness program. We also had 465 player attendances in our Basketball Unlimited program which ran weekly over nine weeks through Term Three of the school calendar.

FOOD SAFETY



Council inspects all food businesses annually. The number of inspections remains generally consistent. A total of 553 business were inspected this quarter.

Council's Environmental Health Officers focus on risk to food safety in line with the Department of Health and Food Act reforms. In this quarter, 28 businesses received a critical or major non-compliance result from a food-safety inspection. These businesses will receive a follow-up inspection.

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](#).



Completed



On track



Off track



Deferred

2023 Activities	Progress	Status
First Aid Level 2 (Authorised Officers)	Training was delivered to all Civic Compliance Officers September 2023.	
Administer responsible pet ownership information sessions in local primary schools to promote registration	An animal management trainer will collaborate with Council Officers to deliver two sessions before 31 December 2023.	
Increase awareness regarding registration requirements amongst culturally and linguistically diverse (CALD) communities	Council's website includes a function accessible on all pages to translate the content into seven languages other than English. A campaign known as Hello! We speak your language is currently being designed. The campaign will be deployed in professionally translated Chinese (simplified), Greek, Hebrew, Hindi, Italian, Korean, and Russian to inform our community more broadly that our news and information is available in those languages.	
Produce information regarding registration and de-sexing requirements in multilingual formats	The Hello! We speak your language campaign will translate 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'	Feasibility study conducted between April 2023 to August 2023. Assessment determined that the initiative would be impractical to enforce and difficult to monitor. The approach is to create separate areas suitable for smaller and less active dogs, for example Pawfield Park.	
Provide educational material about cat enclosures and provide a DIY cat enclosure workshop	Cat vaccination and cat enclosure education was provided by RSPCA at Pavilion in Hodgeson Reserve from 24 – 26 July 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')	An animal management trainer will collaborate with Council Officers to deliver two sessions before 31 December 2023.	
Develop material which focuses on appropriate breeds for different types of households	Information has developed and placed on website.	
Consider programs to address wild and stray cats	Educational information on Council website and information booklet handouts have been created to inform the community about wild and stray cats.	
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

Library events have been highly successful from July to September. We have increased both the number of programs delivered and the number of attendees on last year's figures.

We are averaging around 60 Storytimes and Babytimes per month, compared to around 50 per month this time last year. We are seeing an average of 3,400 people attending each month – an increase of more than 1,200 from the number attending a year ago. These continue to be hugely popular programs at all our branches.

Libraries have reintroduced all regular programs which were suspended over the lockdowns. We are delivering an average of 90 programs (excluding Storytimes and Babytimes) per month, compared to 35 per month in this time last year. Each month, we are seeing around 1,300 attendees at these programs, a 66 per cent increase on last year.

July Events:

Path to plastic free



As part of Plastic Free July, sustainability educator, Kirsty Bishop-Fox, provided some practical tips to reduce single-use plastic through sustainable swaps. Making an impact is easier than you think.

Fashion history: The House of Merivale



Australia's first fashion concept store, Merivale was our answer to London's Biba, producing small runs of cutting-edge fashion. We were joined by fashion historian and author Nicole Jenkins for an illustrated look at one of Australia's most dynamic fashion labels.

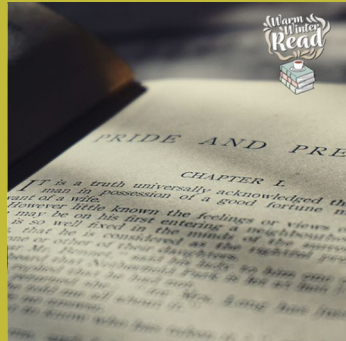
NAIDOC Week at GESAC



As part of the NAIDOC Week celebrations, the community had the chance to join us at GESAC for a smoking and welcome ceremony, the official presentation of Bayley Mifsud's beautiful artwork, virtual reality experiences, colouring-in, giveaways and an opportunity to learn more about Glen Eira's reconciliation work and ways to participate.

July Events:

Warm Winter Read



The community had the opportunity to sign up for the Warm Winter Read to track their reads over the winter months and go in the draw for some bookish prizes.

August Events:

Youth Art Exhibition- Growth



The Exhibition ran from 1 June to 11 August 2023, showcasing and celebrating the artwork of Glen Eira youths. The presentation night was held on 14 September at the Glen Eira City Council Gallery where attendees checked out all the incredible artworks, listened to the talented Chloe James and grabbed a sausage from the rotary, all before the judged announced the 2023 winners.

Crime Writing Workshop



Award-winning crime writer and podcaster, Vikki Petraitis - Author Page will take participants through the most important elements of writing a crime story. From victim to villain, red herrings and misdirection, to plotting and writing a satisfying conclusion, this workshop will help you start a story, or strengthen one you are already writing.

Green Cleaning



Time to rid your home of those chemicals! Sustainability educator, Kirsty Bishop-Fox provided some tips and tricks to make your own cleaning products at home – using natural, everyday ingredients. You will not only save money, but reduce plastic waste and create a safer, less toxic home.

September Events:

My Brother Jack Awards submissions open



Everyone's favourite writing competition is back for another year. Prizes are awarded for short stories and poetry in the categories of Primary, Junior, Secondary, Senior Secondary and Open.

Entries opened from 3 July to 11 September.

Winners will be announced at the My Brother Jack Awards ceremony on 5 November 2023.

Press Start Convention



Rolling Shows



Rolling Shows took place at the Caulfield Racecourse Reserve during the monthly Community Market held on the first Sunday of September. This was a great collaboration which encouraged the community to enjoy the green space of the Reserve.

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.

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.

DDA - Disability Discrimination Act

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.

Major non-compliance outcome - Is a notification received by a Council under the Food Act 1984, or advice given to Council by an authorised officer under that Act, if it relates to a deficiency that does not pose an immediate serious threat to public health but which may do so if no remedial action is taken and must be followed up by the council.

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.

Planning Scheme - legal documents prepared by a council or the Minister for Planning and approved by the Minister that determine the use, development and protection of land within that specific municipality.

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.

Structure Plan - a long-term Plan that guides important aspects of an area, including development, land use, transport and car parking, community facilities, public realm, open spaces and strategic opportunities.

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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Phone: (03) 9524 3333

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mail@gleneira.vic.gov.au

www.gleneira.vic.gov.au

National Relay Service

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

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

Teletypewriter (TTY): 13 36 77

Speak and Listen: 1300 555 727

Social media

Glen Eira City Council:

www.facebook.com/GlenEiraCityCouncil

@cityofgleneira:

www.instagram.com/cityofgleneira

Glen Eira arts, gallery and events:

www.facebook.com/gleneiraarts

www.instagram.com/gleneiraarts

Glen Eira Leisure:

www.facebook.com/GESACOnline

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

www.twitter.com/GESACOnline

Glen Eira Libraries and Learning Centres:

www.facebook.com/GlenEiraLibraries

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

Glen Eira sustainable living:

www.facebook.com/sustainablelivinggleneira

Glen Eira Youth Services:

www.facebook.com/GlenEiraYouthServices

www.instagram.com/gleneirayouthservices

